Botbot.AI

Craftsmen of Conversation

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Team Overview

Founded by Hong Ting of **2359 Media** - Asia's leading mobile-first software house, serving clients across Asia, Americas and Europe with >100 full-time digital experience engineers across offices in Singapore, Vietnam and Indonesia.

Co-Founded by Elvin, previously the Head of R&D at Reebonz.com & serial entrepreneur in the e-Sports and healthcare industries and Chelsea, previously co-founder of Quills at Work, a copywriting and branding collective.

>200 corporate innovation teams served

Singtel

CapitaLand

DBS

Disney

OCBC Bank

FOX

SAMSUNG

mediacorp

For enterprises and organizations,

Botbot.AI is a productivity solution

that automates business workflows and

augments teams using chat as an interface

The Solution

How it solves the problem

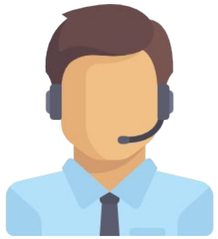
Converses with the chatbot to make a request

a) Transaction
   i) “Book $100,000 to purchase Apple Inc shares within the hour”

b) Information
   i) “ Show me top 5 performing stocks”

c) Action
   i) “Remind the driver to pick up the parcels at 3pm”
   ii) “You have just hit your trade limit for the day, kindly request for authorization to make more trades.”

Understand request, then **reply with answers & performs actions**

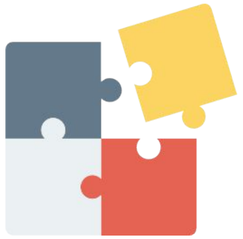


Redirection to human

Only when the bot is unable to respond to the query

Continuous Learning Cycle

builds both domain knowledge & linguistics capabilities



Deep Integration

with key solutions ie. Dynamic365, Netsuite, Sharepoint, etc..

Products and Capabilities

Adding value to our clients' workflow

Offerings

Conversational UX design

Chatbot persona design

Enterprise-ready self-serve dashboard

Proprietary industry insider NLP

Supervised AI

Based on these capabilities

- RPA (Robotic Process Automation)
- Conversational UX Methodology
- Escalation mechanism
- Ticketing & chat routing
- Dynamic chat agent
- Machine Learning (human-assisted & automated)
- Deep learning
- Scheduling
- Comprehensive data analytics
- Enterprise-grade security
- Extensive integrations with enterprise softwares (Sharepoint, Dynamic 365)

Why is Botbot.AI better

Platforms and System Integrations

Platform-agnostic

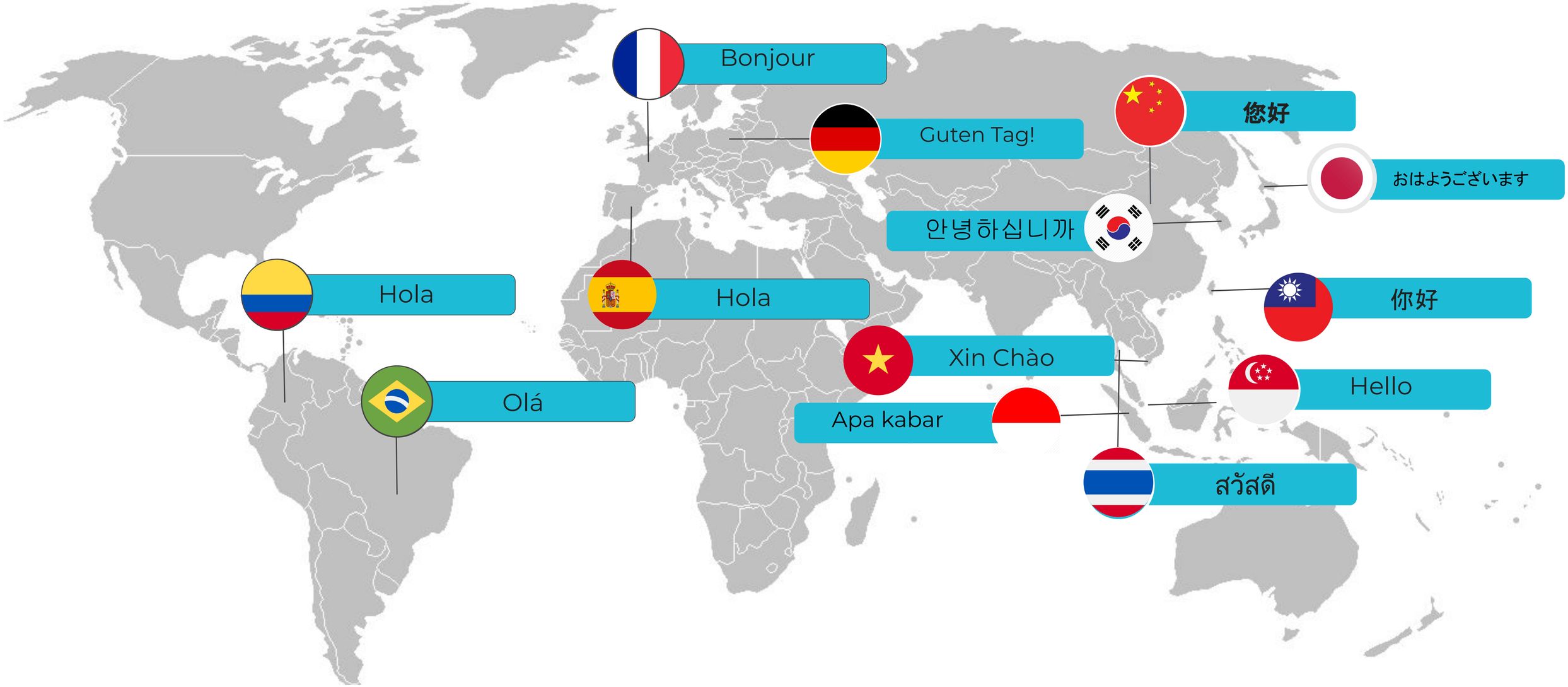
I.e. popular messaging platforms,
web, in-app chat, e-kiosk

