



# Beebot Family Hubs Support

Automate support for families and offer a digital content platform

## The Next Generation of Family Support

1.4  
million

families at breaking point across the UK. (naccc)

£1-£3  
million

for companies in annual savings by adding self service. (Accenture)

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## The importance of Family Hubs

The Family Hubs initiative aims to support families to nurture their babies and children and improve family health and education through a family support hub. It also intends to make support for families more accessible, help them feel better connected and be more relationship centered.

**Beebot Family Hubs Support** is a digital automation solution that delivers a digital Family Hubs experience accessible to the entire community. It consolidates all national and local content and services in an engaging way into one application in only a few clicks. Helping families self-serve their own support.

Family Hubs Support offers a single point of access via any device, 24/7 on-demand.

## Challenges for Councils:



### Increasing family support requests

- High volume support queries
- Understanding family demand
- Increasing needs and expectations from families
- Signposting to key services

### Staff resourcing, costs and quality of service

- Support staff overheads
- Lack of knowledge and skills gaps
- Driving consistent engagement and education
- Employee absenteeism and morale

## Challenges for Families:



### Finding and navigating information

- Childcare and parenting information
- Local area activities and leisure
- Mental health and family health services
- Youth services
- Housing support

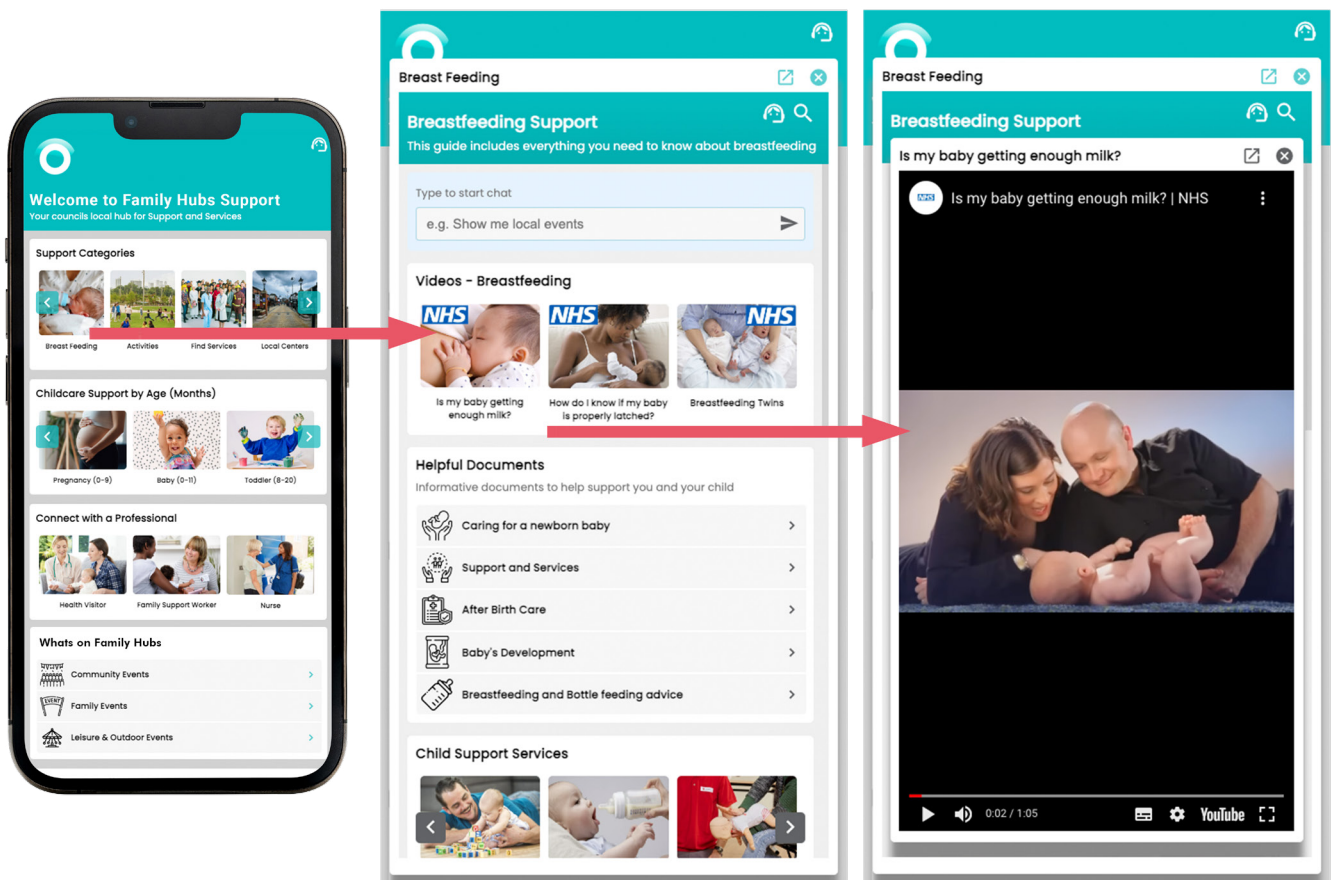
### Administrative support

#### (Registering for services)

- Education, health and care needs assessments
- Administering the free early years entitlement
- Early help assessment forms and plans
- Family benefit forms

**Beebot Family Hubs Support** provides a next-gen family support experience with on-demand personalised assistance using an engaging app interface, conversational AI and automation.

- Consolidating all national and local content and parent experiences into one place.
- Integrating existing information from web/apps and services to drive one parent experience.
- Enabling support and comms to your parenting workflows to reduce confusion and signpost parents to relevant advice.
- Enabling self-help through PDF and Video content to improve the parent experience.



## A world of benefits

### Reduce costs

- Automate family support queries.
