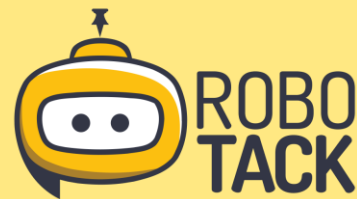




Chatbot



Monitor . Analyze . Engage

TABLE OF CONTENTS

01 About the Project

02 Project Goals

03 Statistics and
Insights

02 Project Stages

04 Sneak Peek

06 Our Clients

PLATFORM EVOLUTION

WWW.



1990's

2000's

2019

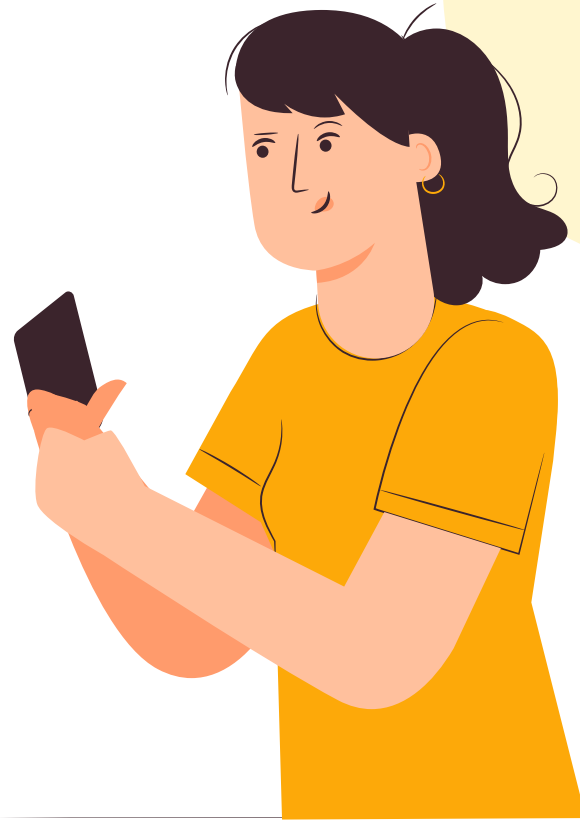
Web

Mobile Apps

AI/Bots

ABOUT THE PROJECT

ChatBot is a virtual assistant programmed to automatically respond to user requests. And reach them at their favorite points of contact, to serve them quickly, accurately and to satisfy them with great value.



BOT TYPES



Flow Builder

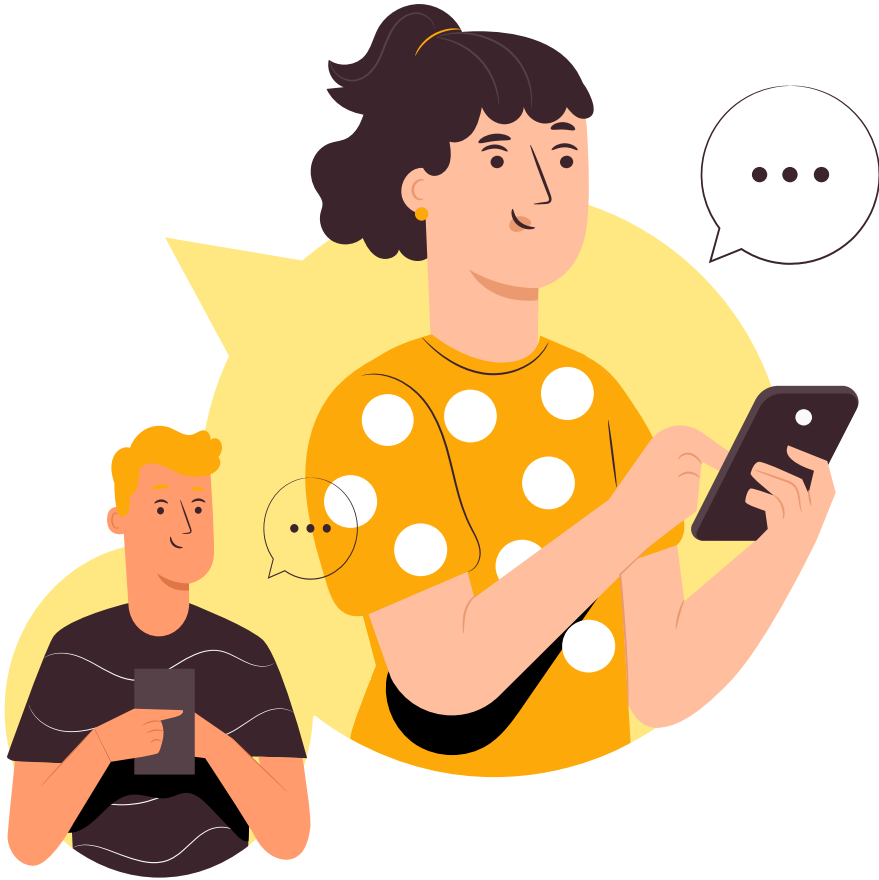
A backend tool that enables the admin to build the expected user flow during his conversation with the customer.