Rich Integrations

I.e. databases, the existing
management system

Global Outreach

Make bots conversant with local languages



How it works

Relying on Humans & Chatbots

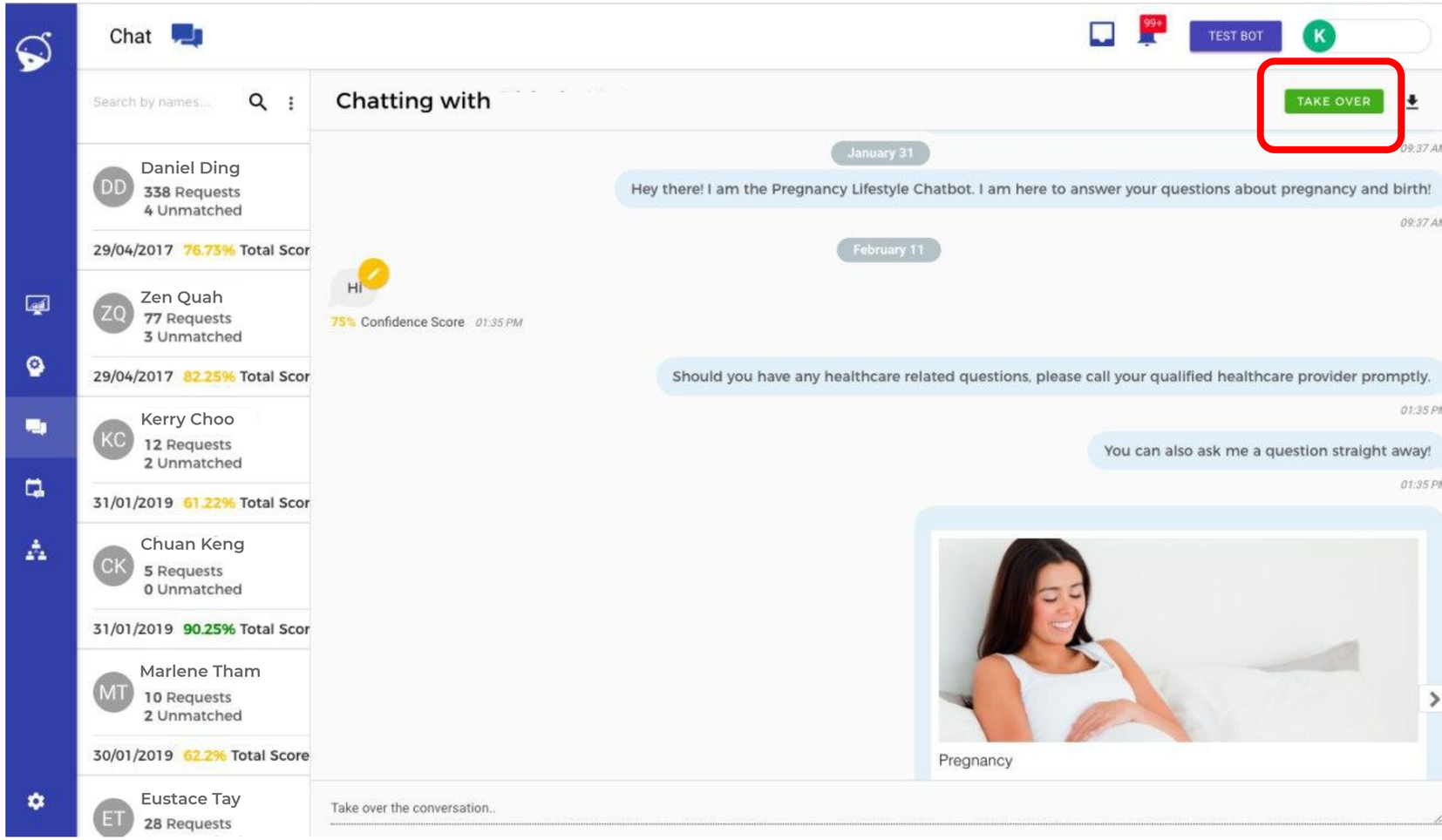
Taking over the conversation

Redirection to relevant personnel

Direct that query to a relevant employee in charge who can make sure the customer gets their answer.

Chat agent

Dynamic handover between human and bot while serving the customer.



