

CBOT

# The Art of Conversation, Perfected by Conversational and Generative AI

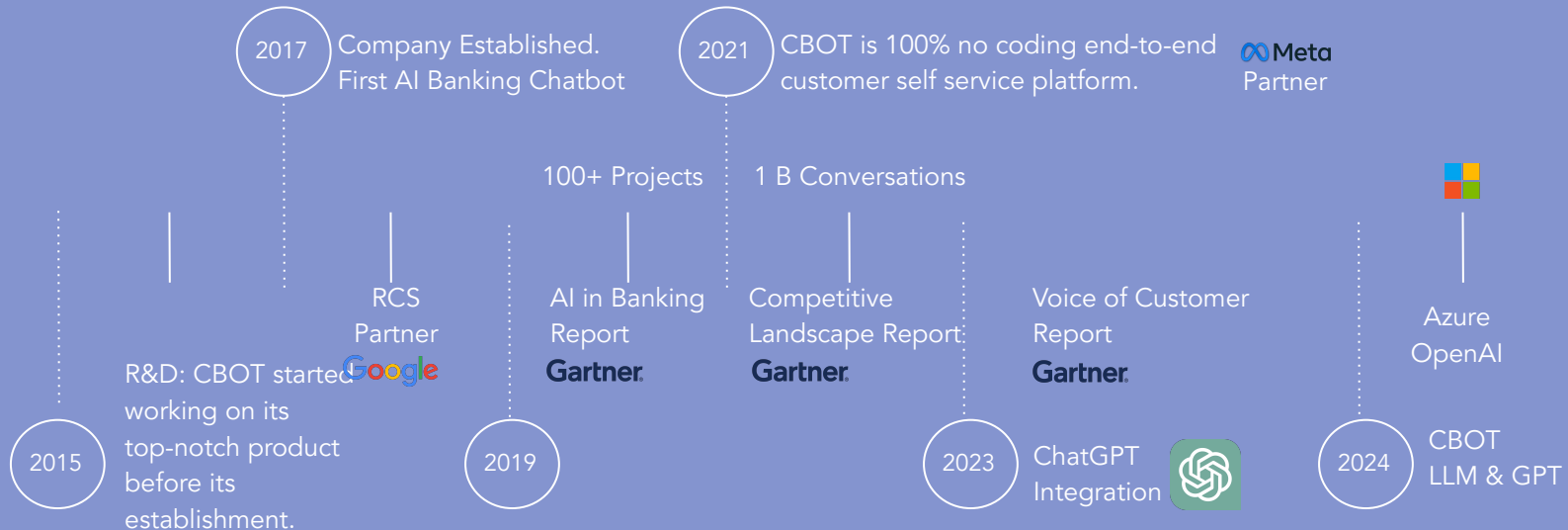
Leading AI-powered Virtual Assistants  
for Enterprises



# ABOUT US

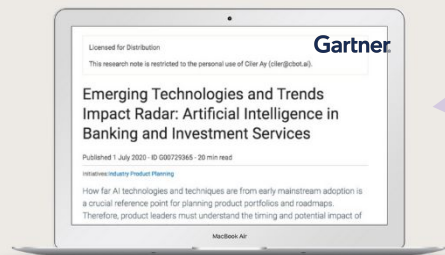
Since our establishment in 2017, we have been empowering enterprises with our top-notch conversational AI-based automation platform, delivering end-to-end customer care.

Our platform enables businesses to build virtual assistants and conversational automation systems for both customer-facing and employee support purposes, and has been featured in Gartner market reports and partnered with META, Google and Open AI.



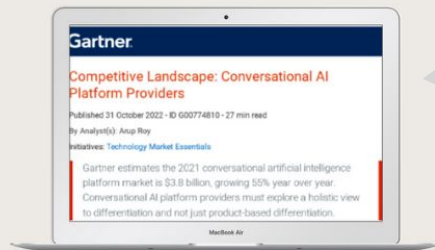
# Gartner

CBOT has been recognized three times as a leading enterprise-grade conversational AI platform by Gartner.



## Emerging Tech Impact Radar: Artificial Intelligence in Banking, 2020

CBOT is a leading player in the banking industry, and has successfully implemented its technology in numerous financial institutions, including but not limited to BBVA, ING, and QNB.

