



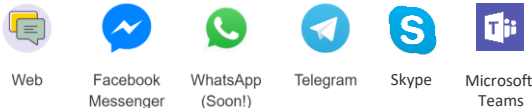
# Intelligent Customer Service at the Comfort of Your Office

SITI is the new ERA of digital conversational platform. SITI is an advanced artificial intelligence conversational platform that puts a Virtual Personal Assistant in your live chat and common messaging channels, to answer questions, deflect tickets and free up your agents.



Customers prefer messaging. They rate live chat 85% for satisfaction versus 44% for telephone.

SITI work on your customers' favourite messaging channels



SITI is fuelled by Microsoft Cognitive Services, Microsoft Azure, Microsoft Office365 and Microsoft Bot Framework.



**Fewer Phone Calls**  
Save over 50% on support by shifting support conversations from phone to chat



**Fewer Tickets**  
Tackle up to 90% of general customer queries through self-service chat



**Higher Satisfaction**  
Up to 30% higher Customer Satisfaction ratings when you deliver support via chat



**Cloud Connect Sdn Bhd**  
B2-17-2, Space U8, Bukit Jelutong, 40150 Shah Alam, Selangor MALAYSIA.  
Telephone: +60 (3) 41428030 Fax: +60 (3) 41429030  
website: www.cloud-connect.asia



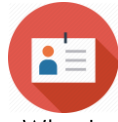
Message Broadcast



Citizen Profiling



Multilingual (BM/English)



Who Is



City Data Analytics



Idea/Feedback



News/Announcement



Events Calendar

# SmartSITI

## Citizen Engagement Platform



Centralized citizen engagement platform that allow citizen to contribute ideas, feedback and collaborate with the state legislative assemblymen or city council via common messaging platform.



Customers prefer messaging. They rate live chat 85% for satisfaction versus 44% for telephone.

SmartSITI work on your favourite messaging channels



Web



Facebook Messenger



WhatsApp (Soon!)



Telegram



Skype



Microsoft Teams



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Citizen can get notified on the latest news and updates in the state legislative assembly or city council.



State legislative assembly or city council can engage with citizen to collect ideas, views and feedback that can be analyzed and transformed into useful insights for development.



To enable 2 ways communication that forms a strong partnership to build a better community.