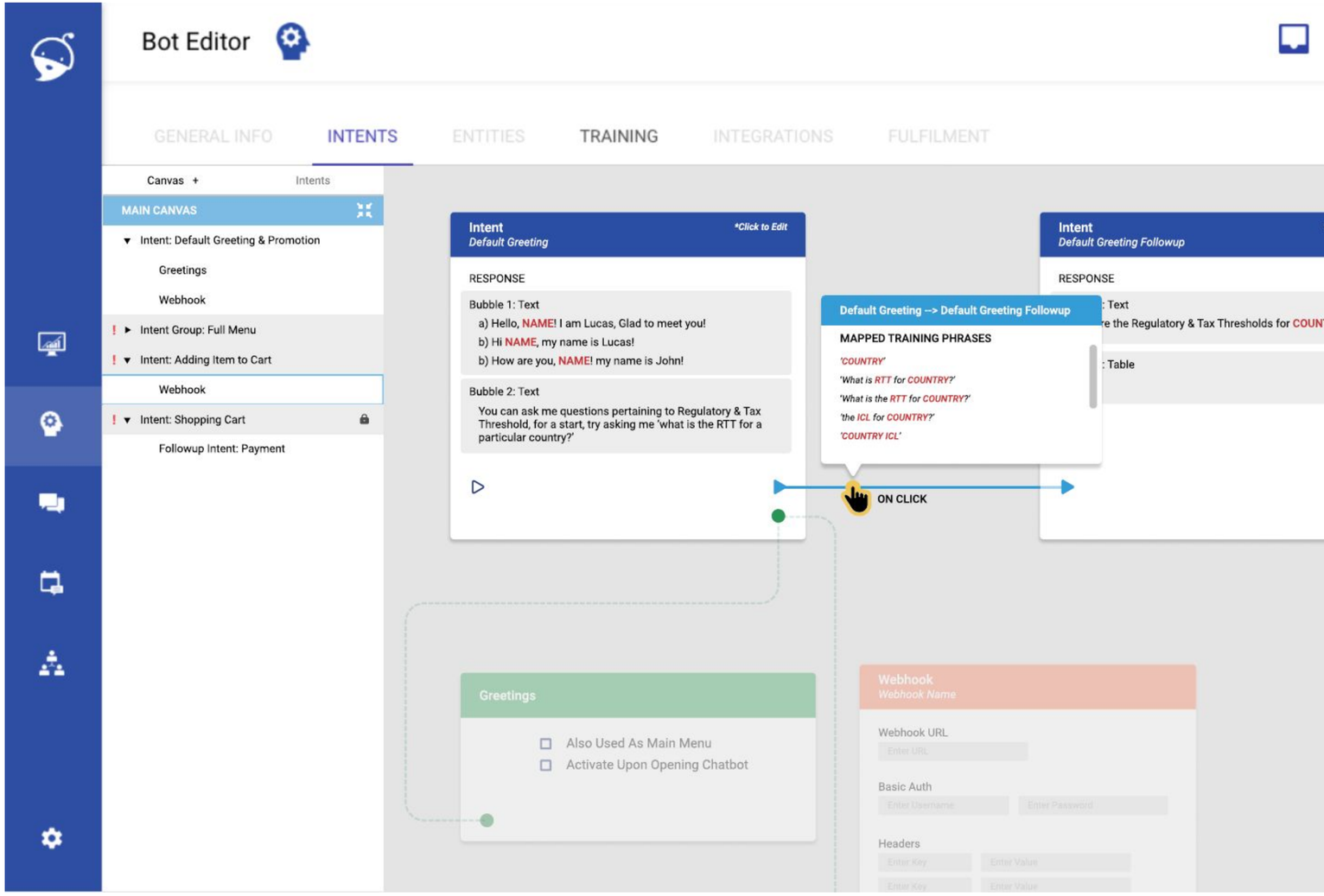
How it works

Self-Serve SaaS Dashboard

Intent Management

No need to wait for anyone, or anything — roll your sleeves up and make changes yourself.

Changes made simple with drag and drop functionalities, content