

POWER YOUR SOCIAL NETWORKS AND WHATSAPP

With Be Aware 360's omnichannel capabilities, you will be able to unify the management and control of all channels of communications, including social networks, in a single screen, and implement multichannel customer service Chatbots within the social networks.

The best customer service platform via: WhatsApp, Social Networks (Twitter, Facebook/Messenger/Wall, Line, Instagram, Telegram, Hangouts), voice, chat, mail, IVR and SMS
Handling of tickets for the front and back-office.



BOTS TAILORED FOR PERSONALIZED ATTENTION

With Be Aware 360 omnichannel, you will be able to configure BOTS in your social network channels, enabling your customers to access information, send requirements or service requests via Chat, in a very expedient and convenient manner, without human intervention, and improving customer satisfaction.

MULTIPLE INTEGRATION TO CRM SYSTEMS

You can control the customer service steps, and if needed, you can bring back or register information from your other internal systems such as CRM, ERP and others, to ensure a successful customer experience,

