Human-Centric **Conversational AI** Platform

The world's first and the highest delivering human-centric conversational AI platform; which is secure, scalable and reliable; equipped with patentpending tech (based on AI, ML, NLP, AR & VR); and powers Multi-Format (VideoBot, VoiceBot, ChatBot), Multi-Lingual (**100+ Languages**) and Omni-Channel Virtual Assistants being used by **500 million+ users**.



Conversational AI Solution

- Solution Enable users talk to any system the way they talk to an intelligent person.
- Improve customer experience via personalisation and humancentred Conversational AI capabilities (Multi-Format, Multi-Lingual & Omni-Channel).



We Aim to Lead Enterprises to their Al-Driven Future

Key Capabilities:

- Chatbot Type: VideoBot, VoiceBot, Text, Touch, Click based Virtual Assistants
- Supports multiple languages and can be trained to learn new languages
- Al, ML & NLP Enabled Chatbot
- 🕥 Deep Learning Support
- Channels Supported: Web, App, WhatsApp, Facebook, Twitter, SMS, email, IVR/Phone, Slack, IOT/Industrial Machines etc.
- Auto-Suggestion Support
- Forms, Cards, QR Codes, Carrousels, Video, Images, Links, email, Rich Text Support
- Static and Dynamic Responses
- Personalisation Support
- 🧹 User Feedback
- ✓ Alerts to Users
- Greetings, Small Talk, Cuss-Words filtering Support
- Continuous Monitoring and Re-Enforced Learning
- Vinsupervised and Supervised Learning
- Chat & Audio Record and Playback Capabilities
- Multi Intent Classification
- ళ Sentiment Analysis
- Real Time Detailed Analytics
- Self-Configurable Dashboard

🔓 Security & Certifications:

- OTP Authentication
- 🗹 GDPR Complaint
- V ISO 9001:2015 and 27001:2013 Certified
- 父 CMMI Maturity Level 5 Appraised
- V PII Data is Encrypted
- ✓ Certified by CERT-IN Empanelled Company

Configurations:

- Reliable, Secure, Scalable Conversational Al Platform
- 99.9% Availability (High Availability & Disaster Recovery Management)
- Workflow Management and Integration Capability
- Configuration / Customisations Support with Self-Service Capability
- Agnostic to any Cloud Provider

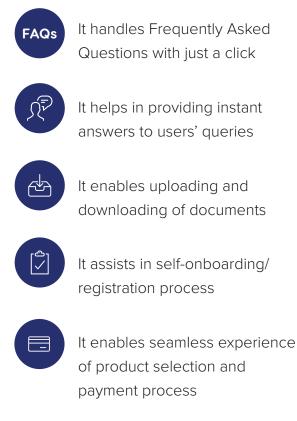
Integrations:

- ✓ API integrations support
- 🧹 Live Chat Integration Option
- Quick & Easy Integration with Web, App, IM
 & Social Media Channels
- 🧹 Google Map Integrations
- Integration with ERP, Service Desk, HRMS, CRM, ADMS, LDAP, IM, Calendars, and various others Open and Legacy Frontend/ Backend Systems



How the Solution Brings Value

Functional



Gains



It helps in improving Top Line of the company via lead generation and engagement



Improves Bottom Line via customer support automation



Provides personalised customer experience via human centric virtual assistant



Operational Efficiency via 24x7 services

Emotional



The user is happy to get instant answers

Saves time and promotes efficiency so overall gives a very positive feeling

Pain Relieved



Instead of waiting long hours in customer care or relying on automated messages, the Chatbot provides users instant answers in their choice of channel and in their own preferred language.



Implementation Options:



On Premise



Soft-Tech's **Conversational AI Solution** is tailored across:

Various industry verticals



Our Partners





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