Customer Service Management

next4biz

AI BOT
- Live Chat
- Whatsapp

AI AGENT for Written Channel
- Social Media
- Self Service
- Marketplace
- Review Platforms
- E-mail

AI AGENT for Call Center
- Call Center

Issue Intelligence
- Categorization
- Sentiment Analysis
- Category Summarization
- Ticket Summarization
- Ticket Prediction

Automations
- Web Services
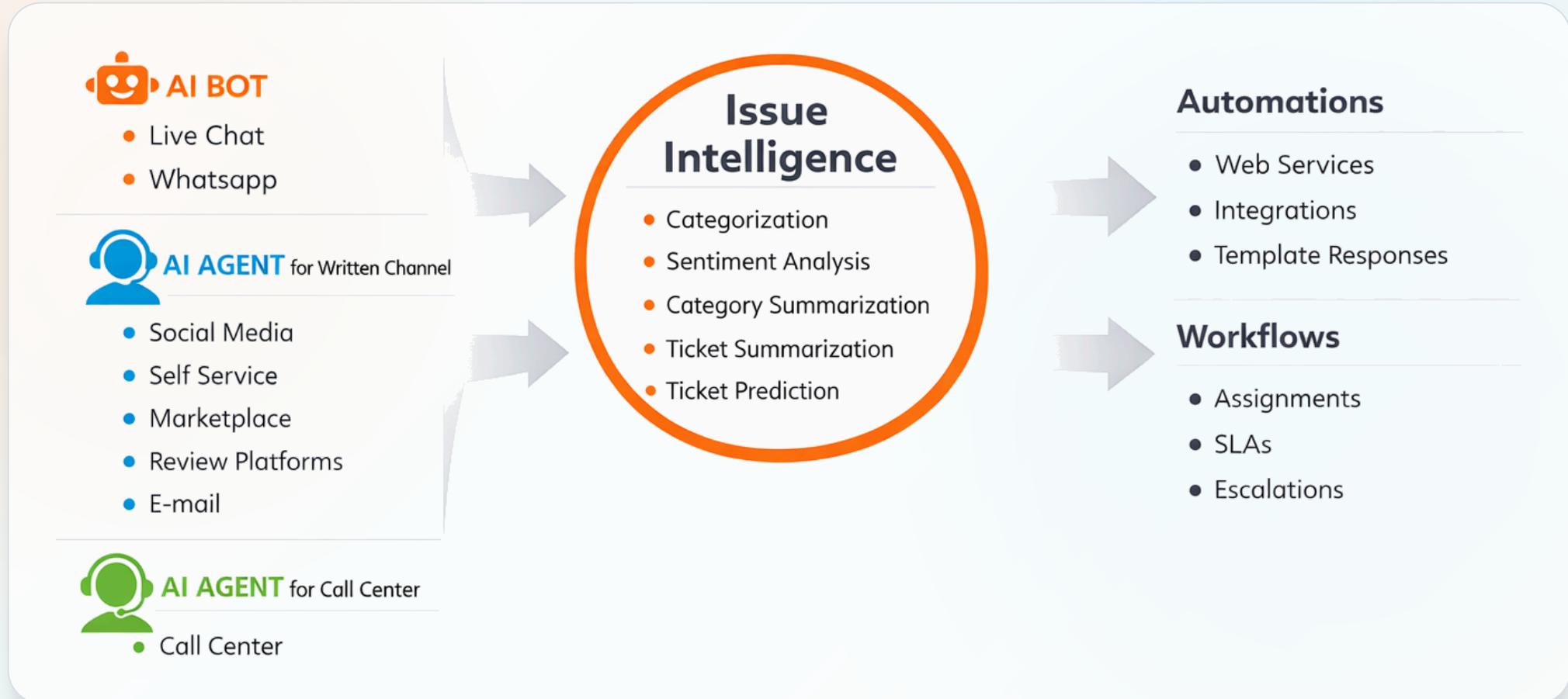- Integrations
- Template Responses

Workflows
- Assignments
- SLAs
- Escalations

Unify all channels in one backoffice with Omnichannel; accelerate and cut costs with AI bots and agents; gain end-to-end control with Workflow & SLA; stay agile with no-code and manage everything from a single screen with integrations.

