

Supercharge Your
Brand With Our

ARTIFICIALLY INTELLIGENT VIRTUAL ASSISTANTS



Visual Builder

The visual conversation builder that allows you to create and manage AI-powered conversations using drag & drop.

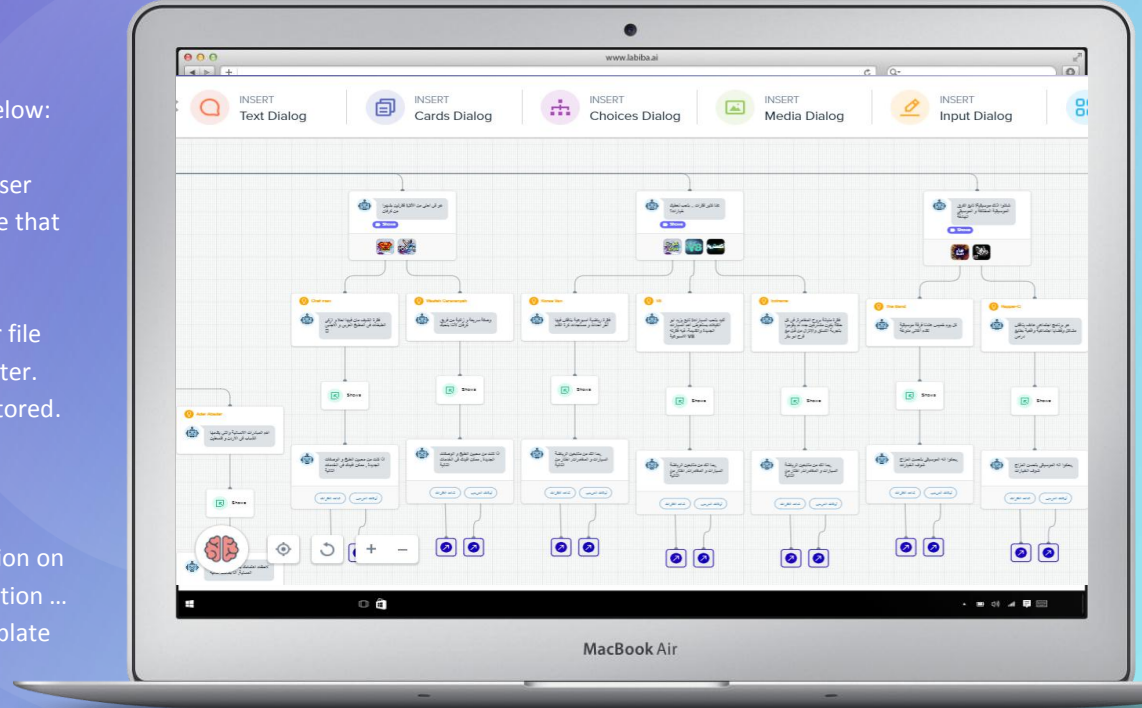
The visual builder has different actions some of which are below:

Choices Dialog: Presents suggestions to the user, and upon user selection the conversation flow will be directed, or it will save that information in a “parameter” to be used later.

Input Dialog: Asks user to input text, share location, photo or file about certain information. That information is called parameter. User must select the parameter to which user input will be stored.

Media Dialog: Sends video, audio or photos to the user.

Action Dialog: Performs a remote (HTTP request) or local action on the server (Searching database, Sending Email, Make transaction ... etc), then displays the response to the user with certain template (Cards Carousel, Photo, Audio, Map ... etc)



Visual Builder

Text Dialog: Displays a text message to the user directly without performing any tasks.