mapping and a more intuitive way of viewing chatbot contents - a visual mindmap.



How it works

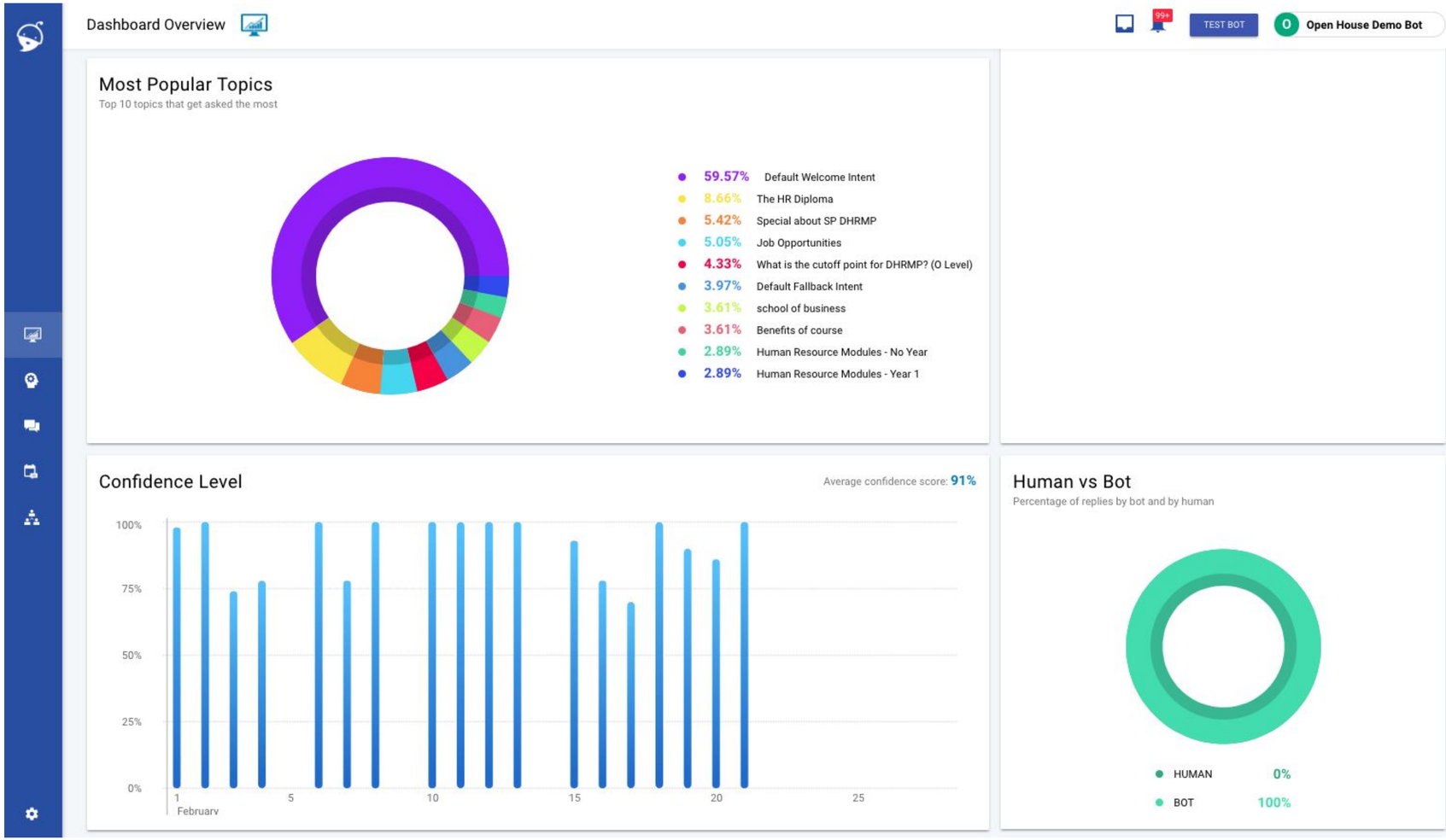
Real-time Data Analysis

Insights Generation

Discover patterns and trending topics among clients.