- Reduce support costs.
- Increase staff productivity.
- Automate registration services and administration.

### Enhance the experience

- Consolidating information, support services and existing applications into one single mobile application.
- Deliver communication via multiple channels to educate the community on support, events, training and services.
- Advanced analytics that help optimise the Family Hubs Support experience.

# Improve **Family Hubs Support** with a digital assistant

## Features

- Digital Directory of support to house all Family Hubs content and services.
- Automated parent onboarding.
- Automated calendar of information for families.
- Survey needs analysis by demographic.
- Personalised information based on interest.
- Speedy and personalised multi-device real-time chat support.
- Live agent messaging and follow up notifications.
- Smart answers - fast Q & A.
- Self-serve content helps resolve common support call requests.
- Family Hubs support campaigns.
- Follow up notifications for chat drop off.

## Mobile Application

Take your Family Hubs to the next level with our feature rich mobile application, without the need to rebuild your system or processes. A 24/7 on-demand assistant for families.



- One Code base.
- Quick and easy to install.
- A consistent user experience across any device.

## Works on any device.



# Modules

**Beebot Family Hubs Support** comes with an array of modules you can use to shape and enhance your Family Hubs service proposition and processes.



## Automation

Automate your Family Hubs Support processes and create bespoke support rules.



## Smart Answers

Integrate your knowledge base and content, use conversational real-time chat to answer Family Hubs queries on demand.



## Bot Creator

Create Bots from our range of templates in seconds and brand them to your organisation.



## Polls & Surveys

Create simple but effective surveys and polls using real-time chat to get instant feedback on Family Hubs satisfaction.



## Campaign Manager

Use Campaign Manager to create and execute innovative Family Hubs campaigns to different audiences.



## Live Agent

Whenever necessary, connect families easily with your human agents.



## Campaign Messenger

Multi-channel messaging tool (Email, SMS, Social and Whatsapp).



## Analytics

Visualise your Family Hubs Support performance analytics and bot activity metrics to optimise your resident service strategy.



## Bot Manager

Easily change and manage all your bots' functionality in one place.



