



The future contact center that you **really** own

Platform Specifications & Features

On-premise Conversational AI platform

High security, low operating costs, no subscription fees



For Customer
Service Teams



For Product
Managers



For Executives
and Owners



For Live Chat
Teams and Agents



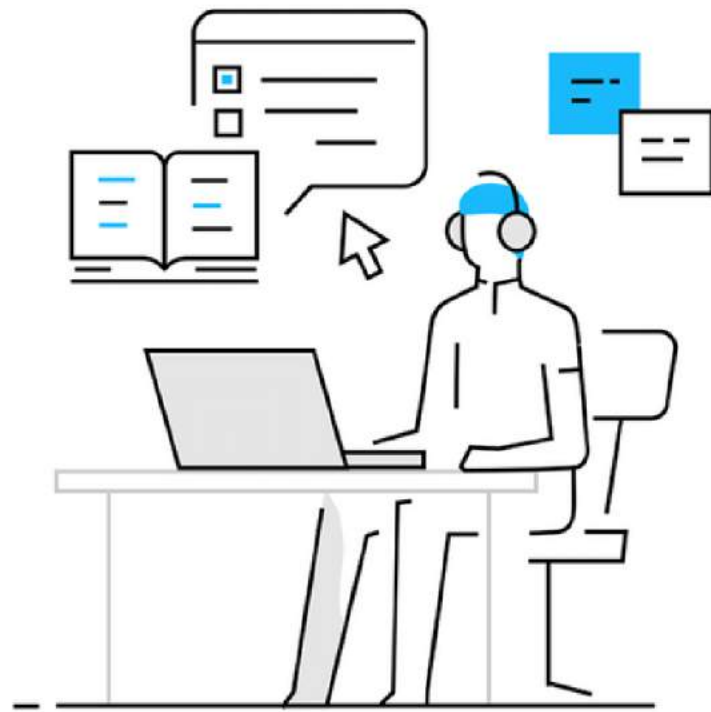
For Marketers
and Agencies



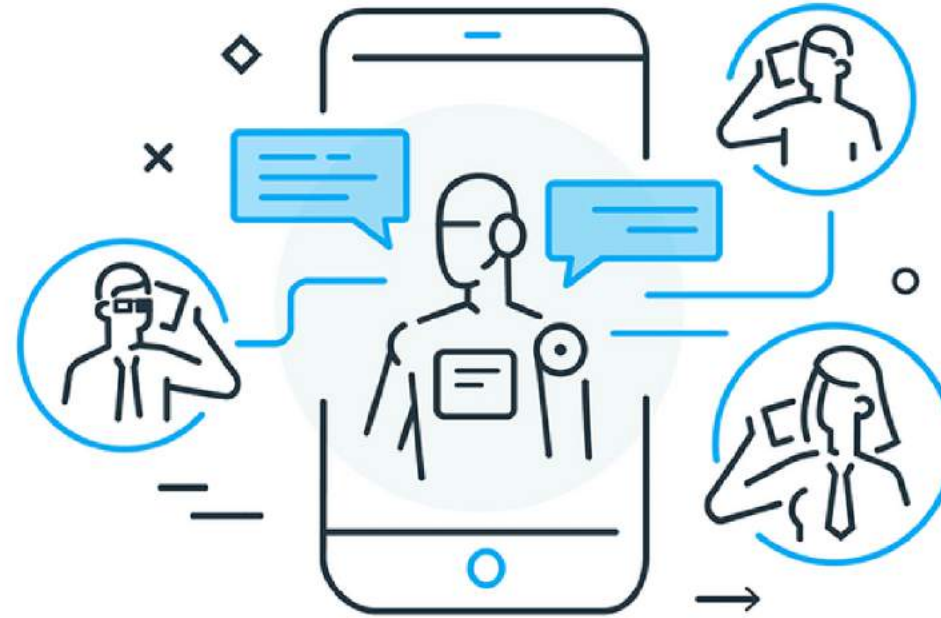
For Chatbot
Developers

Core Platform Components

360° ON-PREMISE CONVERSATIONAL AI TOOLBOX



Live chat CRM



NLP & LLM chatbots



Knowledge Management



Project Dashboard

& ANALYTICS

Users and conversations

Today

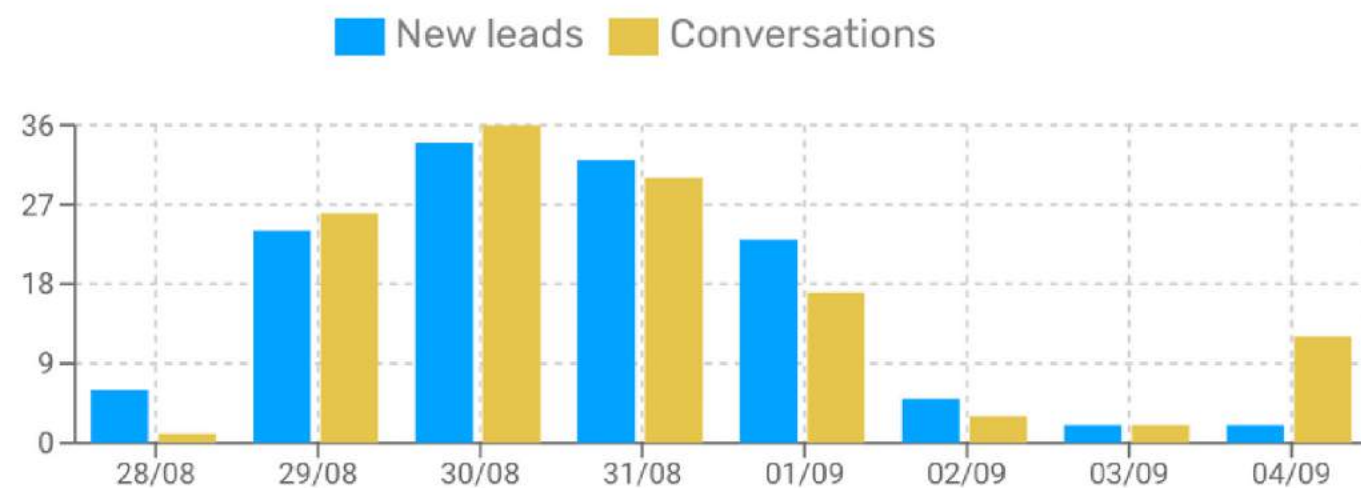
7 days

30 days

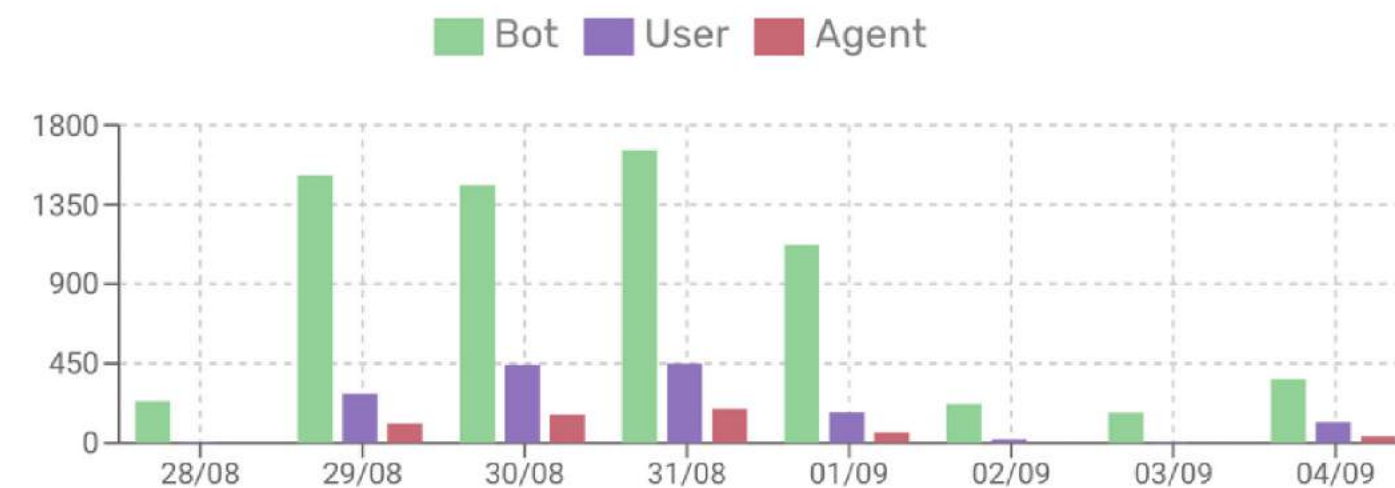
Custom

Sept 4 2023 – Sept 4 2023

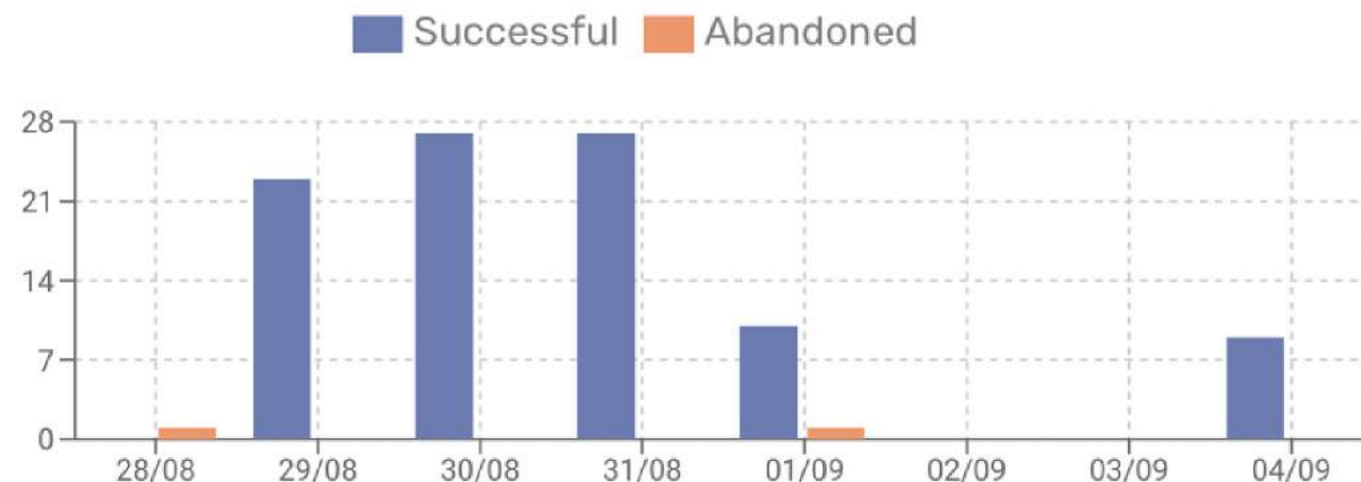
