

Key Features and Specifications:

CUBIKA CONVER bridges the gap in creating seamless experience for consumer regardless of physical presence which leads to a new virtual way to engage with potential clients with the intelligent and conversational AI.

Possibilities are infinite for AI-powered messaging with CUBIKA Conver at the core. Organizations are empowered to embark on their conversational AI journey with Digital Dialogue's highly intuitive user-interface, human-center based solutions where conversational AI can be confidently built at a matter of a few clicks.

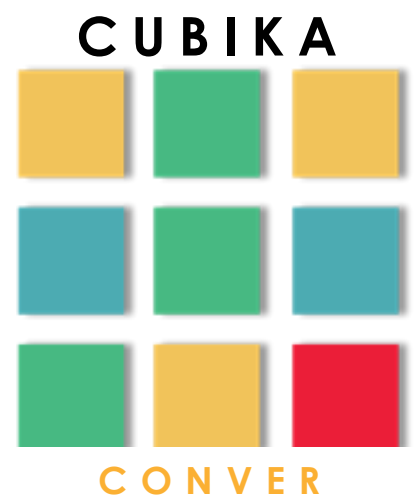
Digital Dialogue's SMART FAQ enables organizations to kickstart their chatbot with simple Web GUI (Graphic User Interface). Train the bot easily and effectively by uploading FAQ database (Plain Text, Web URL, Dialog Card, Hero Card, Carousel, Picture) in the intelligent AI training platform and with a few twist and button clicks with no need to identify and map query to user intention. This provides much-needed flexibility to organizations in constantly improve and train their AI to better serve dynamic changes in customer's need.

SMART FAQ comes with fully automated web link extraction from FAQ database where any links within the uploaded database will be extracted and will be used in appropriate responses to customer's query. To further accommodate and seamlessly connect customers, pre-determined links can be set where trained AI can direct customers to the right product/services/content they are looking for.

Adding human touch to chatbot is of essential to engage with users everywhere. CUBIKA Conver can drive rich user experience with intelligent AI, when infused with chatbots, it becomes intelligent and conversational chatbot. Whether user interacts with text or speech, CUBIKA Conver helps the chatbot in recognizing the intention behind it. Powered by Digital Dialogue's Thai NLP engine and framework along with Microsoft Cognitive Services, the chatbot is bolstered by the multi-language capabilities where it can understand user on intent-based level and provide the appropriate response and ultimately help users in accomplishing their intention, be it to access information, complete tasks or execute transactions.

Accessing CUBIKA Conver Platform	Easy and secure access via web-browser (Mozilla Firefox, Microsoft Edge, Google Chrome, Microsoft Edge) with login details (username and password)			
Conversation model	SMART FAQ, Dialogue (Intent Recognition and Entity Recognition)			
Supported Channel	Bing	Microsoft Teams	Web Chat	WeChat
	Cortana	Skype	Line	Webex
	Email	Skype for Business	Direct Line	
	Facebook	Telegram	Kik	
	GroupMe	Twillio	Slack	
Supported Language	14 languages, including English, Chinese, Japanese, and Thai (powered by Digital Dialogue's Thai NLP proprietary)			
Processing Technology and Platform	Natural Language Processing, Natural Language Understanding powered by Microsoft Cognitive			
Operating time	24/7			

Multimedia Output	.jpg .png mp4 via URL address
Response Output	Plain Text Web URL Picture Hero card Adaptive card (Exclusive for Webchat, Microsoft Teams) Carousel
Chat Log Export Format	.CSV
Chat Log History	Can be kept longer than 6 months or until the storage is fully utilized.
Reports	A comprehensive dashboard provides reports on <ul style="list-style-type: none"> • Interaction channel • Daily usage details • Question categories the chatbot has answered • No. of users (tracked by ID) interacted with the chatbot



WHY DIGITAL DIALOGUE?

Digital Dialogue is one of the pioneers in Thai Natural Language Processing (NLP) engine and framework with unparalleled processing speed and capability for Thai language.

We have extensive experiences and long-standing credentials in helping many prestigious organizations across industries in Thailand unlocking conversational AI capabilities through CUBIKA Conver, resulting in tangible increase in profit, revenue, and customer satisfaction.

Digital Dialogue is committed in partnering with organizations to accelerate their business growth through meaningful insights, create long-lasting value. We extend technology and business capabilities through a powerful alliance ecosystem across digital and industry landscape with the objective of helping our clients in becoming an AI-driven organization.

Innovation is the key part of our core value. We are proud to have been recognized by the industry for our innovative solutions which make a positive impact with clients and marketplace. Our accolades include “Solution Innovator for AI and Data of the Year” and “ISV Partner of the Year” by Microsoft, “Top Ten Government Tech Solutions Provider in APAC” by CIO Outlook Magazine.

CUBIKA Conver can be integrated with other CUBIKA intelligent products; Big Insights, Vision and Engage, enable organizations to unlock full capabilities of AI and machine learning and re-imagine the way business can thrive.



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DIALOGUE

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**Contact our specialist to get started
with CUBIKA Conver.**



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