



Asiabots

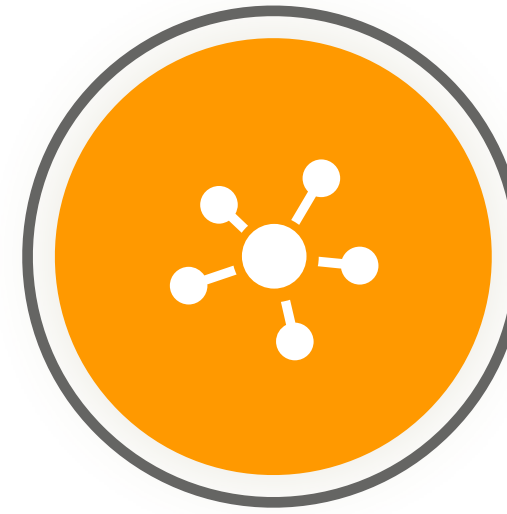
Optimising the **A.I** with User Experience

Presented by Chris Shum



Asiabots Limited

From Hong Kong to Asia



About us



Technology



Products

Artificial Intelligence Company

Located in HK Science Park, Asiabots Ltd. is a company focused on A.I. & voice technology development. It starts from 2017 deploying its technology in medical areas, and gradually expand on other industries such as banking, insurance, hospitality, property and more.

Technology

Asiabots is famous for its Natural Language Processing (NLP) Technology which can handles Cantonese, Chinese and English. Besides, its self-developed humanlike natural voice engine (TTS) with various styles of sounds are appreciated by industries.

Unique Products and Services

- Conversational A.I. Chatbot on omni-channels with an easy to use broadcasting engine.
- A.I. telephone call (in-bound and out-bound call)
- A.I. Ambassador
- (new) Virtual Agent



Voice Bot for Conversation

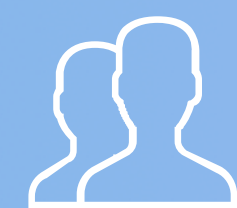
Integrate with conversational A.I.



Product: Disruptive Innovation Solution

A.I. VOICEBOT

Voicebot is an all-in-one system that leverage of artificial intelligence technologies on giving out services previously provided by traditional contact center. Now Asiabots's Voicebot can handle English, Mandarin and Cantonese. More languages will be supported in the coming years.



