



**big brain
chatbot**

A robust, scalable and intelligent platform to grow your chatbot real estate

Whether you're already using or are thinking about chatbots for your organisation, it's fair to say there are many options to choose from.

It's also fair to say that chatbots are yet to realise their true potential or deliver beyond business or user expectations. Volume's Big Brain Chatbot is a prebuilt conversational platform that delivers an enterprise-class user experience. It integrates seamlessly with your cloud service provider of choice to leverage your investment in your chosen vendor.

When choosing or scaling your chatbot, it's vital that you look beyond your entry-level use case. Can your chatbot scale quickly and accurately? Can your chatbot support multiple domains of wide-ranging subject matter? Can it handle multiple languages and does it facilitate a natural-language interaction between human and itself?

"As an early adopter of chatbots for our organisation, Big Brain Chatbot answers all the early challenges and disappointments we experienced with other solutions. It's critical that in times of need, our chatbot platform can hold its own when inundated with pledges of support and donations."

Major US charity

Big Brain Chatbot delivers a superior customer experience

To encourage humans to talk to machines, you need to make sure:

- ✓ **The conversation is as natural as possible – not just a two-dimensional Q&A**
- ✓ **Your chatbot can handle multiple questions in a single sentence**
- ✓ **Your chatbot applies context to the question being asked**
- ✓ **Your chatbot supports short- and long-term memory**
- ✓ **You can identify the mood ("sentiment") of the customer**
- ✓ **You can bring a human agent into the conversation at an appropriate point**
- ✓ **You have a fully customisable UI to better represent your brand**

What makes Big Brain Chatbot unique?

Big Brain Chatbot is independent of any NLP engine. This means you can utilise the NLP services provided by your existing or preferred cloud services provider and you are not locked in to any single vendor or proprietary technology.

Big Brain Chatbot comes with QBox, a first-to-market AI middleware SaaS solution that automatically tests your chatbot to see which areas perform well and which areas need retraining.

By visualising the status of your chatbot at intent level, you can develop your NLP data model quickly and easily.

Big Brain Chatbot gives you peace of mind that your chatbot real estate is fully optimised before it's in active use.

Big Brain Chatbot supports the best-performing NLP/NLU engines



Get in touch

For more information on Big Brain Chatbot, email the team at information@volume.ai or chat to LUSY online www.volume.ai