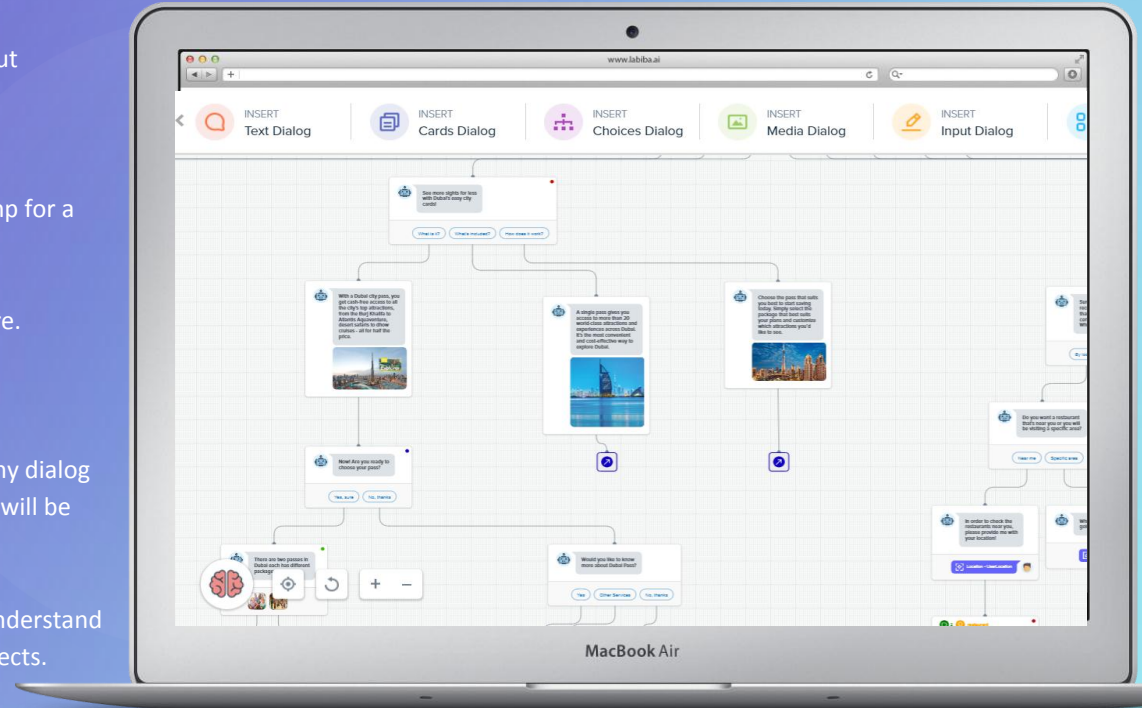
Dialog Reference: A dialog reference is used to transfer the conversation to a certain dialog in the flow. Think of it as a jump for a different location within the same conversation flow.

In addition to other dialogs like decisions, assignment and more.

NLP

In addition to the different dialogs NLP can also be added to any dialog to ensure a smooth and smart conversation whereby the user will be moved to a different flow based on the intent of the user.

Our library of understanding and training allows your bot to understand the natural language of your users, in all languages and all dialects.



Natural Language Understanding

Your users can speak use their natural language, and labiba is able to understand different variations of their sentences and convert it to precise intents and entities.



Hi Rani, your current balance is 14,880 USD.

Chat Bot - 04:00 PM

How much do I have in my account?

You - 04:00 PM

Can you tell me my current balance please?

You - 04:00 PM

Do I have any money in my account?

You - 04:00 PM

Natural Language Understanding

Your users can speak use their natural language, and labiba is able to understand different variations of their sentences and convert it to precise intents and entities.



