

# BOTlibre!



## Introducing Bot Libre for Business

- ▶ Virtual Agents
- ▶ Chat Bots
- ▶ Social Media Bots
- ▶ Live Chat
- ▶ Forums



# Provide 24/7 Customer Service

A “**Virtual Agent**” is an **automated** customer service agent

Virtual agents can provide

- ▶ **Customer service**
  - ▶ **Sales**
  - ▶ **Technical support**
- on your website or mobile app



# Reduce costs, and improve response times

Virtual agents are always available

- ▶ **24 / 7**
- ▶ **No call center staffing required**
- ▶ **Instant response times**



You Is anyone online?

Agent I'm always here to help.

I'm always here to help.

You say

Send



# No Programming Required

Bot Libre makes creating and training your virtual agent easy

- ▶ No programming
- ▶ Upload FAQ files
- ▶ Bot automatically matches questions with the best response

## ? Training & Chat Logs



Enter the new question and response

Question:

New Response:

Keywords:

Save

Cancel

# Monitor Conversations

Bot Libre's **Admin Console** lets you monitor and correct your bot

- ▶ **View conversation logs and history**
- ▶ **Correct responses**
- ▶ **Add keywords and topics**

Search  Duration  Filter   
Type  Restrict   
Show  Topic  Label  Keywords  Required  Emotions  Actions  Poses  Previous  Repeat

27 results.

## Conversations

- Chat - 2015-12-09 11:42:39.698
- 11:42:39 Help Bot: How can I help you?
- 11:42:43 Jim: Hello
- 11:42:43 Help Bot: Hello Jim

# Advanced Scripting

Import advanced scripts from our **script library**, or create your own

- ▶ **Chatbot standard AIML 2 scripting**
- ▶ **Advanced Self scripting language**
- ▶ **Import many reusable scripts**

## Editing Script

```
1 // Reduce specific phrases to ones that can be understood.
2 State:Reduction {
3   pattern "(can) (you) tell me who * is" answer (redirect formula:"who is {:star}");
4   pattern "do you know who * is" answer (redirect formula:"who is {:star}");
5   pattern "tell me who * is" answer (redirect formula:"who is {:star}");
6 }
```

# Automate Social Media

Increase your business's presence on social media

- ▶ Respond to questions on Twitter, Facebook, Telegram
- ▶ Post news from your blog or RSS feed
- ▶ Auto tweet



# Automate Email

Automatically answer question through email

- ▶ **Connect to POP3 and STMP email**
- ▶ **Parse and respond to email messages**

