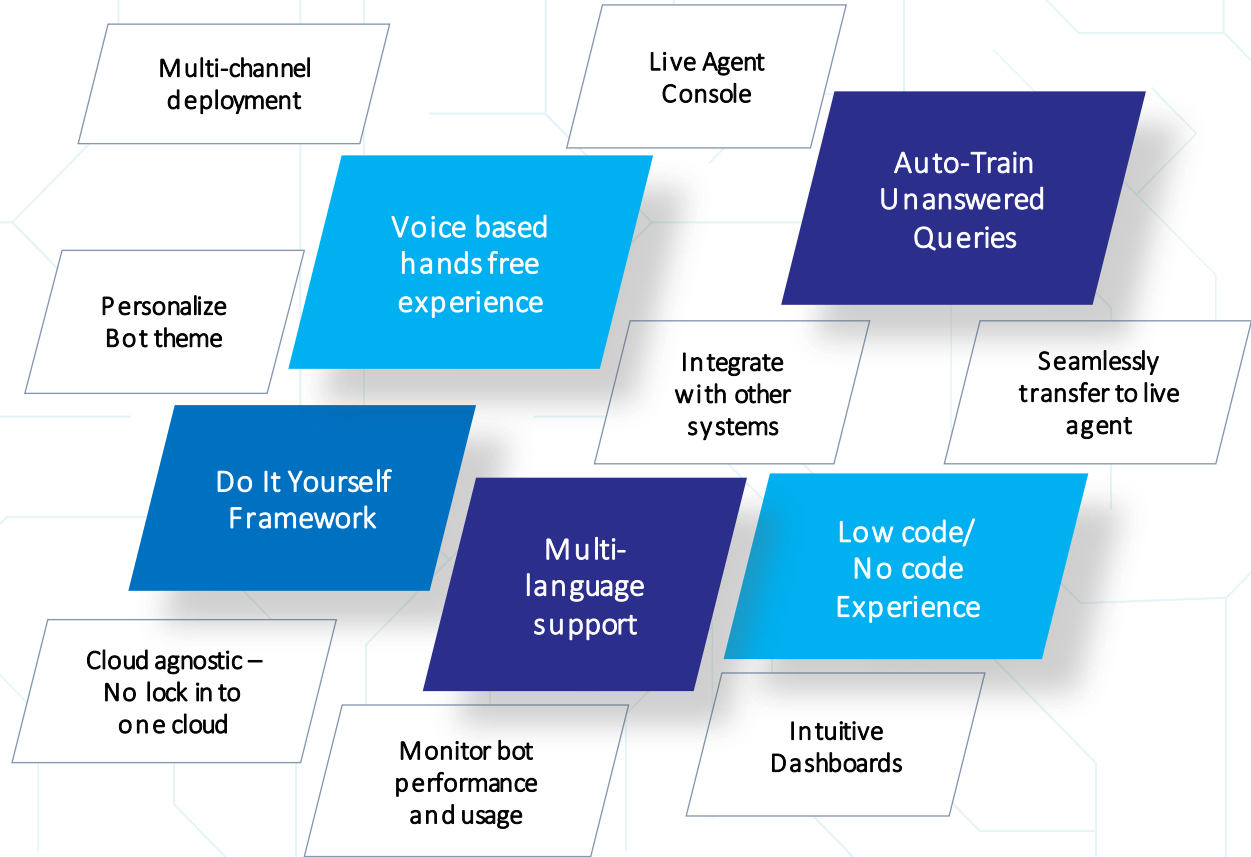# Botzer

Chatbot Solution

Sept'21

What is Botzer

Botzer is an AI powered cloud based, multi utility platform that helps you build Digital Assistants and automate conversational workflows in a DIY model with a personalized experience in a cost-effective manner.

