SHORTCUTS

Chatbot Service

你好！我叫山姆，
我能**为**您提供什么
帮助？

مرحباً أنا إسم سام،
كيف ممكن أساعدك

Hello! My name is
Sam, how may I
assist you?

Multilingual Bots

What?

- A Chatbot is a software application used to conduct an online chat conversation via text or text-speech, in lieu of providing direct contact with a live human agent

- The Chatbot can assist your clients by providing informative services and transactional services such as; top-ups, payments, renewals, and etc…

- The implementation process consists of four phases (content management, data mining and analysis, conversation design and integration). We do that!

- The Chatbot can be integrated at core level and used on multiple platforms, website, application & WhatsApp. Your clients will always find someone to talk to.

Why?

- With this transition and growth rate, you can't afford not to be present! The Bot is always there and ready to help.

- The transition to the virtual world is as if was put on steroids for the past 12 months. Even people who thought were past using technology are now familiarizing themselves with it.

- There are 4.66 billion internet users in the world today. The total number of internet users in the world grew by 319 million in the past 12 months, almost 875,000 new user each day.

*Source: datareportal

- Cost saving, while providing a vast amount of information instantly with a consistency in tone and efficiency.

More about Bots

- **Conversation design**

The dialogue flows for the services are designed in a manner that is consistent with the following standards:

- Bot language complies with style guide

- Bot personality is based on the company brand's personality

- Conversational best practices such as short responses, responding with affirmations and confirmations, giving the user the possibility to clarify his or her intended meaning to state a few.
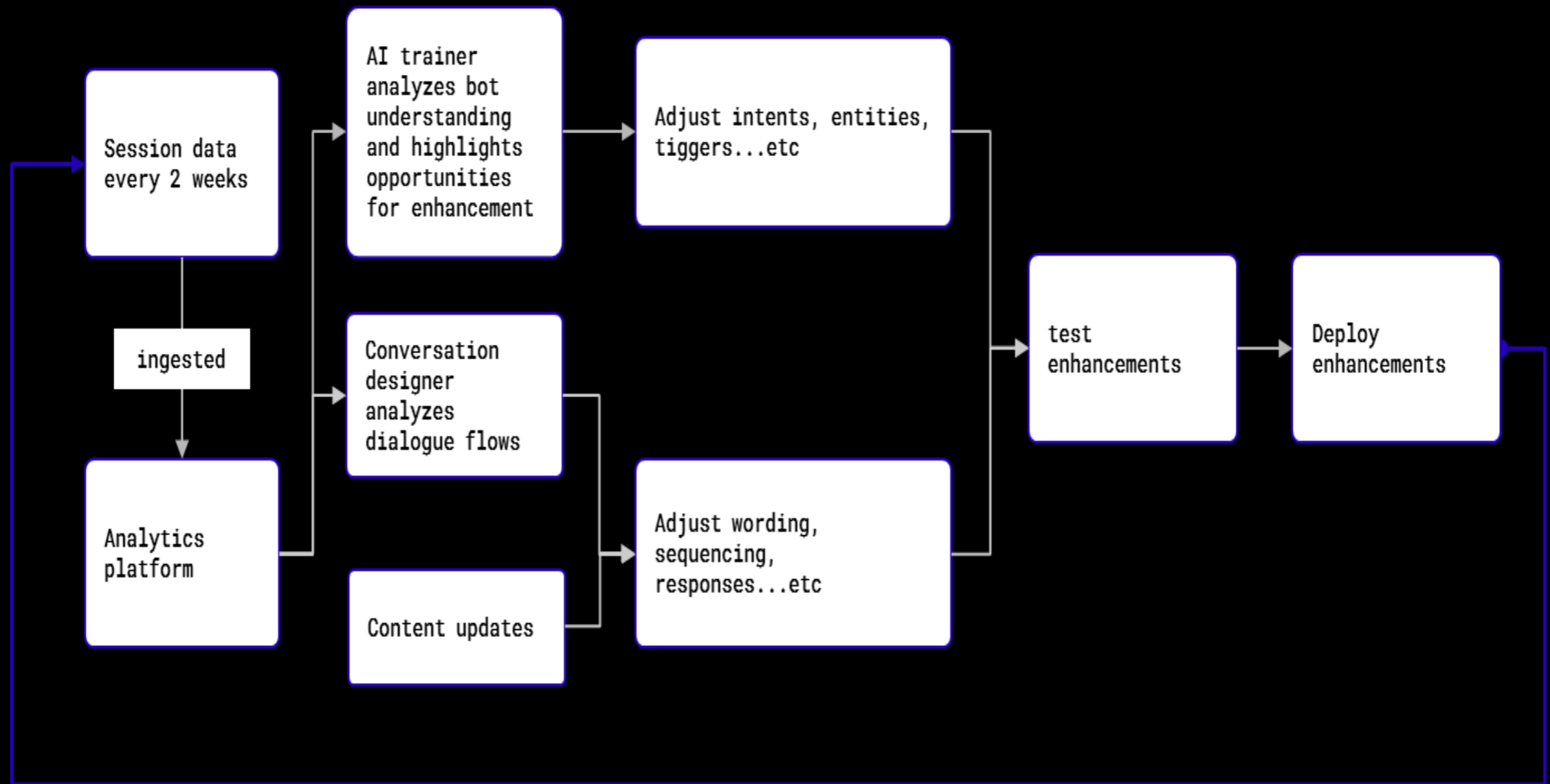
More about Bots

