

# OMNI CHANNEL AUTOMATION

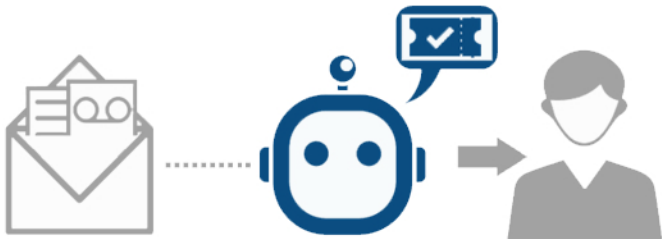


**Voice Mail** - PM AM™ OCC converts the Voice Mail to Text. PM AM™ proprietary context NLP creates likely responses and integrates to the core system.

**Customer Email** - PM AM™ OCC creates a CRM ticket, understands the context of the email, extracts important information through a configurable rule engine and integrates the intended response with the core systems.



**Customer Text** - PM AM™ OCC generates a response and at the same time can create a CRM ticket if required. PM AM™ OCC further can engage customers with back and forth text messages.



**Engage through Omni Channel Chat Bots** - PM AM™ OCC enables customers to connect through multiple channels like your website, Facebook or Skype and interact with a smart Bot 24 X 7.

Integrates with Web Chat Systems.



**Social Media Sentiment Analysis** - Track, Analyse the sentiments of your customers about your brand and services. PM AM™ uses its proprietary Artificial Intelligence (AI) solutions built and deployed since 2018.

**Analytics** - PM AM™ OCC analysis call responses providing insights to improve quality and efficiency. PM AM™ OCC also provide a sentiment analysis to analyse and improve customer satisfaction.





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