



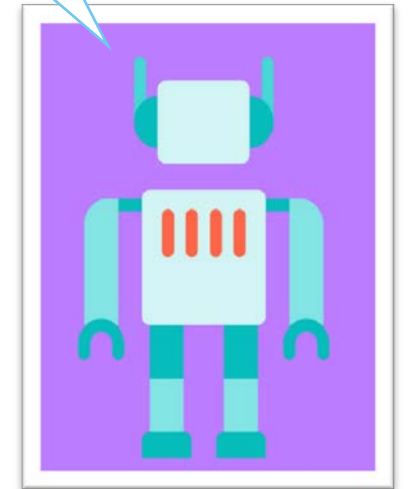
Enterprise Chatbot

Deliver a unified digital experience with AI powered bot



مرحبا ..
How are you doing
شلونك

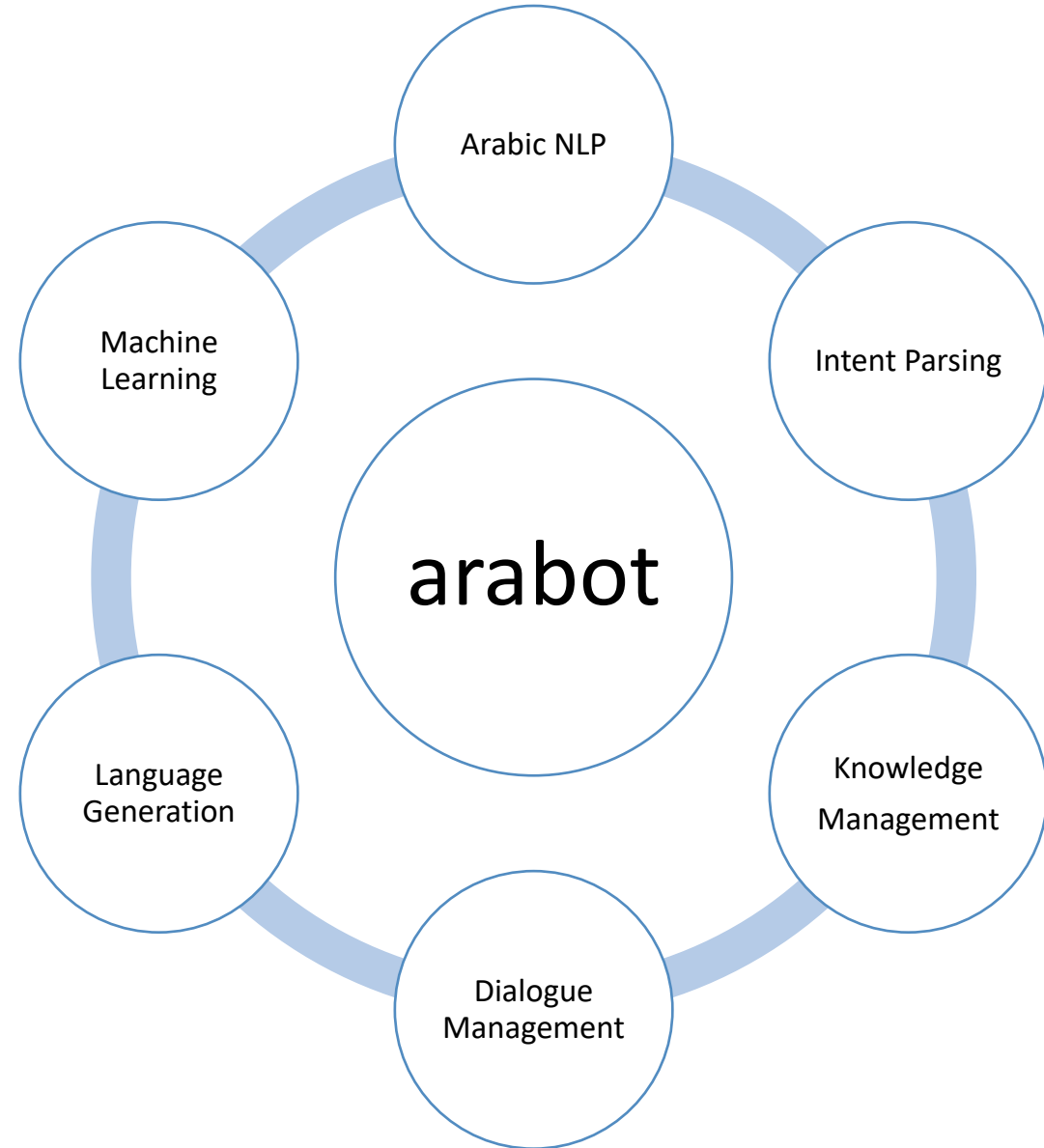
“arabot, founded with a mission to help our business partners building a conversational AI products to **improve customer experience, Automate business processes** while tremendously **reducing operational costs.**”