مرحبا راني، يوجد في حسابك \$14,888

Chat Bot - 04:00 PM

كم في حسابي؟

You - 04:00 PM

أديه عندي بالحساب؟

You - 04:00 PM

كم في فلوس في حسابي؟

You - 04:00 PM

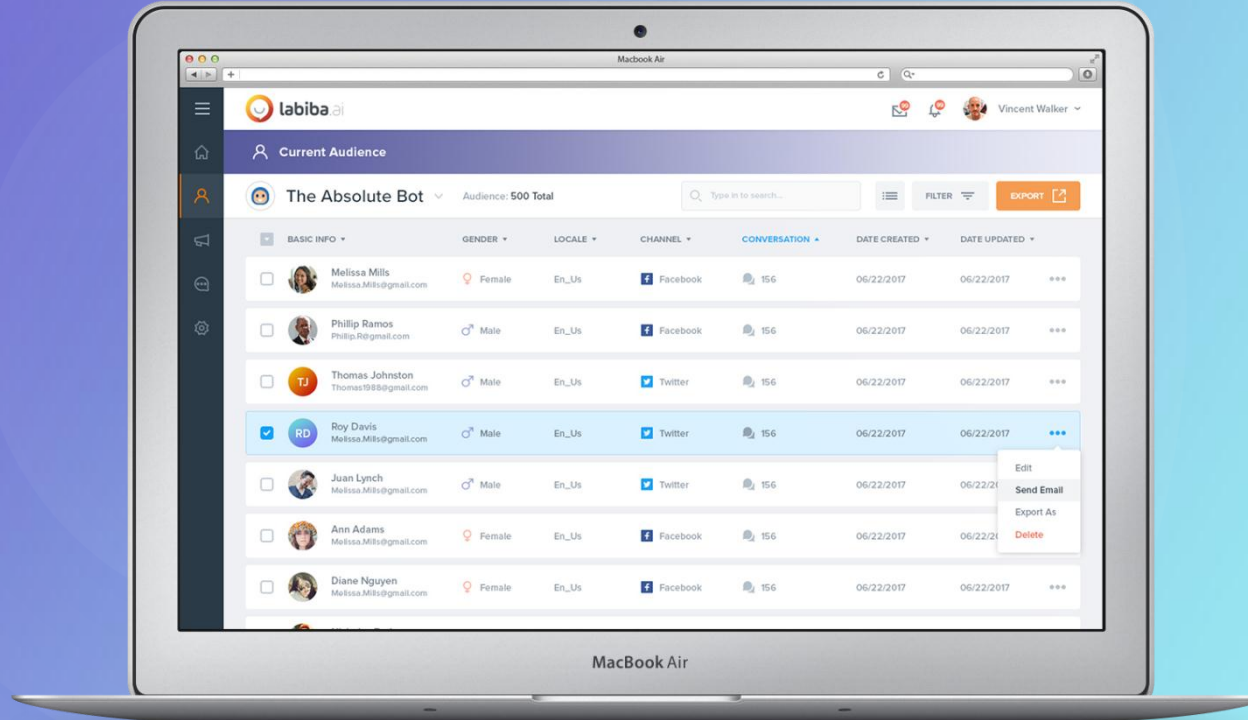
Audience

The audience screen allows you to leverage progressive profiling through conversations.

Conversations result in a rich list of audience with detailed information and traits about them, segmenting your users for better understanding in future conversations and personalized messaging.

Throughout the conversation data and information is stored about the user falls under two categories, long term bot memory and short term memory .

Within the audience screen you are view and export your audience as well as see their basic profile info which can be captured by default from social channels. For example from Facebook user photo, local, language, and timezone can be captured without the need to ask the user for them.