Users



Messages



Live chats



Agent performance

Name	Sessions	FRT	ART	Avg session
Travel Management	5	7 m 28 s	6 m 23 s	62 m 31 s
Travel Reservation Service	3	1 m 40 s	0 m 56 s	18 m 6 s
Client Care	3	1 m 36 s	1 m 24 s	11 m 55 s
Global Planning Team	52	2 m 59 s	1 m 25 s	27 m 6 s
Admin	3	2 m 42 s	1 m 13 s	66 m 13 s
New business	2	--	--	34 m 12 s
Customer support	2	4 m 1 s	4 m 1 s	183 m 26 s
Website	2	2 m 12 s	1 m 51 s	11 m 7 s



All

Live Chats

SS

Please wait while we try to connect y...
12:39

SH

For our records, please enter the que...
12:39

PP

From the following options, what do...
12:39

TT

No thanks
12:38

GP

From the following options, what do...
12:38

MB

Please do - the client is getting jump...
12:38

MT

To return to the main menu, simply e...
12:36

JB

From the following options, what do...
12:35

WS

One of my clients has passed away a...
12:35

CRM + chat history

& CUSTOMER DATA

SH

Scott Hendrik

phone: No data

e-mail: No data

Data

Tags

3

Systems

Processing

TrustManagement

✓

✗

From the following options, what does your question relate to?
Feel free to type it out too!

12:39

✓

✗

Would you like to see if an agent is available on live chat or
would you like to request a callback?

12:39

CH

See if a live agent is available

12:39

✓

✗

For our records, please enter the query that the chatbot could
not answer within one message (you can copy and paste it if
you like).

12:39

CH

Morning, can someone please unlock the Karen Todd PPPT
order on 89tbl please? Thanks

12:39

✓

✗

Which department would you like to be put through to?

