Detailed product introduction

Customer support chatbot and intelligent assistant

Product introduction

The Hadish intelligent customer support assistant is Pars Hadish's intelligent response and customer relationship management system. It uses artificial intelligence to automate user support and manage conversations, requests, and support services in one place.

The system connects to the organization's knowledge base and dedicated services to answer users' questions, review their activity and request history, and provide guidance suited to the service. When an automated response is insufficient, the conversation is transferred to a human support agent so that the request can be handled without restarting the conversation.

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Product introduction (continued)

For example, when a user asks about a ticket or transaction status, the intelligent assistant retrieves information from the relevant service and provides an appropriate response. If further review is needed, the user is connected to an operator, who follows up on the request with access to the conversation history. Managers can also use the management panel to review conversation volumes, response quality, request statuses, and staff performance.

The system can be used by service organizations, online stores, tourism centers, and organizations offering a range of services.

Customer support chatbot and intelligent assistant

Product features and capabilities

Intelligent responses

Answer users' questions using artificial intelligence.

Round-the-clock support

Provide automated responses outside working hours as well as during them.

Knowledge base management

Define and update information specific to each service.

Service classification

Separate topics and tailor responses to each service.

Enterprise service connections

Retrieve user information and activity history through APIs.

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Product features and capabilities (continued)

Frequently asked questions

Display predefined questions and provide quick answers.

Related question suggestions

Display follow-up questions to continue the conversation.

Conversation history management

Store and display conversations and their statuses.

Activity history

Show information and statuses for services used by the user.

Human support connection

Transfer requests requiring review to an operator.

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Product features and capabilities (continued)

Support conversation management

Accept, assign, track, and close conversations.

File and image sharing

Exchange documents and voice messages with support staff.

Ratings and surveys

Collect feedback on responses from the bot and support staff.

User and access management

Define managers, support specialists, and access levels.

Management dashboard

View the status of conversations and support requests.

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Product features and capabilities (continued)

Analytical reporting

Review waiting times, service quality, and support staff performance.

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Users and applications

Customers and system users

Get answers, check service statuses, and contact support

Support specialists

Review requests, manage conversations, and resolve users' problems

Support center managers

Monitor staff performance, response quality, and request statuses

Organization and business managers

Manage service knowledge, analyze interactions, and improve the support process

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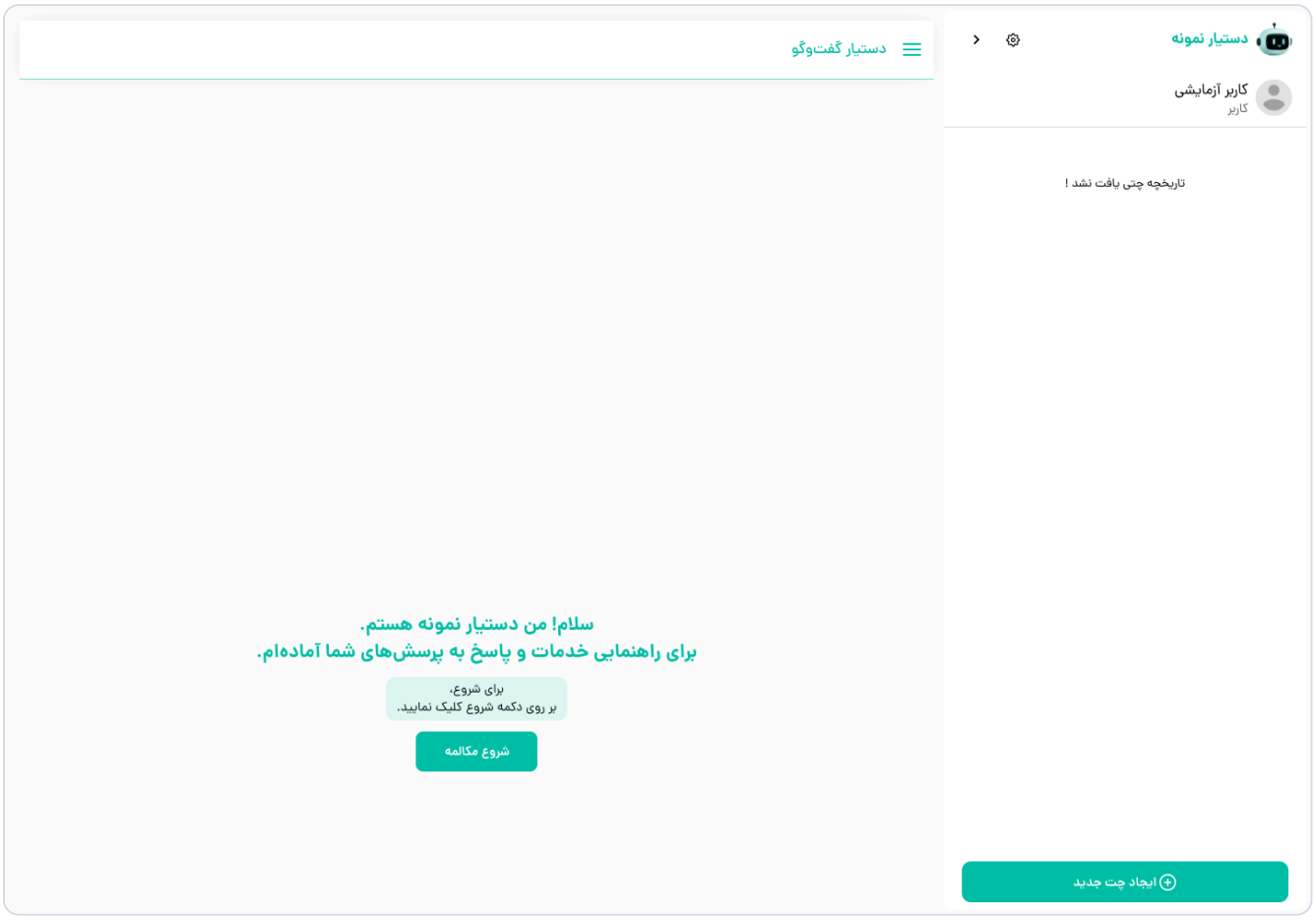
Website pars-hadish.com