Omnichannel Communication

All channels on a single screen

WHAT DO YOU GAIN?

Unified history: All touchpoints in one view.

Deduplication: Related tickets merge automatically.

Bot ↔ Human: Context is transferred seamlessly.

Consistent SLA: Same control across channels.

EXAMPLE SCENARIO

A customer starts on live chat and then switches to phone. The agent sees the chat history, customer profile and actions taken. The conversation continues where it left off; the "repeat yourself" loop disappears.
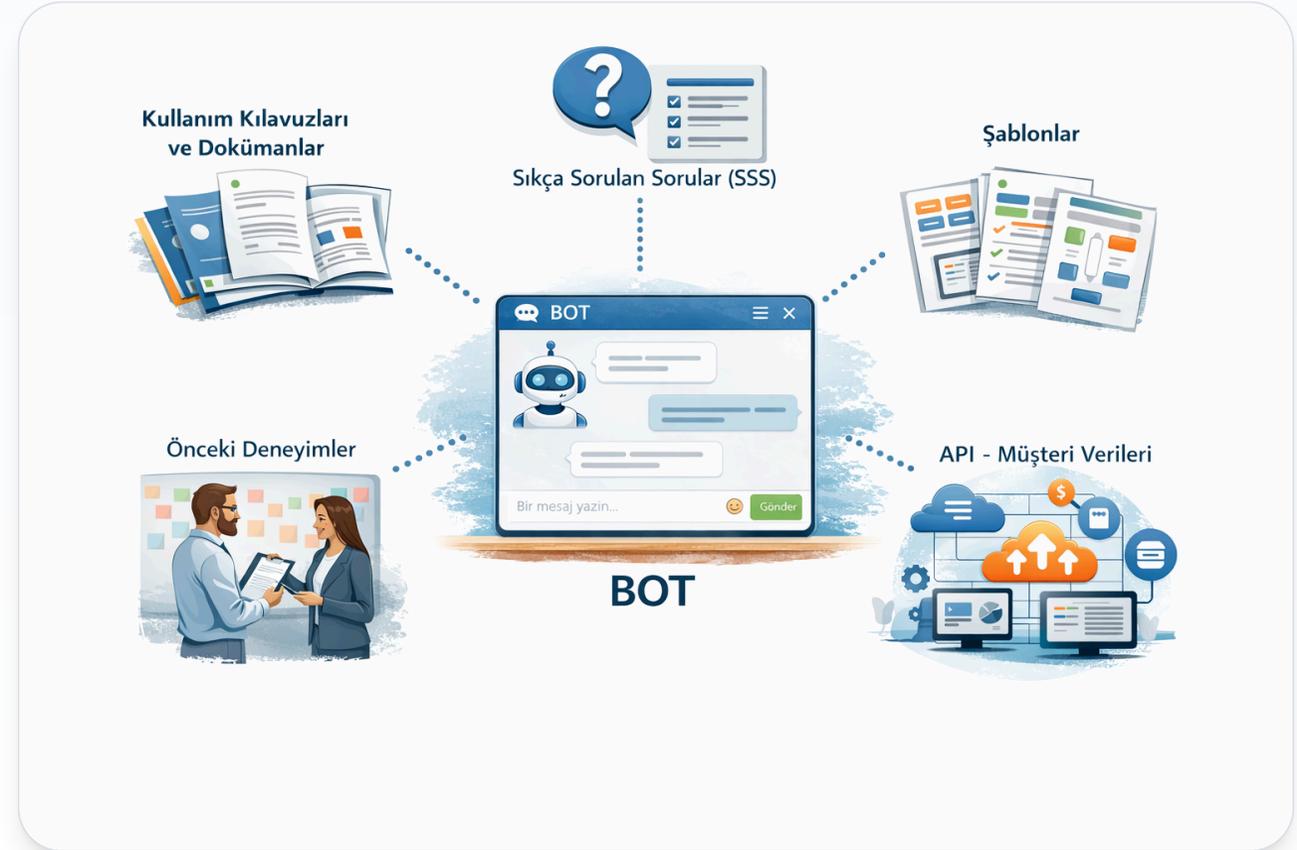
How it works