- **Dialogue Deployment**

Once designed, conversations need to be deployed into a Chatbot, in our case, it could be an existing technology or technology provided by us.

In the initial phase we create, assess and adjust the intents and entities in order for the bot to understand the user's intentions and consequently serve the correct dialogue.
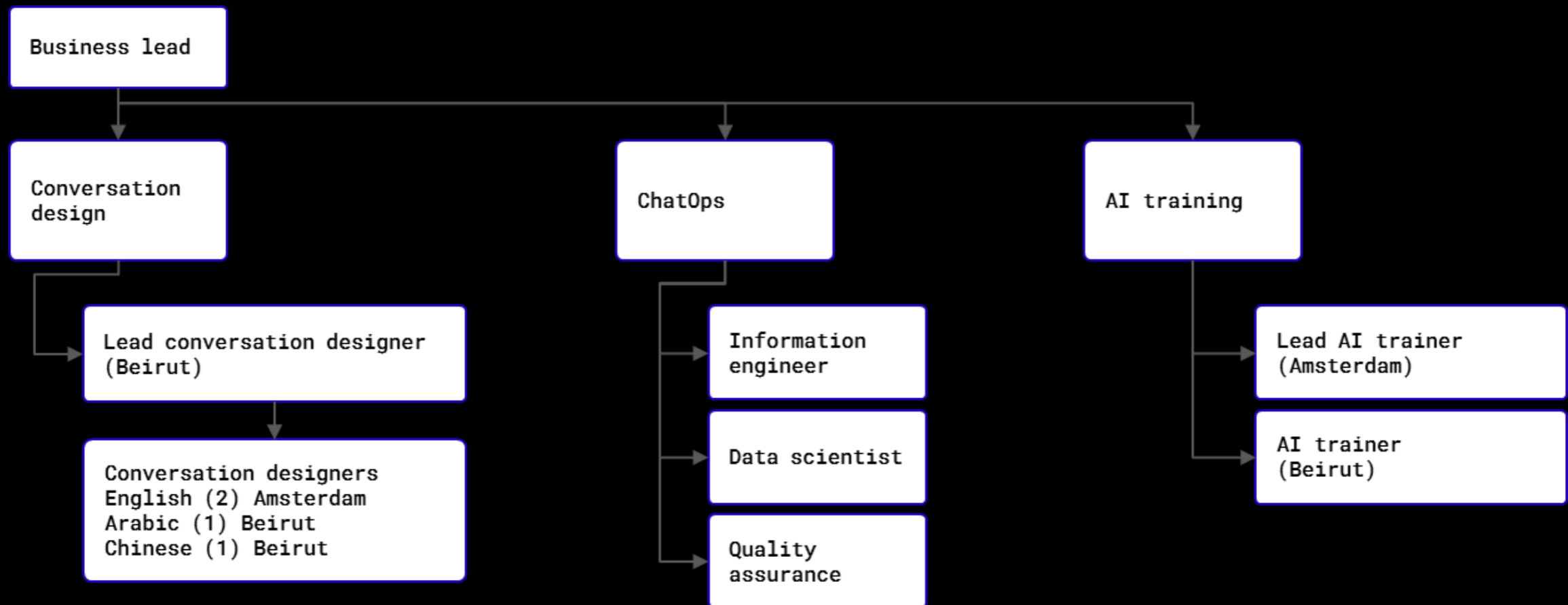
Dialogues can be deployed in various languages.

Chat Operations

Who?

Business lead

Conversation design

ChatOps

AI training

Lead conversation designer (Beirut)

Conversation designers
English (2) Amsterdam
Arabic (1) Beirut
Chinese (1) Beirut

Information engineer

Data scientist

Quality assurance

Lead AI trainer (Amsterdam)

AI trainer (Beirut)

THIS IS JUST A
"SHORTCUTS" ...

LET'S TALK SOON!

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THANK YOU