

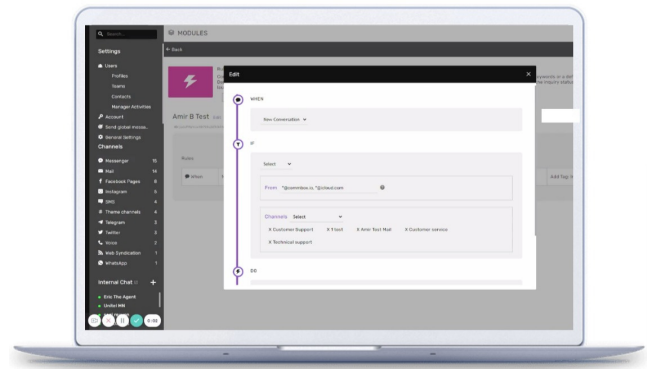


## Commbox Automation Hub

Automate your business process, boost sales, save costs and manage your resources effectively by using Commbox's Automation Hub features.

### Studio

- Manage customer communication on a central interface
- Build customizable bots
- Create automated workflows according to business hours
- Automate processes using data from CRM's and internal systems



### AI – Artificial Intelligence

- Provide smart self-service using bots and navigators
- Divert calls to self-service through virtual IVRs
- Automate recurring tasks
- identify customer's intentions
- Automatically load forms using bots
- Switch virtual agents to live agents automatically

### Rules

- Automate actions for customer service
- Set rules by keywords or triggers
- Send automatic messages
- Launch internal Commbox apps

### Trusted by Brands Worldwide



# 66%

of companies  
automate at least  
one business process

### Automation Hub Benefits

- Enabling support agents to react to multiple requests simultaneously
- Reduced load from live agents by automatically routing the requests to the suitable caretaker
- Improved SLA and satisfaction among customers and employees
- Keeping a record of all interactions, demands, and conversation history