Autonomous Customer Service

PLATFORM

- Omnichannel Communication
- Workflows, Business Rules
- SLA and Delay Management
- No-Code Architecture
- Integrations and a Single Screen
- Data Center in Türkiye
- Security and Regulatory Compliance
- 20 Years of Experience, Hundreds of Thousands of Users
- Implementation and Integration Methodology

AI

- Guided Bot, Chatbot, Supervisor Bot
- AI Agent, Auto-Resolver, Auto-Responder
- Noise Filtering, Type and Priority Detection
- Issue Intelligence and Categorization
- Sentiment and Customer Satisfaction Analysis
- Ticket Prediction
- Category and Ticket Summarization
- LLM Bot Training
- Deep Learning Training for Classification

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Omnichannel Communication

All channels on a single screen

How it works

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.

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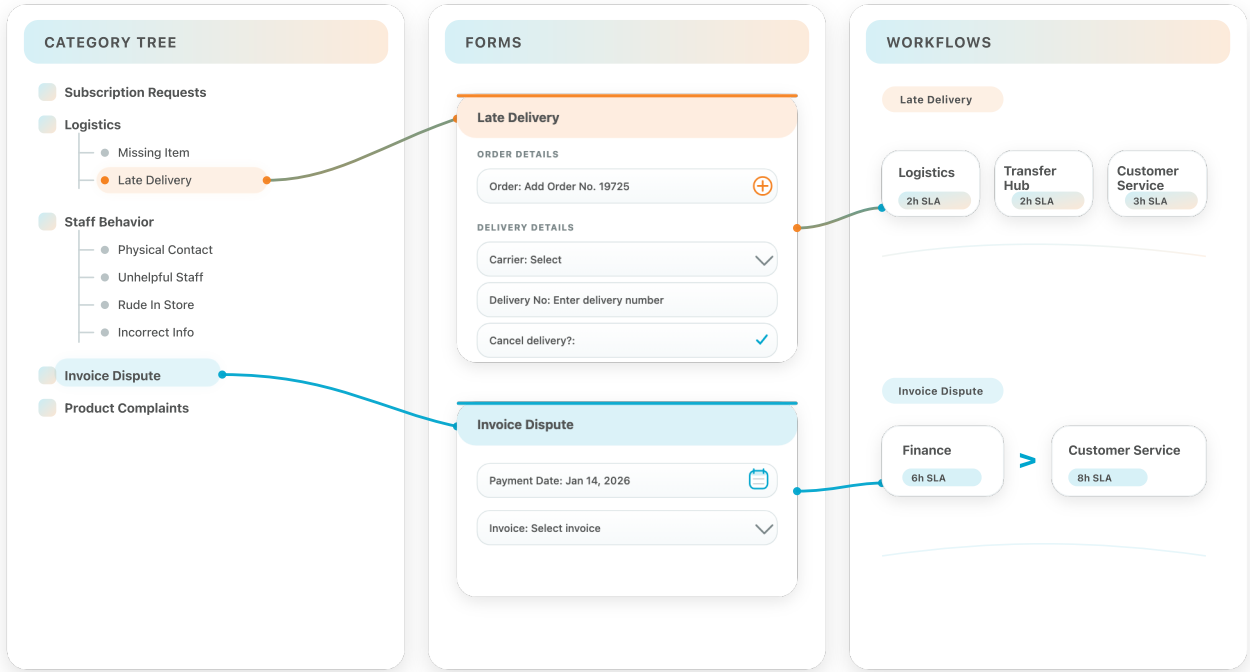
Workflow & SLA: End-to-end control