Artificial Intelligence

Natural Language processing Engine



Humanlike voice

Text to Speech Engine



A.I. Chatbot

Dialogue flow / Bot builder



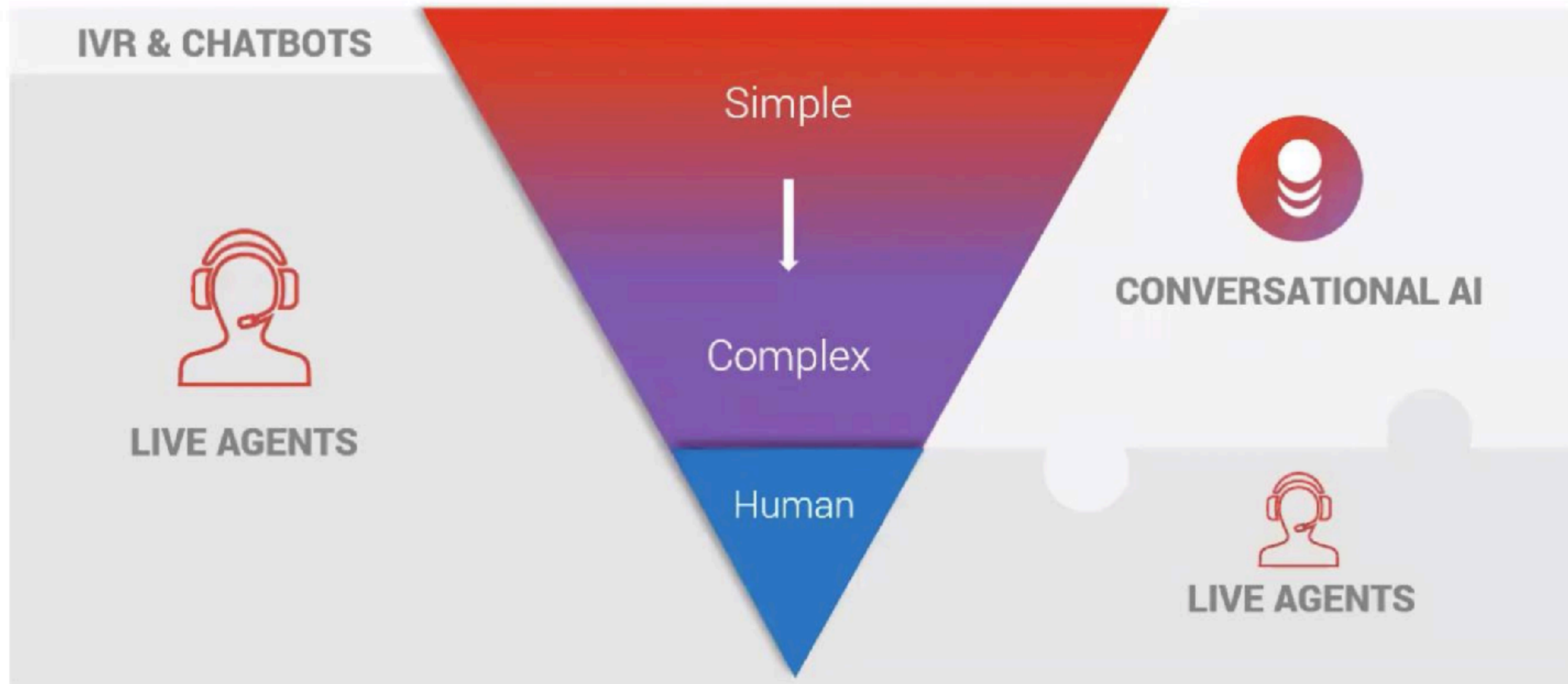
A.I. agent

Emotion Detection

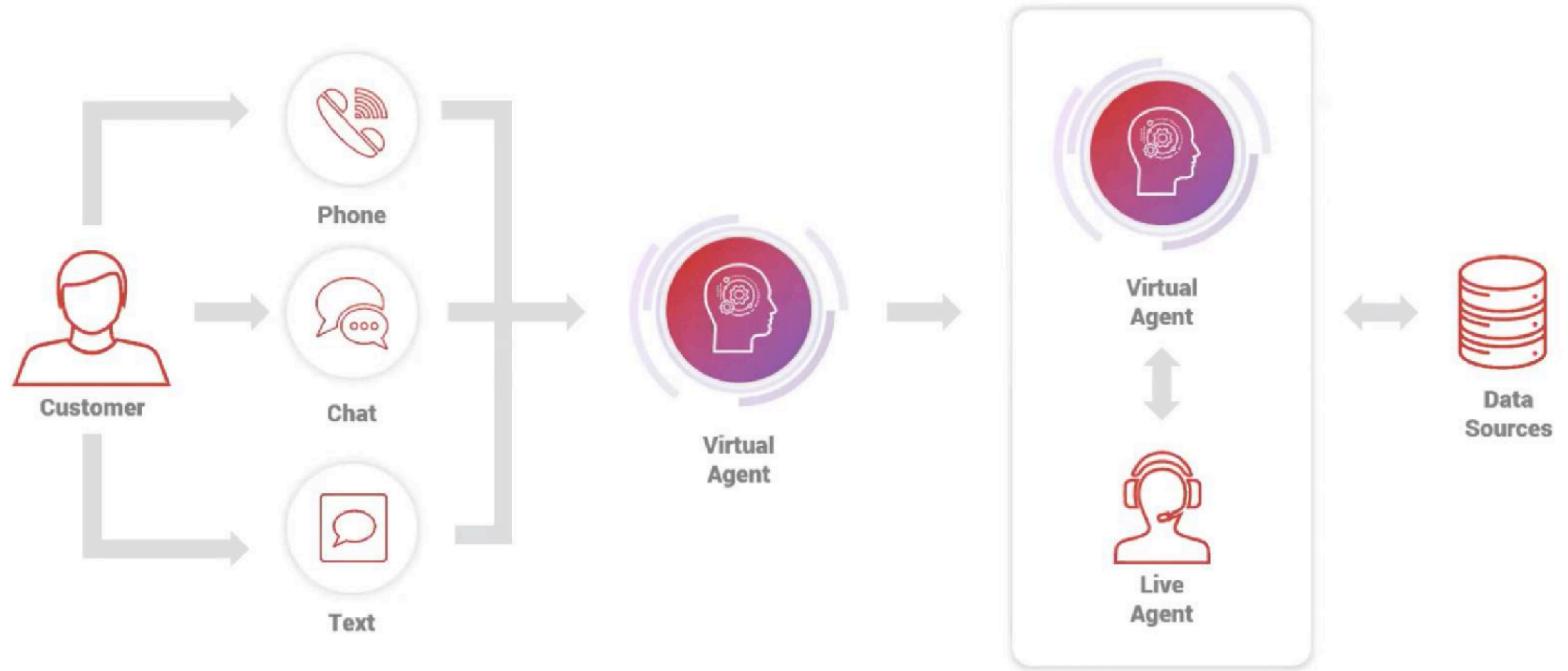


3 use case of Asiabots Voicebots

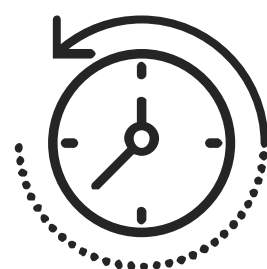
Mission of the Voicebot



How voicebot can be implemented ?