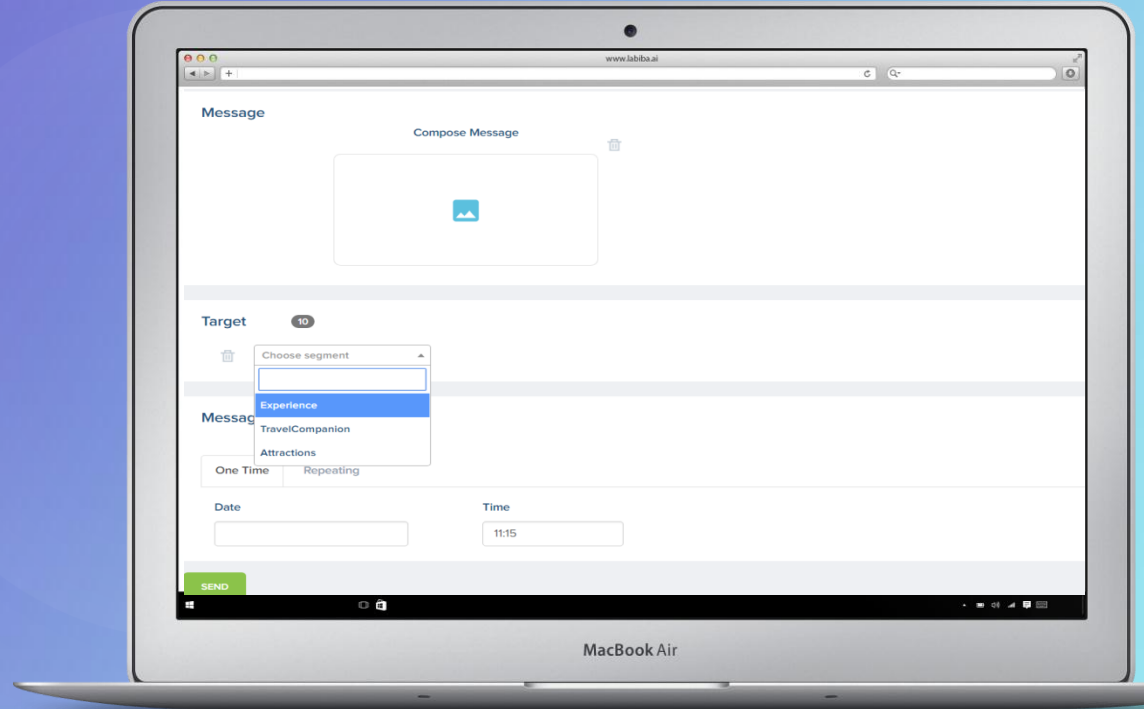


Broadcasting

The broadcasting screen allows you to target your audience with personalized marketing messages based on traits collected through previous conversations or segments from your CRM. Reach 100% of your audience.

You can send multiple formats including, images text, RSS feeds and more.

You can also schedule repeating broadcasts or one time messages.



Training

You will be able to add intents through the training screen, to identify what the user wants, and what's the purpose behind the sentence the user said.

You can also train the bot on multiple variations of possible user expressions which is under "User Says" section which is the list of anticipated sentences the user might say to convey an intent.

Example: If it's a restaurant bot, intents may include the following:

Order

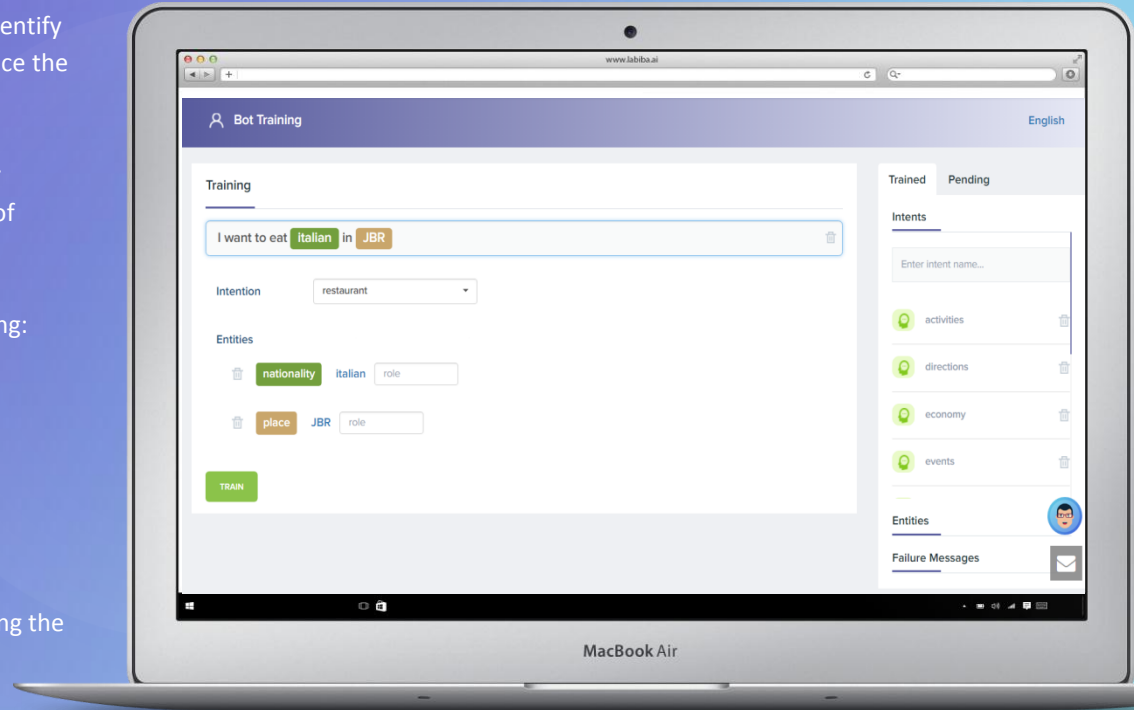
Location_Inquiry

View_menu

View_Promotion

Reserve

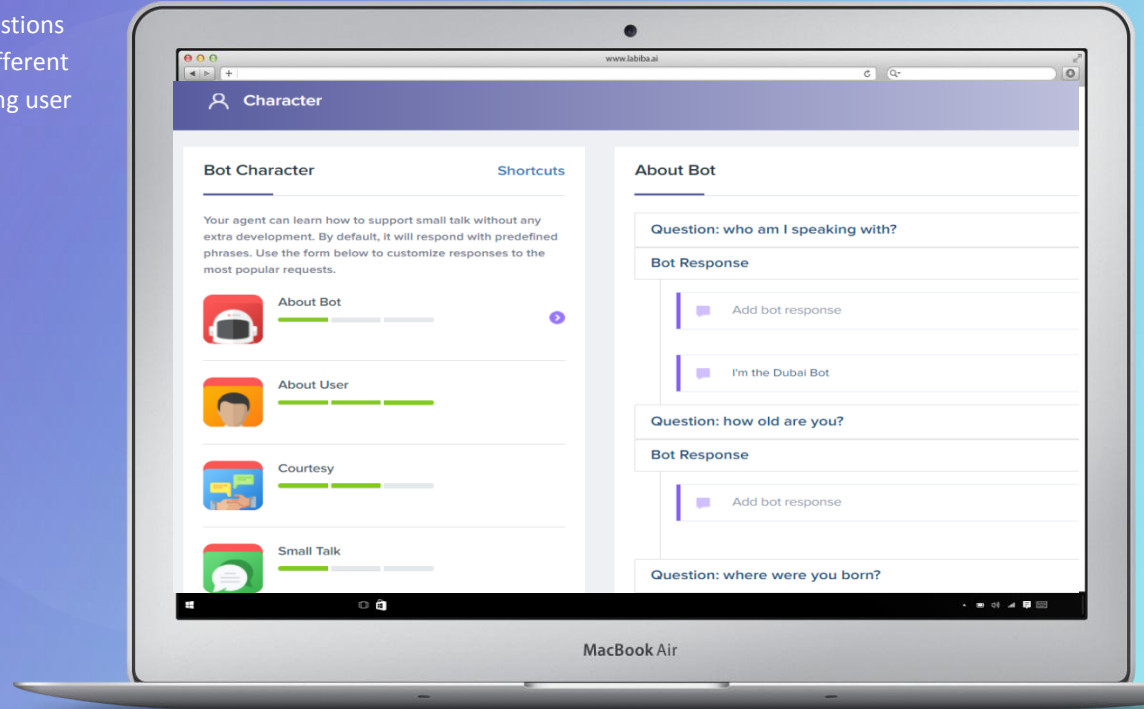
You can also add entities through the bot training screen, defining the specific item the intent is about.