AI Agents and Bots

AI-based agents and bots help manage customer requests coming from communication channels with AI, reducing your costs.
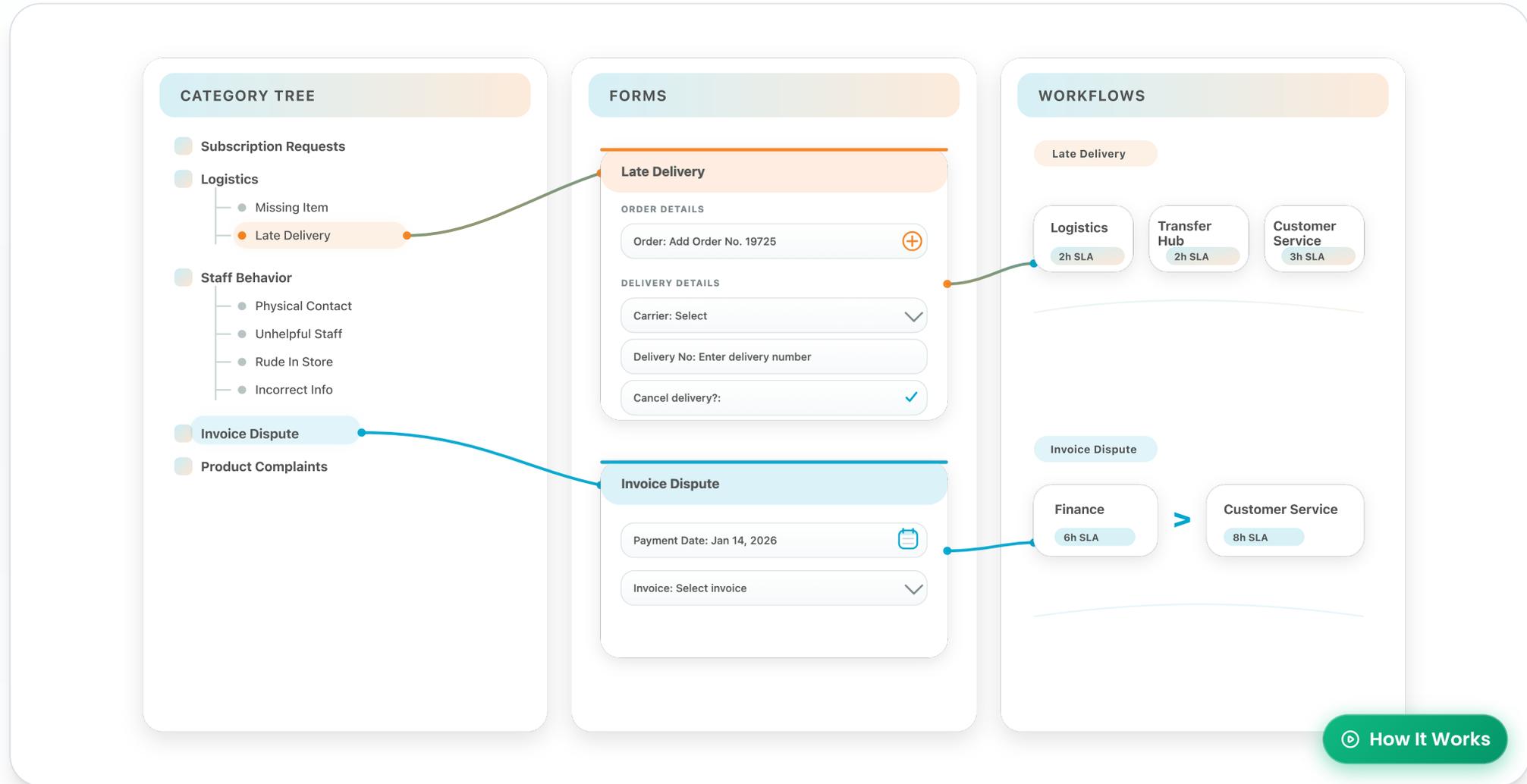
AI trained specifically for you!