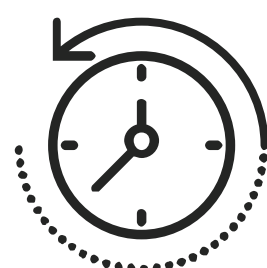
Case Study



Case Study: Banking Company

Revisit warm calling

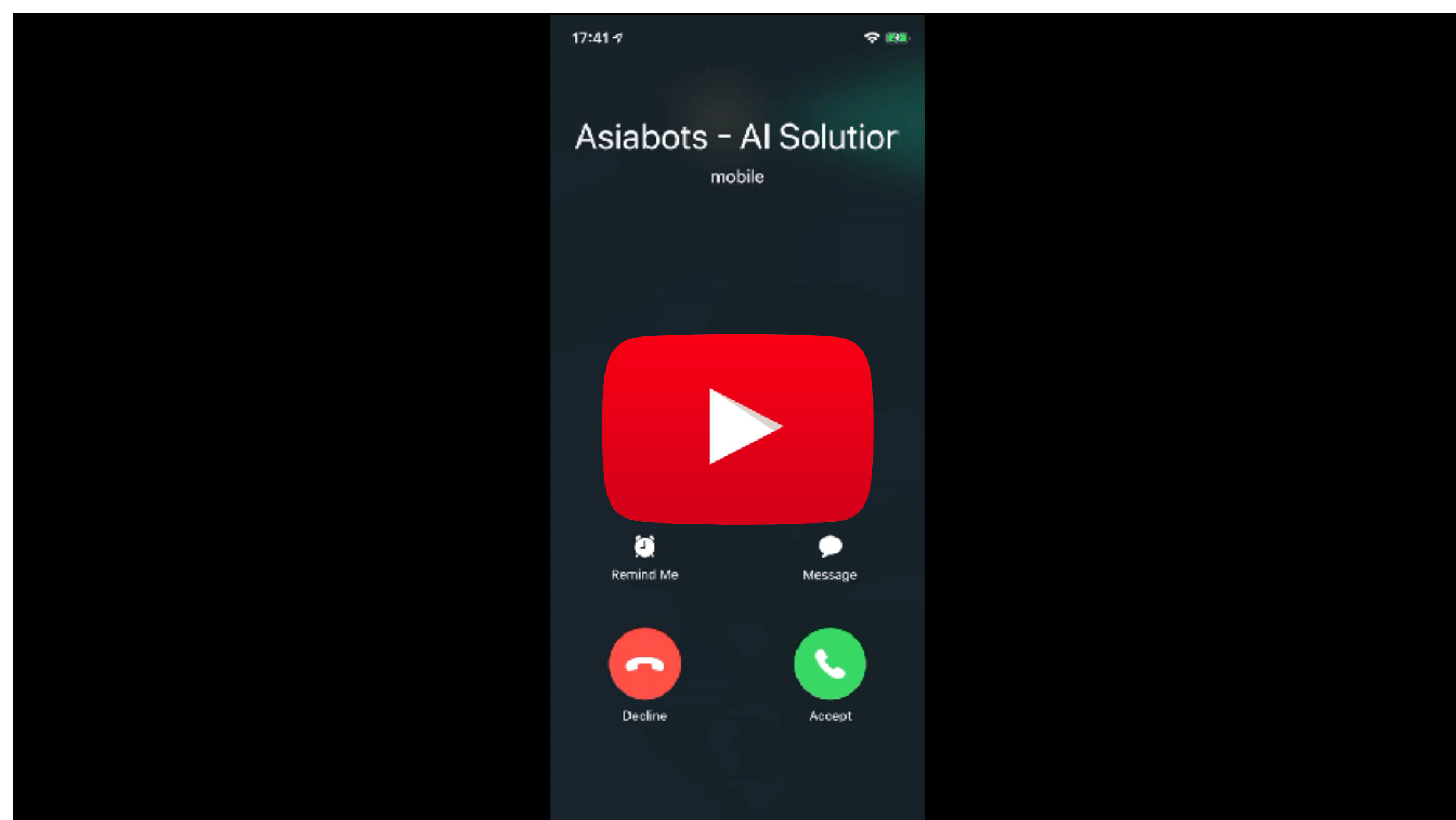
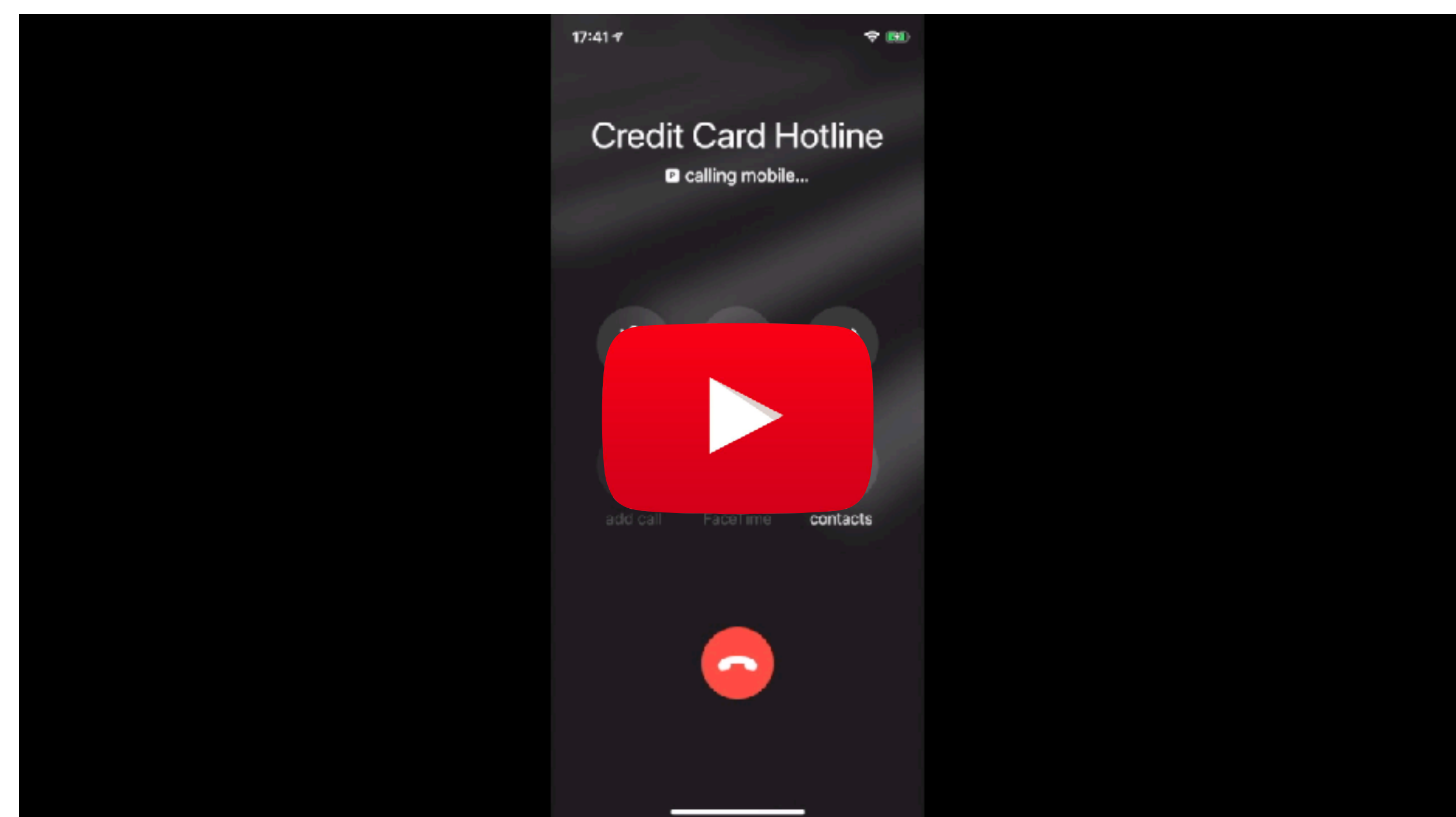
Calling back to old client for updating insurance policy and providing new service information to them. Some revisit calls are compliance call which can make sure agents are performing sales tasks according to the rule of company