How It Works

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

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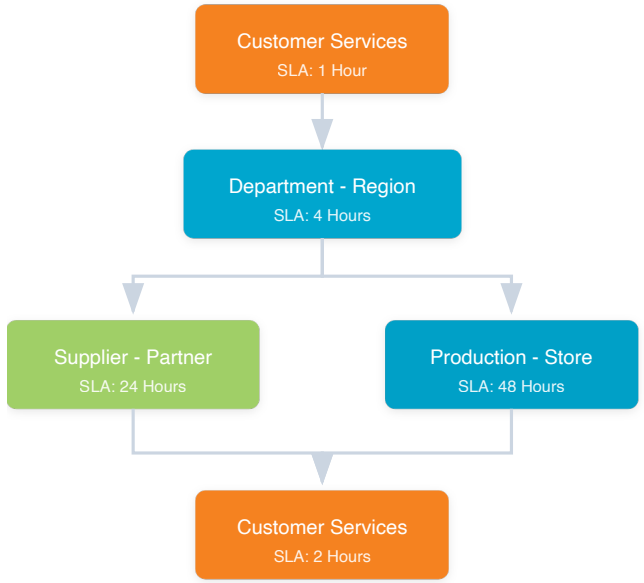
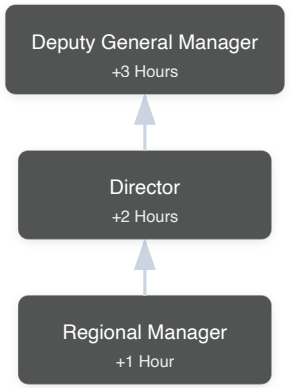
SLA and Delay Management

Time limits, alerts and automatic escalation keep every step under control



Workflow and SLA Management



Escalation - Delay Managemen

How It Works

SLA & DELAYS

Per-step time limits: Deadlines and alerts defined for every step.

Automatic action on breach: Escalation, reassignment, notification.

End-to-end tracking: SLAs monitored per step and overall.

Conditional routing: Fast lane for VIPs, extra approval for high amounts.

Manager visibility: Where every case stands and what is delayed, at a glance.

EXAMPLE SCENARIO

A store confirmation runs late; the system warns before the deadline and escalates the case to the team lead with full context. A remedy is suggested based on customer tier; the process closes within SLA limits.

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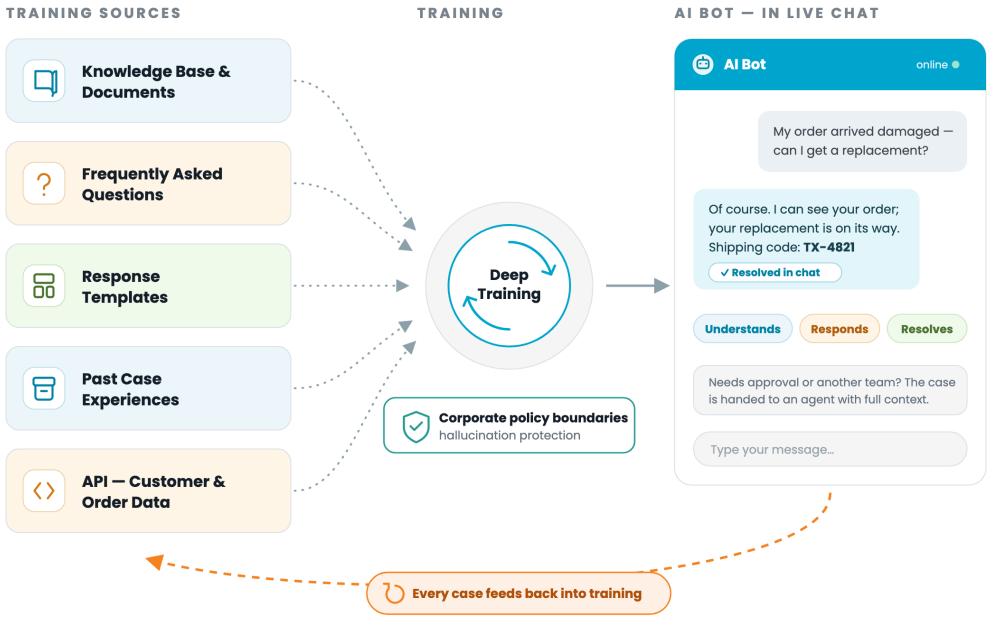
AI Agents and Bots