Natural Language Processing (NLP)

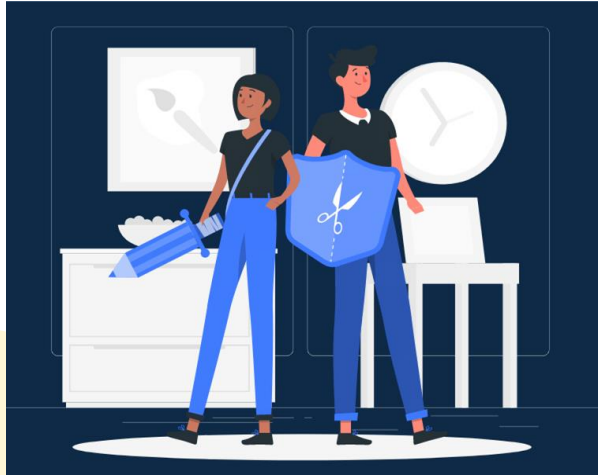
NLP, the Terminator Approach of Chatbot. It's a type of artificial intelligence technology that aims to interpret, to recognize, and understand user request in the form of free language










“The reason why Chatbot programs became an effective tool, is that it provide a quick, direct help, and engages with customer like no other customer service tool”

PROJECT SMART GOALS



Here are some of the most promising advantages of Chatbot program

-  Increase app download
-  Customer app& social media engagement
-  Increase revenue
-  Encourage online transaction
-  Gather valuable data
-  Attract new customers

WHAT WE ARE WORKING ON



Accessibility

Creative widget to facilitate the customer's journey into the same app/web, or by support the social media pages with the service



Excitement

Bring excitement around the brand



Strong Ratings

Building a community around your brand



Social Network

Creates energy and social proof.