Trigger alerts based on business rules.

Identify potential problems before they intensify.



The Solution

Automate your workflows with bots

Financial Services

Trading Bot

RM Bot

Insurance HelpBot

Human Resources

Recruitment Bot

Onboarding Bot

Performance Review Bot

Back-office Operations

Traffic Control Bot

Delivery Bot

Procurement Bot

Others

- Events Management Bot
- Facilities Management Bot
- Annual Reports Bot

- Acronyms Bot
- Policies Bot
- Concierge Bot

Need something else?
Let’s scope it out together!

Botbot.AI's Enterprise Community

We want to craft success with you

DBS

Daimler

KK Women's and Children's Hospital
SingHealth

Microsoft

dun & bradstreet
WORLDWIDE NETWORK

ThermoFisher
SCIENTIFIC

Singtel

P&G

income
made different

Kimberly-Clark

MELCO RESORTS
& ENTERTAINMENT

Crafting conversations for enterprise productivity — join the transformation.

Use Cases

Personal Digital Concierge

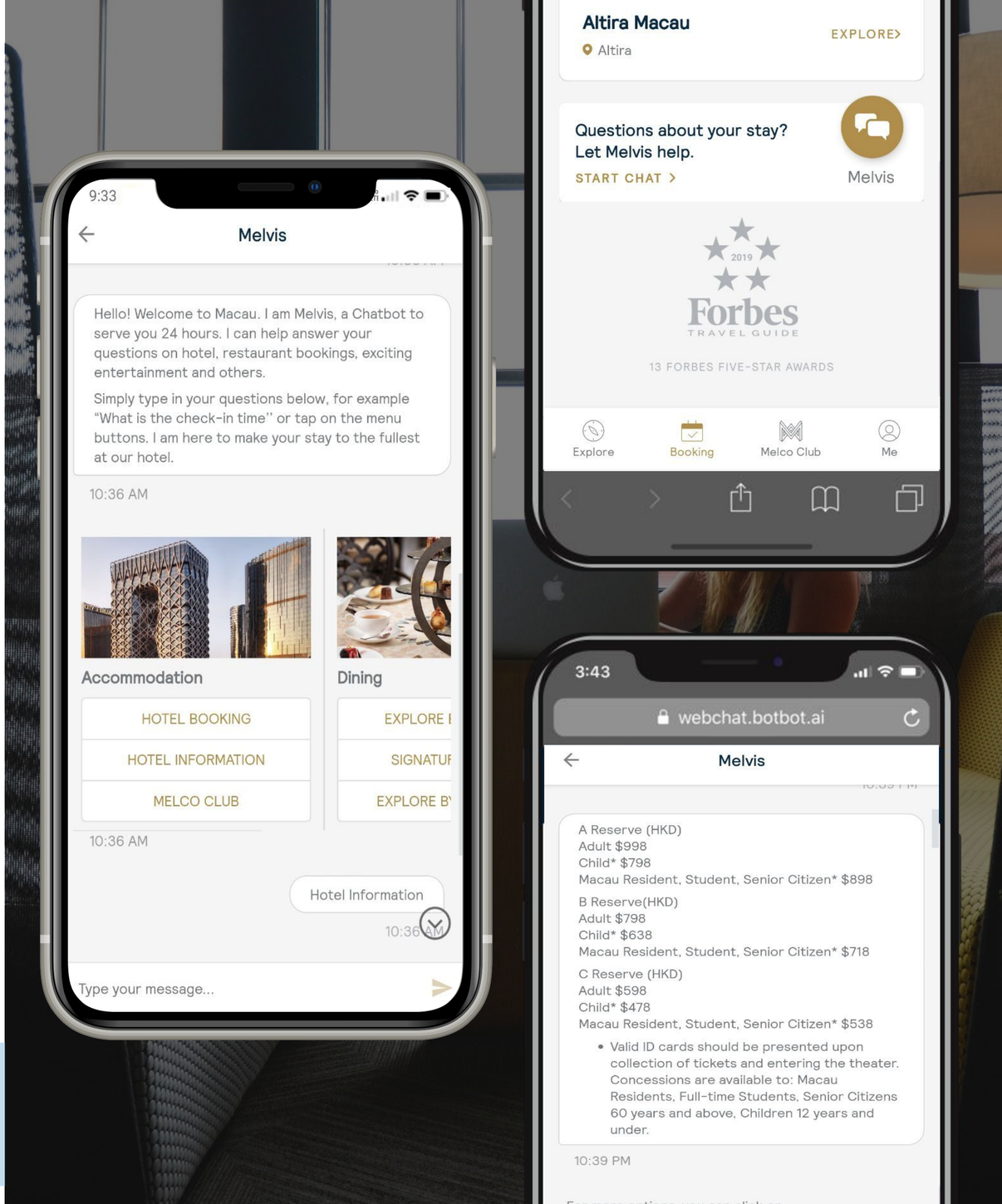
Objective

- Provide curated information, personalised services and round-the-clock supports at their fingertips before, during and after their visit

Multi-lingual. Multi-platform. Anytime. Anywhere.

- Get information immediately, request for concierge service or support on-demand via chat
- Personalised offers and engagement throughout user journey from pre-booking, during stay to post-stay
- Dynamic targeted promotions on offers or attractions during customer stays to maximise revenue generation
- Reduce contact center load and focus on VIP members

Deployed for multinational casino resort operator on Facebook Messenger, Mobile App and Wechat.



