Feedyou

The AI-Driven Bot Ecosystem for Enterprises

What we do

At Feedyou, **we are redefining the way how companies think and use chatbots and artificial intelligence** in their communication processes. By creating conversational bot ecosystem we enable companies to easily build, deploy, manage and scale advanced bot interfaces for various purposes in one place.

Who we are

We are a 2017 established chatbot and conversational AI company operating in **7 countries so far** (CZ, SK, DE, HU, PL, SRB, RU) and helping big enterprises to build, manage and scale advanced conversational interfaces from one place.

Our **Bot Ecosystem** (available as single-tenant and multi-tenant Cloud SaaS and on-premises) is able to deliver functional and conversional bot communications for various purposes in Customer Service, Sales, Marketing or HR without wasting valuable time of company's IT.

Thanks to **60+ paying customers, 150+ implementations** and our 15 employees our revenue grew from USD 51.500 to USD 650.000+ between 2017/2019 and we raised USD 650.000 VC in 2018.
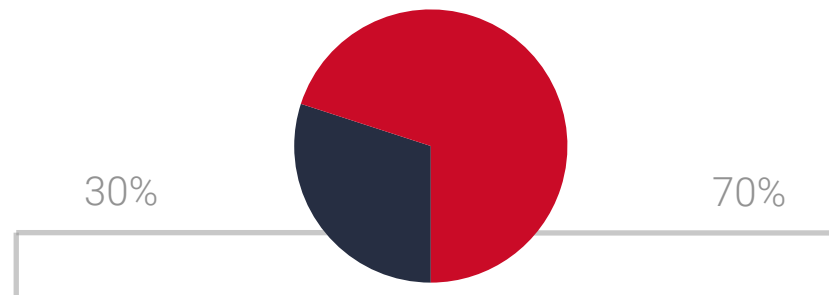
The Facts

More and more companies are trying to automate a part of their B2C communication using chatbots.

2017

$369.79M

2024

$2,166.28M
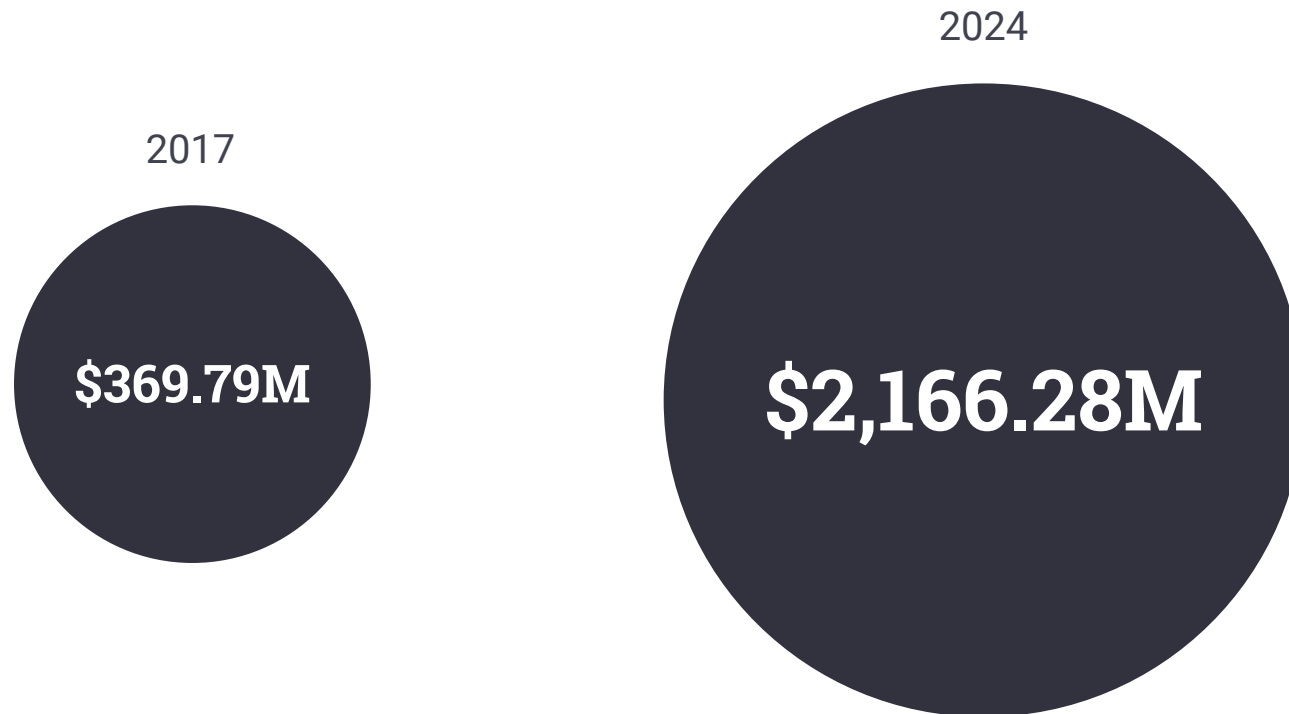
[GlobeNewswire Inc. 2018]

