









*By 2020, 85% of our engagement with business will be done without interacting with another human. Instead, we'll be using self-service options and chatbots.” - Gartner*

All service industries are leveraging on chatbot technologies to provide new dimensions to their existing product and services channels in delivering round the clock service capabilities. To attract millennials and increase return on investments by reducing operating costs and fostering digital transformation and automation, companies are looking for ways to deploy chatbots to handle tasks in a more seamless way.

With Ask SITI, users can ask questions and have the Bot instantly provide answers from the Knowledge Base - regardless of whether the questions are in English, Malay, Manglish or any other popular foreign languages.




### Why AskSITI

-  Friendly Conversation Interface
-  Fastest Time to Market
-  Multi-Lingual Support
-  Low Total Cost of Ownership
-  Enterprise-grade Bot Building Platform
-  Customize to integrate with other platforms and services

### Key Benefits

-  Multilingual Support
-  Rick text and media support
-  Customized answers
-  Localized Malay lingo and short-form support
-  Open queries & guided menu support
-  Embedded forms
-  Easy to use content designer
-  Simple creation of KB from the captured inputs
-  General Usage Statistics
-  Theme Customization

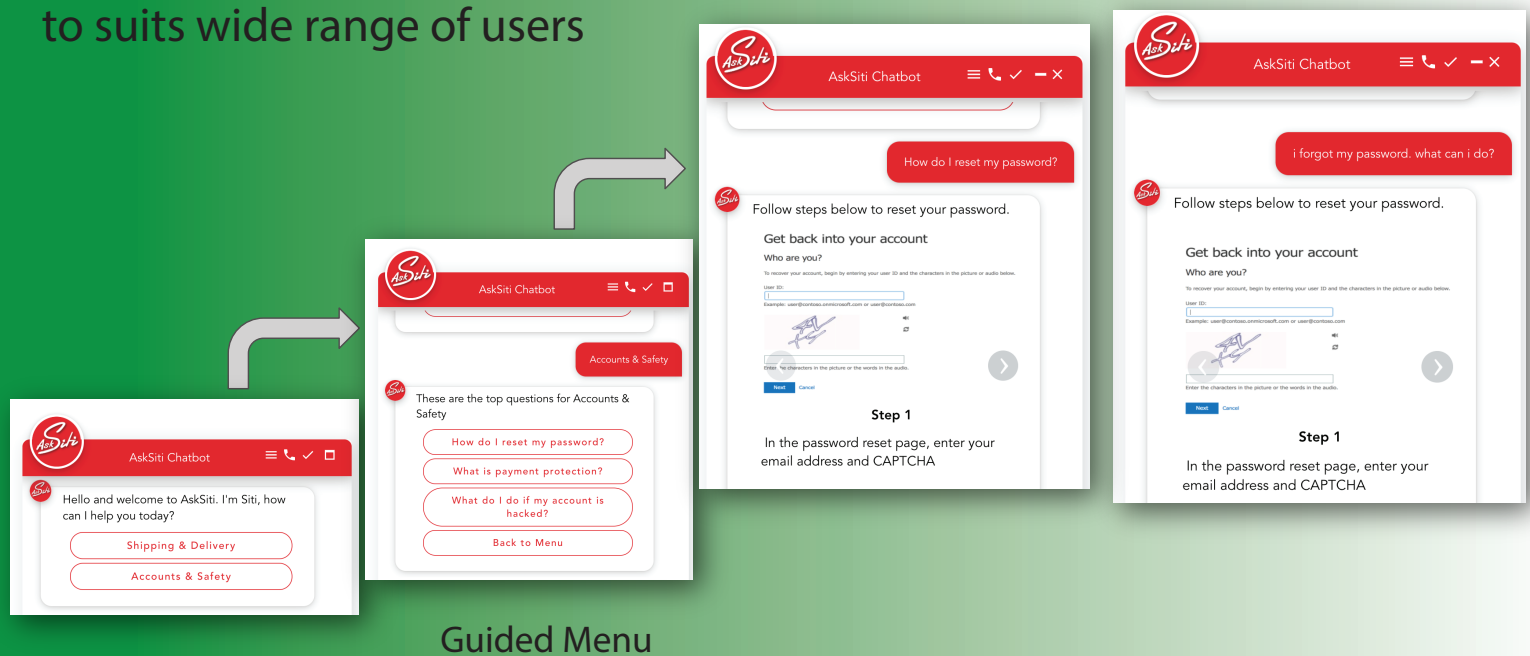
### CONTACT US

 [sales@enovade.com](mailto:sales@enovade.com)  +603-8062 2832  [www.enovade.com](http://www.enovade.com)

