



Globby

Intelligent Chat Assistant

Chatbot Platform for Your Business

Globby your way to exceptional customer service and bigger sales

In today digital economy, on going conversations with your customers and citizens is becoming a mandate. Your brand is available on multiple online and mobile channels and your customer needs the ability to connect with you anytime, anywhere and expects you to fulfil their need whether to submit a compliant, receive good answer to a question, or buy a product/service immediately. It's high time to create intelligent conversational experiences to retain and improve your position in a fierce market.

What is Globby?

Globby is an integrated chat bot platform that provides your business the capacity to chat with your customers in real-time using AI-driven Chatbot. It helps you create intelligent conversational experiences on your website, mobile and social media channels.

Readily available in English and Arabic, Globby enables you to boost customer service levels and amplify sales volume. Additionally, Globby transforms your customer conversation journey into a lead capturing and nurturing system by integrating with Dynamics 365, CRM, Microsoft Teams and other 3rd party solutions.

Why use Globby?

- Open AI-Driven Chatbot service for 24/7 customer service.
- Central backend to manage customer engagements and business performance.
- Social Media channels integration.
- Automatically generated FAQs.
- RAG Knowledge base management.
- Alerts & notification.
- Analytical dashboards, reports and charts.

The Benefits

- Unified conversational experience.
- Enhanced brand proximity on web, mobile and social media.
- Increased customer satisfaction.
- Amplified sales volume.
- Improved business performance and workforce productivity.
- Optimized customer services and reduced costs with 24/7 customer service availability using Chatbots.

The Difference

- Integrates with Dynamics 363, Microsoft Teams, other CRM and 3rd party solutions.
- Easy-to-use, multilingual with built in bilingual (English/Arabic) support.
- Built on Open AI.
- Built-in content summarization, refinement, translation, and classification capabilities.
- Voice-to-Voice capability.

The Service Model

- Consultancy & analysis.
- Implementation & customization
- Integration.
- Support and training.

A central place for creating ongoing, intelligent digital conversational experiences with your customers.

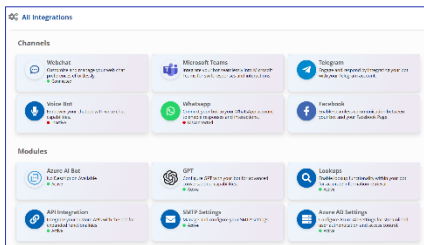
Globby: Your Most Trusted Chatbot Digital Assistant!

Globby your brand on all communication channels!

- Brand your chat box with you logo as per your branding guidelines in no time with variety of templates.
- Control the look & feel of Globby in accordance with your business brand.
- Web chat and mobile SDK for a consistent branding experience.
- Supports Facebook Messenger, WhatsApp for Business, and Telegram.
- Supports Microsoft Teams for internal chat bot use cases requirements.
- Craft your preferred custom welcome and/or working hours message.

Integrated backend to boost workforce productivity with built in Arabic language

- A central backend that manages Chatbot integration in a balanced matter
- Easy-to-use by customer service administrators
- Improve response time through predefined responses and shortcuts
- Individual and bulk push notifications & alerts

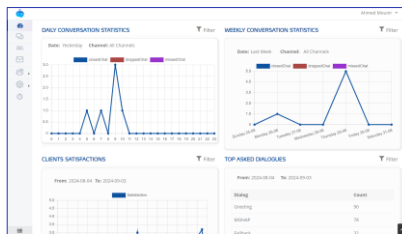


Trusted by



Provide Chatbot for great customer experience

- Anytime, anywhere conversations.
- Near-zero waiting time in queues.
- Automatically detect customer language (English/Arabic) and fetch the right bot response to resume the conversation.
- Easy-to-build and manage RAG Driven Open AI knowledge base for the Chatbot.
- Triggers and Events listener for personalized customer assistance.
- Automatic conversations rating via Sentiment Analysis.
- Voice-to-Voice interaction capability for zero-typing chatting experience.
- Scale up and down as per consumer consumption.



Performance insights & analytics

- Intelligent dashboard to monitor real-time KPIs and statistics on your key business data including, response time, customer rating and feedback and others.
- Attractive charts for detailed chat loads per hour, per day or per month; and much more.

Integrate with digital solutions for complete lead generation

- Full integration with Dynamics 365, CRM and 3rd party systems o better manage and convert your leads.
- Integrate with your Microsoft Teams to improve workforce communications.

Globby!

Our promise to you!

Create intelligent chatting journeys for excellent customer service and amplified sales.

We can help in your quest for customer service excellence!

- See a solution demo.
- Ask our teams of experts and tap into our digital roadmap.
- Tailor the platform to your specific needs.
- Integrate with your other systems.
- Ensure long-term support.



Why Link Development?

Link Development is a global technology solutions provider leading the digitalization of private and public sectors. We drive the business transformation of our customers by delivering integrated, inventive, and digitally productive experiences that blend cloud, analytics, mobility, AI services, Dynamics 365 - CRM, Infrastructure, IoT, and others. Founded in 1996, we operate in +24 countries through eight offices in UAE (HQ), Egypt, KSA, Qatar, and USA.