Character

The character section allows you to easily add replies to the questions relating to the chatbot character which are classified under 4 different categories, this allows you to create an entertaining and engaging user experience with the chatbot

- About the Chatbot
- About the user
- Courtesy
- Small Talk

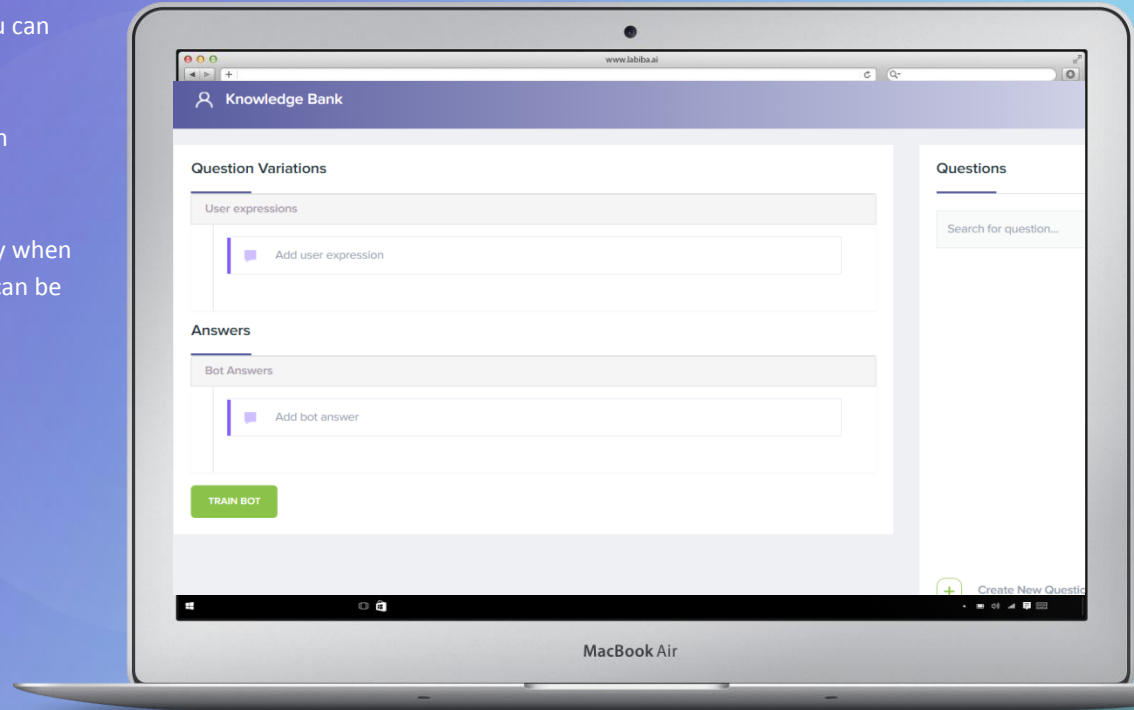


Knowledge Bank

For the sets of questions which do not require conversation, you can easily add your FAQs in the knowledge bank screen.