Surprises/Offers

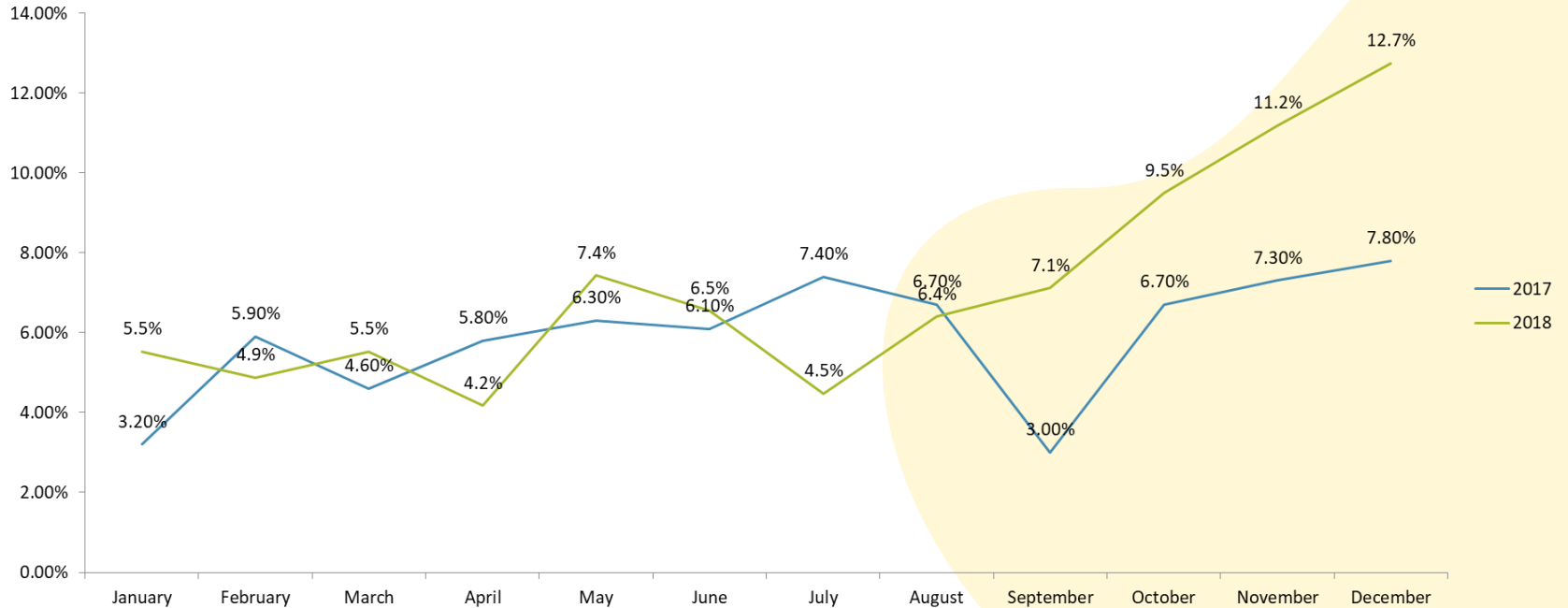
Surprises help keep people interested



STATISTICS AND INSIGHTS

Telecom Company

ENGAGEMENT RATE



STATISTICS AND INSIGHTS

Telecom Company

Incoming to agents:			
Month	Nov-18	Nov-19	Nov-20
incoming	89,229	131,291	103,078
Incoming to Bot:			
	Nov-18	Nov-19	Nov-20
incoming	0	51,875	52,671
Bot efficiency rate			
	Nov-18	Nov-11	Nov-20
	/	39.51%	51.10%



STATISTICS AND INSIGHTS non profit organization

Your 5 Most Recent Posts							Create Post
Reach: Organic/Paid Post clicks Reactions, comments & shares							
Published	Post	Type	Targeting	Reach	Engagement	Promote	
05/10/2020 10:28	 المحامية والحقوقيّة الفداء والمدافعة عن حقوق المرأة العاملة والتي دعمت مسيرة صداقة منذ انطلاقتها لك			340	13 4	Boost post	
29/09/2020 13:21				564	11 7	Boost post	
28/09/2020 00:33				656	39 9	Boost post	
21/09/2020 15:37	 الطاعن الميكر للمرأة هو جزء من ظاهرة عامة في الأردن في سن ومرحلة مهنية تكون فيها في أوج			5.8K	1K 292	Boost post	
21/09/2020 15:24	 صداقة: نحو بيئة عمل صديقة للمرأة. It's now easier to send a message.			520	13 14	Boost post	
See All Posts							

Actions on Page

7 September - 4 October

8

Total actions on Page ▲100%



Page Views

7 September - 4 October

586

Total Page views ▲6%



STATISTICS AND INSIGHTS

Retail Company



Total Tickets
5,857



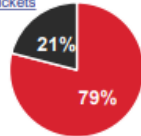
Agent
4,628



Chatbot
1,229

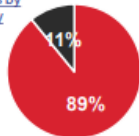
Ticket Statistic

Total Tickets



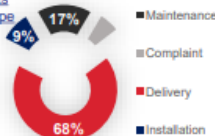
■ Agent ■ Bot

Bot Tickets by category



■ Inquiries ■ Order

Bot Tickets Service Type



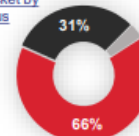
■ Maintenance
■ Complaint
■ Delivery
■ Installation