12:40

CH

Systems

12:40

✓

✗

Please wait while we try to connect you to a human... (Please
note that if you are trying to reach us outside the hours of
9:00 to 17:00, no one will be available). (Connecting 4 / 9 /
2023 9 : 40 : 3)

12:40

Live chat session queued

Start chat





Conversations/
Broadcasts

Test your chatbot



1. Broadcast content

Another successful software launch

🚀 This new and improved service has been designed and developed over many months by STEP members, who also have over 15 years of experience in the industry; ensuring that your clients are always receiving the best advice. What are the benefits? - Instant

Click here for the video

Channel

Facebook



Cover image

Another successful software launch

Message

🚀 This new and improved service has been designed and developed over many months by STEP members, who also have over 15 years of experience in the industry; ensuring that your clients are always receiving the best advice.

What are the benefits?

- Instant response
- Improved operational efficiency for your business
- Enhancing the service you can provide to your clients

Button name

Click here for the video

Open URL

[Click here for the video](#)



Add button

2. Target your broadcast to specific users

Any



of the following conditions match

VAR

\$consultant_code

=

99oao



Add variable

Add tag

Total number of recipients: 6



NLP intents

& ACTIONS

Event

If the user says something like this...

- how old are you
- how old is your platform
- what's your age
- age of yours
- I'd like to know your age
- tell me your age
- your age
- are you 21 years old

User says280

Add phrase

Simple responseRun skill

Respond randomly with one of these

- I prefer not to answer with a number. I know I'm young.
- I was created recently, but don't know my exact age.
- Age is just a number. You're only as old as you feel.