Botzer is capable of understanding customer interactions, making your business more efficient, responsive & customer-centric

Multi-channel deployment

Live Agent Console

Auto-Train Unanswered Queries

Voice based hands free experience

Personalize Bot theme

Integrate with other systems

Seamlessly transfer to live agent

Do It Yourself Framework

Multi-language support

Low code/ No code Experience

Cloud agnostic – No lock in to one cloud

Monitor bot performance and usage

Intuitive Dashboards

Key Highlights of Botzer platform

"Ready to Deploy" bots with reduced Time To Market

Low Code/ No Code platform

Fastrack chatbot enablement across different teams

Auto-train Unanswered Questions/Exceptions

Easy to scale at enterprise level

Cloud and Platform agnostic

Intuitive Bot Design Experience

Custom Integrations with internal/ external systems

Proven Track Record in Chatbot Solutions

Accelerated Insurance Quotes Resolutions

Provide immediate query resolutions for insurance policies and quotes for new/existing customers
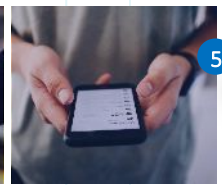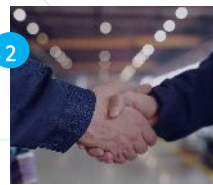
Enterprise Assistant

LTI's Bot Ecosystem transformed organizational services like HR, Admin, and IT creating a ubiquitous workplace with new and improved services
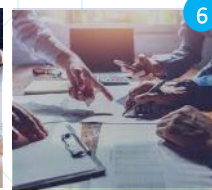
Real Estate Assistant

Enable Real-Estate customers to schedule appointments, book cabs, restaurant tables, check parking lots availability & browse through retailer catalogue in the bot.
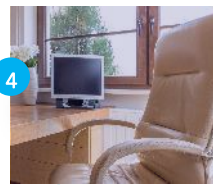
Intelligent Voice Interactions

Use the intuitive speech conversion to retrieve and update sales information.

Alexa skills-based bots for new insurance policy enrollment

Relocation, Packers & Movers

AI conversational bot that assists customers on relocation, shifting, immigration and storage space related business queries and appointments

Intelligent KMS & Document Search

Policy document scanning using OCR and processing it using Knowledge Management Systems via APIs

Intelligent Success Factors Assistant

Integration with SAP SuccessFactors via APIs to manage HRMS flows for employee over Web and Slack channel.

SAP SuccessFactors
SAP

Intelligent Virtual Assistant Platform

For a leading International Financial Institution

What did we do ?

An Intelligent Virtual Assistant platform that can answer user queries on multiple domains along with action-oriented capabilities

Triaging function to classify user queries across multiple enterprise domains such as HR, IT, Travel. The Platform is **expandable to add more domains**

Actionable/form-oriented capabilities – Apply/Approve /Cancel Leave, Check Leave balance via integration with Enterprise systems

Multi-Lingual Support, Real-time employee engagement, enhanced and integrated experience, **24 X 7 availability**

What did we achieve?

Increased Engagement Intuitive Conversation and Automation

Scalable Platform - Expandable to support multiple domains

Immediate Response **24X7 availability**

Levers of AI Used

Natural Language Processing

Machine Learning

Speech to Text

Language Translation

HR Digital Assistant

For Asia's leading communications group that provides a diverse range of services

What did we do ?

Voice and Text based customer support over a multiple conversational channels

Chatbot solution **integrated with SAP Success Factors** deployed on HR Central website to **automate HR processes**

Chatbot solution to assist their employees for:
- Leave application process
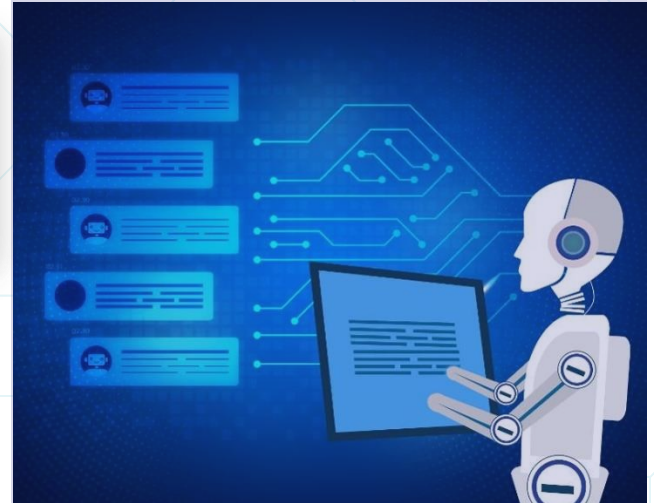- Approve pending requests
- New hire on-boarding

Comprehensive solution to cater employee needs **across geographies,** Real-time employee engagement, enhanced and integrated experience, **24 X 7 availability**

What did we achieve?

