Ominitive Converse - Customer Service Bot

About TAIGER

TAIGER is a B2B Artificial Intelligence (AI) Software company that focuses on Enterprise automation. Our niche is in automating and solving complex business problems where dependency on manpower and tedious unstructured data causes delays, errors and high costs. Unlike competitors, we need very few training samples and we also contractually guarantee accuracy. Since being founded in 2009 in Europe based on our Founder's PhD thesis, TAIGER has grown to 130+ employees across 4 offices in Singapore, UAE, Spain and Mexico. We work on >50, multi-year, enterprise projects across Banking, Insurance, Government and other industries. No customer that's licensed TAIGER's technology has ever stopped it since.

About The Product - Converse

Converse is a Platform for building Conversational Bots, which allows businesses to automate conversations with their customers. It has an engaging & contemporary UI for modern digital natives which supports rich media contents like images, gifs, audio and videos. It provides an AI-powered conversation experience to users.

The Ominitive Converse allows end users to query information through a conversational interface, making questions in natural language and engaging in dialogues with Ominitive Converse. The UI is a familiar chat-like window where users type or speak, and Ominitive Converse replies.

Features

Guided Dialog

Make a question that initiates several dialogs and allows the user to choose from the options. For example, "I would like to order pizza?", then select from the given options, followed by "Any toppings that you would like to add?" and so on.
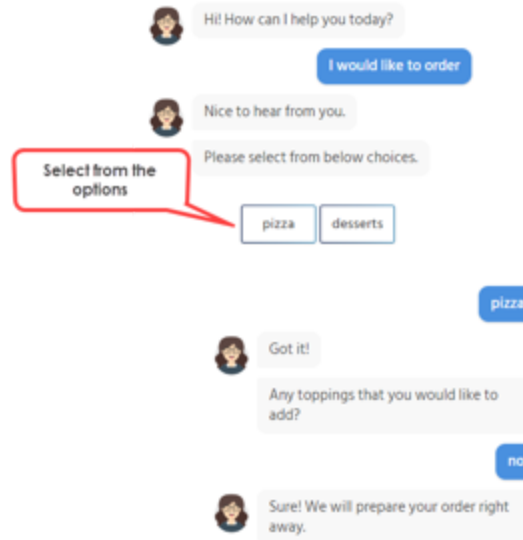
Related Enquiries

Make related enquiries about the topic being talked about. For example, "Who can apply for the course?", followed by related enquiries such as "How do I register?", "Course Timing", and "What if I don't have an educational background?"
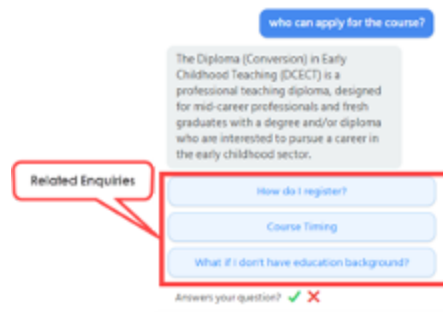

Fallback Replies

Suggest topics, redirect to an external website, or provide contact information for customer support when no information is available. For example, "Sorry, I am unable to answer your question. You may wish to contact us at: Company Name, Location, Tel., Fax, Email."
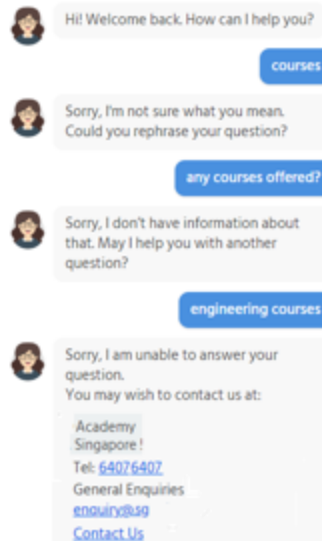
Natural Language

The users can formulate their questions in natural language. This is aimed at making it easy and natural to express their Queries. Ominitive Converse has a number of techniques to facilitate that. NLU Engine understands a wide range of natural input. For example, Singlish/malformed sentences.