Our Technology

arabot technology & AI system stands out as the pioneer powerful platform of its kind by providing an intelligent Arabic bot built upon a state-of-the-art Arabic NLP engine, which deals with understanding and analyzing Arabic content & conversation - with different Arabic dialects - in an accurate and efficient way.

We are building a conversation/dialogue management as a hybrid rule-based system fused with Deep Machine Learning to reach needed levels of Natural Language Understanding (NLU).



Easy Deployment

Website

Mobile Applications

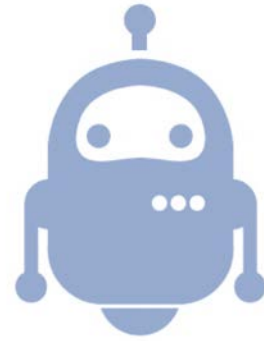
Business Applications

Messaging platforms

Customer Support platform/devices

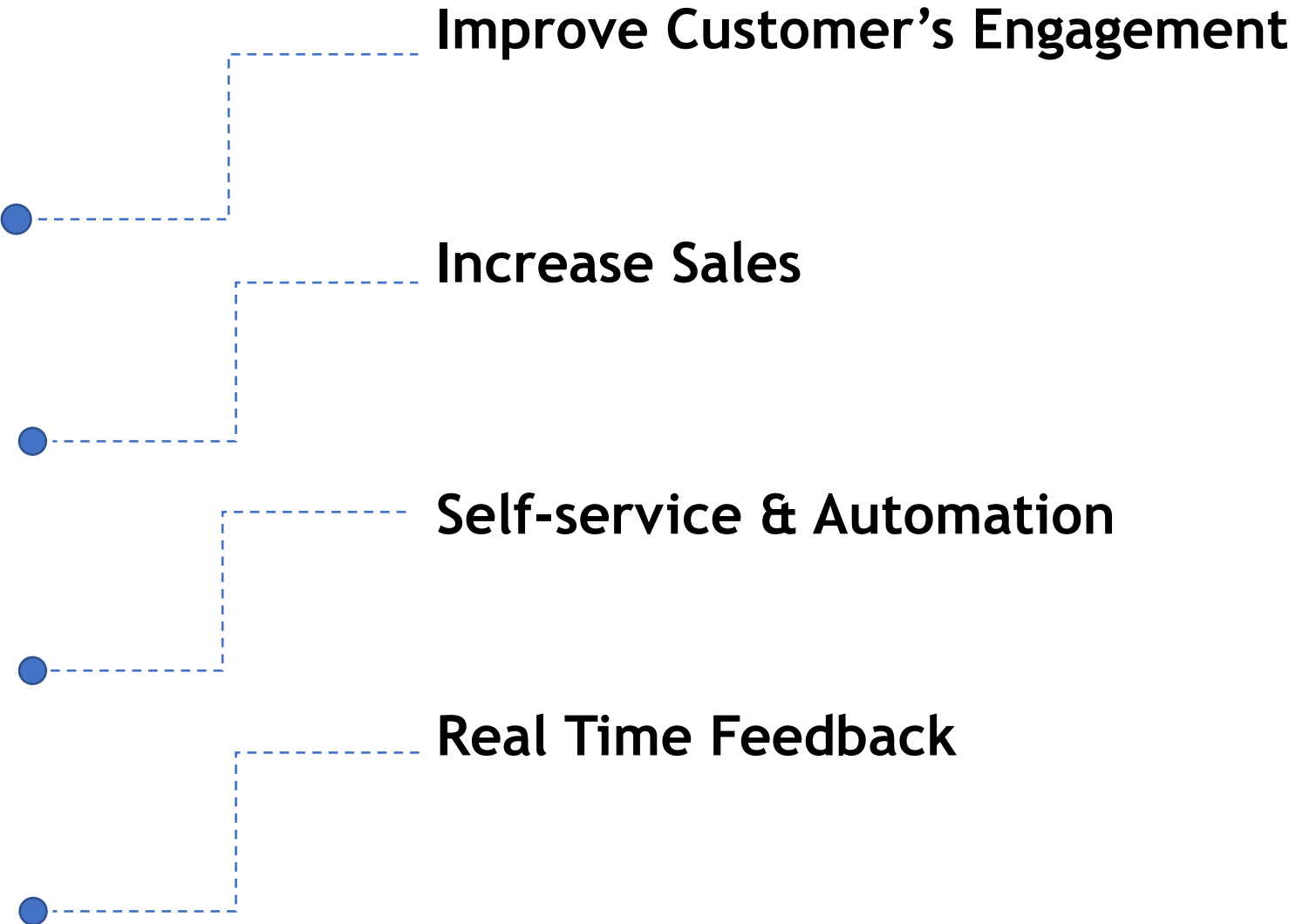
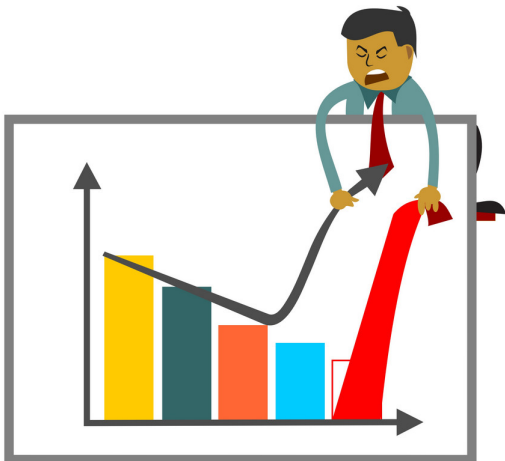
Our Customers



