



eBot

Your Enterprise Assistant



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Ejada eBot on Azure is an intelligent chatbot solution designed to help organizations leverage its online channels with latest AI technologies and provide improved communication and engagement process with their clients and employees via messaging medium through smart and artificial real-time agents.

eBot family supports various industry models that target different businesses like Commercial Banks, Investment organizations, government entities, automotive companies, medical facilities, insurance firms, ...etc.

Take the benefit of the fully integrated Microsoft Azure AI and Cognitive Services like language understanding, translation, QnA, Search, custom vision and maps to leverage chatbot provided services.

Ejada helps you to integrate with your backend systems like MS Dynamics through direct web services calls, support improved Arabic understanding by considering different dialects and develop comprehensive analytical dashboards.



eBot can be linked with your websites, mobile apps, emails and with famous messaging apps like Messenger, Skype, Telegram, Kaizala, WhatsApp for Business, ... etc.



Efficiently manage your costs by paying only for actual usage and easily scale up your operations, eBot is available 24/7.



Optimize your operational expenditure, improve organization efficiency and guarantee ROI.



Multi-Language Support

- Automatically detect the user input language (60+ Language) and reply with the same customer language.
- Support multiple Arabic dialects.

Integration with Backends

- Integrate with any of the enterprise backend systems through secured API

Secured

- Ability to authenticate the customer by 2nd factor authentication before performing specific functions.

Conversation Audit Log

- Audit log of all the conversations happen between the bot and customer which help in the continuous improvement of the language understanding engine.

Multiple Navigation Methods

- Allow the user to navigate into the information using multiple ways like cards or direct text.

Files Handling

- Allow the user to upload multiple types of documents to be pushed to the backend systems.
- Generate personalized PDF files based on the user interaction

Speech Recognition

- Accept voice commands from the user
- Voice reply back

Understand customer natural language

- Use Azure Language Understanding service to understand customer natural language,

Image Handling

- Upload images and validate against pre-defined image set.
- Extract text from images (OCR) like IDs or passports.

Handover to Human Agent

- eBot has an ability to handover to human agent in case the bot didn't understand the customer need or in case of negative conversation detected from the customer.

Analytics

- Provide analytics about users sessions, number of messages, inquiries hit ratio, and products navigation.

Information Gathering

- Data collection in a waterfall method or using forms.