Free up HR department occupancy **by 30%**

Increased service resolution **by 40%**

Immediate Response **24X7 availability**

Levers of AI Used

Natural Language Processing

Machine Learning

Speech to Text

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Customer Support Automation

For one of India's largest and leading general insurance company

What did we do ?

Automation of Customer Support & Policy Related Servicing

Supported complex **customer queries** and **recommend policies** based on preference and lifestyle.

Chatbot integration over **Web, Facebook Messenger and customer mobile apps** to assist their customers to:
- Buy & Renew policies.
- Manage policies related services.
- Post-sales support
- Voice based bot interactions to resolve policy information and related queries.

Multi-channel support, Real-time customer engagement, enhanced and integrated experience, **24 X 7 availability**

What did we achieve?

Reduction in call volumes **by 60%**

Increased service resolution **by 50%**

Response time reduction from **~24 hours to ~3 mins.**

Levers of AI Used
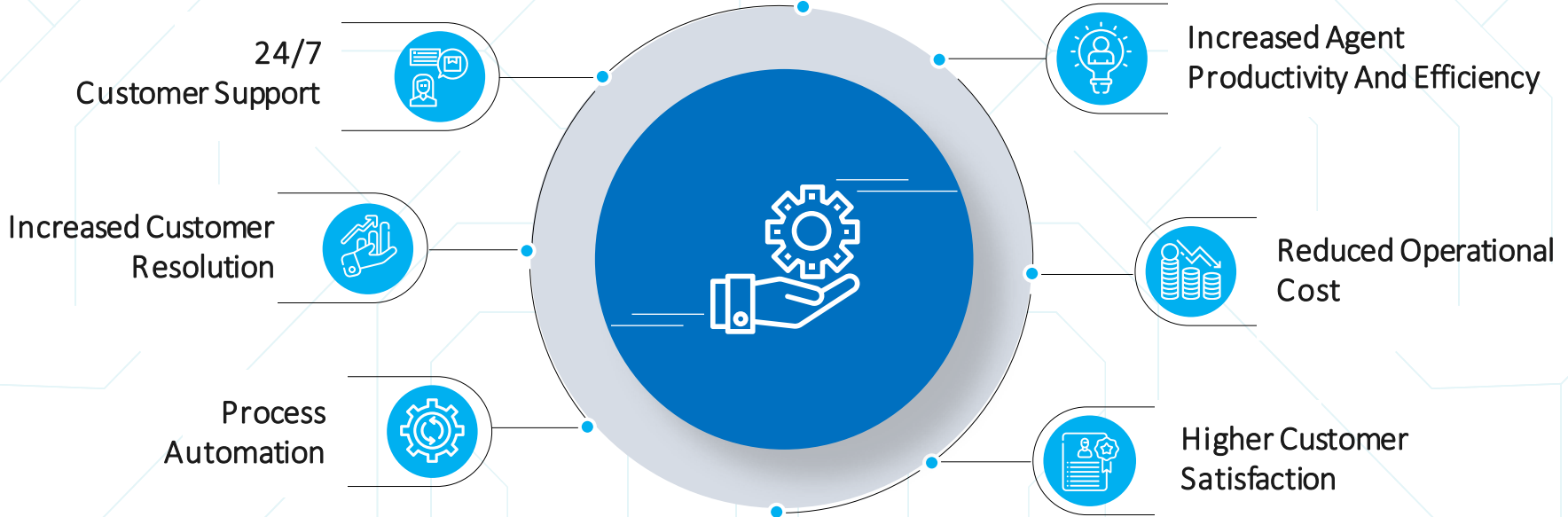
Natural Language Processing

Machine Learning

Speech to Text

Value Proposition

24/7 Customer Support

Increased Customer Resolution

Process Automation

Increased Agent Productivity And Efficiency

Reduced Operational Cost

Higher Customer Satisfaction