How AI Bots & Agents Work

- LiveChat / WhatsApp
- Written channels
- Call center
- Self service
- Agent scripts
- Supervisor Bot

Kullanım Kılavuzları ve Dokümanlar

Sıkça Sorulan Sorular (SSS)

Şablonlar

BOT

Bir mesaj yazın...

Gönder

Önceki Deneyimler

API - Müşteri Verileri

BOT

ChatBot training methodology

Workflow & SLA: End-to-end control

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CATEGORY TREE

- Subscription Requests
- Logistics
  - Missing Item
  - Late Delivery
- Staff Behavior
  - Physical Contact
  - Unhelpful Staff
  - Rude In Store
  - Incorrect Info
- Invoice Dispute
- Product Complaints

FORMS

Late Delivery

ORDER DETAILS

Order: Add Order No. 19725

DELIVERY DETAILS

Carrier: Select

Delivery No: Enter delivery number

Cancel delivery?:

Invoice Dispute

Payment Date: Jan 14, 2026

Invoice: Select invoice

WORKFLOWS

Late Delivery

Logistics	Transfer Hub	Customer Service
2h SLA	2h SLA	3h SLA

Invoice Dispute

Finance	>	Customer Service
6h SLA		8h SLA

▶ How It Works

Design workflows, SLAs, escalations, checklists and forms for each category. Manage tickets end-to-end.

AI Analyzers and BI Dashboards

AI Sentiment Analysis

Detect issues before satisfaction drops. Alerts and dashboards update automatically for negative conversations.

AI Category Summary

Summarizes what happens most for each category: recurring patterns, likely root causes, and improvement suggestions.

AI Ticket Summary Coming soon

Topic, actions taken, and next steps at a glance. Saves time in handoffs and audits.

AI Ticket Forecast

Forecast volumes and backlogs, plan staffing, and catch SLA risks early.

Built-in BI

Pre-built dashboards for volume, SLA, FCR, sentiment, performance, and channel health.

BI Integration

BI integrations for advanced analytics with Turboard, Power BI, Tableau, and Qlik.

No Code No Cry: Less IT dependency

Customer service teams design and change what they need. No code is required beyond integrations.

0 lines of code

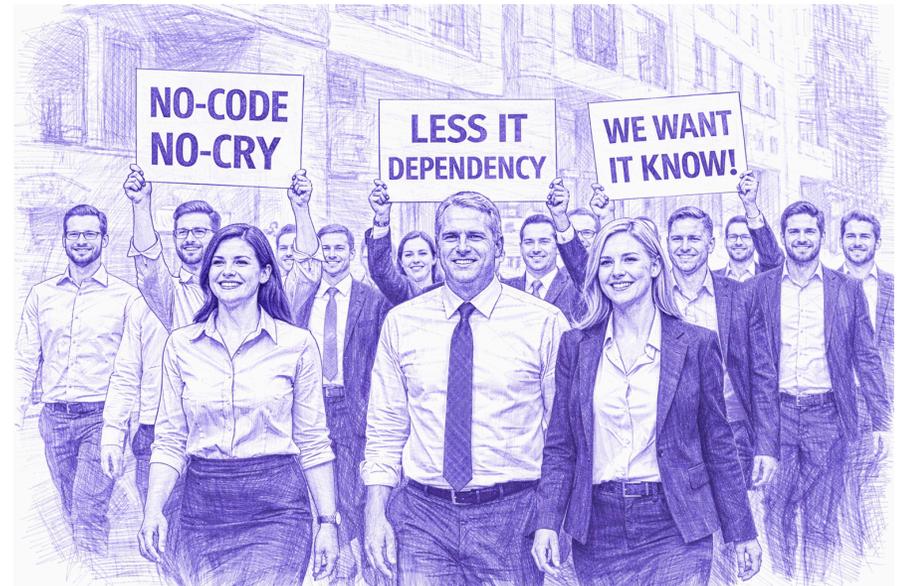|		
Workflow	**SLA**	**Escalation**
Form	**Business Rule**	**Message Template**
Agent Script	**Bot Menus**	**Others**

Integrations

Works bi-directionally with dozens of systems across hundreds of organizations.

developers.next4biz.com documentation site is always with you

CHANNELS
Communication

Native connectors for live chat, WhatsApp, email, call center, social media, reviews, and marketplaces. Everything flows into a single conversation; context stays intact when customers switch channels.