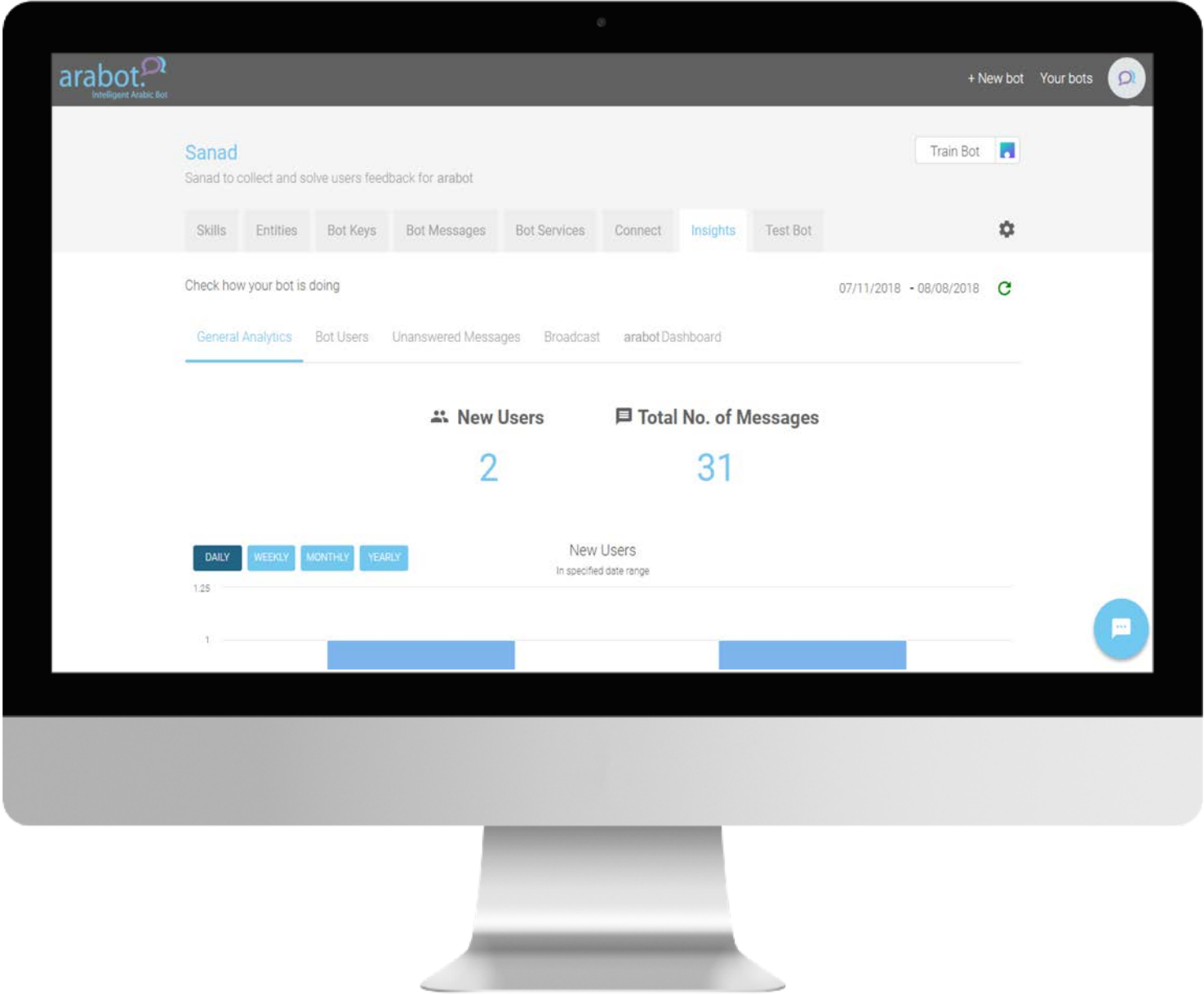


Chatbot Deliverables

Measurable ROI



Easy to use Bot Builder



Industry Centric

Logistic



Automate arrangement for shipment delivery with no human interaction

E-Gov



