



Schmofware

Website: [www.schmofware.co.uk](http://www.schmofware.co.uk) | [www.schmofware.com](http://www.schmofware.com)

Address: 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ

# Unlock the Power of AI Automation with Schmofware – Feature Overview and Packages

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This document outlines the potential features available with Schmofware, examples of what the flow can achieve, and three tailored packages to suit different needs: Basic, Advanced, and Complex.

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## 1. Examples of What Schmofware Flows Can Achieve:

- **Appointment Management:**  
Automate scheduling, rescheduling, and cancellations for appointments across various industries (e.g., dental, medical, salons).
  - **Customer Support Automation:**  
Answer FAQs, provide order status updates, and assist with troubleshooting common issues without human intervention.
  - **Lead Generation and Qualification:**  
Engage potential customers, collect contact information, and qualify leads based on their responses.
  - **Survey and Feedback Collection:**  
Conduct customer satisfaction surveys, collect feedback after interactions, and analyze results for insights.
  - **E-commerce Assistance:**  
Help customers find products, provide personalized recommendations, and guide them through the checkout process.
  - **Internal Business Process Automation:**  
Automate HR processes like leave requests, employee onboarding, and IT support ticketing.
  - **Event Registration:**  
Facilitate event sign-ups, send reminders, and manage attendee check-ins.
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## 2. Optional Features:

- **Webhook Integration:**  
Connect to external APIs to pull or push data dynamically during conversations.
- **Natural Language Understanding (NLU):**  
Enhance the AI's ability to understand varied user inputs and respond accurately.
- **Speech-to-Text and Text-to-Speech:**  
Enable voice interactions for phone support or voice-based customer service.



Schmoftware

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- **Multilingual Support:**  
Automate conversations in multiple languages to reach a wider audience.
  - **Omnichannel Support:**  
Deploy the AI across various platforms, such as web chat, mobile apps, social media, and voice assistants.
  - **Analytics and Reporting:**  
Monitor conversation data, customer satisfaction, and flow effectiveness with built-in analytics.
  - **Escalation to Human Agents:**  
Seamlessly transfer customers to a live agent if the AI cannot resolve the issue.
  - **Proactive Notifications:**  
Send follow-up messages, reminders, or alerts based on user interactions or scheduled events.
  - **Custom Branding and UI Elements:**  
Personalize the look and feel of chat interfaces to match your brand's identity.
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### 3. Packages Overview:

- **Basic Package:**
  - Includes:
    - Basic flow creation (up to 5 simple conversational paths)
    - Text-based interactions
    - Appointment scheduling and FAQ automation
    - Email integration for sending confirmations
  - Optional add-ons:
    - Analytics dashboard
    - Webhook integration
- **Advanced Package:**
  - Includes:
    - Everything in the Basic Package
    - Complex flows with conditional logic and dynamic responses
    - Webhook integrations for real-time data exchange
    - Speech-to-text and text-to-speech capabilities
    - Multilingual support (up to 3 languages)
  - Optional add-ons:
    - Escalation to human agents
    - Omnichannel support
- **Complex Package:**
  - Includes:
    - Everything in the Advanced Package
    - Custom NLU models for enhanced understanding
    - AI-driven proactive notifications
    - Advanced analytics and reporting with predictive insights
    - Full omnichannel deployment (web, mobile, voice assistants, social media)



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- Custom branding of the chat interface
  - Optional add-ons:
    - Dedicated support for flow design and optimization
    - Ongoing training of AI models
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Schmofware offers scalable AI automation solutions that can transform customer interactions and streamline business processes. Choose from our Basic, Advanced, or Complex packages, or customize a solution that fits your specific needs.

For more information or to discuss the right package for your business, book a meeting with our sales team