Case Study: Insurance Company

Revisit warm calling

Calling back to old client for updating insurance policy and providing new service information to them. Some revisit calls are compliance call which can make sure agents are performing sales tasks according to the rule of company



Asiabots Lab - other A.I. technologies



A.I. Christy
Cantonese
Gentle and sweet



A.I. Sharon
Cantonese
Professional



A.I. Joanna
Cantonese
Cheering and bright



A.I. Emma
Cantonese
Calm and rational



A.I. Hannah
Cantonese
Comfortable



A.I. Lee
Cantonese
Wise and firm



A.I. Mandy
English
Affirmative



A.I. Xiao Mi
Putonghua
Professional



MRC Engine

Machine Reading Comprehension is the engine for a bot to enhance its ability for expand its domain knowledge by a fast & convenient way. Bots can answer questions without training.

NLP Extractor

Machine precisely extract crucial "concept" keyword" and "phrases" for Functions requiring precise understanding of instruction.

Emotion Detection

Understand the mood of conversation by the words and sentences a human picks, and the voice tune they deliver the speech.

Negative Detection

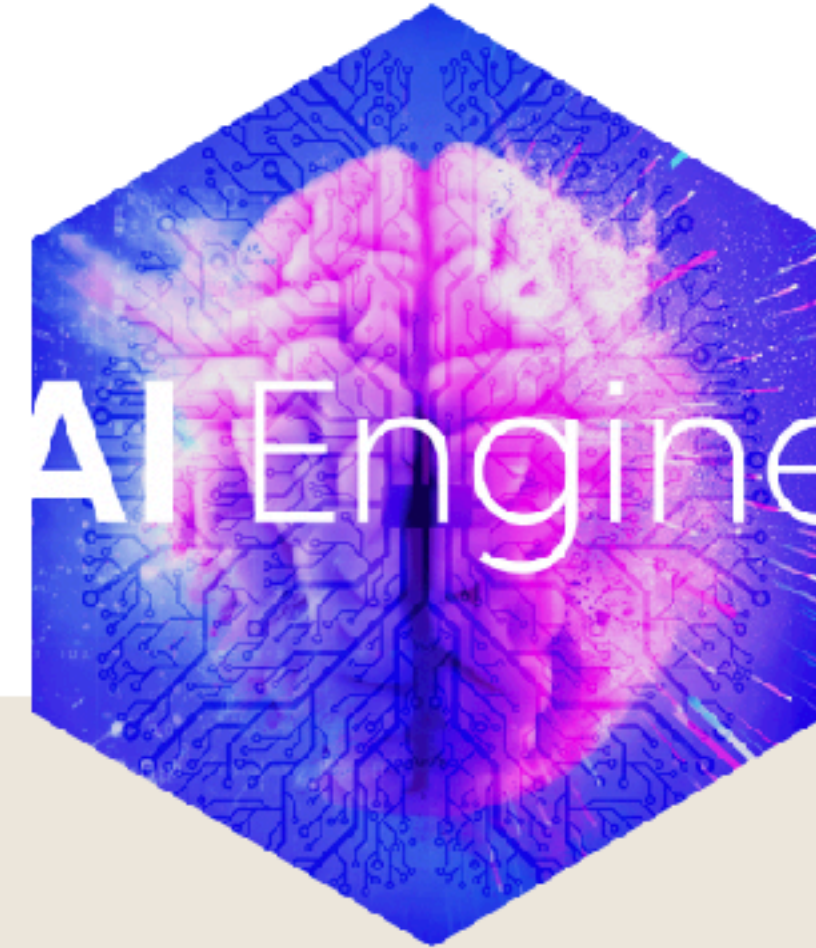
To enhance and strength the ability of bot to accurately understand the intents, avoid confusion of negative intents.

