



# Generative AI-Powered Chatbots

Leverage cutting-edge AI to craft smart, dynamic chatbots for personalized customer experiences.

**Created by:**  
**Punctuations**

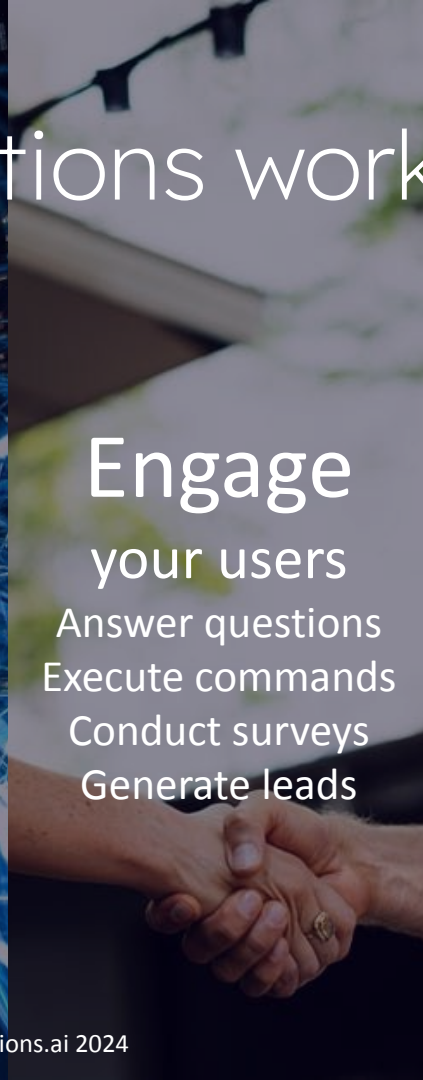
# How does punctuations work for you?



Create  
your bot



Connect  
your data



Engage  
your users  
Answer questions  
Execute commands  
Conduct surveys  
Generate leads



Insights  
Act & Grow



# Your AI-Powered Chatbots

Bots that can truly answer

- Build on top of latest GenAI models
- Understands language
- Finds answers from your private data
- Maintain context of your conversations
- Bots maintain tone and brand personality
- Support for human in the loop
- Support for multiple languages



WebQna



Tell Me About Jsw Group?

JSW Group Is A Leading Business House In India With A Strong Focus On Sustainability And Social Development. The Group Operates In Various Sectors Such As Steel, Energy, Infrastructure, Cement, Ventures, Paints, Realty, Sports, And Foundation. It Has A Diverse Workforce Across India, USA, Europe, And Africa, Employing Nearly 40,000 People. JSW Group Aims To Create Value For All Stakeholders By Pursuing Sustainable Growth And Continuously Improving Its Performance.

When Was It Founded?

The JSW Group Was Founded In 1995.

By Whom?

The JSW Group Was Founded By Mr. Jindal.

Type your message...



# Multilingual Support

## Supported with native keyboard

- English
- Hindi
- Marathi
- Telugu
- Tamil
- Gujarati
- Urdu
- Kannada
- Odia
- Malayalam
- Punjabi
- Assamese
- Nepali
- Sindhi

## Voice Support

- English
- Hindi
- Marathi

Partial Voice Support - User needs to see the translation and make corrections

- Telugu
- Tamil
- Gujarati
- Kannada
- Malayalam
- Punjabi

# Connect your data



SQL



API



Website

- Salesforce
- Elastic Search
- SOLR
- MongoDB
- Couchdb
- Cloudbant
- Redis
- Memcached
- Neo4j
- Sendgrid
- Sharepoint
- Box
- Dropbox
- Google drive
- FTP / SFTP
- S3
- Azure

*... and hundreds of others*

# Engage customers / users



Web



Slack



Teams



Mail



Social



# Data Security

## **Punctuations commitment:**

Your document , data and models trained for you are private and:

- are NOT available to other customers.
- are NOT available to OpenAI.
- are NOT used to improve other models.
- are shared with any 3rd party.
- are controlled to ensure authorised access.

## **Data Privacy**

ISO 27001:2013 Certified

## **Microsoft's commitment:**

Your questions / document (inputs) and answers (outputs), your embeddings, and your training data:

- are NOT available to other customers.
- are NOT available to OpenAI.
- are NOT used to improve OpenAI models.
- are NOT used to improve any Microsoft or 3rd party products or services.
- are NOT used for automatically improving Azure OpenAI models for your use in your resource.

The Azure OpenAI Service is fully controlled by Microsoft; Microsoft hosts the OpenAI models in Microsoft's Azure environment and the Service does NOT interact with any services operated by OpenAI (e.g. ChatGPT, or the OpenAI API).



# Use Cases





# Sales Assistant

---

Have a virtual salesman on your website or social media

Your bot only needs access to all your public documentation and will answer any clarifying questions

Bot will generate leads into your desired platform

Answer FAQs around your product or service

Bot can also be set to ask qualifying questions before taking the lead ahead



# Knowledge Librarian - Internal bot

---

Give webqna access to all your data silos  
Our connectors will connect and index all the content

Bot framework will then answer direct questions about anything in the data

No longer are users needed to go over several answers to find the most relevant one, cause AI is already doing that for them

This is great for contact centers, business continuity and enabling users to find answers without having to reach to the expert on the team



# Human Resources & Employee Onboarding

---

## **Streamlined Onboarding Process**

Chatbots can guide new employees through the onboarding process, providing information about policies, benefits, and procedures.

## **Quick Access to HR Information**

Employees can get immediate answers to common HR-related queries.

## **Reduced HR Workload**

Automating routine inquiries allows the HR team to focus on more strategic tasks.

## **Enhanced Employee Engagement**

Interactive and instant communication improves employee engagement and satisfaction.



# Role playing - Tutor

Add skills to your bot to use it to evaluate how well your users have understood a concept or have them explore a particular topic

## Applications:

- HR campaigns
- Learning new skills
- Evaluate employee understanding



HDFC Internal

Skill : HDFC Employee's Conduct and Ethics

Change v

Start Again

What should an employee do if they have a conflict of interest with the bank or its constituent?

report it to superior

Good job! Reporting a conflict of interest to a superior is the right action to take in such a situation. It ensures transparency and helps in maintaining ethical conduct.

Now, here's your next question: According to the HDFC code of conduct, what types of gifts can an employee accept?

we should not accept any gifts from customers

Excellent! You are correct. As per the HDFC code of conduct, an employee should not accept gifts from customers. This helps to avoid any perception of favoritism or conflicts of interest.

Now, here's your next question: What is the expected behavior of an employee in terms of privacy and confidentiality of customer and third-party data, according to the HDFC code of conduct?



Type your message...





# Customer Support & Engagement

---

Having a AI bot on your website powered by an LLM like chatgpt can help with lead generation

**24/7 Availability:** Chatbots can provide round-the-clock support, answering common queries and offering assistance outside of regular business hours.

**Efficient Query Resolution:** They can quickly resolve standard questions, freeing up human agents to handle more complex issues.

**Guided Navigation:** Helps users navigate the website, enhancing user experience and satisfaction

**Integration:** Can feed customer data back into the CRM for better analytics



# Get in touch

Phone: +91 0250 2322888

Mail: [info@webqna.ai](mailto:info@webqna.ai)

<https://webqna.ai>