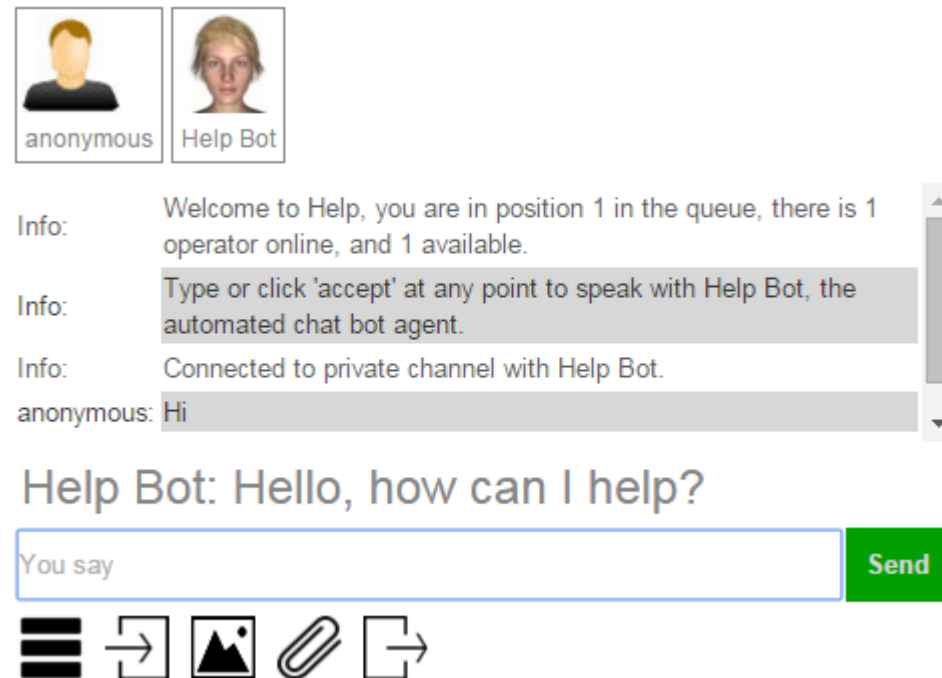




# Integrated Live Chat

Integrate your virtual agent with our **Live Chat**

- ▶ **Virtual agent provides service when live operators are offline or not available**
- ▶ **Virtual agent can learn from live operators**



The screenshot displays a chat window with two participants: 'anonymous' and 'Help Bot'. The chat history includes:

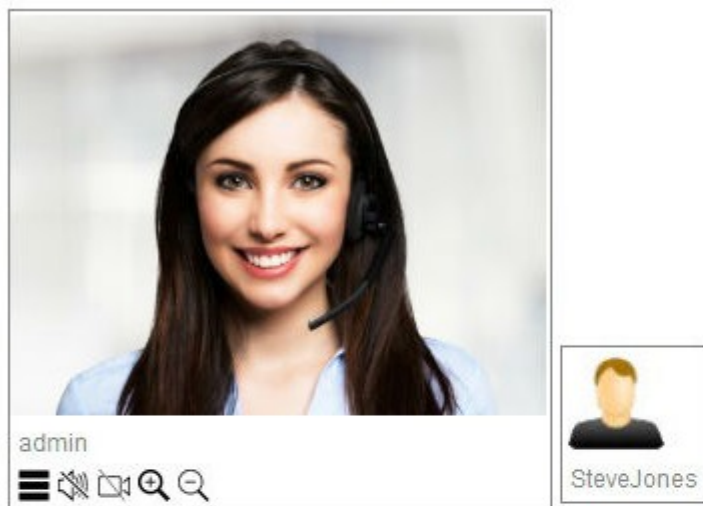
- Info:** Welcome to Help, you are in position 1 in the queue, there is 1 operator online, and 1 available.
- Info:** Type or click 'accept' at any point to speak with Help Bot, the automated chat bot agent.
- Info:** Connected to private channel with Help Bot.
- anonymous:** Hi

The current message from the **Help Bot** is: "Hello, how can I help?". Below the message is a text input field containing "You say" and a green "Send" button. At the bottom of the chat window, there are icons for a menu, a right-pointing arrow, a picture icon, a paperclip icon, and a left-pointing arrow.

# Live Chat

Add **Live Chat** to your website

- ▶ **Multiple operators**
- ▶ **Monitor conversations and history**
- ▶ **Video and voice conferencing**
- ▶ **Upload files and media**



Info: Connected to private channel with SteveJones.

admin: Hi, how can I help?

SteveJones: Hi, I'm having a problem with my website.

SteveJones: Hi, I'm having a problem with my website.

You say

Send



# Forums

Add forums to your website

- ▶ **Indexable and searchable**
- ▶ **Track views and ratings**
- ▶ **Rich text post editor**


New Post Details

### Browse


all posts  my posts

Topic  Tags

Sort  Display

 **What is a Virtual Agent**  
Posted: Sat Apr 11 14:26:55 EDT 2015 | Replies: 0 | Views: 201

admin

 **What is a chat bot?**  
Posted: Sat Apr 11 13:25:32 EDT 2015 | Replies: 0 | Views: 247

admin

# Multilingual

Train your virtual agent in any language

- ▶ **Unicode character sets**
- ▶ **Text To Speech support for 7 languages**
- ▶ **HTML5 TTS support for 20 languages in Chrome**

Hola, ¿en qué puedo servirle?