+ Add new

Tags+

0▲





Bots



Account



Docs

Automation/
Skills

Test your chatbot

All Skills

start x

default x

_mute x

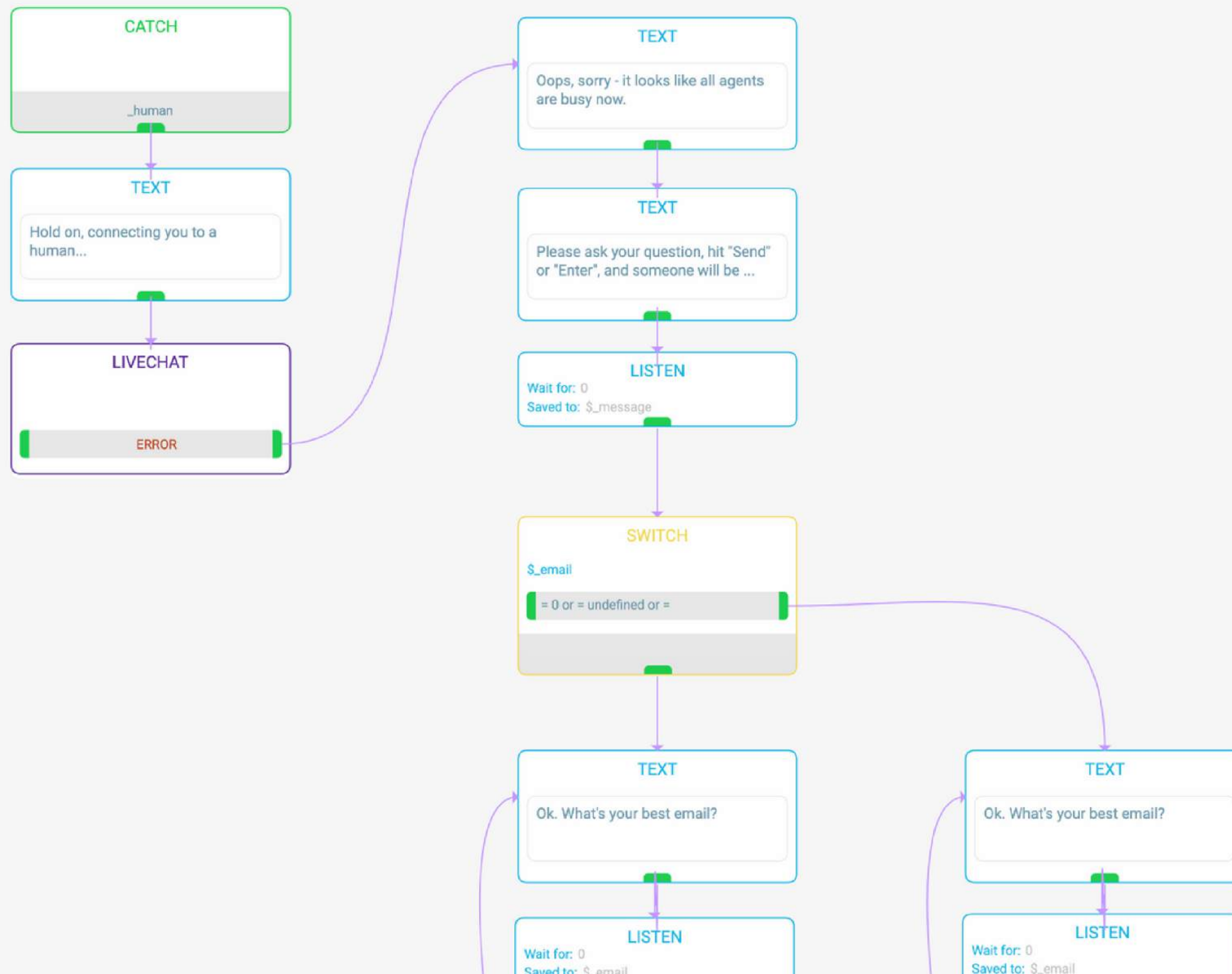
_page_visit x

_error x

_human x

Visual Skill Builder

50+ CUSTOM BLOCKS





LLM Fine-Tuning

FOR GENERATIVE AI

Model status:

training...

Upload your files and documents



Advisor Help Sheet 1 DRT and IIP Trusts

In use



Avoiding_a_gift_with_reservation_of_bene

In use



Benefits_of_Discretionary_Trusts.pdf

In use



Capital_Gains_Tax.pdf

In use



Deed_of_Variation_The_Process.pdf

In use



Entry_and_Supplementary_Charges.pdf

In use



Lifetime Planning Options AB.pdf

In use



Managing_Trust_Income.pdf

In use



Potentially_Exempt_Transfers.pdf

In use



Add file

Add URL





Bots

Account

Docs

Team/
Roles

Test your chatbot

Team Management

USER & AGENT ROLES

E-mail	Name	Status	Permissions	Settings	Delete
[REDACTED]	New Entrants	active	[Icons: Bar chart, People, User]	[Settings icon]	[Delete icon]
[REDACTED]	Estate Planning Team	active	[Icons: Crown, Bar chart, People, Document, User]	[Settings icon]	[Delete icon]
[REDACTED]	Systems	active	[Icons: Crown, Bar chart, Calendar, Speech bubble, People, Document, API, User]	[Settings icon]	[Delete icon]
[REDACTED]	Processing	active	[Icons: Bar chart, People, User]	[Settings icon]	[Delete icon]
[REDACTED]	Marketing	active	[Icons: Bar chart, People, User]	[Settings icon]	[Delete icon]
[REDACTED]	Trust Management	active	[Icons: Bar chart, People, User]	[Settings icon]	[Delete icon]
[REDACTED]	Client Care	active	[Icons: Bar chart, People, User]	[Settings icon]	[Delete icon]
[REDACTED]	Admin	active	[Icons: Bar chart, People, User]	[Settings icon]	[Delete icon]
[REDACTED]	Conveyancing	active	[Icons: Bar chart, People, User]	[Settings icon]	[Delete icon]
[REDACTED]	Probate	active	[Icons: Bar chart, People, User]	[Settings icon]	[Delete icon]
[REDACTED]	Accounts	active	[Icons: People, User]	[Settings icon]	[Delete icon]
[REDACTED]	Matt Phillips	active	[Icons: Crown, Bar chart, Calendar, Speech bubble, People, Document, API, User]	[Settings icon]	[Delete icon]

Messaging channels

CONNECTIONS & SETTINGS



Facebook

Connect your bot to any Facebook Page (admin permissions required)



Telegram

Create Telegram bot with @BotFather and paste your token here



Twilio

Build Twilio chatbots to respond to SMS

SMTP

Send e-mails right from your chatbot through your own SMTP server



Website chat

Installs ActiveChat widget and provides conversation with bot on a website



Sort by



PROMO 1

Chatwidget

Copy link

Remove



Create new QR code

QR Codes

& LANDING PAGES

ChatWidget

Event or skill name

start

Bot variables to set (optional)



QR Code (scan to be redirected)



<https://www.facebook.com/groups/active...>

Save

Your project is on hold now. Please choose the subscription plan to activate.