One interface for all your government information, notifications & e-services

Telecom



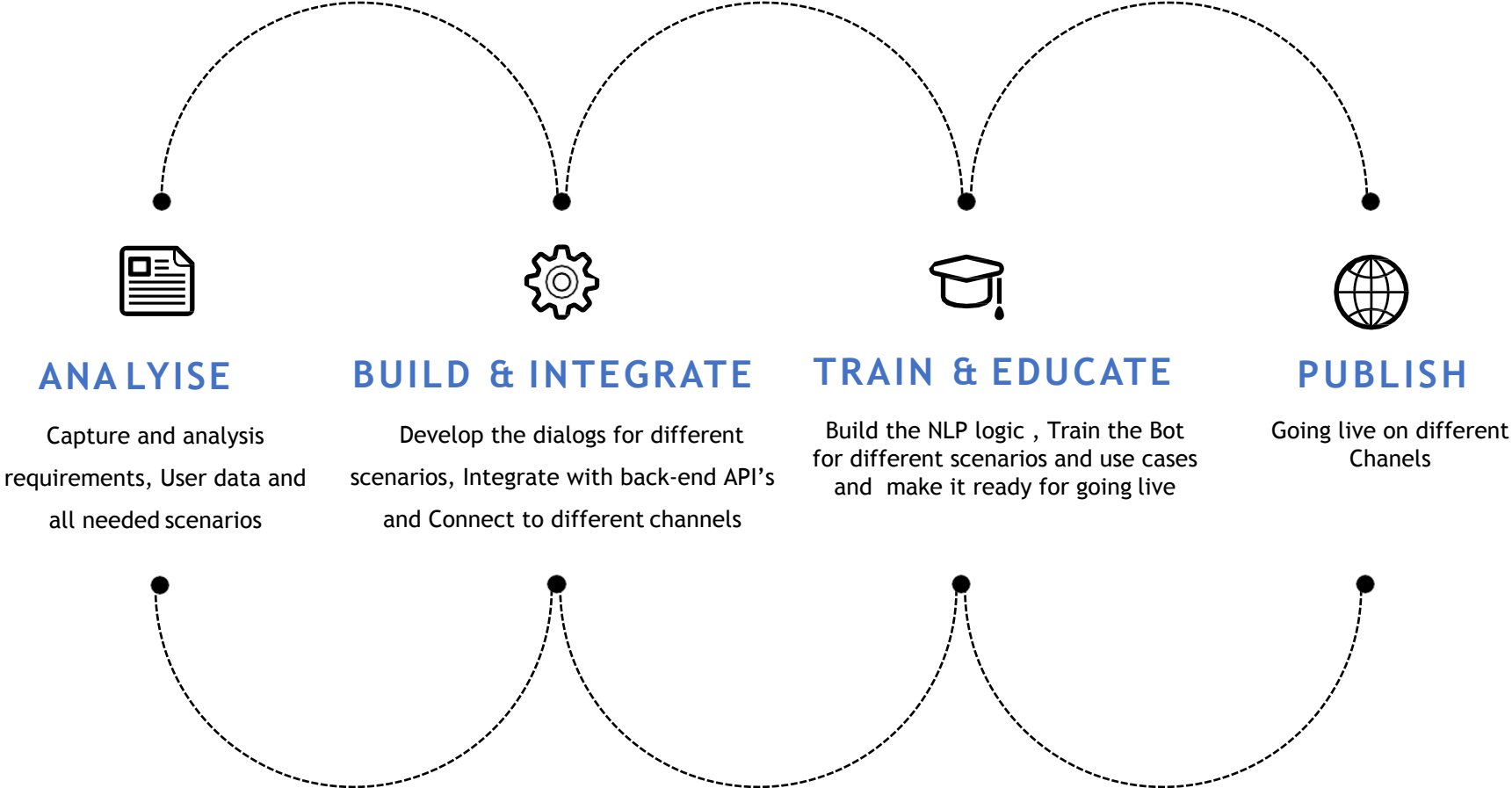
24/7 service advisor performing customer support, sales lead collections and interactive follow up