Use Cases

Customer-Relationship Management

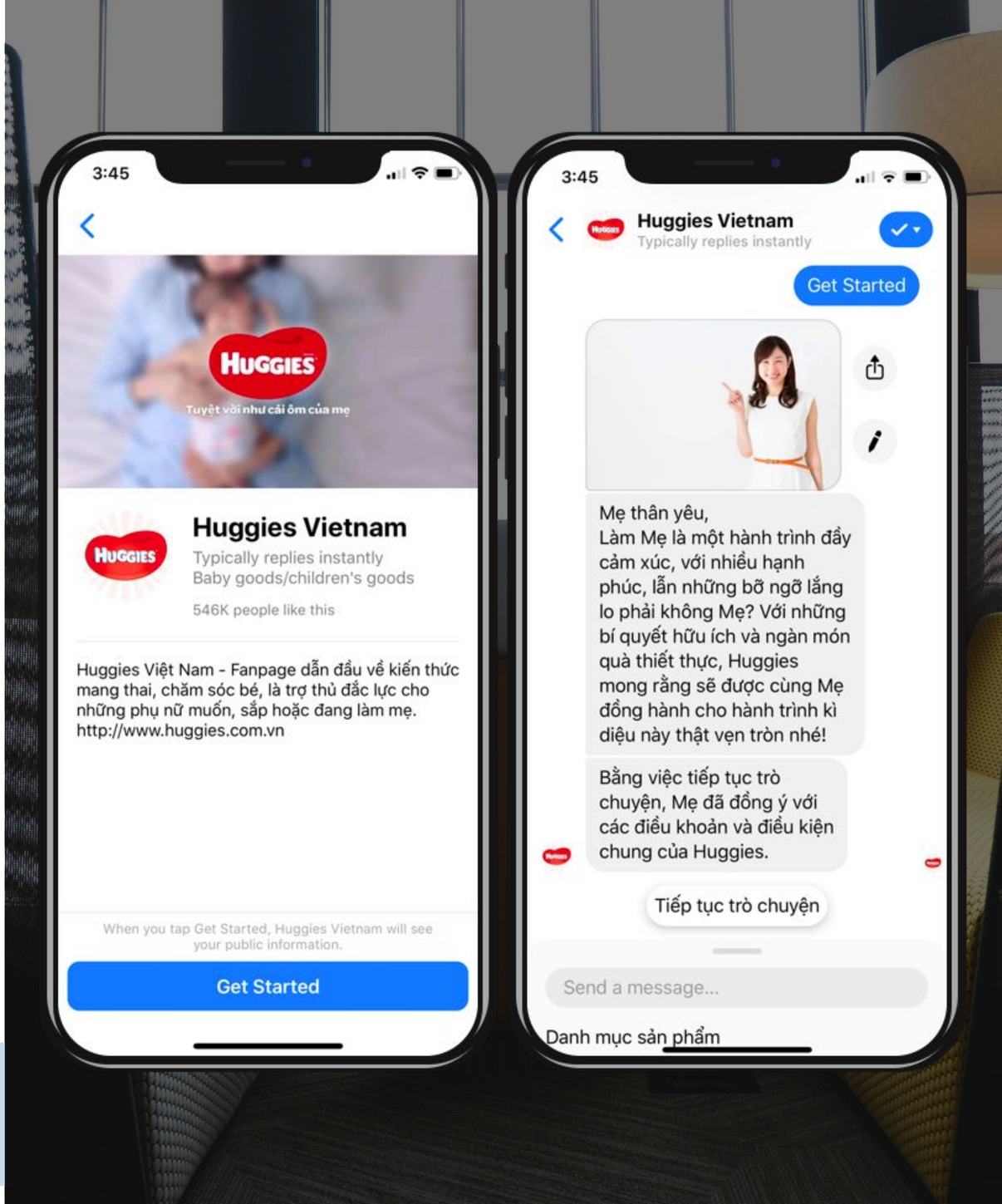
Objective

- Continuously engage with both existing and potential customers by targeting users with the right content at the right time

Personal companion providing important tips

- Personalised information and tips provided throughout user's 52-week pregnancy and post-pregnancy journey
- Redeem free coupons and discount vouchers
- Dynamic targeted promotions on its products
- Respond to enquiries immediately — 24/7 round the clock

Deployed for a global leader in baby and childcare products on Facebook Messenger.



Use Cases

WA Intelligent Virtual Agent

Objective

- Developed for Singtel SMB enterprise customers in addressing both enquiry-based and transaction-based queries related to Local Data and Data Roaming plans

Instant service and support available at finger-tips

- With chat automation and NLP technologies, the solutions deliver instant accessibility to services and products to customers at anytime, anywhere.
- A.I recommendation engine provides personalised suggestion based on user profile and context that streamline the product navigation experience for users while allowing business to perform upselling

Deployed for a leading Telco player in Asia Pacific on WhatsApp Business.

Impact of Botbot.AI

Check out some of our bots

Singtel FranCIS

http://singtel.com/cis

A website chat widget for customers to enquire about their eligibility for Singtel's Corporate Individual Scheme.

Singtel SME Business Made Easy

Singtel SMB Anna

A whatsapp chatbot developed for Singtel SMB enterprise customers in addressing both enquiry-based and transaction-based queries related to Local Data and Data Roaming plans.

Impact of Botbot.AI

Check out some of our bots

Sacombank Public Web Bot

https://www.sacombank.com.vn/

