DXWAND

EMPOWERING HUMANS WITH COGNITIVE AI

Solutions

Multi-Channels Support

Connects with any channel

Dialog Management

Build scenarios with no coding

Simulate Chatting

Test Bot responses

Live Agent

Allow hand over conversations to human agents

Business Insights

Provide insights related to business and consumer

Users Management

Customize your roles

Survey Management

Create surveys.
Get insights on its results.

Enterprise-Grade Security

Ensure the highest level of security

NLP

Train bots to recognize every intent, entity in a sentence

Deployment options

Offer AI technology On Cloud , On Premises or Hybrid

Dialog Agnostic

Support many language and various Arabic slangs

Multiple Bots

Support multiple bots per tenant

Trusted by world-class team

DAWAND

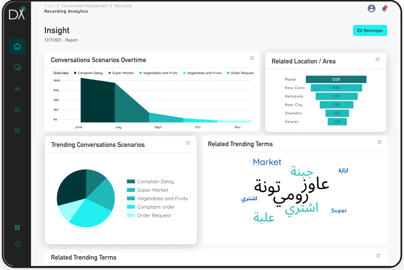
All in one omnichannel experience

Manage conversations from your website, social media and call-center from one place

DAWAND

Built-in Analytics

Real-time intelligence about user acquisition, engagement, preferences, conversations


Pages / Conversation Management / Recording
Recording Analytics
Reanalyze
Conversations Scenarios Overtime
Overview
Complain Delay
Super Market
Vegetables and Fruits
Vegetables and Fruits
Order Request
1000
500
250
100
50
June
July
Sept
Oct
Nov
Related Location / Area
Maadi
1225
New Cairo
890
Heliopolis
678
Nasr City
588
Sheraton
412
Helwan
241
Trending Conversations Scenarios
Complain Delay
Super Market
Vegetables and Fruits
Complaint order
Order Request
Related Trending Terms
Market
جبنة
ازازة
عاوز
تونة
اشتري
رومي
اشتري
علبة
Super
Related Trending Terms

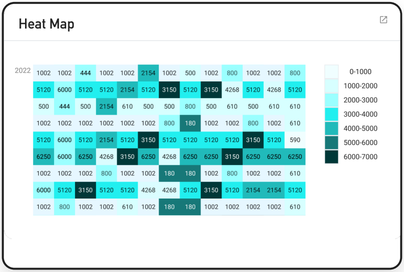
Insight

12/7/2021 . Report

DXWAND

Heatmap Dashboard

Deep dive into more analytics by month, week, day and hour to discover peak times and staff accordingly



Heat Map

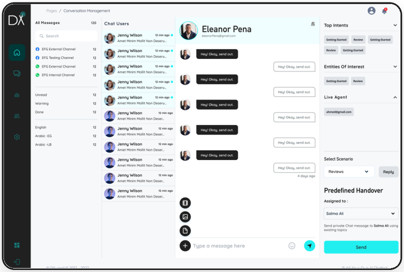
2022	1002	1002	444	1002	1002	2154	1002	500	1002	800	1002	1002	800
	5120	6000	5120	5120	2154	5120	3150	5120	3150	4268	5120	4268	5120
	500	444	500	2154	610	500	500	800	500	610	500	610	610
	1002	1002	1002	1002	1002	1002	800	180	1002	1002	800	1002	610
	5120	6000	5120	2154	5120	3150	5120	5120	5120	5120	3150	5120	590
	6250	6000	6250	4268	3150	6250	4268	6250	6250	3150	6250	6250	6250
	1002	1002	1002	800	1002	1002	180	180	1002	800	1002	1002	610
	6000	5120	3150	5120	5120	4268	4268	5120	3150	5120	2154	2154	5120
	1002	800	1002	1002	610	1002	180	180	1002	1002	1002	1002	610

0-1000
1000-2000
2000-3000
3000-4000
4000-5000
5000-6000
6000-7000

DXWAND

Live Agent

Loop in a real agent when needed based on triggers and real-time events


Pages / Conversation Management
All Messages 120
Search
EFG External Channel 12
EFG Testing Channel 12
EFG External Channel 12
EFG Internal Channel 12
Unread 12
Warning 12
Done 12
English 12
Arabic -EG 12
Arabic -LB 12
Chat Users
Top Intents
Getting-Started
Review
Getting-Started
Review
Getting-Started
Entities Of Interest
Getting-Started
Review
Live Agent
Select Scenario
Reviews
Reply
Predefined Handover
Assigned to :
Salma Ali
Send

Jenny Wilson 12 min ago
Amet Minim Mollit Non Deseru...