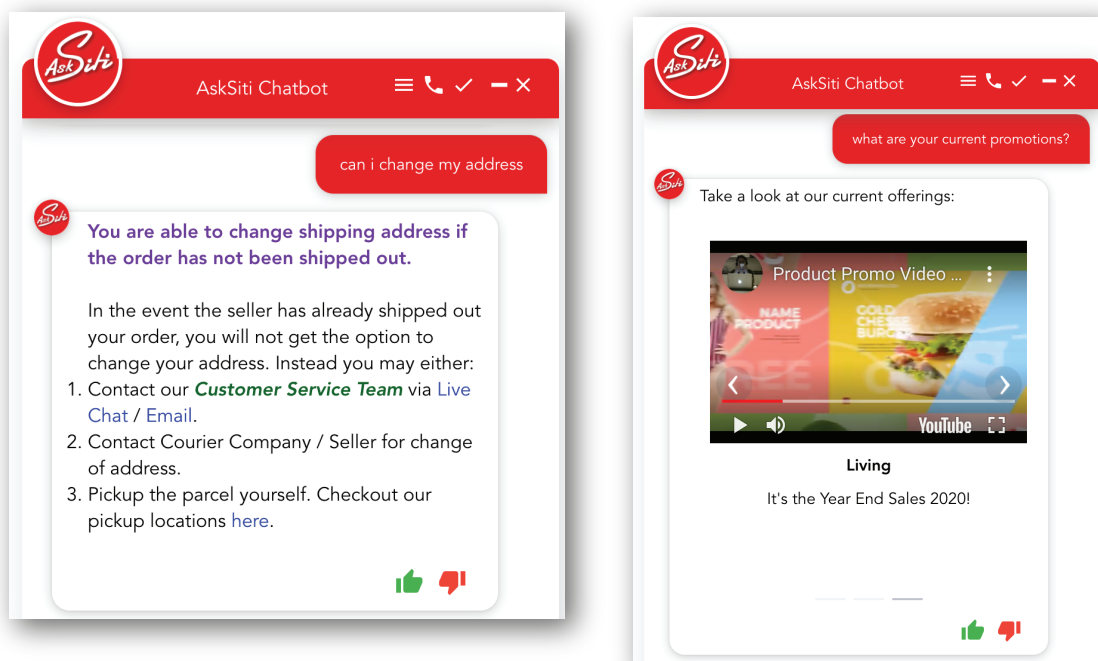


## Open Queries & guided menu support

Support both Guided Menu and Open Query approach to suits wide range of users



## Rich text and media support



CONTACT US



sales@enovade.com



+603-8062 2832



