



Value Added Services for CSPs
incorporating advanced visualisation and
integration capability

A cloud-native chatbot development platform that enables organizations to develop intelligent chatbots to provide an omnichannel customer experience via legacy and digital channels.

Compose is a part of Global Wavenet's Digital Transformation Suite of solutions; a Cloud-native omnichannel chatbot development platform that enables multinational telecommunication operators to small and medium sized businesses to engage with consumers seamlessly and intelligently, via legacy and digital channels. The platform enables omnichannel deployment of service flows without the need to be channel dependent – it operates on the basis of the 'build once, deploy anywhere' philosophy. Organizations are able to integrate service flows with back-end systems such as its BSS/OSS systems, CRM systems and content management systems to enhance customer interactions through richer engagement and improved service experiences. Compose is able to monitor these service experiences through the integrated Reporting Module and can be monetised by integrating to charging/billing systems via its powerful API integration capabilities.

BENEFITS OF COMPOSE

Service Automation with Chatbots

Compose allows organizations to execute services to customers based on the customer's intent. This is executed through the integration of APIs and database connections that allows full automation of any customer facing service. This in turn reduces operational costs for the organization in not having to maintain large customer-care centers to service the growing number of customers.

Build-Once-Deploy-Anywhere

Going beyond channel-specific chatbot builders, Compose allows the creation of intelligent chatbots that can be deployed across any channel, legacy or digital. This enables organizations to focus more on building a great customer experiences and avoids having to duplicate service flows for multiple services.

Intelligent Chatbot Creation

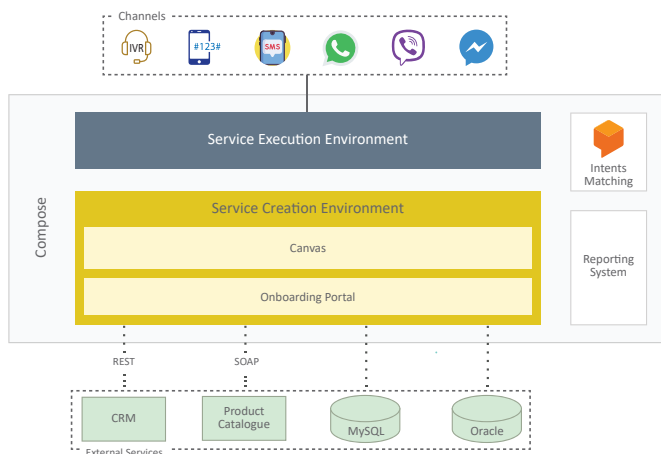
Compose allows the creation of intelligent chatbots operating as a virtual agent, using its in-built integration to Google Dialogflow. This allows customers to directly engage with the chatbots in a natural language that is familiar, without having to follow scripted conversational patterns.

Human Agent Fallback

Compose allows seamless fallback transitioning between the chatbot and human customer care agents. This feature allows customers to engage with the chatbot and request for the preferred services without the worry of the bot failing to identify the intent. The service experience continues without the company risking the loss of customers.

ARCHITECTURE

This combination of using chatbots and live agents seamlessly integrates customers with the service and the automation of services ensures the organizations see up to 30% reduction in customer service costs for productivity and operational performance.



SOLUTION FEATURES

+ Agent Management

Compose allows creation and management of virtual agents as chatbots that can service customers. These agents can be deployed across multiple channels of organization's choosing.

SOLUTION FEATURES

- + **Intent Management**
 The Compose solution can create, manage and train intents over time based on pre-defined phrases that are provided in to the Compose system. For this, Compose uses built-in technology integrations to Google's Dialogflow.
- + **Integration with Multiple Digital Channels**
 Compose allows chatbot integrations with channels such as WhatsApp, Viber and Facebook, allowing customers to engage with the organization through their preferred digital channel.
- + **REST API Onboarding**
 API integration powered with the Integration Module inside Compose, allows organizations to integrate with REST API end points when creating the service flows. This enables organizations to enrich the chatbots created by integrating to systems such as BSS/OSS, CRMs, ERPs, etc.
- + **Components Management**
 Communication components such as texts, images, quick replies, carousels, questions can be integrated with service flows and executed on both legacy and digital channels.
- + **Manual Training**
 If the users' input is not recognized on the chat interaction, Compose allows users to assign the unrecognized input to a pre-defined intent. This enables natural language understanding for the next instance that input is given.
- + **Integration with Legacy Channels**
 Compose integrates its chatbots with legacy channels such as USSD, SMS, IVR and allows CSPs to utilize existing legacy infrastructure to increase efficiencies and effectively engage customers on these channels.
- + **Database Onboarding**
 External databases can be connected to Compose and queried via the Integration Module. This allows for direct data manipulation capabilities for better insights and decision making for organizations.
- + **Multi-Tenant Access**
 Organizations can provide multi-tenant access to enterprise customers, improving service utilization and, opportunities to cross-sell and up-sell services.
- + **Enterprise Service Bus (ESB)**
 Compose ESB is a platform-agnostic feature that provides a uniform means of moving work between applications. It bridges the communication gap between applications and its components.

REQUEST DEMO

For more information on the Compose solution or any of our Digital Transformation solutions, visit our website or to request a live demo of the system, please contact our Sale team at info@globalwavenet.com.



Global Wavenet is a leader in providing powerful telecommunication software, systems and infrastructure solutions for wireless and wireline telecommunication carriers in South America, Africa and the Asia Pacific. Wavenet has long-standing expertise working with multinational companies around the world, and our award-winning technology solutions portfolio assists Wavenet clients to stay ahead in the market and gain a competitive edge, while optimizing revenue and ROI.