Utilities



1st line of customer care, Real time customer feedback, billing and payments Consumption calculator & e-services

Delivery methodology



Our Partners



Top Bands, Big Challenges



- Customer care
- Average handling time!
- First time resolution!

- Shipment delivery
- Cost reduction
- Shipment tracking



- Service appointment
- Deliver on time
- Get Real Time Feedback

Success Story

Enterprise Chatbot Solution

The Challenge

Aramex clients had high demands on shipment inquiries and live-agent calls to track their shipments. The company puts a huge effort in utilizing customer's experience and digitize the end-to-end shipment journey. The goal was to explore innovative ways to revolutionize customer experience and modernize digital touch points, providing an opportunity to create a richer, easy to use and more engaging customer experience.

Also, Aramex required an A.I. technology to analyze their data gathered through convenient platform to enable the organization to be proactive with their business intelligence, with a real-time dashboard providing insights into user behaviours, KPIs, traffic figures and success rates.

The Solution

Arabot's intelligent chatbot feature ensures that users' experience is personalized, faster and more efficient. Arabot's advanced technology has updated customer service for the digital generation - replacing inefficient phone calls and SMS reminders with convenient features tailored to each organization's communication needs. For Aramex, for example, this included real-time shipment tracking, accurate location sharing, editable scheduling and delivery instructions, and an instant connection through pop-up phone notifications.

Arabot offers Aramex a technology solution chatbot, which will be responsible in automating and arrangement for shipment delivery with no human interaction for great customer experience, quick interaction and tremendously reducing operational costs.

In 2017, the company launched its artificial intelligence enabled Chatbot on Facebook Messenger, "Aramex Bot", a service that enables personalized, scalable conversations with customers about shipment-related queries and different service offerings.

It also provides users with a convenient way to easily find Aramex nearest locations, track shipments and share preferred delivery location.

In 2018, the bot was seamlessly integrated in Aramex WhatsApp business No. (+97145031111) and launched as the first world logistic Arabic/English WhatsApp chatbot for a better user-engagement and resolution to their shipments inquiries.

Arabot's WhatsApp-based chatbot is transforming how the region's organizations communicate with their customers. Working with a series of high-profile clients in the Middle East, including logistics giant Aramex, the innovative A.I. chatbot utilizes the WhatsApp for Business platform to offer an array of interactive services to ensure consumer interaction is smoother and more efficient than ever before.



About Aramex

Aramex is an international express, mail delivery and logistics services company based in Dubai, United Arab Emirates and Jordan which has rapidly grown into a global brand, recognized for its customized services and innovative products. Listed on the Dubai Financial Market (DFM) and based in the UAE, Aramex is centrally located at the crossroads between East and West, which allows us to provide customized logistics solutions anywhere in the world effectively and reach more businesses and consumers regionally and globally.



