



Schmoftware

Website: www.schmoftware.co.uk | www.schmoftware.com

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

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

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

1. Examples of What Schmoftware 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.
 - **Connection to Messaging Platforms:**
Integrate with popular messaging apps like **WhatsApp**, **Facebook Messenger**, **Telegram**, **Slack**, and more to provide seamless customer support across platforms.
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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.



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- **Speech-to-Text and Text-to-Speech:**
Enable voice interactions for phone support or voice-based customer service.
 - **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, **WhatsApp, Facebook Messenger, Slack**, 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.
 - **Payment Integration:**
Enable payments within the conversation flow for services, bookings, or purchases.
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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)
 - **Messaging platform integrations** (e.g., WhatsApp, Facebook Messenger)
 - Optional add-ons:
 - Escalation to human agents
 - Omnichannel support
- **Complex Package:**



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- 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, **messaging platforms like WhatsApp**)
 - Custom branding of the chat interface
 - **Payment integration**
- Optional add-ons:
 - Dedicated support for flow design and optimization
 - Ongoing training of AI models

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.