

vInnovate Technologies Inc.

Presents

versaChat-AI

Your Versatile Digital Assistant

*A Revolution in Client Support and
Business Process Management*





What is a Chatbot?

ChatBots are one of many tools which can bring Digital Transformation to your Organisation. They will help it become more responsive to your customers' needs, as well as helping achieve Business Process Automation for day-to-day repetitive tasks; saving on the cost and time of servicing these requests.

At the highest level, a Chatbot is referred to as a 'Digital Assistant', and as the digital transformation of the Organisation takes place, may play a valuable role serving clients anytime, anywhere without the need to make a phone call or wait in a queue for the agent to accept the call.

Also, some mundane, repetitive tasks can be automatically handled by the 'bots without any human intervention. This serves as win-win for both customers and organisation, reducing the load on their human resources as well as saving cost. Customers can also connect with the organisation via the 'bot on their website or via OmniChannel interfaces such as WhatsApp, Telegram, Messenger, Skype, etc. supported by the organisation.

Traditionally, chatbots worked on the principle of asking you to choose from a fixed set of options in an attempt to guide you to the information you are looking for.

You know the kind of thing ... this is from a recent encounter with the Chatbot of a currency transfer company:-

Why were both my payer I charged separate fees for a transfer?

Sure, did you mean one of the following?

1 I want to order a card / check card status

2 What is the status of my incoming payment?

3 What is the status of my transfer to a bank account?

Select the relevant option:

1 2 3 Other



That is such old technology - there were programs available in the 1980s which could do that! It leaves you thinking: "I want to speak to a real person!"

At vlnnovate Technologies we are pushing the frontiers of Artificial Intelligence with the development of AI Digital Assistants

versaChat-AI is different



The difference is AI (Artificial Intelligence)

‘versaChat-AI’ is an enterprise-level Digital Assistant solution which enables you to serve your clients 24/7 without a human presence.

It responds intelligently to user inquiries by leveraging advanced technologies including NLP, ML, and advanced analytics. It’s an AI-powered ‘bot which breaks down user-provided text or voice input/instructions/questions to identify words, sentences, and parts of speech, and formulate smart responses as well as follow-up actions.

It uses an Open-Source RASA framework with micro-service architecture. This makes it scalable and allows the bot’s services to be created gradually over time for the whole organisation.

Crucially it is a ‘bi-directional capable’ solution, which means it has the ability to be connected simultaneously to the outside world through proprietary Chatbot engines such as ChatGPT, and the organisation’s internal data systems to blend the information and solutions offered into a personalised response.

Technically, versaChat-AI offers

- AI Conversational and Transactional Chatbot
- Conversational interface
- AI-Multi-intent classification
- Semantic clustering
- Cognitive/Contextual Search feature
- Omni channel support (Websites, Outlook, FB Messenger, Slack, Skype, Telegram, Kik, Twitter, Viber, Line, Whatsapp, MSTEams, Mobile app SDK (IOS, Android))
- Multilingual
- Full stack platform on organisation specific cloud, hosted on AWS or any other Cloud platforms
- FAQ with NLP Engine (Advanced AI and ML Context, Synonyms/Stop Words, Disambiguation, Automated FAQ Builder)
- Natural language understanding



/cont.

Technically, versaChat-AI offers

/cont.

- Self-learning AI experience
- Live chat option to have human chat or calling feature when chatbot cannot answer, or customer wants to connect to a human
- Architecture allows integration with SAP, Zapier, CRM/Helpdesk (Salesforce, Zendesk, Jira, Service Now, Google Sheets etc.) , applications like HRMS systems
- Push notification (announcement, news, notice, training session)
- Surveys, feedback, announcements can be supported
- Log and Analytics
- Open-Source Platform with Microservice based architecture
- Bot services can be written in any language providing Rest API interface for integration.



What Benefits Does this Bring?

versaChat-AI is cost-efficient and scalable. You can use it across all your customer engagement channels for a variety of use cases, and across functions. And it can be available for your customers 24/7.

Key ways in which versaChat-AI can benefit businesses, large and small.

1

Boost customer engagement and drive sales:

Make it easy for customers to find information and make a purchase - anytime, and anywhere. When a customer visits your website, versaChat-AI can offer them personalized content such as product recommendations or specials based on what you know about the consumer and their purchase history. It can also empower your agents with recommendations on next best offers and other decision-support insights which drastically improve the likelihood of a sale. Furthermore, it can be easily deployed across all interaction channels and customer devices.

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2

Reduce customer churn:

Providing a positive customer experience (CX) is essential to earning loyalty and repeat revenue. According to PWC, one in three customers say they will walk away from a brand they love after just one bad experience. versaChat-AI can be a big help in this area.

It can provide support to customers on the channel of their choice, at any time of the day or night, and can solve customer issues quickly without human intervention; providing easy and convenience help to ensure that your customers keep coming back.

Where interactions do require human intervention, versaChat-AI can still handle the routine steps, such as capturing relevant customer information and escalating to an agent.

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3

Enhance cost efficiency:

Running a call centre is expensive, and it gets even more expensive if you're looking to offer support beyond regular working hours. Providing 24/7 assistance is what versaChat-AI is built to do. It uses automation to handle information-seeking and repetitive interactions around the clock. The more you train it around a variety of use cases, the more you will save - both in terms of time and money. Moreover, in the process, you are also empowering your customers to self-serve. versaChat-AI drives containment and reduces your call centre traffic.

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4

Improve the employee experience:

versaChat-AI can make life better for your employees, too. Taking away the mundane and monotonous transactions frees up your customer support agents to handle more complex and meaningful work. The versaChat-AI digital assistant can boost accessibility and efficiency, enhancing the employee experience. From help with FAQs, to screening resumes for keyword matches, to providing insights into the next best offer, it can perform a wide range of tasks for your employees so they're not only more effective workers, but happier on the job, too.

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5

Scale your operation:

Adding infrastructure to support AI-powered chatbots is cheaper and faster than hiring, training, and onboarding employees. versaChat-AI can scale to support new channels, new products, and new use cases. For instances such as expansion into a new market, seasonal spikes in demand, or the introduction of new digital processes for customers, it provides the flexibility and scalability to meet your business needs and support ongoing growth.

What applications are there for *versaChat-AI* ?



Uses for the **versaChat-AI** 'Digital Assistant' are almost infinite, but the types of situations we can envisage include:-

- 'Point of contact' for enquiries, membership applications, job applications, loan applications, visa applications, school admissions, etc.
- 'Content' support for specific industries (eg: in schools to support pupils' learning or in insurance to advise on suitable policies)
- Dynamic 'Help' systems for applications and processes
- Patient management systems for hospitals, clinics, etc
- eCommerce systems for online selling
- User-focussed and directed training
- Insurance claims management
- Hotel and travel bookings
- Food ordering systems
- Legal advice

... in fact almost any situation where people need help or information or support.

So how do I find out more about this amazing system?



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