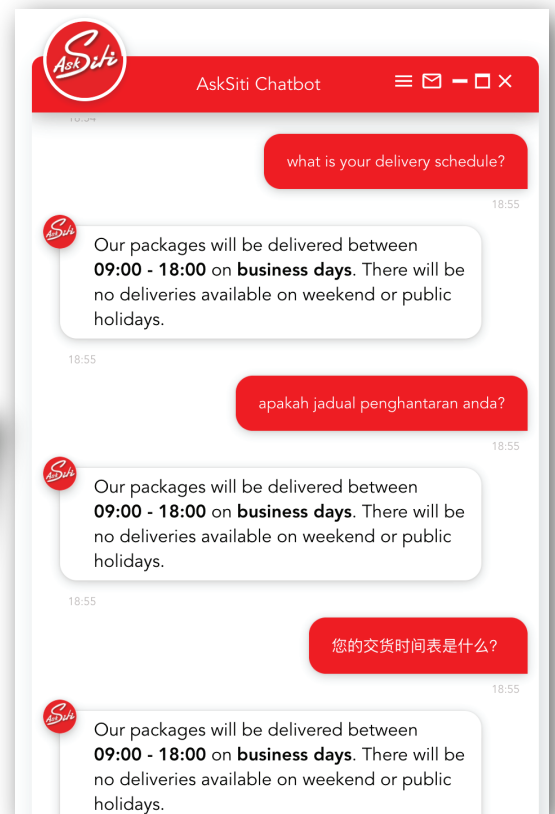
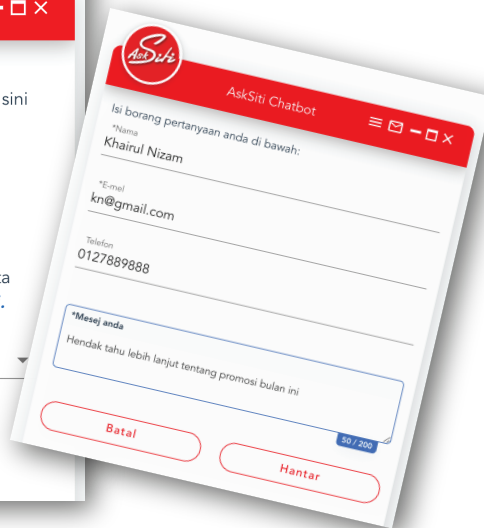
www.enovade.com



enovade

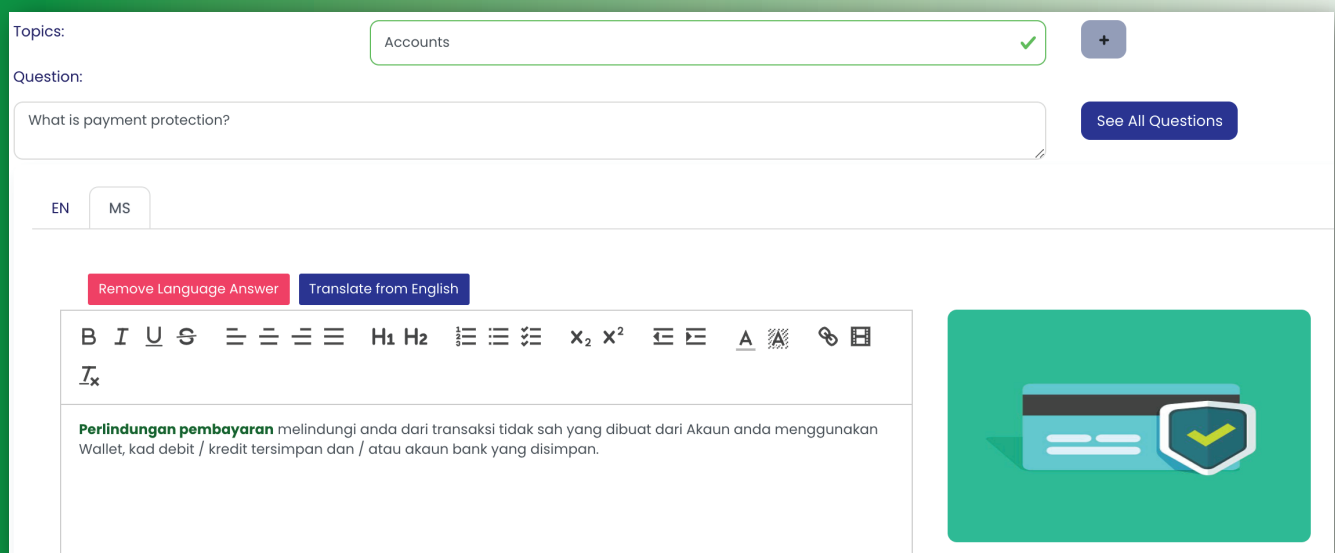
# Multilingual Support

Web Chat UI supports multilingual labels and able to understand multiple language input



