

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 patent-pending 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

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



Insights



Recommendations



Automation



Fulfillment

We Aim to Lead Enterprises to their AI-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
- ✓ AI, 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
- ✓ Unsupervised and Supervised Learning
- ✓ Chat & Audio Record and Playback Capabilities
- ✓ Multi Intent Classification
- ✓ Sentiment Analysis
- ✓ Real Time Detailed Analytics
- ✓ Self-Configurable Dashboard



Security & Certifications:

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



Configurations:

- ✓ Reliable, Secure, Scalable Conversational AI 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





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How the Solution Brings Value





Functional

-  It handles Frequently Asked Questions with just a click
-  It helps in providing instant answers to users' queries
-  It enables uploading and downloading of documents
-  It assists in self-onboarding/registration process
-  It enables seamless experience of product selection and payment process


Emotional

-  The user is happy to get instant answers
-  Saves time and promotes efficiency so overall gives a very positive feeling

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

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



On Cloud

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

Various industry verticals



Corporations



Government



Mobility



BFSI



Retail



Utilities



Non-Governmental Organizations

Across 3 horizontals



Sales



Engagement



Support



Conversational AI Decision Tree Training

Our Partners





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