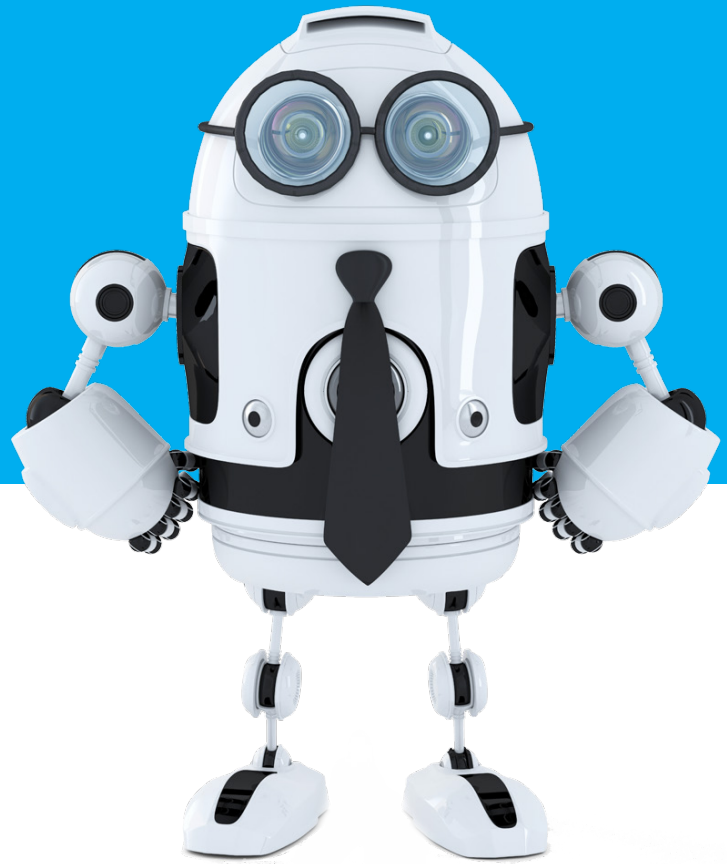# ChatbotPack

Emerging technology and changing consumer behavior offer new opportunities for chat-based solutions. More and more of us use instant messaging every day. Integration has become more common and the capacity and teaching data required for artificial intelligence are available for ever more use.

Benefits of chatbots

Improve teamwork
The chat team applications have been built with bots in mind. Actions can now be taken right at the place communication takes place. Make calendar appointments, retrieve information or run RPA actions.

Integrations
Conversational interfaces can be integrated in most applications - starting from your web site to your mobile application and productive applications.

Serve customer where they are
Instant messaging is more popular than social media, or e-commerce.

Faster customer service
Chatbot provide fast answers. They can also accelerate and complement live chat customer service by automating routines, and finding the information needed from integrated systems.

More effective marketing
Chatbots are a way to build interactive ads. Tailor your ads based on the answers of the client. Or even create chatbots to help the in behavioral change.

Services

Proof-of-Concept creation
With the PoC implementation, the goal is to quickly prove the benefits of the bots.

Custom language models
Most systems require structured data. Complex natural languages can be transformed to a structured format with our custom NLP development.

Conversational Experience development
Half of a great chatbot is our A.I. engine. Half of it is good conversational design. We not only provide technology, but also the service design services to make your bots shine.

Development and integration of bots
Implementing new modules, integrating into existing systems, and customizing artificial intelligence are our typical tasks.

Content creation
Content creation for chatbots require a new approach. Our chatbot content specialists help create engaging content.

Maintenance
Chatbots are often broadly integrated, which sets high requirements for chatbot maintenance. Our technical experts will setup monitoring tools and react to any potential interferences on integrations.

What is a chatbot?

Our definition is that chatbot is a computer program running via a chat or voice interface. Some can understand normal people's written or spoken language, some may require precise commands or button presses.

Input and output

Chatbots are based on a chat interface, but most modern chats support multiple communication modes.
It is typical for a chatbot that an implementation is integrated into several channels, so it is often desired to ensure that the use is possible with plain text only.

	Input	Output
Text	X	X
Buttons	X	
Links	X	X
Images	X	X
Voice	X	X
Video	X	X
GPS location	X	X
Formatted card and values		X

Integrations

Chatbot is technically an interface to which an input is sent and an answer is given. It can be integrated extensively across different user interfaces. Completed integrations can be found among others:

Audio Interfaces
Telephones, physical robots, smart speakers

Team Software
Microsoft Teams, Slack

Instant messaging
Skype, Facebook Messenger, Telegram, LINE, WeChat
(* WhatsApp rules do not allow bots at this time)

