



Empower Your Customers with Alepo's Omnichannel Self-Care Solution

Alepo's holistic self-care platform enables mobile network operators to provide multiple convenient always-on support channels.

The multilingual omnichannel support platform enables personalized and contextual digital experiences, giving customers the option to choose the platform and language of their choice.

It supports conventional (IVR, USSD, SMS) as well as modern digital channels like web self-care, mobile apps, and AI-based chatbots for popular voice assistants (Alexa, Cortana) and social platforms (WhatsApp, Skype, Viber, Twitter, Facebook, and more).

The customer-first platform supports automated digital onboarding, AI- and NLP-based support, multiple payment modes, quick complaint redressal, parental controls, and a lot more. Customers have the power to choose whether they interact with a chatbot or a live agent.

Operators can leverage data and gain advanced BI insights to create personalized offerings. They can also introduce relevant incentives and rewards programs.

The best part: the platform can be enabled on any platform with API integration capabilities.

Learn how Alepo's Omnichannel Self-Care boosts customer experience and engagement, accelerates inbound sales and marketing leads, and lowers OPEX: <https://bit.ly/468r86q>

#Omnichannel #selfcare #AI #chatbots #customerexperience #OmnichannelStrategy
#customerengagement #cxtransformation #Omnichannelselfcare