- Syntax analysis. Ominitive Converse understands the structure of the sentence to derive its meaning.
- Entity recognition. Ominitive Converse will recognize domain specific terms within the user input, e.g. "how to apply for BTO". These concepts can be managed from the Administration module.
- Spelling Errors & Grammar Handling. Ominitive Converse can detect typos and spelling errors in the user messages, and it will try to interpret the input as the correct word. Often the users won't type proper sentences but simply lists of words, since they may be used to other UIs such as common search engines (e.g. "loan apply"). Ominitive Converse will still try to infer the user intent from the words, and provide the most suitable answer.
- Synonyms. The user may express some concepts with different but equivalent words, and Ominitive Converse will understand them as the same thing, e.g. "what is the price/cost/charge/fee of season parking". For domain-specific synonyms, users can configure through the Ontology Manager.
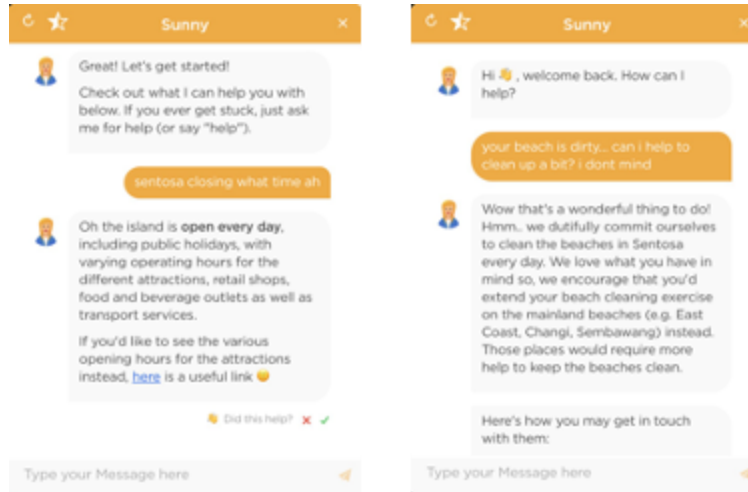
Multi-Bot

Converse can have multiple unique bots. Each bot can answer questions based on their knowledge base as well as certain questions or intents that are shared across all bots.

Multi-Bot is managed by a Super Administrator, who manages intent sets (intent library) between all bots and one bot respectively. In addition, the Super Administrator can assign role access and permissions to Administrators and other users.

The Administrator can manage the intent assigned to their own bot and manage intent libraries (private or shared) based on the roles and permissions given to them.
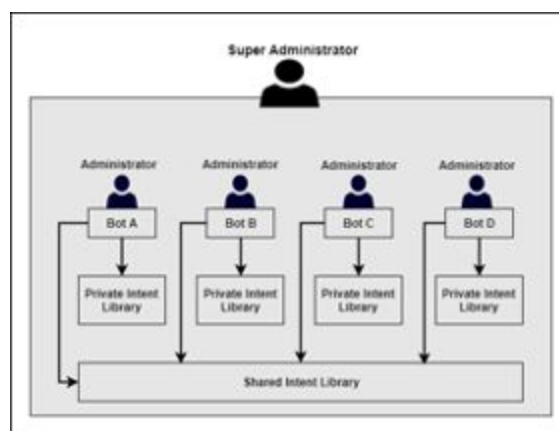
GENERAL NOTES/CAVEATS:

- Each file should meet the following requirements:
  - Documents are expected to be original digital copies in white background.
    - For the purpose of trial/demonstration, scanned copies are not acceptable. For specific use-cases, the models will be trained based on each client's documents.
  - Size of the document should be less than 10MB.
  - Documents will be in PDF formats only.
  - DPI threshold for each document should be at least 300 dpi.
  - Documents with noise, including but not limited to misaligned text, overlapping rows/characters/tables, will affect the OCR results.
  - Documents with stamps and handwritten text cannot be processed.

Reach out to the TAIGER team to see TAIGER Converse in action.