## Customizable Answers

You can override the auto-translation and provide your own custom answers for each of the language you wish to support



# Localized Malay lingo and short-form support

Able to understand the Malay short-form sentences with Gen-Z lingo

AskSiti Chatbot

camne nk tukar alamat order sy?

Anda dapat menukar alamat penghantaran jika pesanan belum dihantar.

Sekiranya penjual anda, anda tidak menukar alamat :

1. Hubungi **Pasukan** kami melalui Live Chat / E-mel
2. Hubungi Syarikat pertukaran alamat
3. Ambil bungkus pengembalian kami

- **Log Time:** 17-Dec-2020 16:46:35
- **Topic:** Shipping
- **Detected Language:** BM
- **Original Input:** camne nk tukar alamat order sy?
- **Normalized:** macam mana hendak tukar alamat order saya?
- **Translated Questions:** how do I change my order address?
- **Answer from QNA Maker:**  
\*\*You are able to change shipping address if the order has not been shipped out.\*\* In the event the seller has already shipped to change your address. Instead you may either: 1. Contact our \*\*\*Customer Service Team\*\*\* via [Live Chat](http://www.godaddy.com/contact-courier-company/seller-for-change-of-address). 3. Pickup the parcel yourself. Check out our pickup locations [here]
- **Answer:**  
Anda dapat menukar alamat penghantaran jika pesanan belum dihantar.

Sekiranya penjual telah menghantar pesanan anda, anda tidak akan mendapat pilihan untuk menukar alamat anda. Sebaik-baiknya:

1. Hubungi **Pasukan Perkhidmatan Pelanggan** kami melalui Live Chat / E-mel
2. Hubungi Syarikat / Penjual Kurier untuk pertukaran alamat.
3. Ambil bungkus itu sendiri. Lihat lokasi pengambilan kami di sini.

• **Score:** 89.1

AskSiti Chatbot

tlg sy! akaun sy ada transaksi yg bkn sy buat

Hubungi kami sebaik sahaja anda mengetahui sebarang transaksi yang tidak sah. Anda boleh melakukannya dengan menaisi borang panggilan balik dalam 24 jam. Kami akan menghubungi anda tidak lama lagi.

- **Log Time:** 17-Dec-2020 23:22:53
- **Topic:** Accounts
- **Detected Language:** BM
- **Original Input:** tlg sy! akaun sy ada transaksi yg bkn sy buat
- **Normalized:** tolong saya! akaun saya ada transaksi yang bukan saya buat
- **Translated Questions:** help me! my account has transactions that I do not make
- **Answer from QNA Maker:**  
Do reach out to us as soon as you know of any unauthorized transaction. You may do so by filling out the feedback form.
- **Answer:**  
Hubungi kami sebaik sahaja anda mengetahui sebarang transaksi yang tidak sah. Anda boleh melakukannya dengan menaisi borang panggilan balik dalam 24 jam. Kami akan menghubungi anda tidak lama lagi.
- **Score:** 95

## Embedded Forms

Forms can be embedded in the web chat providing a more seamless user experience

AskSiti Chatbot

Please fill in your enquiry form below:

\*Your name

Name is required

\*Email

Phone

\*Your message

0 / 200

Cancel Submit

AskSiti Chatbot

Please fill in survey below:

1. Was I able to provide you with relevant answers?

☒ Yes

☐ No

☐ Sometimes

2. Would you say that I am ....

☒ Helpful

☒ Easy to use

☐ Confusing

☐ Irrelevant

☐ Slow

3. How can I serve you better?

Perhaps a function to check my order via the bot?