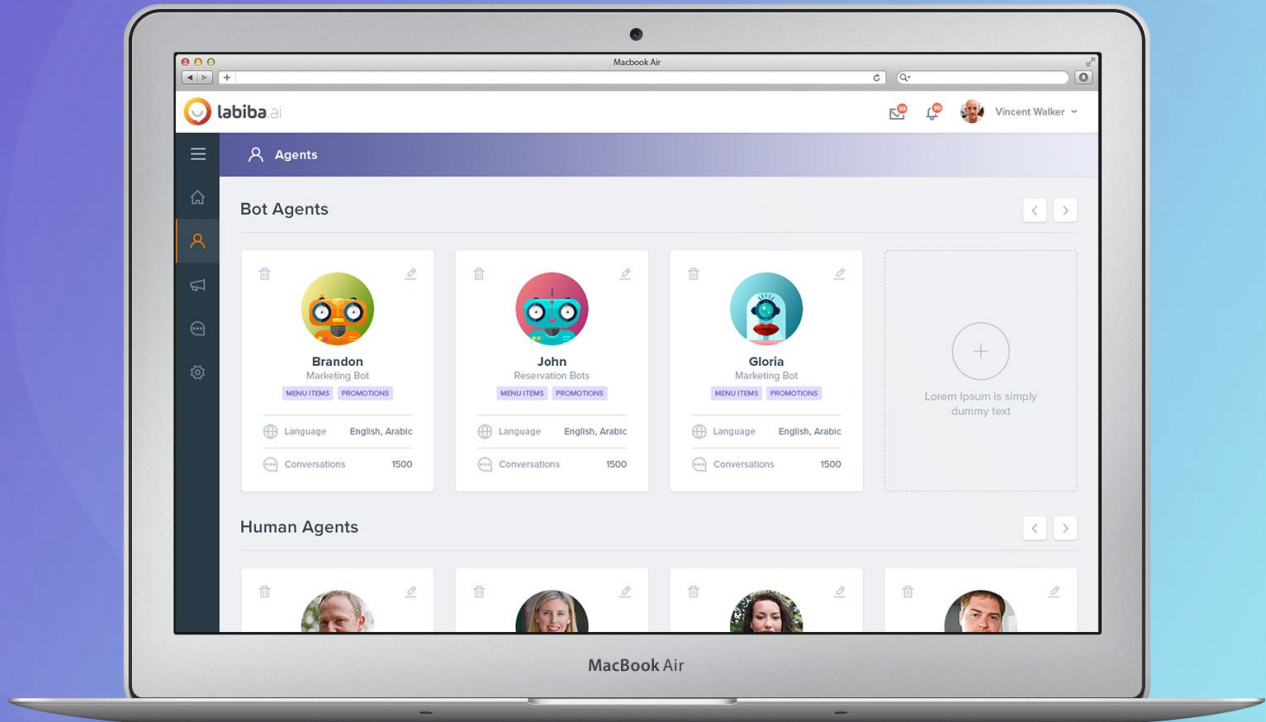
You can add multiple variations for questions, to train the bot on different user expressions.

The system also allows adding variations of the answers this way when the user asks the bot the same answer twice a random answer can be



