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AI Intelligent Web Forms

Powered by Synthetix

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Deter customers from sending email. Reduce time spent trying to resolve supports issues. Synthetix Intelligent Web Form increases self-service, reduces calls, and lowers contact centre costs, all while improving customer experience.

Adapt to your customers' choices.

Synthetix Intelligent Web Form is a compelling self-service deployment that optimises the value and ROI of digital assets you've already invested in. Using SentienceAI natural language processing technology to understand your customer's query, the intelligent form adapts to your customers' choices suggesting relevant answers from the knowledge-base through each step of the form.

Key features

Superior Natural Language Processing

Four layers of sophisticated, real time linguistic SentienceAI search technology ensures the best and most popular search results appear first and fast, as our Intelligent Web Form software checks the knowledge-base for possible answers on every customer key-press to present customers with relevant answers at each stage of the form.

Data capture for first contact resolution

What makes theIntelligent Web Form such a powerful tool is its ability to collect relevant data from a customer. Although given a choice of answers through each step of the form - should a customer still find it necessary to send an email - this form is dynamically designed to ensure that the customer provides you with all the data needed to resolve the query first time, dramatically increasing first contact resolution rates.

Key Benefits

55%

Overall reduction of email enquiries.
- Synthetix

70%

Containment rate with enquiries resolved through the Intelligent Web Form tool.
- Radial

85%+ Adoption rate of Intelligent Web Form self-service when it's offered.
- Destination CRM

Please contact us to book a free demonstration.

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Seamless integration and escalation

Intelligent Web Form enables a seamless connection into the contact centre. Live Chat triggers allow agents to resolve complex issues and deliver personalised support when the form cannot. The data from the form can be sent your CRM/email/web service interface, enabling the entire history of the Intelligent Web Form navigation and data entry to be seen by the agent when a call or chat is transferred. This means interaction context is maintained even when customers traverse from channel to channel.

Detailed reports and analytics

Track the interaction, volume and drivers of customer queries to the Intelligent Web Form tool. Expose gaps within content and identify areas where knowledge articles should be created. Perform queries and generate built-in, detailed reports through the user-friendly dashboard interface.