Floatbot Conversational AI
Automate Customer Support, Maximize Digital Sales and Deliver Customer Delight

Floatbot is a SaaS based Conversational AI platform that enables Enterprises to automate Customer Support and Collections, increase Digital Sales, through AI powered Voicebots and Chatbots. Its DIY "No Code" platform empowers business users to build customized hybrid bots using advance Workflow builder and Conversational AI tools, within a few hours.

Floatbot can deliver world-class automatic speech recognition (ASR) that could be customized across domains, translation to multiple languages, and controllable text-to-speech (TTS). With the power of inbuilt NLP algorithms and neural network models, Floatbot's Conversational AI is first-of-its-kind, holistic, intelligent, and integrated solution delivering high accuracy, real-time performance and automated deployment.

With Floatbot Conversational AI, our clients can:
- Create a seamless and highly personalized experience for consumers
- Transform customer experiences into customer loyalty and trust.
- Reduce operational costs with intelligent automation.

Floatbot provides:
- **Powerful Hybrid Platform**
  - Develop Chatbot and Voicebot in the same platform
    - Native Integrations with leading Contact Center Solutions
    - Users can seamlessly switch between voice and chat without losing past sessions
    - Easy-to-use, DIY no-code platform

- **Seamless Omni-Channel Experience**
  - Launch bots on the channels your customers prefer
    - Supported across 15+ customer facing channels such as Web portal, mobile apps (iOS and Android), Facebook Messenger, Slack, Skype, Telegram, Amazon Alexa, Google Assistant, Google Home, Whatsapp and more
    - Gives customers a choice to interact with you on their favorite channels

- **Rich Modular Platform**
  - Leverage advanced, plug and play modules to build powerful bots
    - Pre-built NLP, Conversational engine, ASR [Speech to Text], and TTS [Text to Speech] modules
    - Allows you to leverage with Google Dialogflow, Amazon Alexa or IBM Watson or Microsoft Azure for NLP, ASR and TTS capabilities in conjunction with Floatboat's modules.

- **Vast Knowledgebase**
  - Develop intelligent bots backed by reliable data
    - Terabytes of Knowledgebase repository
    - Proven Maturity and Scalability of AI platform
    - Optional AI modules/layers based upon your requirements

- **Multi-Lingual Capability**
  - Interact with your customers in their native language
    - Automatic translation of queries in Spanish, French and other 150+ languages
    - Enables Configuring Voicebot and NLP layers in multi-languages
    - Speech detector module interprets user's language and replies in the same language

- **Performance**
  - 500+ Call Concurrency
  - <300ms Latency on Call
  - Low Error Rate as compared to competition – 95% Accuracy rate
  - 120% Faster Transcriptions

The benefits you reap from Floatbot Conversational AI:

Increase customer satisfaction and reduce associate effort for an **empowered and productive workforce**

- Delivers a seamless customer experience
- Enables product ambassadors
- Increases customer loyalty

Create engaged and loyal customers and reduce churn

- Analytically derived, hyper personalized customer strategies
- Right offers at the right time

Maximize customer lifetime value, conversions, and revenue

- Product recommendations that resonate with individual preferences
- Contextual next best actions to drive loyalty and maximize revenues

Floatbot is one of the leading providers of conversational AI technology globally. Floatbot is a SaaS based conversational AI platform that helps in building DIY no-code chatbots and voicebots without any coding required. The bots build on our platform gives human like experience.
Visit us at **https://www.floatbot.ai** or email at **connect@floatbot.ai**

Floatbot ®