Activechat Cheat Sheet

ActiveChat
SMARTER CONVERSATION

Interface

Conversations

Leads

Watch every visitor of your website, complete with the history of messages, interactions, and page views.

Chats

Explore conversations with your agents, both human and virtual.

Broadcasts

Prepare and send targeted mass messaging campaigns.

Automation

Intents

Define phrases that will trigger actions in your virtual agent. Our AI will use these examples to guess similar phrases and typos.
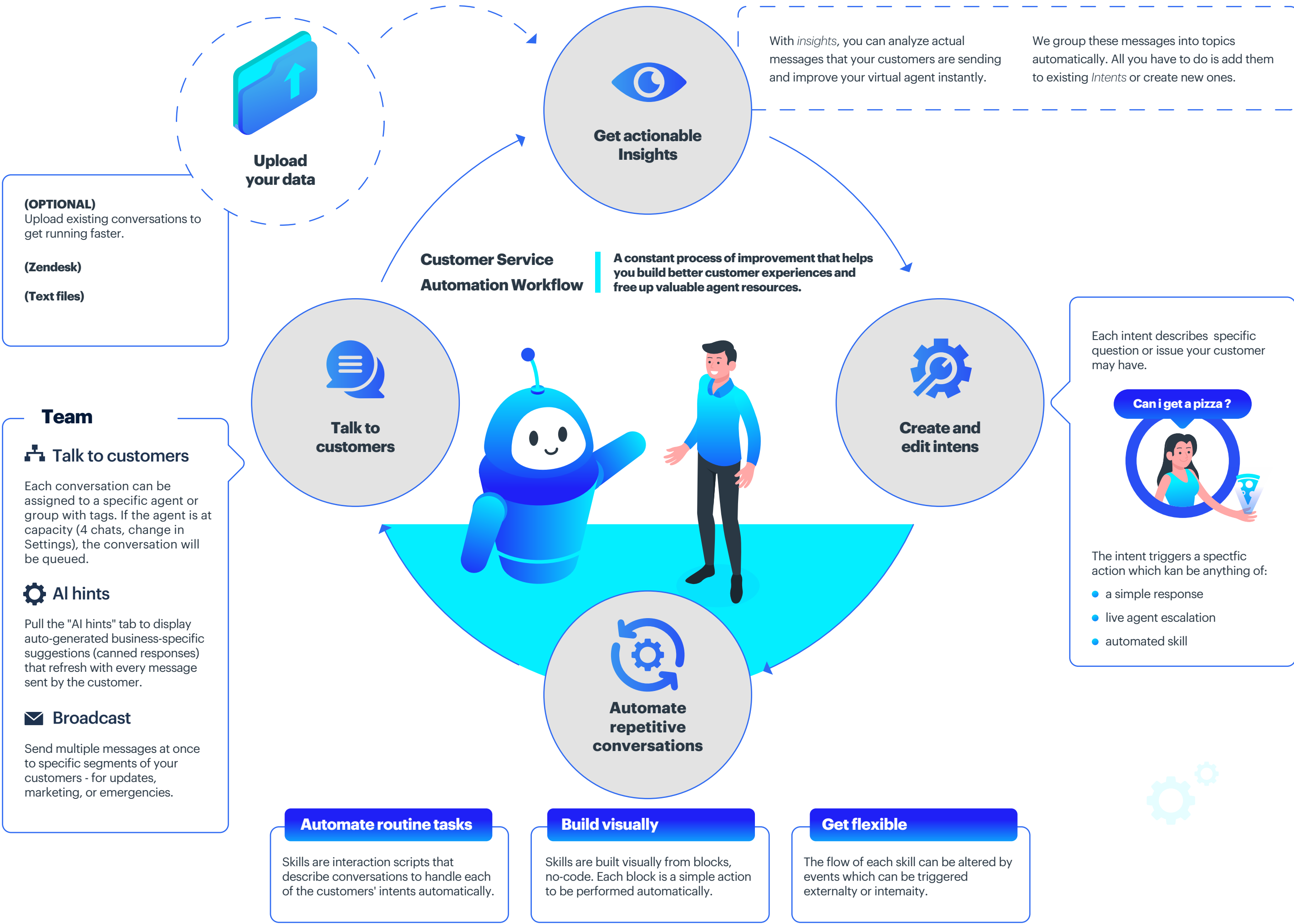
Insights

Analyze actual conversations to improve the quality of natural language understanding.

Skills

Build smart automations that will reduce the agents' workload.

Team

Roles

Invite your team members to work on various aspects of your virtual agent.

Agents

Assign human agents to groups (queues) by department, expertise, or anything else and track their performance.

Team

Talk to customers

Each conversation can be assigned to a specific agent or group with tags. If the agent is at capacity (4 chats, change in Settings), the conversation will be queued.

AI hints

Pull the "AI hints" tab to display auto-generated business-specific suggestions (canned responses) that refresh with every message sent by the customer.

Broadcast

Send multiple messages at once to specific segments of your customers - for updates, marketing, or emergencies.

Customer Service Automation Workflow

A constant process of improvement that helps you build better customer experiences and free up valuable agent resources.

Upload your data

(OPTIONAL)
Upload existing conversations to get running faster.

(Zendesk)

(Text files)

Get actionable Insights

With *insights*, you can analyze actual messages that your customers are sending and improve your virtual agent instantly.

We group these messages into topics automatically. All you have to do is add them to existing *Intents* or create new ones.

Talk to customers

Create and edit intens

Each intent describes specific question or issue your customer may have.

Can i get a pizza ?

The intent triggers a spectfic action which kan be anything of:
- a simple response
- live agent escalation
- automated skill

Automate repetitive conversations

Automate routine tasks

Skills are interaction scripts that describe conversations to handle each of the customers' intents automatically.

Build visually

Skills are built visually from blocks, no-code. Each block is a simple action to be performed automatically.

Get flexible

The flow of each skill can be altered by events which can be triggered externatly or intemaity.

Service Leader

Improve your team pertormance by automating routine tasks ana monitor agents' performance and customer sentiment

Focus on
Leads - Roles - Agents - Charts

Support Agent

Talk to customers, Save time with AI Hints, Suggest automallon scenarios

Focus on
Live chat - AI Hints - Boradcast

Product Managers

Introduce conversational AI into your company operations

Focus on
Roles - Intent - Insight - Charts

Developers

Build smart AI-Powered conversational automations taster

Focus on
Skills - Intents - Insights

Executives

Increase your revenue through better customer service and save money on human support teams

Focus on
Conversations - Team - Charts

Questions?

We're here to help. Send us an email or chat on the platform!

ask@activechat.ai

+1 (302) 353 1653

Channels

Activechat is a truly multi-channel conversational environment where you can engage with your customers across a variety of different channels.

Website Chat

Talk to the visitors of your website. Answer their questions or interact pro-actively with different messages for every page.

Facebook

Connect your Facebook Page Inbox to handle conversations in Messenger.

Telegram

Use this fast-growing messaging platform to add another channel of customer communication.

Twillio SMS

Connect your business phone number to automate mobile text messaging, and send mass campaigns.

Email

Send emails straight from Activechat. Works great for order updates, notifications, and drip campaigns.