## Integrations

Connect your Family Hubs systems to enable real-time notifications and analytics.



## Mobile App

Take your Family Hubs and prospects experience to the next level with our mobile app experience.



## Interface

Unique Bot Interface that's available 24/7 with an integrated chatbot.

## Optimisation Analytics

Our advanced analytics enables our customers to measure engagement performance and opportunities for optimisation.

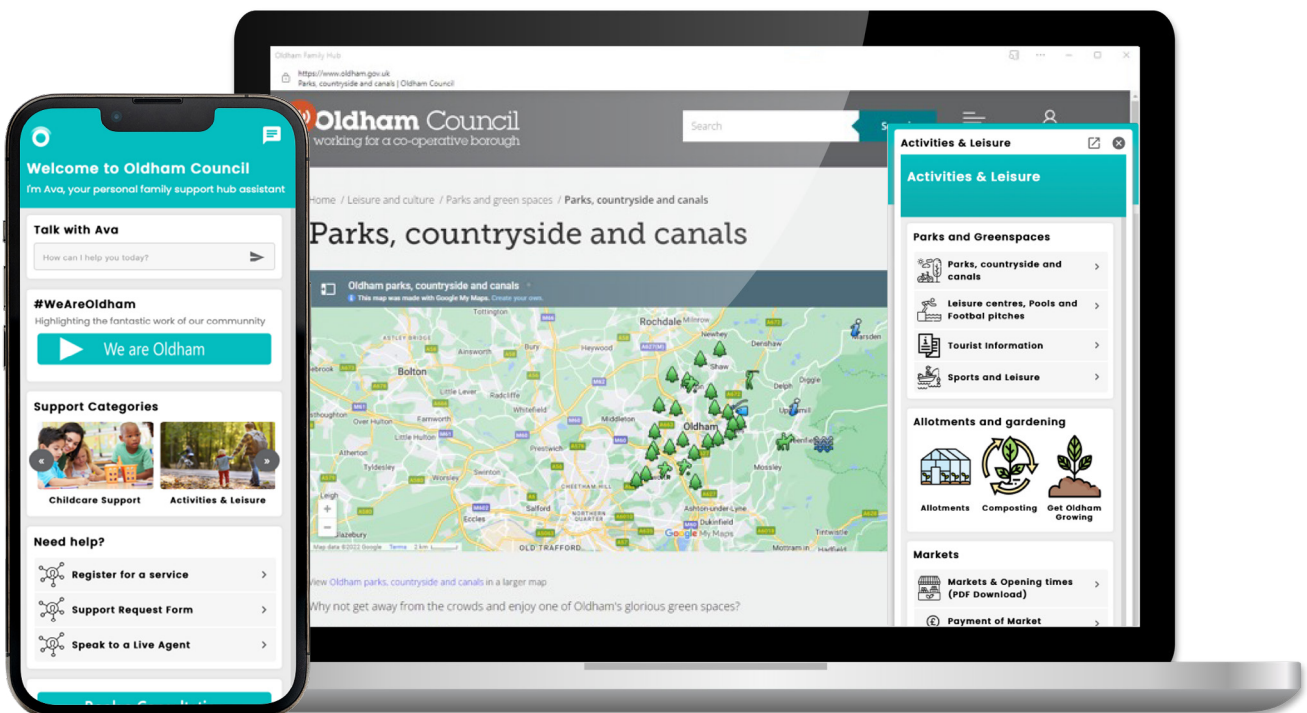
Our customers can review customer support engagement and see future requests for further bot configuration directly from your users feedback. We also report on resolution time, recommendations and optimisations. Our analytics enable organisations to continuously improve their customer support experience and reduce support costs.





## About Beebot

We are on a mission to help UK businesses transform their operations through automation. Our interface and conversational AI bot can be used at scale to automate routine processes and enhance family experiences, so you can accelerate outcomes and focus more on your core council business of serving and growing your community.



**WATCH OUR VIDEO**



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