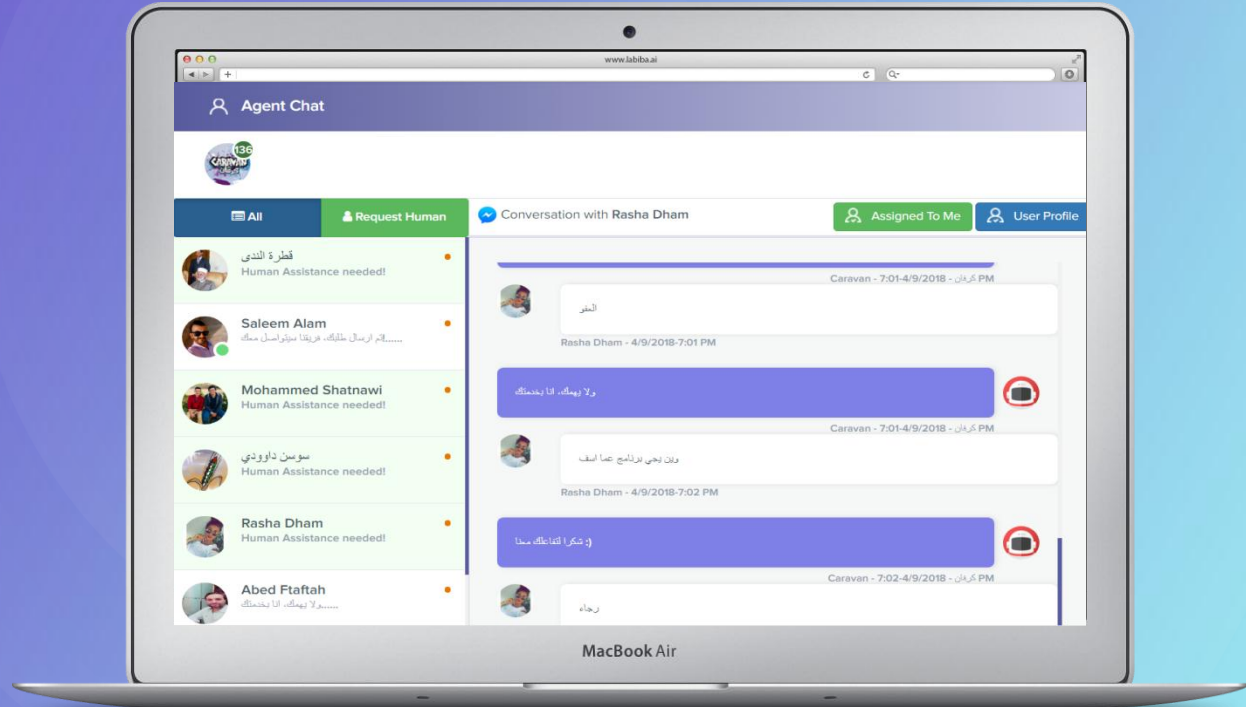
Man & Machine United

Labiba's platform supports bot agents and human agents, allowing people to take over the conversations when needed or setting bots to transfer to agents at specific points in the conversation.



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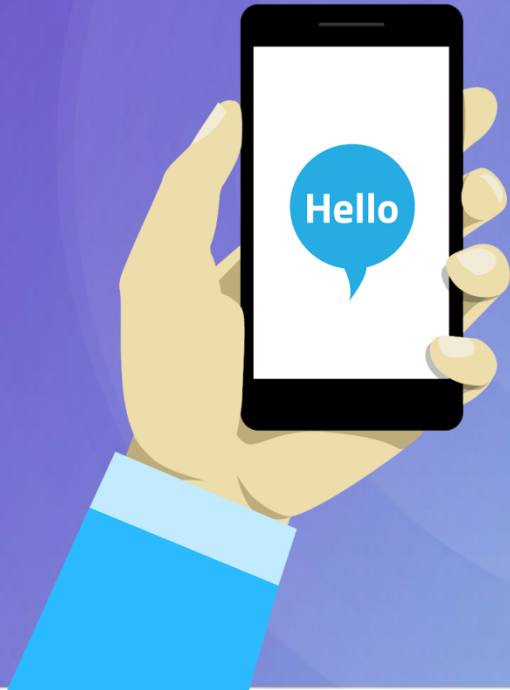


Channels

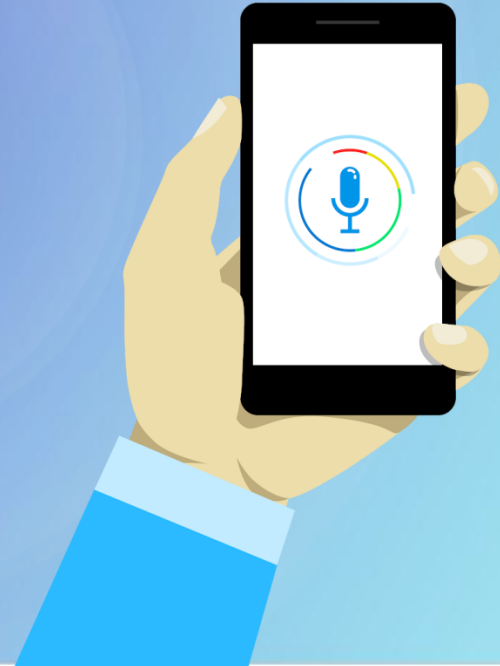


Building smart voice and chat applications

**Text based
Messaging**



**Voice Based
Conversational Interface**



Thank You