The banking chatbot for users to find information about banking products, services, FAQs, small-talks as well as provide credit cards consultations for users based on customers' salary and preferred card privileges.

BoS ALYSA Voicebot

AI-powered call assistant voicebot aimed to deliver round-the-clock call based customer service for BoS customers.

Impact of Botbot.AI

Check out some of our bots

Dun & Bradstreet

https://www.dnb.com.sg/

A web-based FAQ chatbot to handle common business customer inquiries

Singapore Commercial Credit Bureau

https://www.sccb.sg/login

A web based FAQ chatbot assisting users on accessing information on website usage.

Impact of Botbot.AI

Check out some of our bots

Melvis Digital Concierge Chatbot

http://m.me/cityofdreamsmanila

Melvis, a multi-lingual Personal Digital Concierge chatbot aims to enhance customer experience by providing curated information, personalised services and round-the-clock support for customers before, during and even after their visit.

SICC Salma

https://sicc.com.sg/certification/certificates-of-origin/

Customer Engagement Chatbot which allows customers to find out about the application process, status and documents for a Certificate of Origin (CO), reducing the reliance of SICC agents to address these queries via calls.

Impact of Botbot.AI

Check out some of our bots

P&G Project Amy

A HR Telegram chatbot used to onboard new hires, providing them with essential information.

P&G Amazon Echo Voicebot

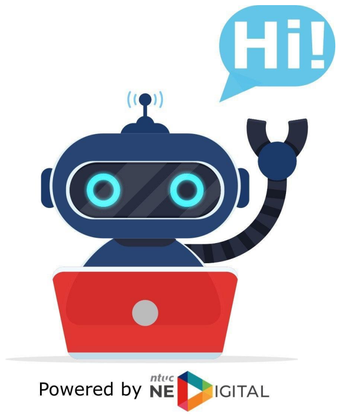
A voicebot was launch to assist product acceptance research to guide research participants through the whole research process

Impact of Botbot.AI

Check out some of our bots

2359 G-Chat COVID Defender

A health tracker chatbot designed to conduct daily health checks and safeguard employees' health in the workplace.



