



AI CHATBOT SOLUTION

Enhance your customer experiences with the power of AI-based Chatbot



Choose your solution as require:

- * Menu based Chatbot
- * FAQ Chatbot
- * NLP based Chatbot
- * ChatGPT powered Chatbot

Delightful customer and employee experience requires seamless communication.

HOW WOULD A CHAT BOT HELP ENTERPRISE?

Some predictions for company using AI Chatbot Solution

2.5 billion hours saving

\$11 billion cost saving.

23.8% CAGR till 2030

4X higher leads conversion

79% of people prefer to live chat over other channels.

*astTECS brings you the advanced AI technology driven chatbot solutions that enable the organisation to have seamless conversation with customers. With versatile capabilities and customization options, our chatbot leverages the existing enterprise channels and new channels such as WhatsApp, other social media, mobile devices to provide personalised customer service at ease.

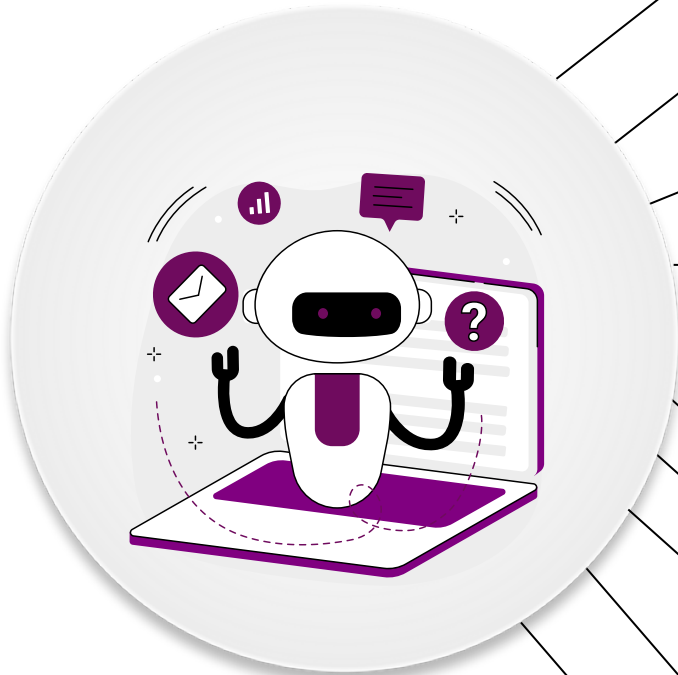
*astTECS Chatbot solutions enable you to offer uninterrupted 24x7 customer service giving immediate response to customer's most common queries, which helps to increase your customer engagement, while freeing the agents from repetitive and mundane tasks and focus on critical issues to resolve.

WHAT WE OFFER?

- Initial setup and configuration
- Conversation history & Continuous learning Platform
- Regular review & update of knowledge base
- Platform up gradation & migration



BENEFITS OF AI CHATBOT SOLUTION



Enhance customer satisfaction



Resolves customer queries in real-time



Eliminates tedious, repetitive tasks



Reduces overhead expenses



Delivers higher lead generation



Delivers superior customer experience



Ensure zero-waiting time



Reduces human errors



Enhances your brand value



Helps organisations gain a competitive edge

KEY FEATURES

- Open Source Technology
- NLP: Spacy, GPT 3.5
- Cloud: *astTECS Cloud, Optional: AWS
- Analytics Dashboard & reports
- Easy to set up & use
- Enterprise grade security
- Integrate seamlessly with enterprise systems like ERP, CRM,
- Omni-Channel integration with Website, WhatsApp, Facebook and Instagram

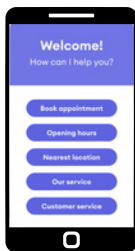




CHOOSE THE CHATBOT SOLUTION AS YOUR BUSINESS NEEDS

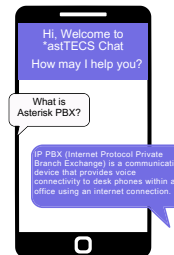


Menu Based Chatbot



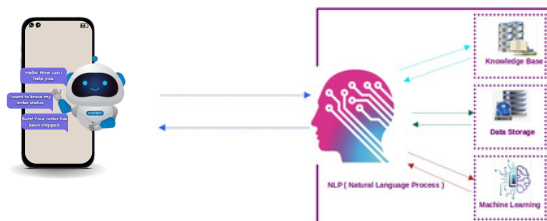
A menu-based chat bot presents users with a structured set of options to choose from. It allows the users to select from pre-defined menus or navigate through the available choices

FAQ Chatbot



*astTECS FAQ chat bot assists users by providing answers to the most frequently asked questions. it's like an FAQ page in website. It helps to teach customers about your brand, product, and service and direct them to the appropriate website page.

NLP Based Chatbot



NLP is an applied artificial intelligence (AI) program that helps your chat bot analyze and understand the natural human language communicated with your customers. It understands the intent of the conversation rather than just use the information to communicate and respond to queries.

ChatGPT powered Chatbot



ChatGPT powered chat bot uses the AI Powered by GPT 3.5, this utilizes advanced NLP to address user queries effectively and efficiently, delivering natural responses.



APPLICATIONS

*astTECS AI Chatbot can be deployed across industries to provide customers support and to engage with customers for sales and marketing. Few industries are:



Retail and e-commerce:

- Product and price notifications
- Notify on Cart abandonment
- Assist customers on placing order process
- Post-purchase customer service like order tracking, refund etc.



Healthcare

- Booking appointments
- Billing and insurance processes
- Conversational self-service like resolving the patient's queries instantly



Travel and hospitality

- Complete Information about the hotel
- Information on amenities
- Check in / Checkout modalities
- Restaurants, Spa, Gym information
- Menu based room booking
- Manual intervention /callback, if necessary.



HR Manager

- Collect required information/ documents from new joiners
- Communicate office rules/ protocols
- Answer frequently asked onboarding questions
- On-boarding process for employee



Financial Institution

- Personal financial data like account balance, transaction details etc.
- Loan services like EMI calculation, check eligibility
- Other services like insurance, investment details, wealth management.



Customer Service

- Answer frequently asked questions
- Provide solutions to problems at the first level
- Highly trainable for advanced problem solving
- Dynamic learning to improve knowledge base

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