

CHATBOT

Stay connected to your customers



Chatbots are intelligent computer programs that enable a real-time, human-like customer service experience. Customers can chat in a normal conversational style without having to remember any special commands or menus. Chatbots immediately increase your company's customer service capacity and customer satisfaction.

Conversational Platform makes self-service more human via our conversational bots that are powered by technology that uniquely combines AI, NLP and Machine Learning technologies.

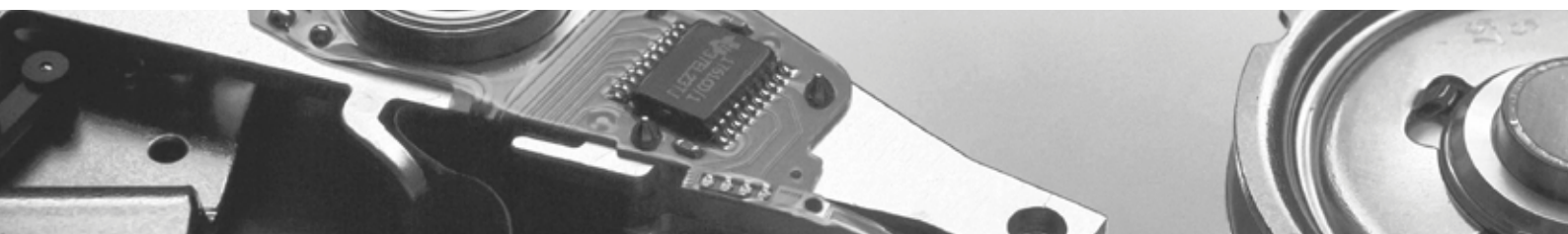
Omni Channel Platform allows you to work on all available messenger platform such as Facebook, Slack, Telegram, Skype etc.

Simple API Integration provides meaningful, contextually relevant responses to users by integrating deeper into their systems.

Industry Experts enables you to train them about industry specific domain handlers. Additionally, our bots can handle linguistic, colloquial and domain-specific context (Banking, Insurance, Telecom, Retail, Health care etc) for more meaningful responses.

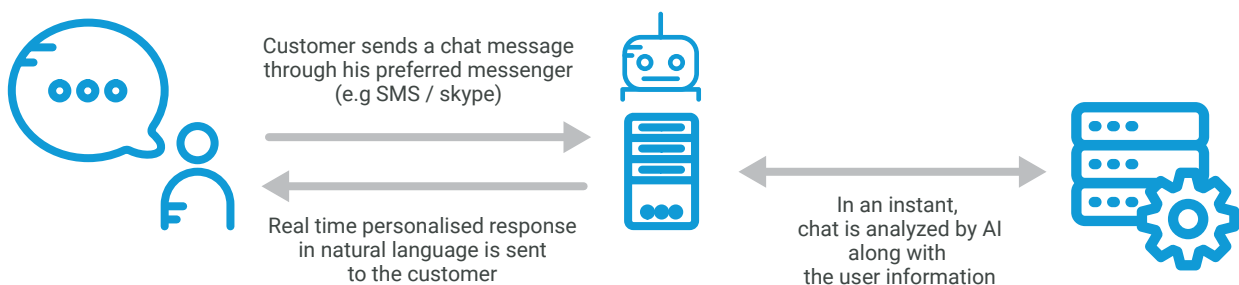
Detailed Analysis provides report based on topic, knowledge, interaction, user data etc. Additionally we can get feedback from failed conversations to train the bot to respond better.

Multiple Language Support lets you talk to your users in the way they know the best.



HOW DOES IT WORK?

- ▶ The bot receives input from customers and then runs it through Natural language processing, from where we obtain intents and values.
- ▶ These arguments are sent to the processing engine that decides which function has to be called and what values are needed by that function.
- ▶ The message is then passed to the required function where the data gets verified and converted into the required format.
- ▶ Further functions are called to define the final output to the query before it is sent back to your customer.



As exciting as it sounds, that is only the tip of what chatbots can do for your company.

- ▶ ChatBots are fun and easy to use
- ▶ ChatBots can grow as required
- ▶ ChatBots are proactive
- ▶ ChatBots learn fast