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



ChatBot training methodology

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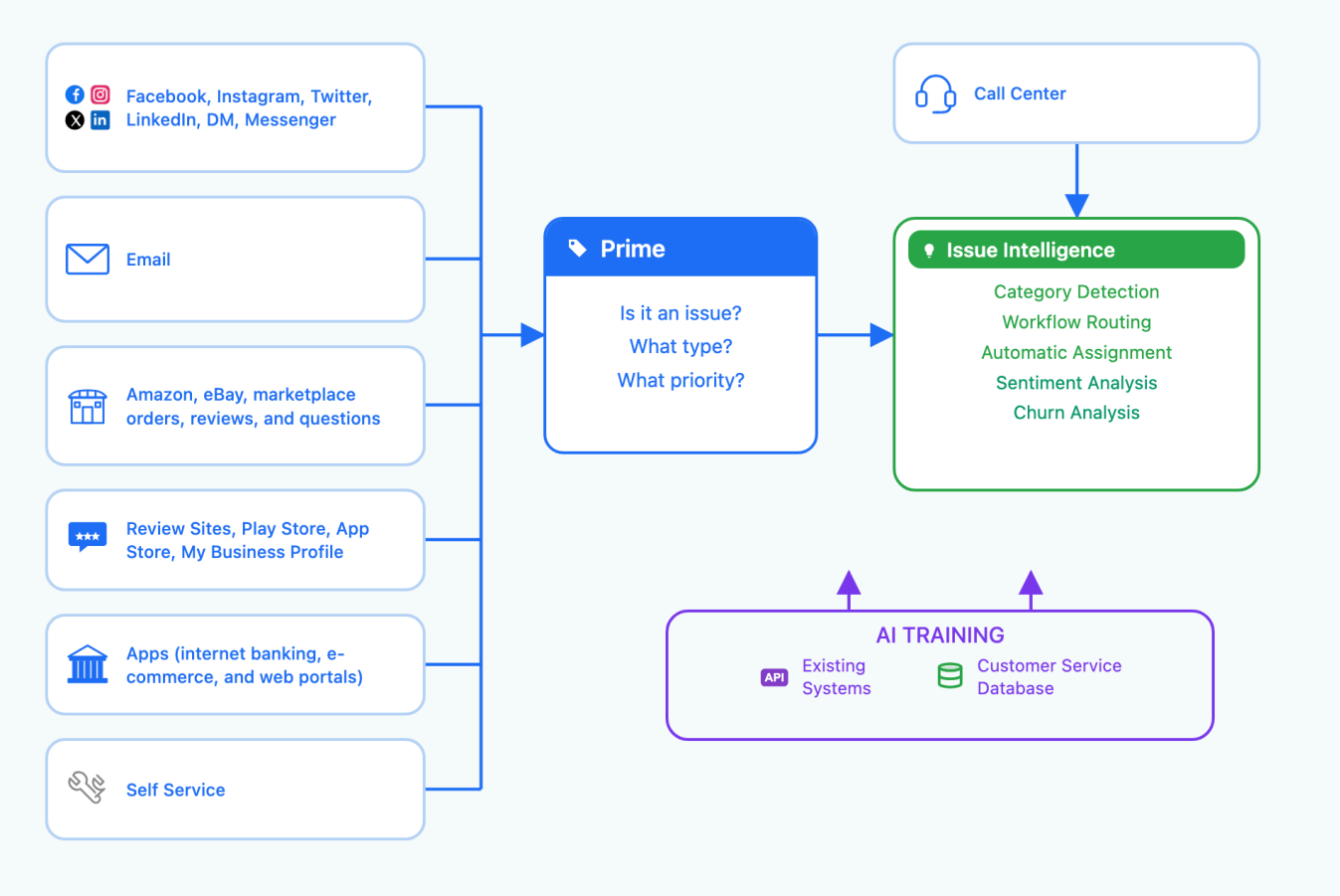
Issue Intelligence