What companies do now

30%   70%

Buying a tailor-made solution

- Expensive but professional

- Creates supplier dependency

- Supplier may have experience with chatbot technology, but rarely has experience in creating proper conversional chatbot communications

- Integrations have to be developed and paid extra

- Impossible to change

- Mostly on-premise software

Buying one of many chatbot builders

- Cheap but restrictive

- Chatbot structure or NLP model is not included, companies have to do it on-site

- Creating communication structure on-site requires on-site experts (mostly hard to find)

- A lot of integrations, but hard to call for new one

- Mostly offered as SaaS running outside the IT infrastructure the company uses (leads to GDPR issues, IT security issues)

The Problem

The main goal of a chatbot should be **communication resulting in conversion** but only a few chatbot companies really focus on the communication itself and they delegate its creation to their customers.

Non-technical employees such as content creators, HR, sales and customer care professionals are not able to build and optimize chatbots without deeper knowledge or help.

Our Solution

AI-Driven Bot Ecosystem
which allows enterprises to easily build, deploy, manage and scale chatbot solutions.

The solution allows them to customize the whole ecosystem, to extend its core, to connect new channels and integrate new datasets and custom dialog management software or NLP models thanks to API and our developers portal.
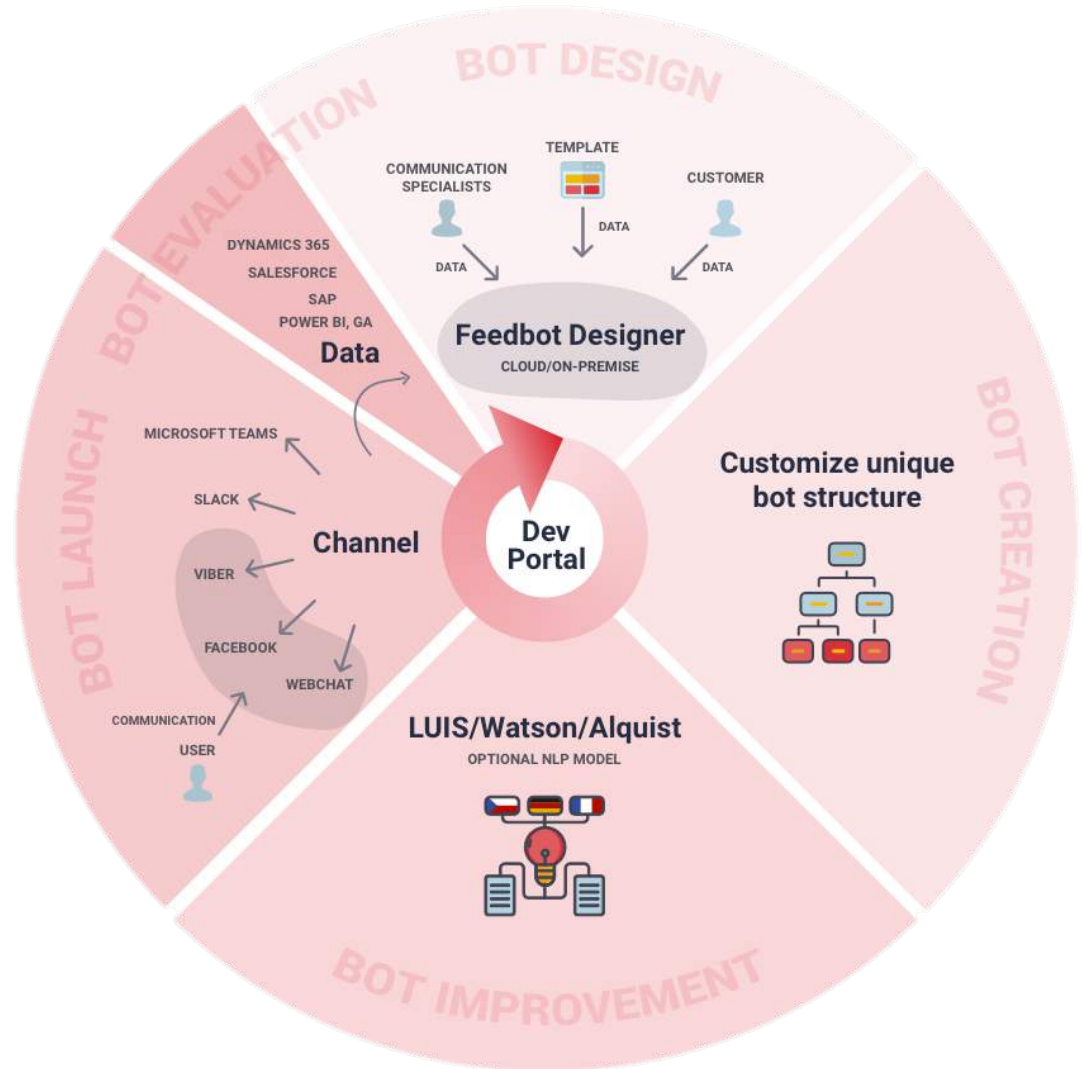
Our Proposition