Agent Tickets by category



■ Inquiries ■ Order

Agent Ticket by Status



■ Transfer
■ Active
■ Closed

Customer Satisfaction



Total Rated Tickets
381

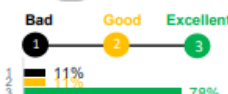
Bad Good Excellent
1 2 3



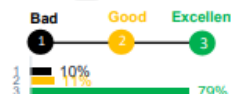
Ticket Rate per Agent



Agent 1 rate 92



Agent 2 rate 168



Agent 3 rate 10



Agent 4 rate 14



Sale 1 rate 32



Sale 2 rate 65





SNEAK PEEK

CUSTOMER VIEW

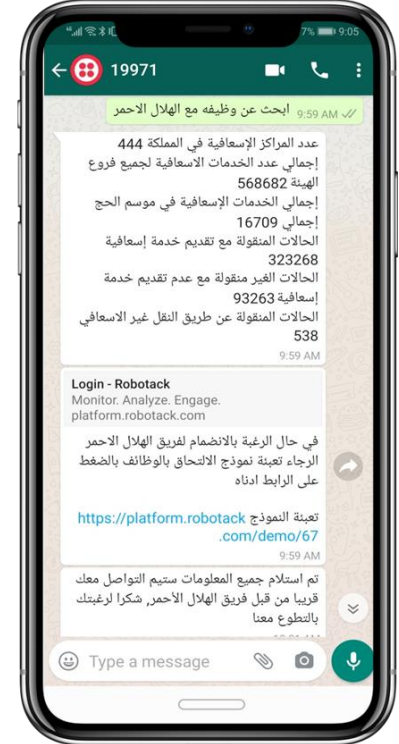
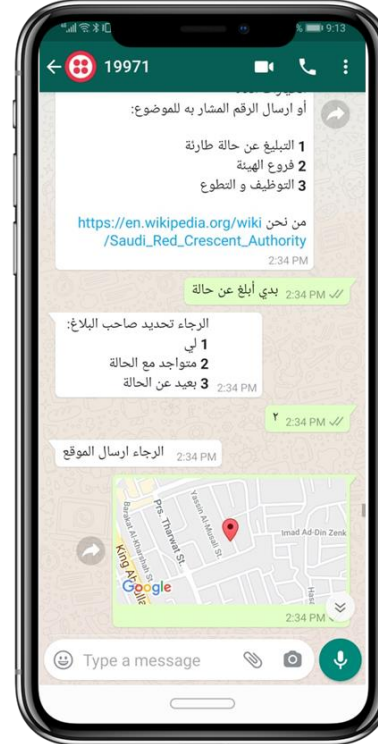
FB Messenger



QUEEN ALIA
INTERNATIONAL AIRPORT
مطار الملكة علياء الدولي

CUSTOMER VIEW

WhatsApp Messenger



ROBOTACK COMPREHENSIVE PLATFORM



Robotack digital care control allows to have a full control and monitoring capabilities over all its modules using a single administration console.

To help you engage with your customers like never before with a very smooth and user friendly interface.



**We go far beyond only
provide a platform
provides a customer
care!**





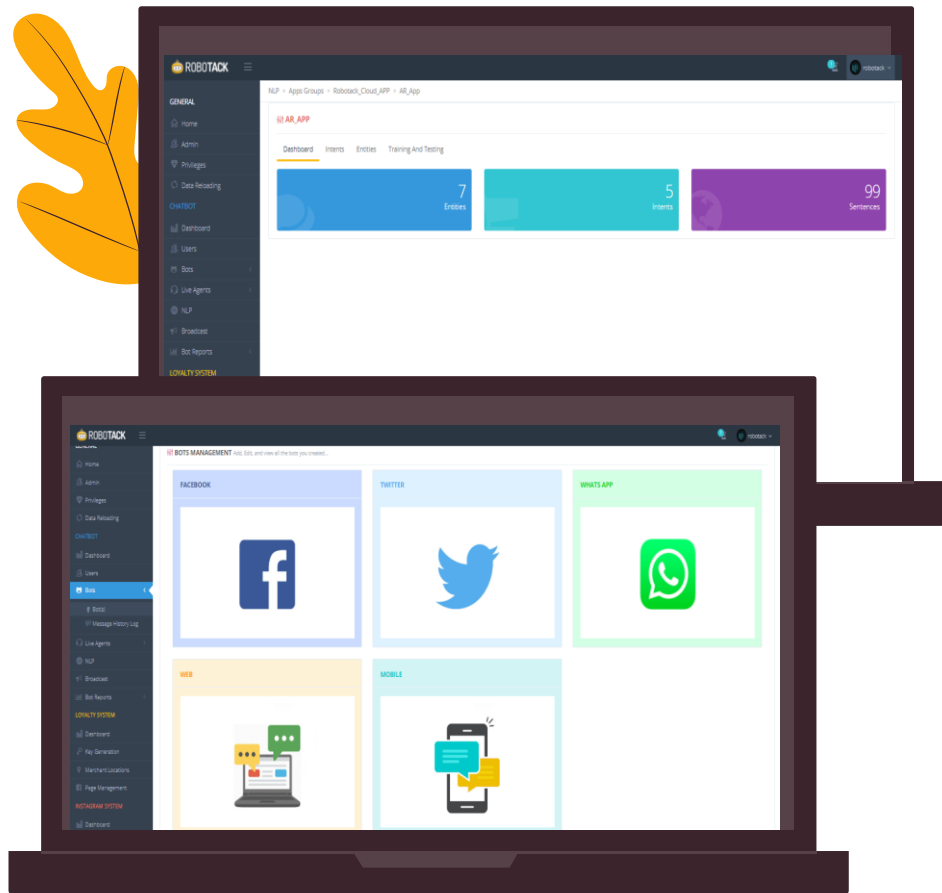
You can build your scalable chatbot on your prefable channel (WhatsApp, web, app, FB, Twitter, etc..)



