



**Idealake**

**Idealake SmartBot**

Solution by Idealake partnered with Microsoft.

**MARCH 9, 2023**



# Idealake SmartBot Solution

Powered by Artificial Intelligence and supported by Smart Search, the Idealake SmartBot Solution creates a navigation system that completely takes the pressure off humans, while solving queries with a human touch. With our intelligent SmartBot, users don't have to worry about using correct keywords, correct grammar or technical terms. The SmartBot gives human-operated call centers a massive break too, as it can smartly address a wide range of queries from different users.

To create a navigation system that completely takes the pressure off humans, while solving queries with a human touch. With our intelligent chatbot, users don't have to worry about using correct keywords, correct grammar or technical terms. The chatbot gives human-operated call centres a massive break too, as it can smartly address a wide range of queries from different users.

## **SmartBot Features:**

### **1. Provide support and sales**

The bot is capable to provide answers to queries, product information, service integration, transaction, and lead generation. While doing so, it supports all forms of data like text, image, gif, videos to make the UI more simplified.

### **2. Multilingual support**

Chat supports more than 50 languages (voice and type). This includes like English, Hindi, Gujarati, Malayalam, Punjabi, Tamil, Telugu, Urdu, Kannada, Bangla, etc

### **3. Voice empowered**

Integrated voice feature which enables chat bot to interact and communicate through voice. Custom voice solutions available

### **4. Multi-channel bot**

Chat bot to run seamlessly on multiple channels like Website, Mobile App, Facebook Messenger, WhatsApp. You can configure a bot to connect to any of the standard channels such as Web, Mobile app, Whatsapp, Alexa, Facebook Messenger, Slack, Direct Line, Microsoft Teams, Skype, Telegram, Twilio, Webex and custom additional channels.

### **5. Natural Language processing**

A complete NLP based solution, which enables the bot to understand and interpret human intent.

### **6. Active learning**

A complete AI solution which helps train the bot itself with active learning while more and more users interact with it.

### **7. Conversational experience**

It detects the emotional content and responds to the feelings appropriately during the chatbot's conversation.

### **8. Live agent integration**

Chat bot can be integrated with live agent which will transfer the conversation to live customer support with a click of a button.



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## 9. **Third party integration including payment**

The bot can seamlessly connect to third party services and backend integration to existing customer systems like CRM, LMS etc.

## 10. **Auto Correct**

Chat bot to identify mis-spell words and provide user with solution.

## 11. **Geo Location**

Our chat bot comes with integrated geolocation services which captures user location real time which can be critical for bridging service-related gaps while interacting with the user.

## 12. **Non - linear flows**

Chat bot to identify and handle user question out of turn of a set created flow which helps users to interact with the bot like a human.

## 13. **Omnichannel experience**

This enables to create individual touch points over variety of channels that seamlessly connect, allowing users to pick up where they left off on one channel and continue the experience on another.

## 14. **Rating and feedback**

With this feature the user can rate the answers and experience provided by the chat bot which will further help to improve the conversations based on the customer feedbacks.

## 15. **OCR capabilities**

Can be seamlessly integrated to read data over images inside the bot.

## 16. **Context based responses**

Chat bot identifies and retains user intents to set the context once. This avoids the bot asking the same questions in multiple flows.

## 17. **Analytics**

Analytics dashboard is provided to measure the bot performance. The same is customizable based on customer requirements.