

CRM BOT

The complete low-code conversational AI platform for enterprises

Chatbots . . . the revolution that didn't happen



- Market is full of unhelpful, uncreative chatbots.
- None of the big players offer ready to use Bot-as-a-Service product.
- Companies are resistant to adapt to changes in Conversational AI.

Why?

Price

Creating a good conversational AI app from ground up is not cheap.

Skillset

Conversational design skillset is hard to acquire and difficult to cultivate for customers.

Yet another app



Companies are still investing in apps, portals & mobile clients. Chatbots are unwelcome disruptors to existing status quo.

With CX being the new battleground for growth however, conversational AI mustn't be ignored.

Solution.



The Customer's customer:

- Chatbots vs. **Conversational AI**

The Organisation dimension:

- Conversational AI platform to build intelligent, enterprise chatbots powered by company data

Why **now**?



- Real **Conversational AI**

CRM BOT

ultimate.ai



- Functional Chatbots

zowie



chatbotize

chatfuel

- Simple, static chatbots

Market opportunity



\$1.34B

- Estimated market size for Chatbots by 2024

72%

- Business executives believe AI will be the business advantage of the future

5 Billion

- The number of monthly active users of messaging apps

19x

- Increase in number of searches related to Chatbots on Google in the last 5 years

Sources:
<https://www.clickz.com/chatbot-market-size-is-set-to-exceed-usd-1-34-billion-by-2024/215518/>
https://blog.hubspot.com/customers/messaging-apps-good-bad-ugly?_ga=2.163636479.1763270301.1556368209-63142479.1547099535
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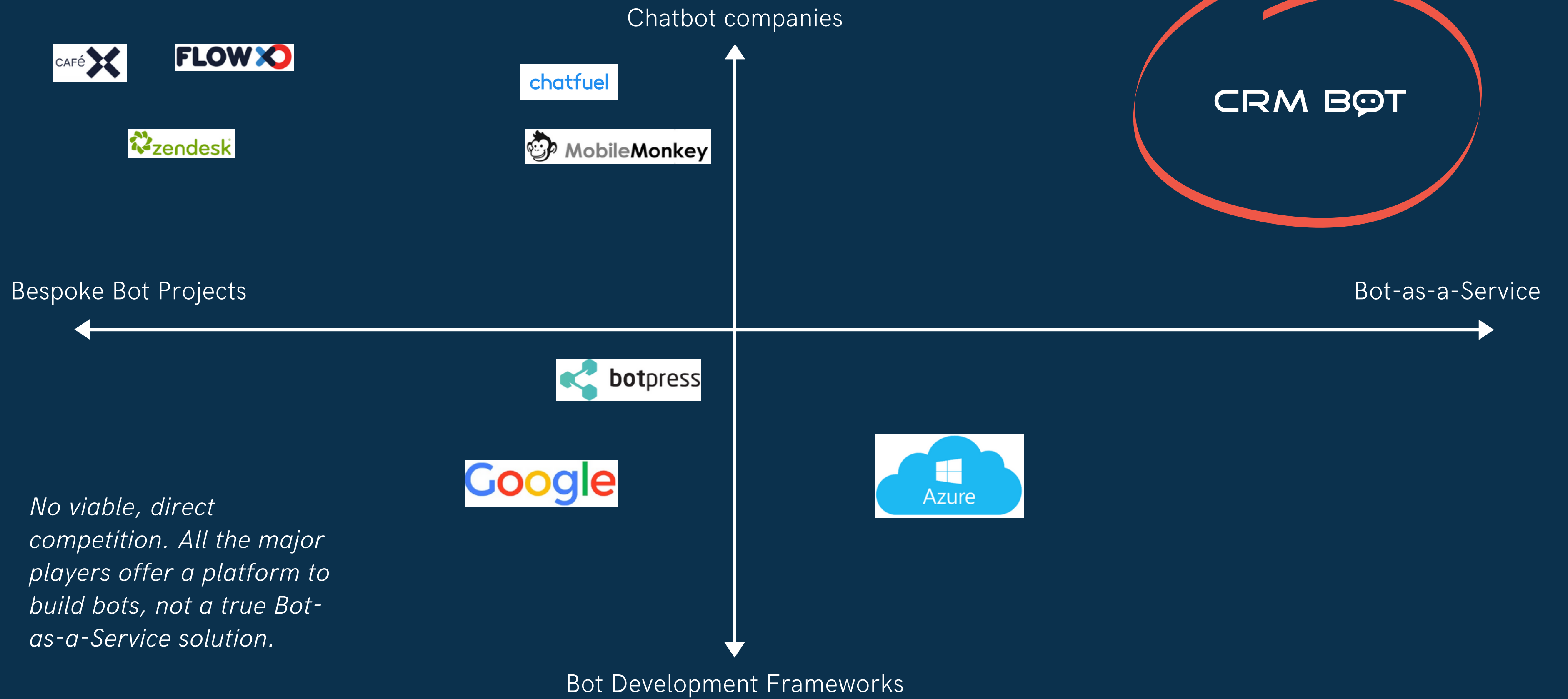
Existing solutions



Existing "low-code" solutions only produce pretty, visual chatbots instead of truly customer-centric, conversational AI applications. The market is lacking a powerful conversational AI platform that would enable companies to create powerful, intelligent chatbots that deliver real value to customers.



Competition Landscape



Real competition



Not just another chatbot



CRM Bot is a complete chatbot solution, that not only delivers a fantastic looking front-end, but is directly embedded within your existing business architecture.

Using our solution means you get all the insights, monitoring & reporting capabilities directly where your day to day data resides.

Your chatbot is as close to your business as physically possible.

Gamechanger

All the benefits of a modern chatbot platform to quickly create a great conversational agent.

All the necessary complexity to make user experience great.

Enterprise ready.

CRM
BOT

Use Cases for Conversational AI



CRM Bot can accelerate your user adoption, drive revenue and guarantee lasting ROI far beyond the capabilities of static, one-dimensional and expensive to build websites & apps. Some of the ideas below may be out of reach for now, but we are confident Conversational AI can have a lasting impact upon your organisation.

Audio, Proactive & Beyond

Bookings & Enquiry Management

Manage new leads, get up to date prices from your LoB systems and deliver them directly to your prospective customers. Manage complex bookings for your bespoke business services.

Accept bookings from clients on any platform of their choosing, offering the simplest & quickest booking process, setting you apart from direct competition.

Customer Service

Deal with complaints, recommendations and suggestions professionally and friendly through a conversational interface. Upsell new services, take payments, issue invoices/documents seamlessly from any interface. Drive user adoption through bespoke loyalty applications.

Inform your customers about progress of their cases proactively, take images of incidents and analyse them in real-time to ascertain type of cases. Receive real-time location updates to ensure your staff is sent to a correct place to deal with issues.

Automate your call centre processes, offer all your services through unique technology platform, as well as any other customer-friendly channels - establish presence on Facebook, Twitter, WhatsApp, TikTok, Instagram, Google Assistant, Amazon Alexa and others.

Automate receipts & responses to emails, faxes, even handwritten letters. Send your customers birthday cards. Use your CRM data to offer the best customer experience there is.

Inform your loyal customers of special offers proactively. Call them when your staff member finds an issue that they need to be made aware of immediately, and deal with their instructions proactively.