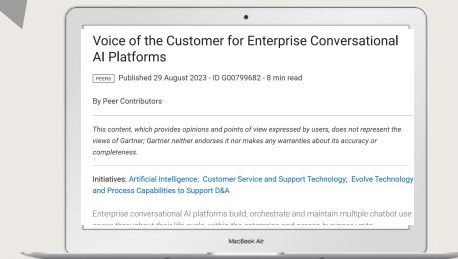


## Competitive Landscape: Conversational AI Platform Providers, 2022

CBOT is a competitive player in the conversational AI platform market, featured in this report for its fully integrated platform, with prebuilt integrations and multiple data sources from back-end systems.

## Voice of Customer for Enterprise Conversational AI Platforms, 2023

CBOT has been consistently ranked highly by our clients on the Peer Insights Platform and had its place in this report that serves as a valuable resource for IT decision makers, as it distills Gartner Peer Insights' reviews into actionable insights and recommendations.



# AWARDS & SUCCESS

Fast Company Female Founders 100 - April 2020

KoronaBot CNN - April 2020

Efma Fintech Awards - April 2020

Gartner Report AI Impact Radar - July 2020

MEB Press Meeting - Sept 2020

CEO World Awards - Oct 2020

Fast Company most Innovative Companies - Nov 2020

Sustainability Academy Awards - Nov 2020

WhatsApp BSP - Mar 2021

IDC Best of Future of Digital Innovation Awards Finalist - June 2021

CogX - Best AI Product in Government - EBA Assistant - June 2021

Fast Company Dijital Liderler 100 - Çiler Ay - July 2021

AI Breakthrough Awards Best AI-Based Solution for Education - EBA Assistant - July 2021

Silver Stevie - Company of the Year Software Company - August 2021

Remy - IDC Digital Transformation Awards - Future of Work - August 2021

Globee CEO World Awards - Startup of the Year - November 2021

Benzinga Fintech Awards - Best New Product - Finalist - Nov 2021

Fast Company Most Innovative Companies - Nov 2021

4th CS Awards - Remy & Defacto (Customer Contact) - Dec 2021

Fast Company Female Founders 100 - April 2022

17th IT World Awards - Startup of the Year - Bronze Prix - July 2022

Gartner Report Competitive Landscape - Oct 2022

Instagram Direct Messaging Program - Nov 2022

Fast Company most Innovative Companies - Nov 2022

PSM Ziraat Asistan : The Best Retention Marketing Awards - Dec 2022

Brilliance Awards - Brilliance in Use of Technology in IC - VA Bilge - Dec 2022

Fast Company Female Founders 100 - April 2023

CogX Best AI Product in Telecom Finalist - TiTİ - Agu 2023

Gartner Report - Voice of the Customer - Sept 2023

Global Brand Awards - Fastest Growing Conversational AI Company - Oct 2023

Alfa Awards - Getir : Best Chatbot Experience - Oct 2023

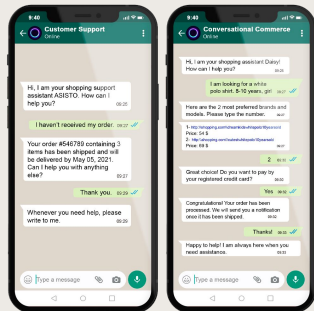
Fast Company Most Innovative Company - Dec 2023



## AI-Powered WhatsApp Conversations



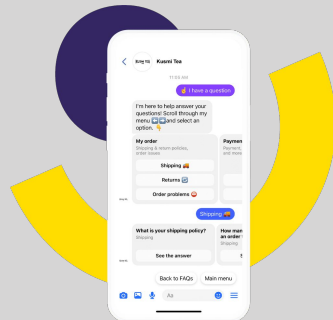
CBOT, WhatsApp's leading Business Solution Provider, enabling customer care and conversational commerce for over 2 billion users.



## AI-Powered Instagram Conversations



CBOT is a key player in enabling discovery, engagement, commerce, and care in Instagram's Direct Message Program, offers unique messaging opportunities at every phase of the customer journey.



## VA FUNCTIONS

Virtual assistants have a diverse range of functionalities and can be tailored to meet the specific needs of a business or organization.

- |   |                     |   |                   |
|---|---------------------|---|-------------------|
| 1 | Answering questions | 6 | Commerce          |
| 2 | Customer service    | 7 | Personalization   |
| 3 | Lead generation     | 8 | Entertainment     |
| 4 | Advisory            | 9 | Survey Collection |

and more.