NTUC Askbot IT Helpdesk bot

A web-based chatbot was developed for NTUC Enterprise IT helpdesk to assist with IT service requests received on a daily basis. The chatbot provides users with instant step-by-step guidance on resolving frequently faced IT issues, as well as a custom form for users to raise a ticket for follow-up action.

Speech-to-Text

IoT Hardware Integration

Objective

- Conduct a product acceptance research so that participants' responses will not be affected by the presence of the researchers — *higher internal validity*

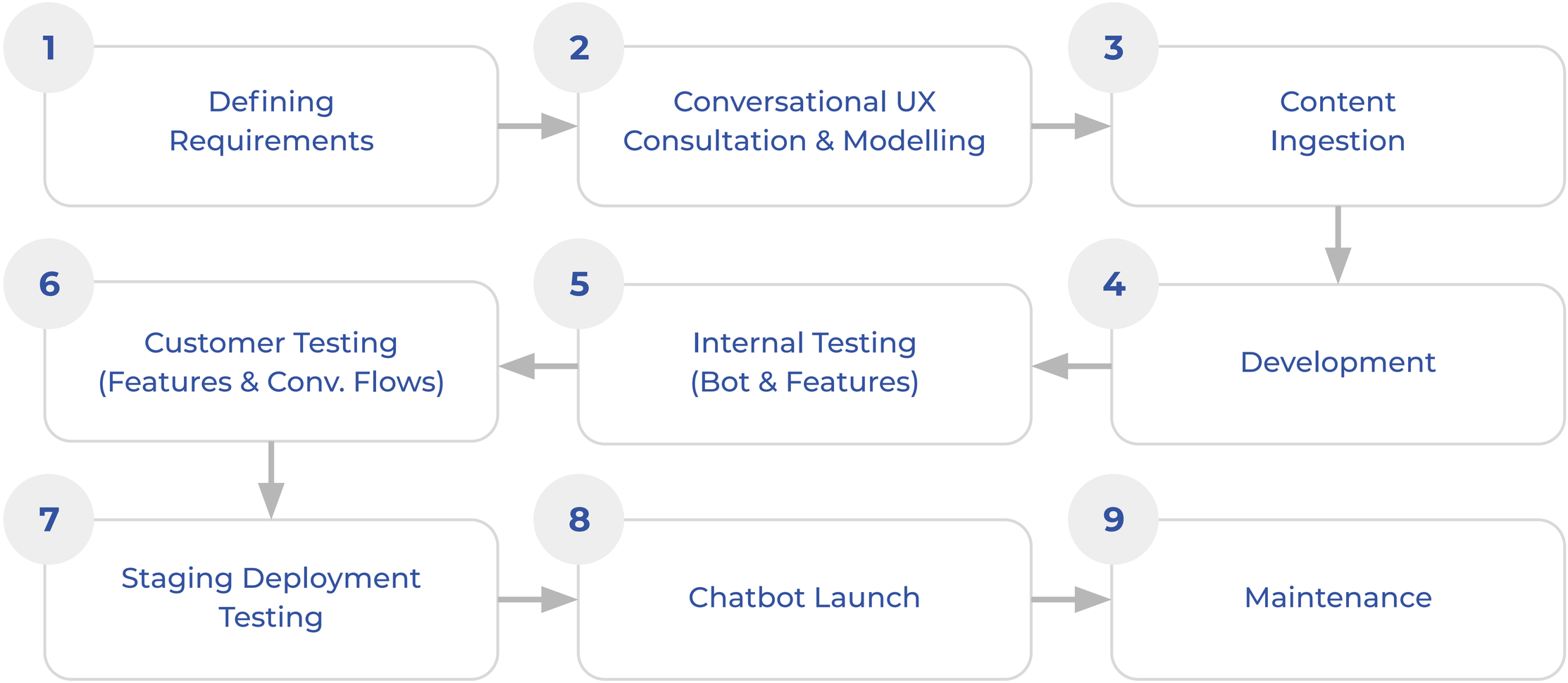
Voice-activated Research Assistant

- Guide the research participants through the whole research process
- Deliver questionnaires to the research participants
- Record participants' responses

Deployed for a multinational FMCG's R&D team.

Engagement Process

How we co-create chatbots



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Crafting conversations
for enterprise productivity

Join the transformation