The only bot ecosystem focused on **centralization** and **customization of chatbots** giving companies multiple opportunities to run, use and develop their chatbot stack.
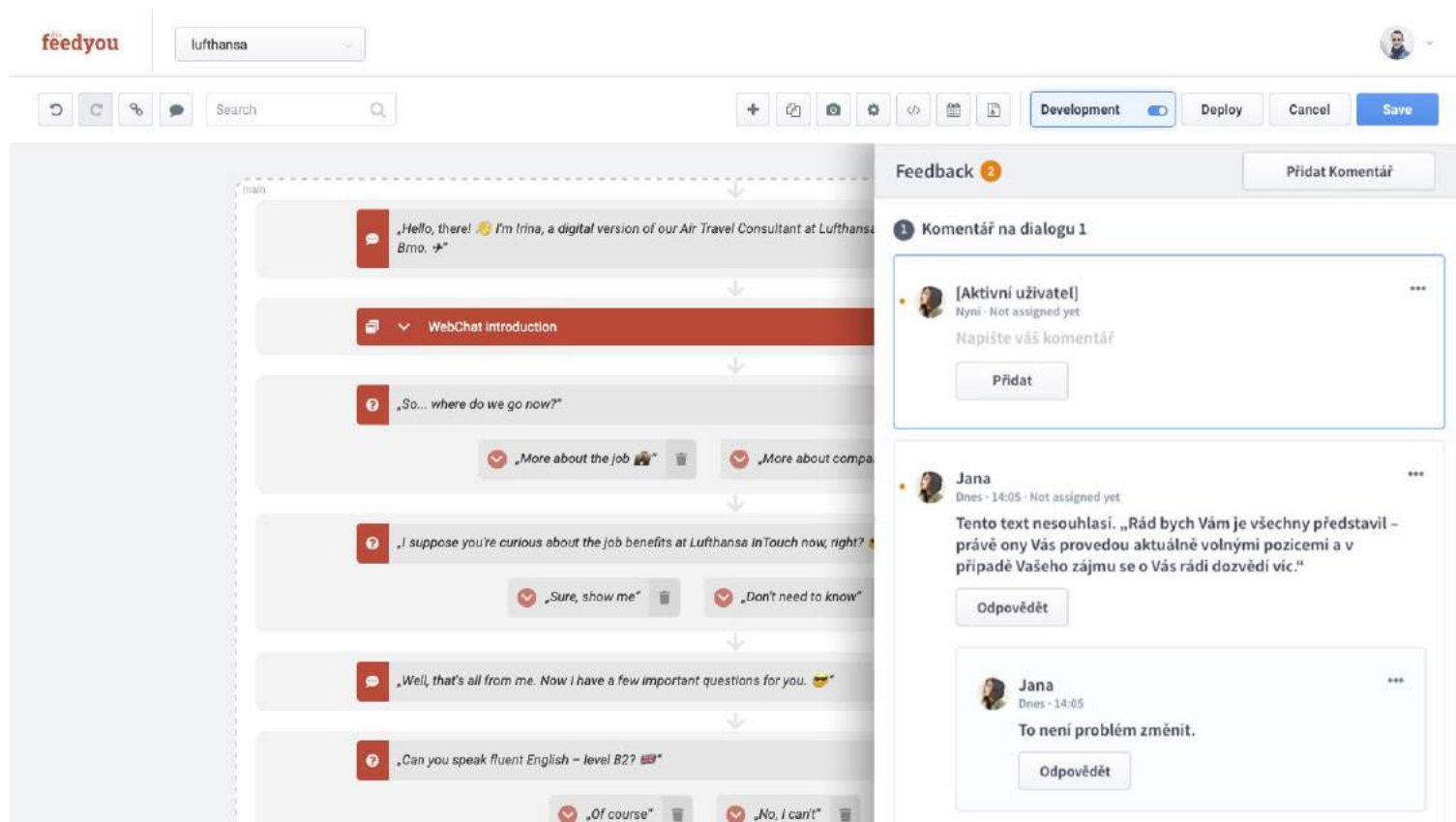
Feedyou Bot Ecosystem

