SPITCH

Chat Platform

Chat Platform (CP) helps handle communications with customers in all the text channels including popular messengers.

CP
Chat Platform
for all kinds of text interactions

Demo video

Improve customer experience in chatting with a bot through natural dialog-flows adjusting to customer's intents and changing interaction scenarios.

Save costs and worktime by offloading text chats from human operators to a robot to handle standard issues automatically.

Increase sales by recognizing intents precisely and offering the shortest possible route to discuss with sales experts and proceed to purchase**.**

Implement fast – solution is available from the cloud on day one, or through on-premises installation.

Boost agents performance with response templates containing relevant and timely prompts that appear when the agent starts typing in the chat.

UNIQUE BUSINESS BENEFITS:

- **The comprehensive platform** has a capability to process messages from web chat, chat in mobile apps, messengers, and social networks, exchange different file types, and streamline processes with multiple automation tools.

- **Easily integrated** with CRM, CMS, Knowledge Base, help-desk systems, and benefits from being part of Spitch's wider omnichannel conversational platform**.**

- **Fast and precise steering of text messages** from all the channels to the right customer service and sales specialists based on the highly accurate intent recognition delivered by Spitch NLP and NLU engines.

Spitch is a global provider of B2B and B2C Conversational AI solutions, founded in Switzerland in 2014, with a strong presence in Europe and North America

FIRST CLASS SUPPORT FOR LARGE LANGUAGE MODELS & OMNICHANNEL SYNERGY:

Leveraging LLMs:
Chat Platform benefits from the intelligent utilization of state-of-the-art LLMs* and integrates seamlessly with Spitch Virtual Assistants thanks to a unified NLU core.

Omnichannel Synergy:
Spitch's platform seamlessly synchronizes chat widgets with other tools such as Agent Assistant Suite (AA) and Knowledge Base (KB). Adherence to international standards ensures the highest security of web widgets

* LLM: Large Language Model

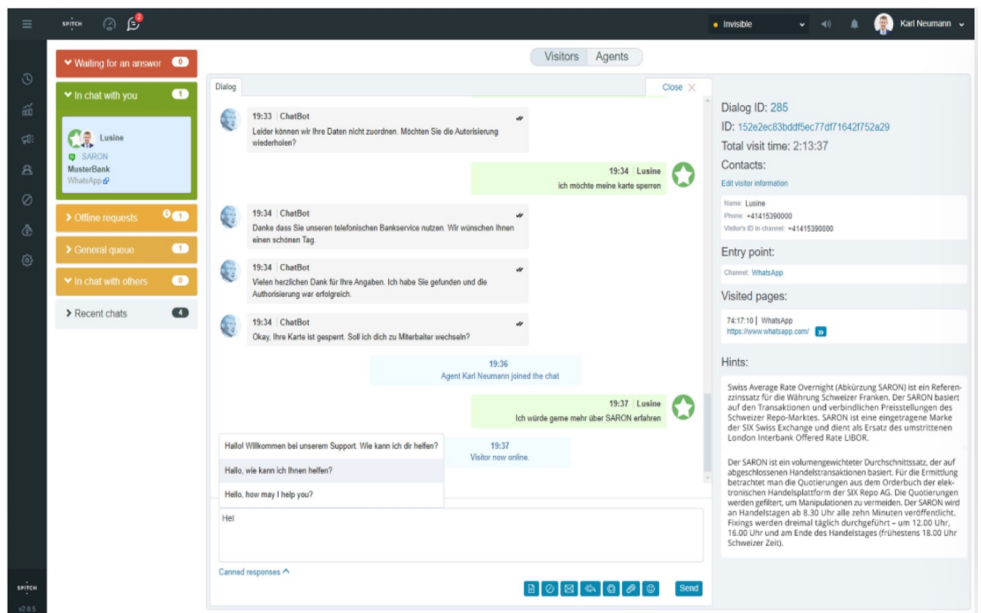| 30% reduction in cart abandonment | 82% increase in conversion from lead to customer | 13% increase in sales among customers using chat |

Spitch provides a full stack omnichannel conversational AI suite that elevates customer experience and reduces costs.

VA Virtual Assistants

SA Speech Analytics

VB Voice Biometrics

CP Chat Platform

KB Knowledge Base

AA Agent Assistant Suite