Submit

Contact Us Form

Feedback Form

CONTACT US



sales@enovade.com



+603-8062 2832



www.enovade.com





# Theme Customization

Customize the Webchat Theme, Welcome Message, Default Language selection and much more

The screenshot shows a configuration panel for the AskSiti Chatbot. It includes fields for 'Chat title' (set to 'AskSiti Chatbot'), 'Welcome message' (with a rich text editor), 'Default Language' (set to 'Bahasa Malaysia'), 'Detect Chat Input Language' (set to 'Yes'), 'No answer message' (set to 'Maaf, saya tidak dapat menolong anda dengan soalan ini. Sila me'), 'Theme color' (a red color bar), 'Answer score threshold' (a slider set to 50), and a 'Logo' field with a 'Delete Attachment' button and a red circular logo with 'AskSiti' text.

## Ease to use content designer

User friendly interface to update the chatbot with new content

The block contains three overlapping screenshots of the AskSiti Chatbot content designer. The top screenshot shows a 'Knowledge Base' table with columns for 'Topic', 'Question', 'Buttons', and 'Actions'. The middle screenshot shows a 'Basic' editor for a topic named 'Accounts', featuring a rich text editor and a 'See All Questions' button. The bottom screenshot shows a 'Carousel content support' interface with a multi-step flow for account recovery, including steps like 'Get back into your account' and 'Get back into your account'.

Rich text editor allows formatting of answers

CONTACT US



sales@enovade.com



+603-8062 2832



www.enovade.com



enovade

# Simple creation of KB from captured inputs

Text Search

Type to Search

Clear

Language

Please select language

Date

21/10/2020

☐ No Answer

Score range

10

100

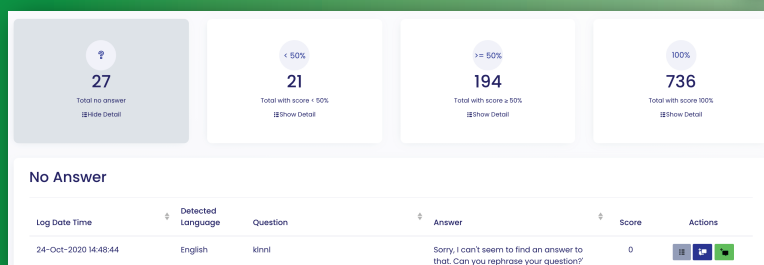
Log Date Time	Detected Language	Question	Answer	Score	Actions
21-Oct-2020 19:49:54	English	menu	<div></div> <div>there 🇮🇩 I am SITI. How can I help you today? Below are some commonly asked questions to get you started.</div>	100	<div></div> <div></div> <div></div>
21-Oct-2020 17:52:54	English	Apa tu Available to Apply	<div>Annual Entitlement refers to the total number of leave days you will be able to apply for in the current year. Available to Apply refers to the number of leave days you can currently apply for.</div>	21.5	<div></div> <div></div> <div></div>
21-Oct-2020 17:52:30	English	apa tu annual leave entitlement	Your leave entitlement is displayed in the Annual Summary/Balance panel in the Leave Summary sub-menu	82.53	<div></div> <div></div> <div></div>
21-Oct-2020 17:52:08	English	What is the difference between "Annual Entitlement" and "Available to Apply"??	<div>Annual Entitlement refers to the total number of leave days you will be able to apply for in the current year. Available to Apply refers to the number of leave days you can currently apply for.</div>	100	<div></div> <div></div> <div></div>

Easily find questions with “no answers” and create new content or tune existing content with new question variations

View logs of user inputs and bot responses and perform actions accordingly

## Usage statistic report

Ready-built dashboard to monitor usage



CONTACT US



sales@enovade.com



+603-8062 2832



www.enovade.com



enovade