- Allows **managing all chatbots** used by the company **in one place**.

- **Communication tree visualization** with drag & drop support via Feedbot Designer.

- Provides **ready-to-go and fully customizable bot templates** for various purposes (Sourcing, Pre-Sales, FAQ's, Support) created by communication specialists with a long-year track record in Customer Service, Marketing, Sales or HR.

- Provides opportunity to **integrate with custom dialog sources** (Google Dialogflow, …).

- **Dozens of integrations + developers portal and API** to integrate with CRM/ERP/ATS and SW.

- **NLP module** + connection to NLP providers (Microsoft LUIS, IBM Watson, Alquist, Geneea, …).

- **Multi-channel support** (Facebook Messenger, Viber, fully embeddable and customizable WebChat, Slack, Microsoft Teams, Telegram, Kik, …).

- **Live chatbot testing** directly in the Designer.

- **Live reporting chart**.

- **Not only a tool, but also the process of onboarding into the world of chatbots and AI, consulting and community. AI-based chatbot composer (coming soon).**

What client problems it solves

- It helps enterprises to **design human-like conversations quickly and without coding from one convenient location**.

- It helps to **keep track of chatbot infrastructure and chatbot data** in every company and solves current legal and security issues which companies have today using multiple chatbot vendors.

- It establishes a **new channel towards customers or employees working 24/7**, far beyond labor law.

- It helps to **save valuable time of employees doing repetitive work** in CS, Sales, Marketing or HR.

- **Human labors can be used for harder and more creative tasks** than answering still the same questions via chat, phone or e-mail.

- One designed communication can be run in multiple channels like Facebook Messenger, Viber, Slack, Microsoft Teams and Talents, … This ensures, that **anybody can be reached at any time**.

- Higher conversion rates on communication touchpoints as chatbot **conversion rate is 10x higher** then conversion rate of web forms.

- It enables **non-technical people** (marketers, copywriters, salesmen, recruiters) to **design valuable chatbot communications** on themselves.

Best way to work with chatbot stack in enterprises

No Legal Issues

No Security Issues

No Repetetive Work

Reach Anyone at Any Time

Everything in one place

Without coding

Over 150+ bot ecosystem solution set

Customers

Agencies

Partnerships

Integrators

Our Leaders

Jiří Janků

Managing Partner

Jiri has over 15 years of experience in sales and marketing. He is Founder and ex-CEO of the only Premier Google Partner Digital Agency in the Czech Republic.

Vojtěch Dlouhý

Business Development

Vojtech used to work on dev projects running by the UN, NASA, World Bank in the UK and SE Asia. He holds MSc in Economics and Enterprise Management.

Viktor Kustein

Product Manager

Viktor is ex-Head of Human Relations at a global VC firm with 30 companies and 3 000+ employees. He has over 10 years of experience in product dev and consulting in various industries.

Jan Dvořák

CTO

Jan is software architect and chatbot dev lead with a demonstrated history of backend dev, tech innovations, DevOps/CI, DX.

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