Competitive advantages



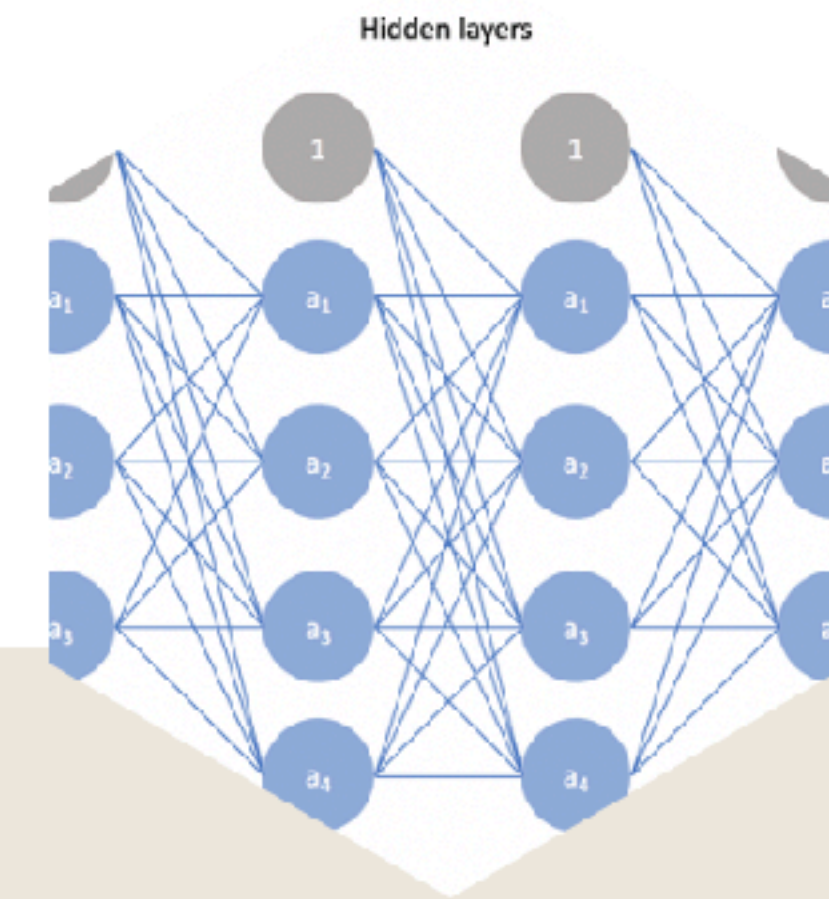
SENSITIVITY/PRIVACY

Voicebot service involves lots of client's data and would touch the sensitive privacy issue. Most international companies would be aware of not using public engines like Baidu and Microsoft and asking for services on premises. Positioning in APAC, Asiabots is targeting in overseas so the engines are able to be on premises and maintain privacy.



SELF DEVELOPED A.I. ENGINES

Self developed engines allowing our services to be tuned and landed most fitting to the needs of the services for our clients. The core engine is ready and helps greatly shorten the training time and deployment time. Despite a structured service, customized functions are allowed to be built to fit for unique services' needs.



EXPERIENCE AND EXPERTISE

Professionals in A.I. areas for many years. Years of accumulation of R&D is crucial for A.I. industries. This is the reason why Asiabots keep creating interesting products with high standard, The natural humanlike voice, all-in-one telephony system, AI ambassador and more. Asiabots understand the technical trends and contributes on the AI transformation for the world.



Media Exposure



Compliments





Asiabots

www.asiabots.com

Optimising the **A.I** with User Experience

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