IDENTITY
SSO / LDAP

Enterprise identity with SAML 2.0 / OAuth2 / OpenID Connect and LDAP/Active Directory. Optional SCIM support for user and group sync.

CORE
ERP / CRM / OMS

Two-way sync via REST APIs and webhooks. Agents see up-to-date customer/order/product context; bots use the same data.

EMBED
iFrame / JS

Embed self-service, chat, and ticket views into your portal with iFrame/JS. Roll out fast without disrupting the existing digital experience.

ANALYTICS
BI

Built-in dashboards with Turboard; ready APIs for Power BI / Tableau / Qlik. Feed your reporting layer from a single source.

SDK
Mobile & Web

SDKs and UI components for consistent self-service/chat on web and mobile. Standardizes in-app support flows.

Security, Methodology and Support

Design, adaptation, integration, testing and go-live. We and our partners are with you.

SECURITY

Data residency options across Turkey/Europe/US data centers. Regular security assessments and data protection practices support your KVKK/GDPR/CCPA compliance goals. Learn more at **Security & Compliance**.

METHODOLOGY

Guidance for onboarding, configuration and integrations. Roadmaps and training standardize fast go-live, followed by iterative improvements. Learn more at **Implementation Roadmaps & Trainings**.

SUPPORT

24/7 technical support with clear SLAs for maintenance and incident response. A global partner network adds capacity for implementation and integration projects. Learn more at **Maintenance & Update**.

Customer Testimonials (1/2)

FLEXIBILITY

Single center...

We can manage all problems from a single center, view all history of our customers.

Customer Service Manager / Retail

INTEGRATION

Faster service in less time...

We recognize our customers, view their request history, and can provide faster service in less time.

Customer Channel Experience & Complaint Management Department Manager / Banking

WHAT CHANGED

User-friendly and easy interface...

With its user-friendly and easy interface, our staff's error rate has been minimized.

Customer Service Manager / Retail

END-TO-END

Root cause analysis...

Next4biz facilitated root cause analysis by analyzing workload distribution and offered shorter solution paths.

Customer Service Manager / Fleet Leasing

WHY NEXT4BIZ

Transparent, fast and effective...

It enables managing customer requests transparently, quickly and effectively.

Customer Service Manager / Retail

WHAT CHANGED

Very simple to use...

Next4biz is not as complicated as other ticketing applications. Since it's very simple to use, we can set everything up ourselves.

Business Development Manager / E-commerce

Customer Testimonials (2/2)

FLEXIBILITY

Measuring and managing customer feedback...

Measuring and managing customer feedback is an important capability that Next4biz provides us.

Customer Channel Experience & Complaint Management Department Manager / Banking

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INTEGRATION

Form designs...

The ease of preparing form designs, these forms being measurable and escalatable was very useful for us.

Customer Service Manager / Retail

WHAT CHANGED

Employees being happier, more transparent, measurable...

Thanks to BPM, employees being happier, more transparent, measurable also became one of the biggest features we brought to the company.

Process Manager / Telecommunications

END-TO-END

Next4biz has a structure that is not dependent on IT.

Next4biz has a structure that is not dependent on IT. This is also one of Next4biz's most important and time-saving features.

Customer Experience Manager / E-commerce

WHY NEXT4BIZ

A flexible application...

A flexible application that we can direct as we wish; shape and make practical.

Customer Channel Experience & Complaint Management Department Manager / Banking

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WHY NEXT4BIZ

We can access all our customers' data.

We started and successfully continue the integration with Next4biz. We can access all our customers' data.

Customer Service Manager / Retail