

Benti

OVERVIEW

Benti is a cutting-edge ticketing and live chat solution powered by AI that converts all social media, website, and email contacts into a manageable ticket queue for agents to handle from a single platform.

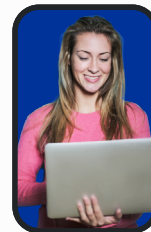
Benti uses AI to prioritize and assign cases while suggesting content in real-time to help agents answer questions with a single click. This reduces waiting and average handling times, leading to overall better customer experience.

Agent assist solutions that leverage AI shorten resolution times thanks to workflow automation and real-time suggestions that agents can use in one click.

Results include:

- Time and cost savings
- Higher answer confidence
- Higher NPS and overall increase in customer trust

↑ 10%
Increase in call deflection



↓ 30%
Decrease in average handle time



90
Languages available



Centralize management across channels (social, email, messenger, etc.)

Cut costs per ticket

Prioritize cases

Get performance visibility

Provide instant support



FEATURES



Unified ticket queue

Forget about managing tickets from different platforms. Benti unifies all channels (social contacts, chat, email) into a single queue of cases.



Inbenta hyperchat

Live chat that stores chat conversations as tickets. Cases can be escalated from Inbenta Chatbot module from the same chatbox.



Automatic grouping & assignment

Group tickets on similar topics that require similar answers, categorize them and assign them to the right agent for faster responses.



Performance dashboards

Access relevant KPI to monitor average handling times, first-contact resolution rates, number of agents available and hold times.



Agent help tool

The AI-based agent help tool connects with a Knowledge Base to provide pre-approved answers to recurring customer requests.



Shared agent knowledge

Implement knowledge-centered support by letting agents suggest and submit new content to reduce duplication.



Saved replies & templates

Answer with canned responses or use predefined templates with variables like ticket ID or customer name to answer email tickets.



Easy project tracking

Track every ticket from inquiry to resolution and get visibility on transfers and other events happening throughout the process.



Experience rating

Create surveys to let customers provide you with feedback on the support received, in order to improve the service you provide.

IMPLEMENTATION

1 Search API

Leverage our API to:

- Connect your Benti instance to your live chat
- Embed the chatbox in your website
- Track interactions with the live chat

2 Hyperchat SDK for web-based integration

Using a JavaScript call, it generates a default live chat box on your site. You can set certain parameters and modify specific CSS styles to tune it to your specifications. Elements include:

- Create a standard Inbenta chat interface
- Configure its components to your specifications

INTEGRATIONS

You can easily connect Benti with your existing applications. See the whole integration catalog at <https://apphub.inbenta.com/>