You can bring little excitement to your customers lives by control your way of communication



You can support many languages.





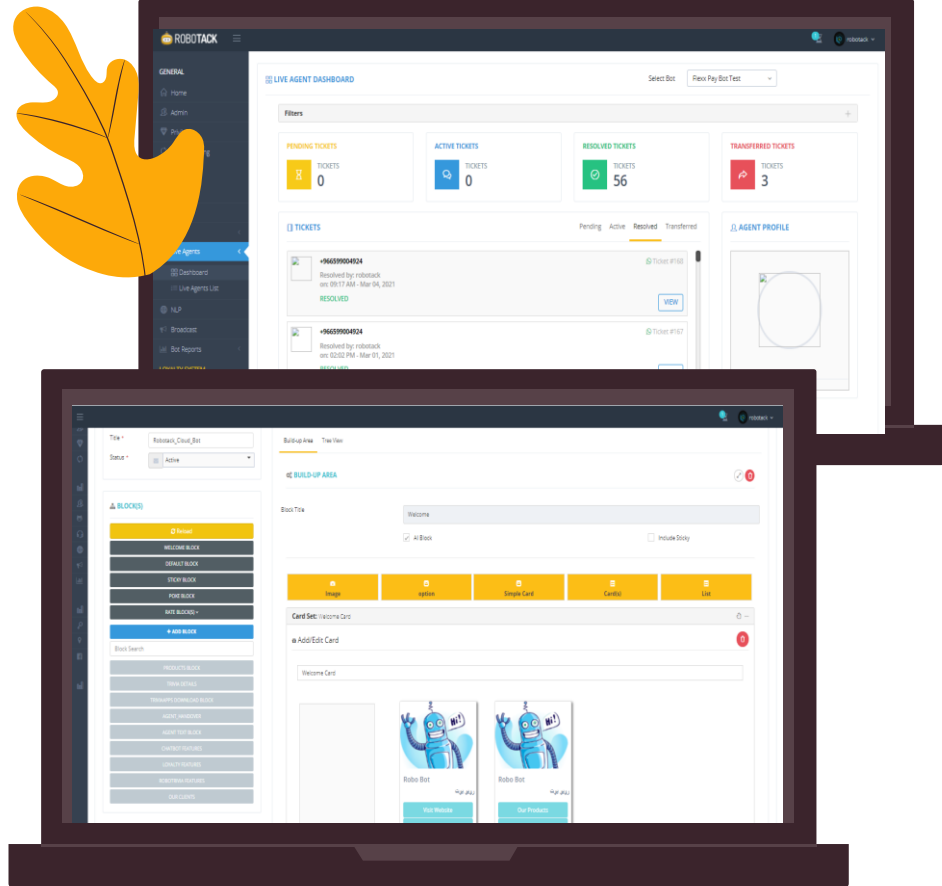
Customized reporting tool for the customers, conversations and actions etc.



Check all registered user transactions history from in a unified portal that provides a 360-degree insights for the customer behavior, in order to customize your messaging more accurately



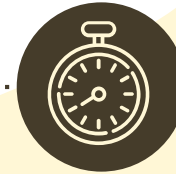
Transfer the conversation to live agent system.



PROJECT STAGES

Chatbot structure

Define the blocks and responses, train your bot



Instant response

Customer purchase more and engage more

Users Interact on many platforms

Encourage customer to engage more with your App/Web, social pages

OUR CLIENTS



**Saudi Red Crescent/
KSA**



**Elite Hospital/
KSA**



**Queen Alia international
airport/ Jordan**



ITC/ Jordan



**Umniah/
Jordan**



Almania/ KSA

THANKS

Feel free to contact us if you have any questions!



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