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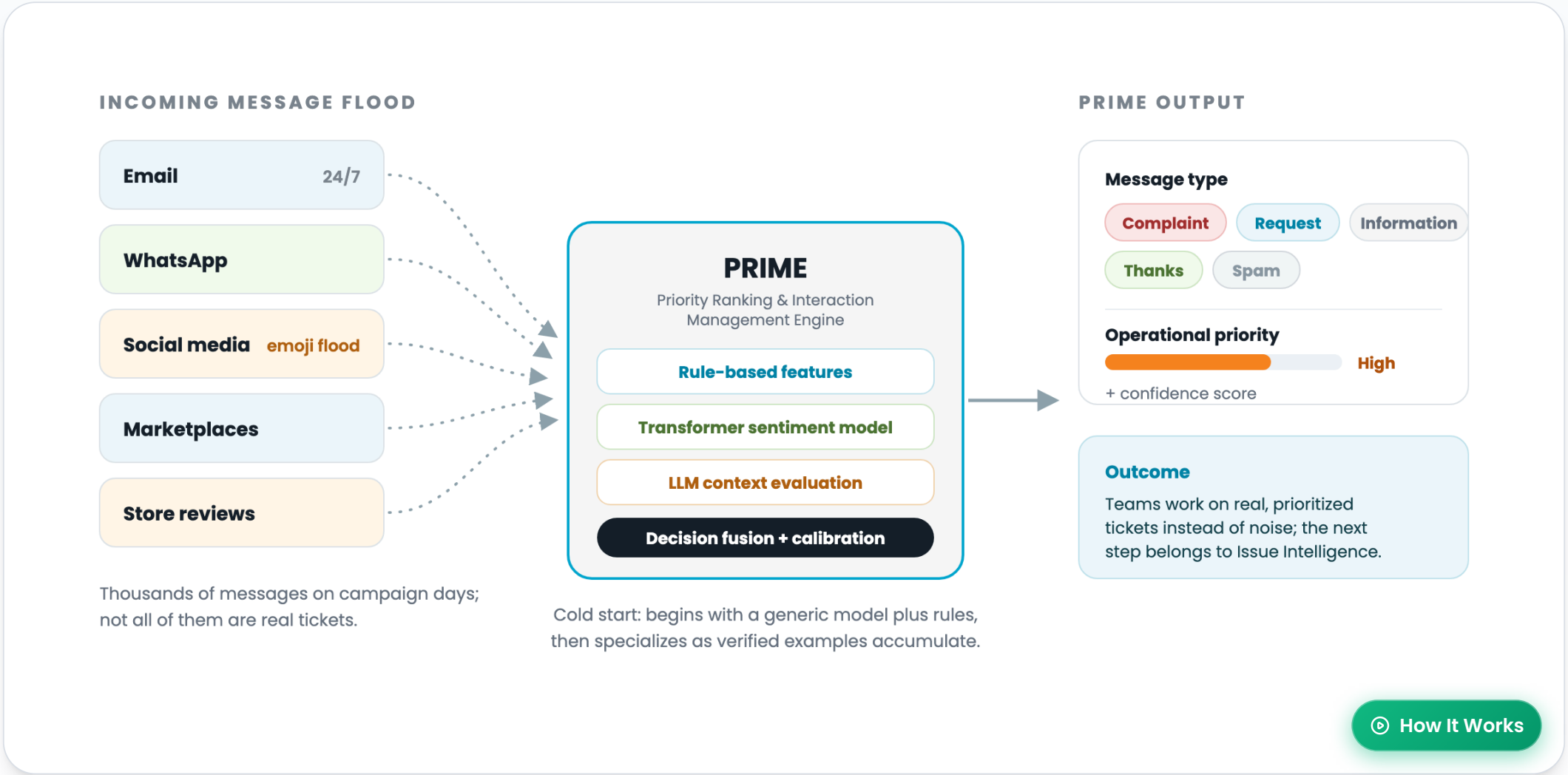
PRIME



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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. More →

Examples: finance, logistics, retail.

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.

Reports and Dashboards

Standard reports and dashboards for volume, SLA, FCR, sentiment, performance and channel health.

BI Integration

BI integration for advanced analytics with Power BI, Tableau and Qlik.

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AI-Powered Customer Service: Design, Configuration & Analytics

Interactive tools and live demos — click any card to explore.

How is end-to-end customer service designed with AI?

Watch two sample flows — social media and live support — build themselves step by step in the flow designer (animated).

Open →

How is the AI contribution measured?

Autonomous customer service dashboard: automation rates, channel breakdowns and savings.

Open →

How is autonomous customer service configured?

Step-by-step configuration of the autonomous service loop.

Open →

How is PRIME configured?

Set up PRIME: sources, understanding and response behavior.

Open →

How is categorization (Issue Intelligence) configured?

Teach Issue Intelligence your category tree and routing.

Open →

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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

EXPECTED IMPACT

Faster time-to-value

Adapt new categories, workflows, forms, business rules, and more in days.

Lower TCO

Less maintenance and renewal cost due to lower IT or vendor dependency.

Higher service quality

Changes apply uniformly; less variance across agents/teams.

Business resilience

Changes, regulations, policy updates — adapt immediately.

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Integrations

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

developers.next4biz.com documentation site is always with you

All integrations →

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

BI integration: 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.

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Security, Methodology and Support

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

SECURITY

The customer chooses the data center: the EU, the UK, the US or Türkiye. 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**.

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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

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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

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

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

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