Customer support chatbot and intelligent assistant

Product images

Conversation start with a synthetic identity

Original product interface



Original chat client with a synthetic identity selected through its private runtime configuration; no live model or external service is connected.

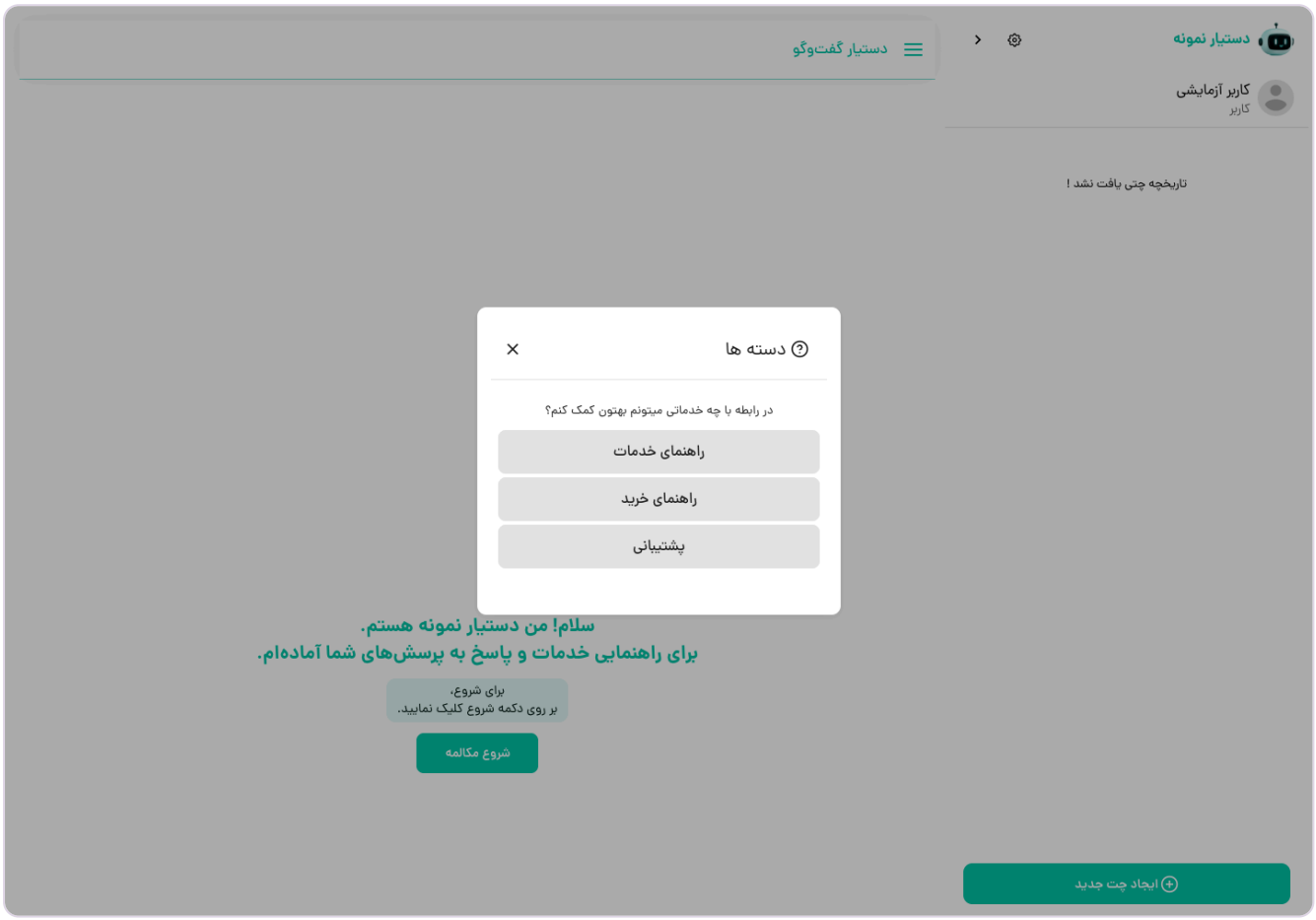
The data shown in this image is synthetic test data.