# SOLUTIONS & USE CASES



## Customer Experience

Customer Self Service

## Employee Experience

Helpdesks

## Agent Experience

Agent Assist

### BANKING

Banking FAQ  
 Loan calculation  
 Interest calculation  
 Credit Score Checking  
 Credit/Debit Card App.  
 Personal Finance Assistant  
 Branch/ATM Locator  
 Investment Account Man.  
 Investment FAQ  
 Investment VA

### E-COMMERCE

In Bot Payment  
 Product Rec. VA.  
 Product Smart Search  
 Shipment Tracking  
 E-Commerce Support  
 E-Commerce FAQ  
 Product Unification  
 Conversation Scoring

### HR

HR FAQ  
 Meeting Room Finder  
 Shuttle Finder  
 Contact Directory Search  
 Vacation Process  
 Management  
 Payroll FAQ  
 Payroll Operations  
 Onboarding  
 E-Learning FAQ

### IT

Password Recovery VA  
 Ticket Categorization & Generation  
 Access Provisioning  
 Knowledge Management  
 Legal Support  
 Business Travel Expense VA  
 Internal Company Process Assistant  
 IT Support  
 Ticket Creation

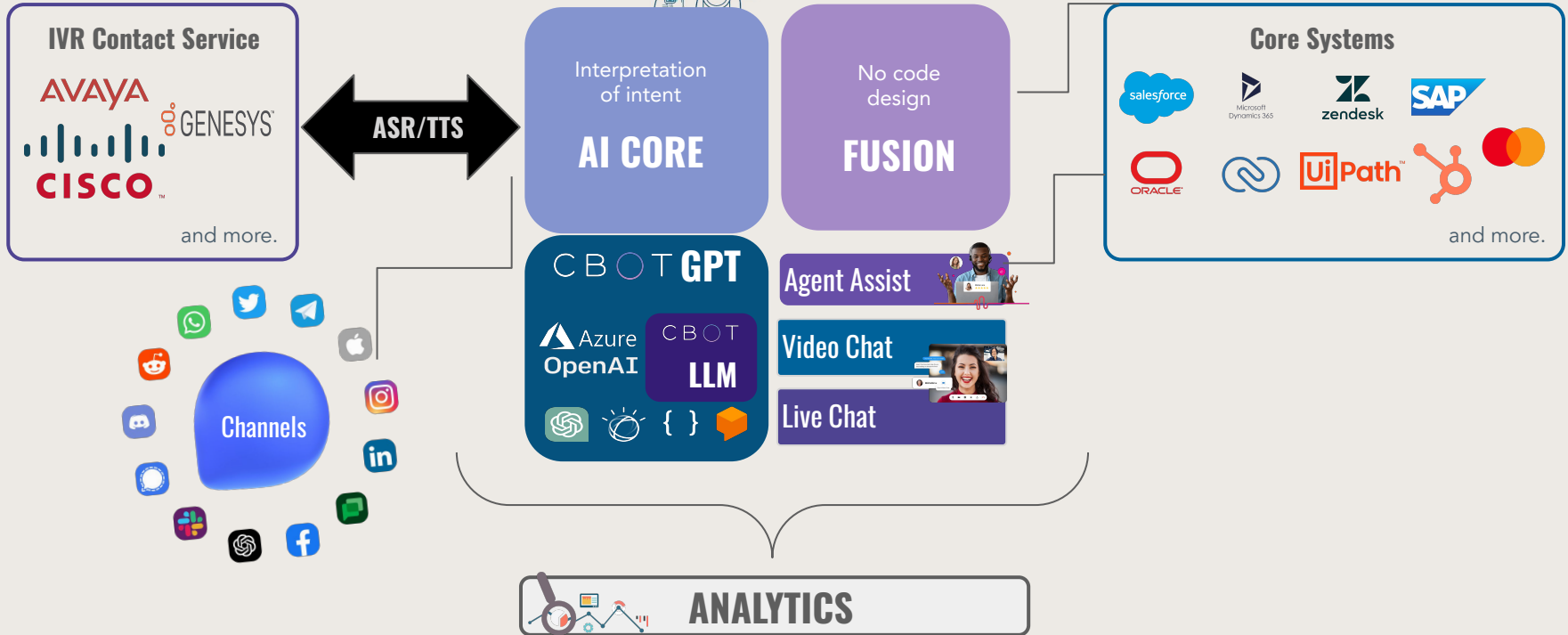
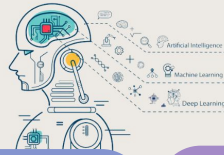
### AVIATION

