

How chatbot  
ready is your business?

## How chat-ready is your business today?

1

### Fragmented Chat Channels

With more than 10 chat applications available, business will need to maintain constant integration between each of them while constantly taking advantage of features that are specific to each chat application

According to research, millennials prefer chat as their most preferred contact channel to find and to use business services! These changes in consumer behaviour will need to see businesses prepare for change that will lean towards chat interaction. Main challenges to develop and maintain chatbots are due to:

2

### Complex Conversation

Unlike simple Q&A, as businesses move their services into chat, their chatbot will need to be able to perform and maintain ongoing dialogue with the clients and cognitively understand their customers' language.

3

### Backend Service Integration

As businesses build more services on their chat channels, they will need to further integrate backend services for their chatbot to leverage on - from retrieving customer information to performing transactions down to extracting data insights from customer conversations and responses.

## How can ConvoLab help?

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### Integration with chat channels

ConvoLab.ai is chatbot platform designed for businesses to build and run their cognitive chatbot without any programming effort. Powered by IBM node-red open-source technology and IBM Watson cognitive computing technology, convo.ai provide your business with a scalable chatbot AI for your business to build your chat engagement strategy on.

ConvoLab provides out of the box integration across multiple chat channels so your chat services can extend to any social chat by taking advantage of an added special feature within each chat application.



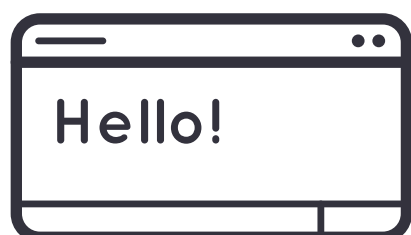
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### Integration with your business

### 2 — Build your conversation powered by AI

Design and build ongoing conversation using our conversation flow UI while our cognitive AI helps streamline and interpret user language. ConvoLab remembers the customer and their information so they don't have to keep telling their phone number everytime.

ConvoLab comes with standard REST API support so you can easily integrate with your existing system - from triggering or retrieving information from your system to sending data to your system in real-time.



4

### Pre-built industry template library

Instead of spending time and resources on building and polishing your chatbot from the ground up, ConvoLab comes with pre-built industry-specific template to jump-start your chatbot on.

# What chatbot can you build with ConvoLab?



## Products & Services Showcase

Provide your customers with your latest products and services. Let them navigate through your promotions catalog right in their chat, or send them to your website for further detail.



## Interactive Chat Campaign

Launch innovative interactive chat campaigns for your customers to participate. You can create engaging questionnaires to know them more or enroll them to your loyalty program with your chat campaign!



## Booking & Reservation

Use your chatbot to automatically take in bookings & reservations from your customers. Further reminds them of the reservation ahead of time so they will never forget.



## Survey & Feedbacks

Ask your customers for feedbacks & satisfaction score to evaluate quality of your service automatically through chatbot.



## Real-time Enquiry

Let your customer check your product inventory, stock price or order status in real-time.

## Frequently Asked Questions:



What channels do we support?

We currently support Facebook, Line and Slack.

How do we integrate with your system?

ConvoLab integrates with the external system through standard REST API call.

What language does ConvoLab support?

Powered by Google language API & IBM Watson AI, we currently support 103 languages (AI ability may varies across different languages)

How scalable is our chatbot?

Our chatbot is designed to be highly scalable. It operates on IBM node-red technology and MQTT protocol, which is the standard messaging protocol in Facebook Messenger and is currently supporting billions of messages per day.

What type of deployment is available for ConvoLab?

We offer both a cloud-based ConvoLab chatbot and on-premise ConvoLab chatbot.

Can I preload my customer information in so the chatbot has more information about my customer?

Can I extract conversation data out from the platform?

Yes we provide an API for you to retrieve conversation data out from the chatbot

Yes we provide an API for you to batch load your customer information in. Chatbot will then automatically merge your customer information with information it holds inside the system into 1 single view.