Customer support chatbot and intelligent assistant

Product images

Service category selection

Original product interface



Original category-selection dialog with a synthetic identity and local API fixtures.

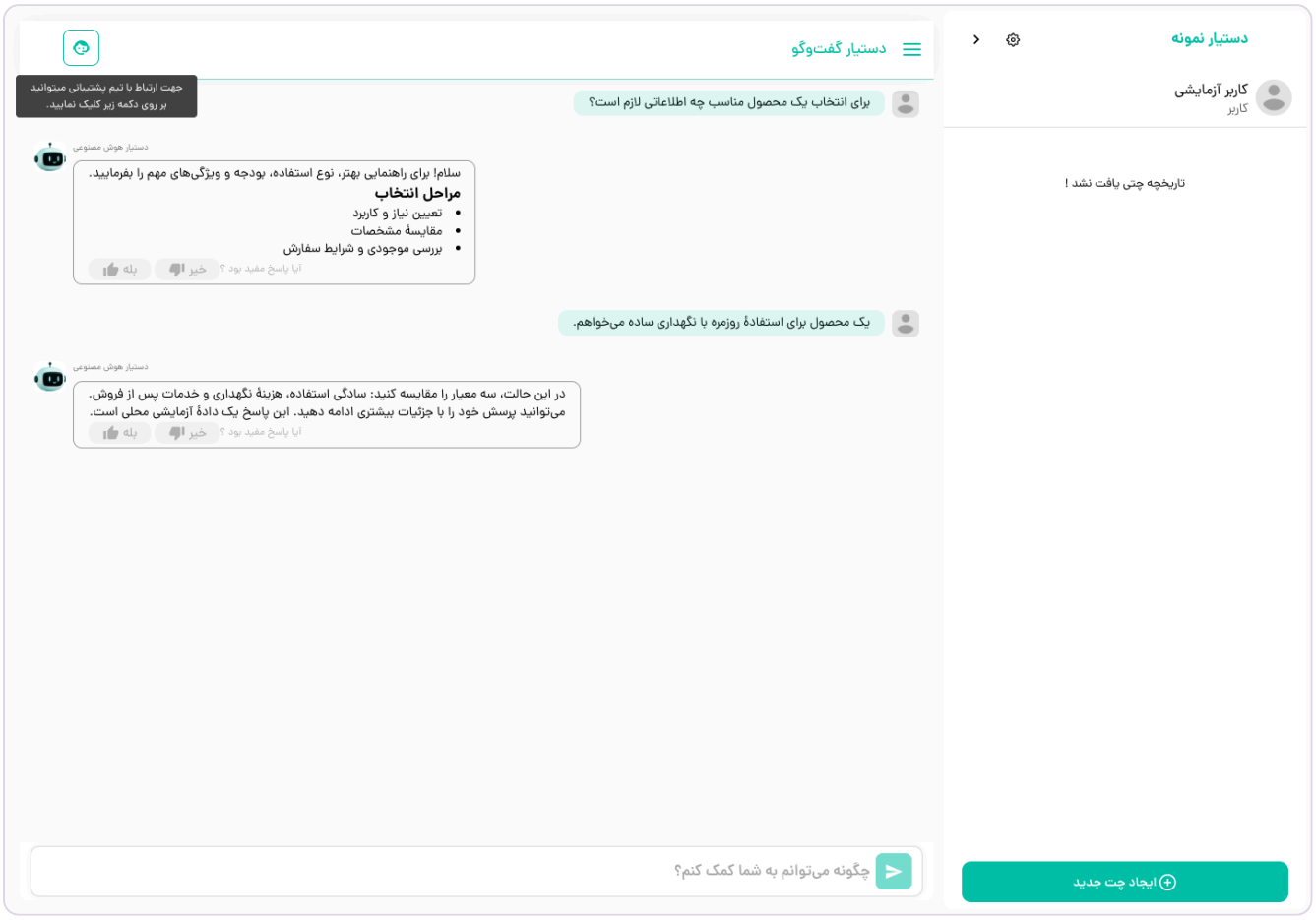
The data shown in this image is synthetic test data.

Customer support chatbot and intelligent assistant

Product images

Conversation and answer feedback

Original product interface



Original message and feedback view with a synthetic identity and conversation; no live model or real order was used.

The data shown in this image is synthetic test data.

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Product images

Support assistant welcome screen

Original product interface



Image supplied in the revised company profile, showing support assistant welcome screen.