Billing Section
(DEVELOPER LICENSE ONLY)

Current

On Hold

Your project is currently on hold. Please choose your subscription on the right.

Team

\$49/mo per agent seat
+ \$0.005 per conversation

Basic live chat and natural language virtual assistants for growing teams

Company

\$490/mo per team (10 seats)
+ \$0.001 per conversation

State-of-the-art conversational AI for customer-centric companies

Custom pricing

Individual contract terms with annual payments for large enterprises

Live chat agents seats

10

^

v

Monthly active users: 0

AI text credits left: 1997

Plan features

- ✓

Everything in "Team"
- ✓

Intent auto-detection
- ✓

AI-assisted live chat hints
- ✓

API access
- ✓


Smart live chat routing
- ✓

Live chat queues

[Check our pricing guide for more info](#)

Upgrade to Company

[Got a promo coupon? Click here](#)



Credit card

Not connected yet

[Billing history](#)

Pricing F.A.Q.

> What is a project?



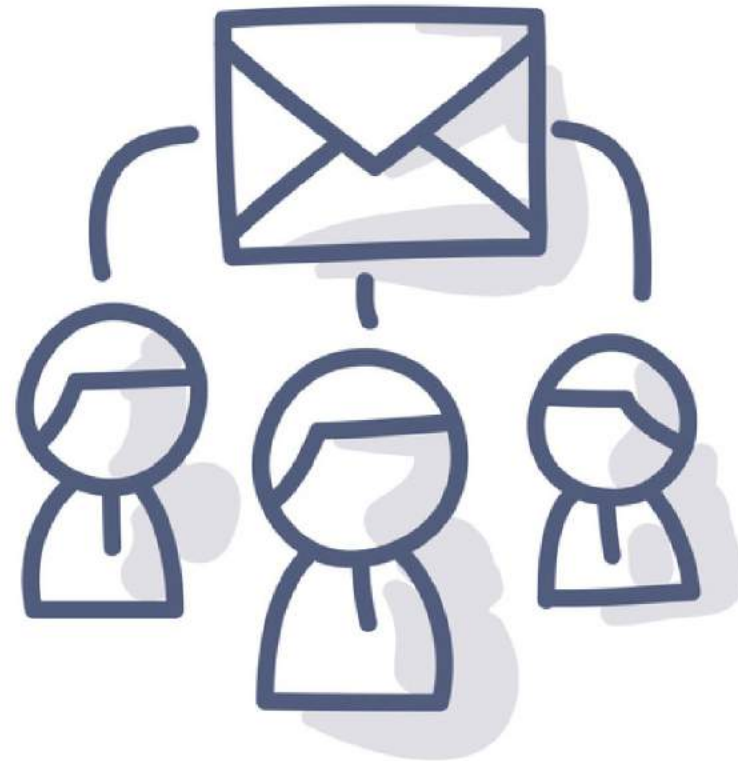
Technical Details



- ✓ HYBRID MICROSERVICE ARCHITECTURE
- ✓ TYPESCRIPT & JAVASCRIPT CODE
- ✓ MONGODB DATABASE
- ✓ BACKUP MANAGEMENT SYSTEM



Build Once, Use Anywhere



Telegram



WhatsApp



facebook
Messenger



OR CONNECT YOUR OWN CHANNEL!

License Types

COMPANY

- Single installation
- Unlimited projects
- Lifetime updates
- E-mail support

\$999

DEVELOPER

- Unlimited installations
- Unlimited projects
- Lifetime updates
- Billing system
- PostScript source code
- Developer documentation
- Phone support

\$4,999



"Huge value. Completely changed our customer support routine" -



300% reduction in response time
45% reduction in support costs

Matt Damon, Head of Innovation



Countrywide
TAX AND TRUST CORPORATION LTD



Secure And Reliable On-Premise

Contact Center Automation

activechat.ai