WhatsApp for Business

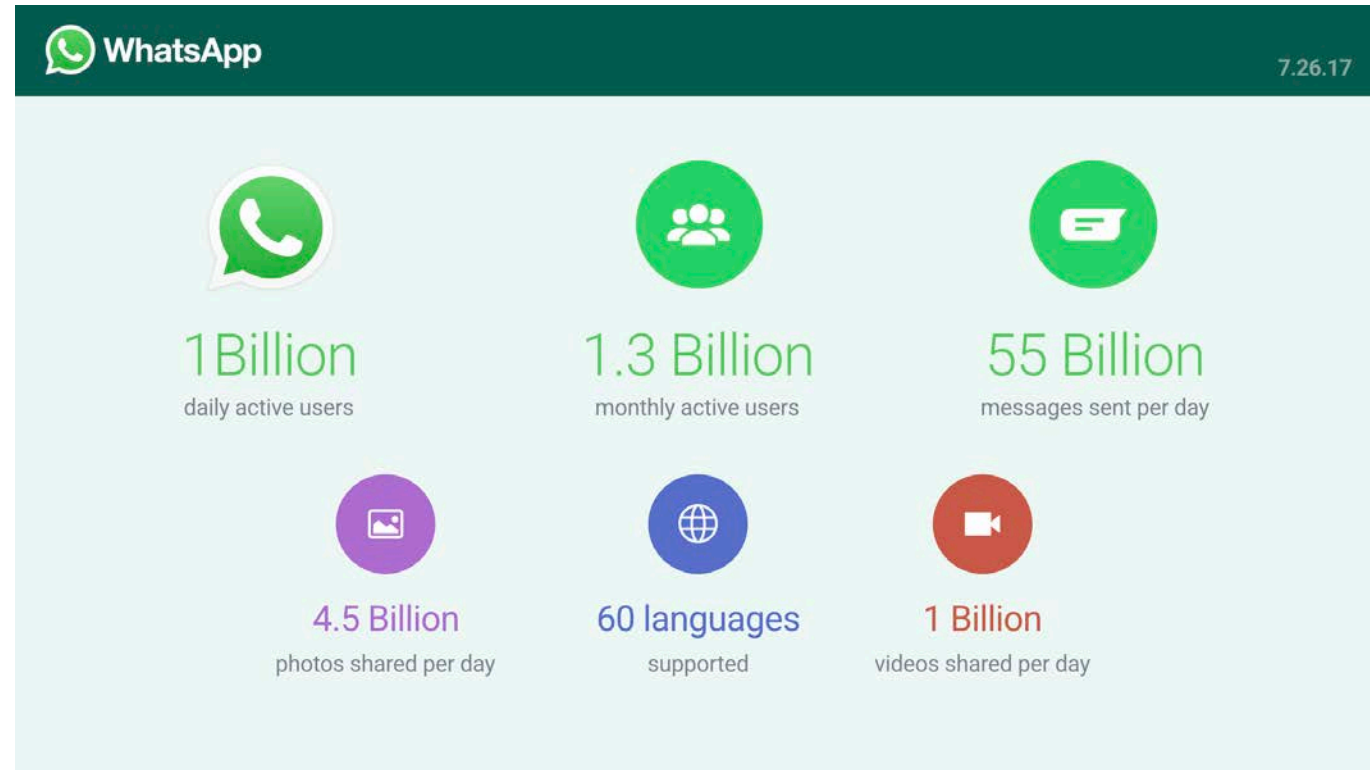
Can you imagine that every day,

55 billion messages

are being sent using WhatsApp?

WhatsApp is a perfect tool for companies trying to reach many users most naturally-by chatting.

Using WhatsApp, brands become more **accessible** to a larger group of people. They **connect** customers on **a platform they already use and trust.**





The Largest **WhatsApp** Chatbot in the World

over six million

customers served through WhatsApp Business

40%

decrease in incoming call volume after transitioning phone enquiries to WhatsApp

60%

of shipment enquiries processed by WhatsApp

Try **Aramex** Chatbot on WhatsApp! send message to **+971 4 503 1111**

Try **Farah Experiences** Chatbots on WhatsApp!

send message to

Ferrari World Abu Dhabi	+971 569973587
Yas Waterworld	+971 569973885
Warner Bros. World Abu Dhabi	+971 569973918
Yas Island	+971 569973960



Chatbot Pricing

Description	Packages - annual-		
Enterprise Chatbot Service Duration: One Year	up to 30K unique users / month	up to 100K unique users / month	up 250K unique users / month
	USD 48,000.00	USD 148,000.00	USD 248,000.00
Additional New user	USD 0.12 / month	USD 0.10 / month	USD 0.08 / month

Bot Added Features (use cases) :

Transactional Feature*

Based on scope & complexity

* Feature requires integration with Back-end APIs/online services & new business processes setup & design

THANK YOU