Jenny Wilson 12 min ago
Amet Minim Mollit Non Deseru...

Jenny Wilson 12 min ago
Amet Minim Mollit Non Deseru...

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Jenny Wilson 12 min ago
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Jenny Wilson 12 min ago
Amet Minim Mollit Non Deser...

Jenny Wilson 12 min ago
Amet Minim Mollit Non Deser...

Jenny Wilson 12 min ago
Amet Minim Mollit Non Deser...

Eleanor Pena
eleanorPena@gmail.com

Hey! Okay, send out.

Hey! Okay, send out.

Hey! Okay, send out.

Hey! Okay, send out.

Hey! Okay, send out.

Hey! Okay, send out.

Hey! Okay, send out.

Hey! Okay, send out.

Hey! Okay, send out.

Hey! Okay, send out.

4 days ago

Type a message here

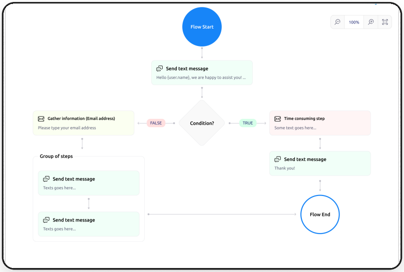
ahmed@gmail.com

Send private Chat message to **Salma Ali** using existing topics

DXWAND

Dialog Detection

Seamlessly manage the flow of your conversation with zero coding knowledge


100%
Flow Start
Send text message
Condition?
FALSE
TRUE
Gather information (Email address)
Time consuming step
Group of steps
Send text message
Send text message
Send text message
Flow End

Hello {user.name}, we are happy to assist you! ...

Please type your email address

Some text goes here...

Thank you!

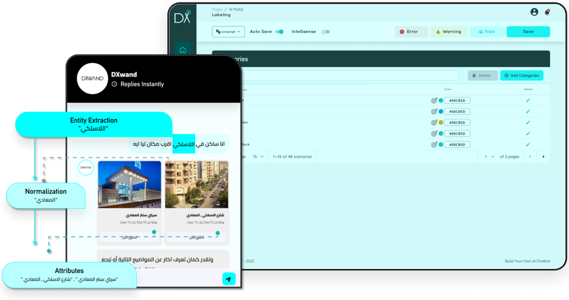
Texts goes here...

Texts goes here...

DXWAND

Natural Language Processing

Use advanced NLP technology to detect sentiments, intents, entities and context in each conversation

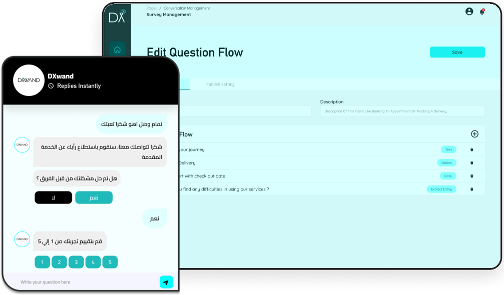

Pages / Ai Portal
Labeling
Language
Auto Save
Intellisense
Error
Warning
Train
Save
ories
Delete
Add Categories
Color
Action
#00CB5D
#00CB5D
#00CB5D
#00CB5D
#00CB5D
15
1–15 of 48 scenarios
1
of 2 pages
- 2022
Build-Your-Own AI Chatbot
DXwand
Replies Instantly
Entity Extraction
"اللاسلكي"
Normalization
"المعادي"
Attributes
"سيتي ستار المعادي" , "شارع الاسلكي , المعادي"
سيتي ستار المعادي
شارع الاسلكي , المعادي
يوميا من 10صباحا حتى 10 مساء
تحقق الآن

انا ساكن في اللاسلكي اقرب مكان ليا ايه

وتقدر كمان تعرف اكتر عن المواضيع التالية أو ترجع

Survey Management

Measure customer satisfaction through open-ended and multiple-choice questions


Pages / Conversation Management
Survey Management
Edit Question Flow
Save
Publish Setting
Description
Description Of This Intent Like Booking An Appointment Or Tracking A Delivery.
Flow
our journey
Text
Delivery
Option
rt with check out date
Date
u find any difficulties in using our services ?
Extract Entity
DXwand
Replies Instantly
لا
نعم
1
2
3
4
5
Write your question here