Web Sites
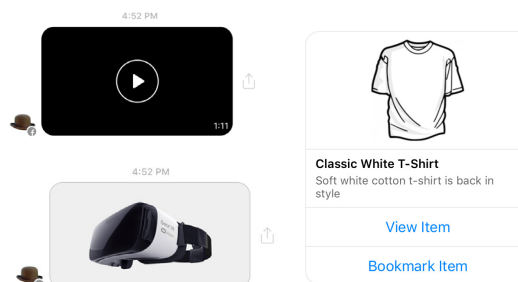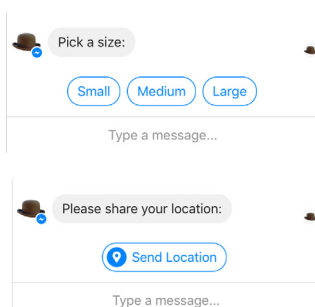Connected to your own chat window or chat services

Mobile Software
Chatbot can integrate with its own systems through its interface

Software plugins
In internal use, the bot can be imported directly into programs as a plugin making it easy to integrate

Text messages, email and calls
Sometimes the old way is better than a bag of new ones. Text messaging and e-mail can also be used as the bots of the bots.

Pick a size:
Small   Medium   Large
Type a message...

Please share your location:
Send Location
Type a message...

4:52 PM

4:52 PM

Classic White T-Shirt
Soft white cotton t-shirt is back in style
View Item
Bookmark Item

Bots to serve

In addition to answering questions, it is important that the chatbot is also able to take action.
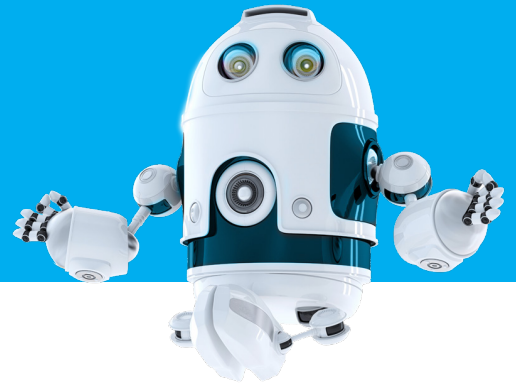
Common usage cases

Automated customer service
Often, the introduction of chatbot starts with customers' wishes, or the growth in chat availability. In that case, the chatbot aims to equalize the service and speed up the conversation. Examples include: - frequently asked questions - automation of service events - response suggestions

Guidance barrel for internal use
Often, guidelines and manuals are available, but getting information from them is difficult, so they remain for little use. With Chatbot, information retrieval can be imported into a team team (eg Slack, Microsoft Teams or Skype) that is available to the company, to be a separate assistant or integrated directly into the software.

Facebook Marketing
One of the most straightforward applications for chatbot is to enhance Facebook marketing. By directing a user directly from a Facebook ad to a bar, creating a consistent user experience and improving ad conversion.

Lead generation
The chat window is one of the best conversion sites on the website - it can be found on every page and the customer can contact the one you want. Many people have made the conversation more effective with a chat window that can leave a contact request. By combining the box in the chat window you will be able to collect the required information and qualify Prospect and further wizard to the right person.

Creating documents
Numerous documents are often difficult to fill. Chat is a handy user interface because it can also guide and guide you and make filling of forms easier.

Feedback channel for artificial intelligence or customer service
Chatbot is a fast feedback channel as it can be opened when needed - for example, by scanning a QR code or by searching for instant messaging. Additionally, you can attach photos, GPS location, and other information. Chatbot is also very well suited for teaching artificial intelligence of personalized services.

Messaging Services
The use of instant messengers has exceeded the use of social media. Almost all of us have Facebook Messenger or some other instant messaging phone. Building services for use in instant messaging makes sense because users are already there and software need not be installed in the same way as a mobile application.

Content Distribution
Content bots can help users navigate and find interesting content. For example, the contents of a webpage can be imported to the bot.

Modular bots

Kwork's bots are modular. Bring new features as custom modules to your bots!

Technology

- Available as a cloud service or licensed to your own data center
- Modularity makes it easy to customize, but at the same time it enable reuse of features efficiently
- Multilingual: More than 57 languages available, detailed analysis models for Finland, Sweden and English
- Voice Recognition: Straight on the device, simple commands, complete sentences as cloud services
- Multichannel means that a once implemented chatbot can be integrated into different bots - optionally as varied versions
- Integration modules allow both data content and logi integration. We have implemented integration modules for SOAP and REST interfaces, XML batches, SQL databases and sometimes even directly to web pages
- OCR and barcodes are a fast way to integrate the bot into the real world

Commercialization

ChatbotPack - a chatbot service concept
Agricola.ai - language analysis tools
BotLaura - modular platform for enterprise bots
BotLinda - content-search bot
BotLisa - Questions Answered Bot

Contact

Kwork Innovations Ltd.
eu@kwork.fi
www.chatbotpack.fi
029 007 4070