Airline FAQ  
 Ticket Search  
 Check-in Operations  
 Loyalty Program Man.  
 Query Flight Status

### TELECOM

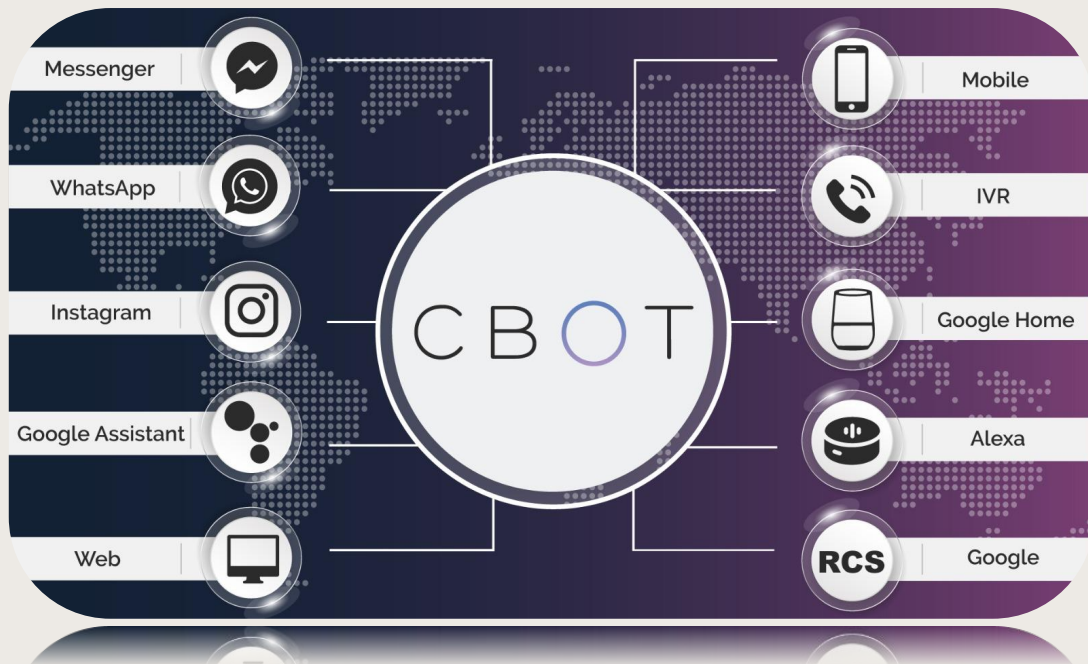
Product Rec. VA  
 Subscription Management  
 Consumption Alerting  
 Feedback Classification

# HIGH LEVEL ARCHITECTURE





# UNPARALLELED CHANNEL CONNECTIVITY



Enable a multi-channel self-service experience by integrating virtual agents with various platforms such as Web, Mobile, Messenger, Whatsapp, and others.

By doing so, we bring AI-powered automation to the platforms your customers prefer, allowing you to meet them where they are.



# Why Azure OpenAI on CBOT Platform?

Incorporating Azure OpenAI integration into your conversational AI application is just one piece of the puzzle. With CBOT's enterprise platform and additional features, businesses take their virtual assistant to the next level.

1. CBOT provides a UI that enhances interaction with GPT Virtual Assistants.
2. CBOT helps integrate GPT Virtual Assistant with various communication channels such as website chat, messaging apps, and voice assistants, making it accessible to users on multiple platforms.
3. CBOT helps personalize the conversational AI application for each channel.
4. Preprocessing and Post Processing: CBOT provides pre-processing and post-processing services to optimize the performance of the conversational AI application, ensuring that it understands user queries accurately and provides relevant responses.
5. CBOT offers a conversation design tool that enables businesses to create and customize conversational AI applications easily, allowing for seamless no-coding integration with their existing or third party systems.
6. CBOT provides analytics tools to track user interactions and measure performance.
7. Live Chat and Video Chat: CBOT offers additional features such as live chat and video chat, providing businesses with a comprehensive communication solution.

- User Interface
- Channel Integration
- Channel Personalization
- PreProcessing
- Post Processing
- No-Coding Integrations
- Conversation Design
- Analytics
- Live Chat
- Video Chat

# Thank you



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