تمام وصل اهو شكرا تعبتك

شكرا لتواصلك معنا، سنقوم باستطلاع رأيك عن الخدمة المقدمة

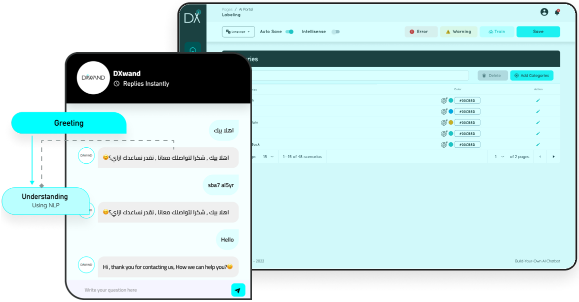
هل تم حل مشكلتك من قبل الفريق ؟

نعم

قم بتقييم تجربتك من 1 إلي 5

Dialog Agnostic

Our assistant understands all 125 English & 26 Arabic dialects including slang and Franco


Pages / Ai Portal
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#00CB5D
1–15 of 48 scenarios
of 2 pages
2022
Build-Your-Own AI Chatbot
Greeting
Understanding
Using NLP

DXwand
Replies Instantly

اهلا بيك

اهلا بيك , شكرا لتواصلك معانا , نقدر نساعدك ازاي؟😊

sba7 al5yr

اهلا بيك , شكرا لتواصلك معانا , نقدر نساعدك ازاي؟😊

Hello

Hi , thank you for contacting us, How we can help you?😊

Write your question here

Enterprise-grade Security

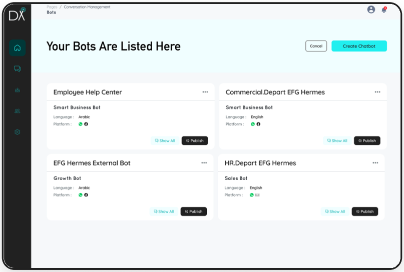
With end-to-end encryption and two-factor authentication, app keeps your data safe

Multiple Deployment Options

Hosting on our own Enterprise Public Cloud, or On-premise, or Hybrid, or even on your own Virtual Private Cloud

Multiple teams, Different scenarios

Each business unit has their own use-case internally and externally, customize yours accordingly



DX
Pages / Conversation Management
Bots
Cancel
Create Chatbot
Show All
Publish

Your Bots Are Listed Here

Employee Help Center
Smart Business Bot
Language : Arabic
Platform :

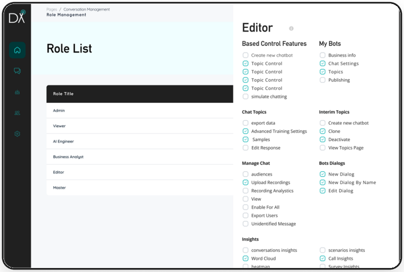
Commercial.Depart EFG Hermes
Smart Business Bot
Language : English
Platform :

EFG Hermes External Bot
Growth Bot
Language : Arabic
Platform :

HR.Depart EFG Hermes
Sales Bot
Language : English
Platform :

Access Rights

Customize roles rights or choose from predefined set of roles that limit accessibility and usability based on role



Pages / Conversation Management
Role Management

Role List

Role Title
Admin
Viewer
AI Engineer
Business Analyst
Editor
Master

Editor

Based Control Features

- ☐ Create new chatbot
- ☑ Topic Control
- ☑ Topic Control
- ☑ Topic Control
- ☑ Topic Control
- ☐ simulate chatting

My Bots

- ☐ Business info
- ☑ Chat Settings
- ☑ Topics
- ☐ Publishing

Chat Topics

- ☐ export data
- ☑ Advanced Training Settings
- ☑ Samples
- ☐ Edit Response

Interim Topics

- ☐ Create new chatbot
- ☑ Clone
- ☑ Deactivate
- ☐ View Topics Page

Manage Chat

- ☐ audiences
- ☑ Upload Recordings
- ☐ Recording Analystics
- ☐ View
- ☐ Enable For All
- ☐ Export Users
- ☐ Unidentified Message

Bots Dialogs

- ☑ New Dialog
- ☑ New Dialog By Name
- ☑ Edit Dialog

Insights

- ☐ conversations insights
- ☑ Word Cloud
- ☐ heatmap
- ☐ scenarios insights
- ☑ Call Insights
- ☐ Survey Insights

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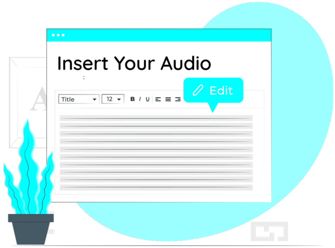
Voice Transcription

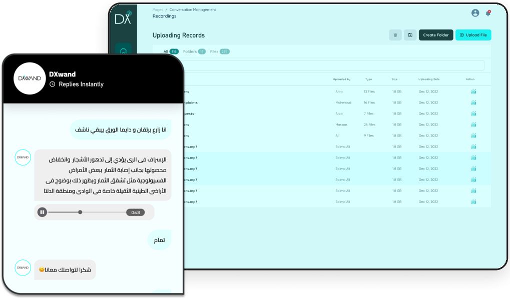
Upload your audio recordings for transcription, then watch our Digital Assistant analyze and provide strategic insights


Insert Your Audio
Edit
Title
12
B I U

DXWAND

Voice Command

Verbally communicate with our assistant to ask questions, submit complaints, and provide users’ feedback


DX
Pages / Conversation Management
Recordings
Create Folder
Upload File
All 315
Folders 16
Files 298

Uploading Records

	Uploaded by	Type	Size	Uploading Date	Action
ers	Alaa	13 Files	1.8 GB	Dec 12, 2022	
nplaints	Mahmoud	16 Files	1.8 GB	Dec 12, 2022	
uests	Alaa	7 Files	1.8 GB	Dec 12, 2022	
ers	Hassan	26 Files	1.8 GB	Dec 12, 2022	
ers	Ali	9 Files	1.8 GB	Dec 12, 2022	
ers.mp3	Salma Ali		1.8 GB	Dec 12, 2022	
ers.mp3	Salma Ali		1.8 GB	Dec 12, 2022	
ers.mp3	Salma Ali		1.8 GB	Dec 12, 2022	
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DXwand
Replies Instantly

انا زارع برتقان و دايما الورق بيبقي ناشف

الإسراف فى الرى يؤدي إلى تدهور الأشجار وانخفاض محصولها بجانب إصابة الثمار ببعض الأمراض الفسيولوجية مثل تشقق الثمار ويظهر ذلك بوضوح فى الأراضى الطينية الثقيلة خاصة فى الوادى ومنطقة الدلتا

0:48

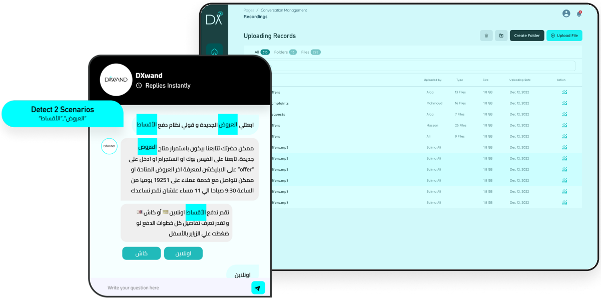
تمام

شكرا لتواصلك معانا😊

DXWAND

Conflict Resolution

Our Digital Assistant can handle more than 2 asks in the same sentence to truly understand sentiment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ffers.mp3	Salma Ali		1.8 GB	Dec 12, 2022	
ffers.mp3	Salma Ali		1.8 GB	Dec 12, 2022	
ffers.mp3	Salma Ali		1.8 GB	Dec 12, 2022	
ffers.mp3	Salma Ali		1.8 GB	Dec 12, 2022	

Detect 2 Scenarios
"العروض","الأقساط"

DXwand
Replies Instantly

ابعتلي العروض الجديدة و قولي نظام دفع الأقساط

ممكن حضرتك تتابعنا بيكون باستمرار متاح العروض جديدة، تابعنا على الفيس بوك او انستجرام او ادخل على "offer" على الابليكشن لمعرفة اخر العروض المتاحة او ممكن تتواصل مع خدمة عملاء على 19251 يوميا من الساعة 9:30 صباحا الي 11 مساء علشان نقدر نساعدك

تقدر تدفع الأقساط اونلاين 💳 أو كاش 💵 و تقدر تعرف تفاصيل كل خطوات الدفع لو ضغطت علي الزراير بالأسفل

كاش اونلاين

اونلاين

Write your question here

Thank you

www.dxwand.com
✉ sales@dxwand.com