Bonjour, comment puis-je aider?

Привет, как я могу быть полезен?

こんにちは、どのように私は助けことができますか？

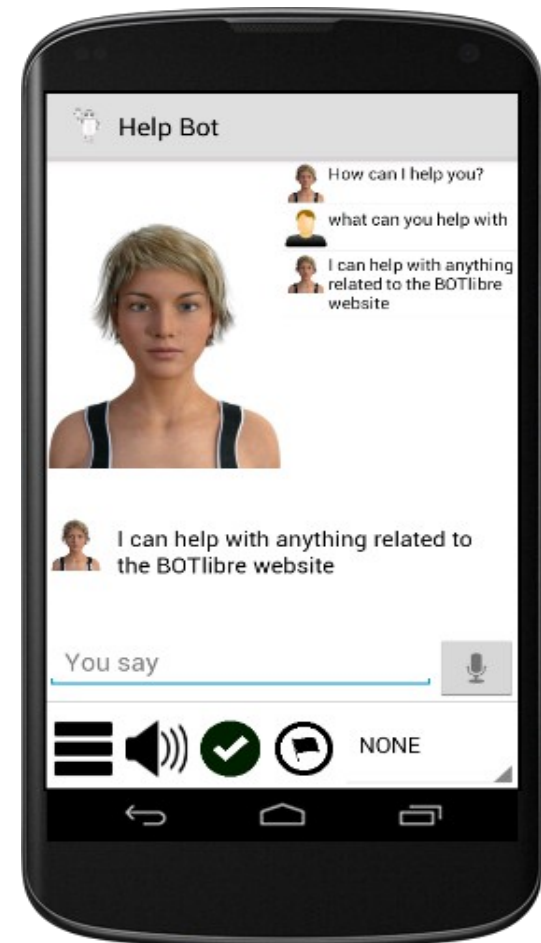
مرحبا، كيف يمكن أن يكون من الخدمة؟

您好，我怎么可能是服务？

# Engage Mobile Users

Access your virtual agent, live chat and forums from our mobile app

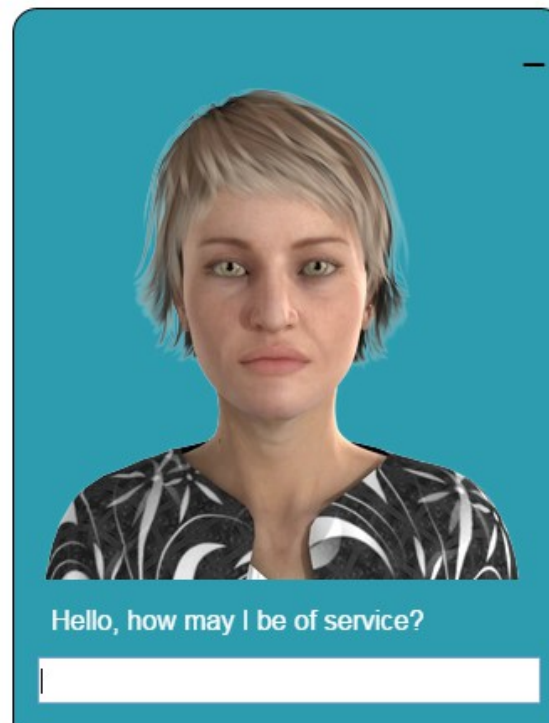
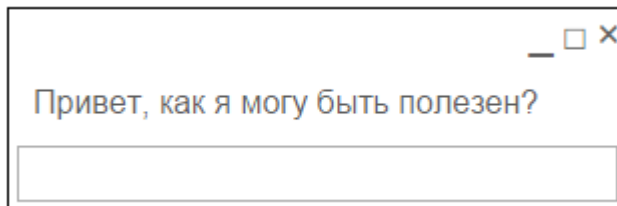
- ▶ **Let us create you your own app**
- ▶ **Open source modile SDK**
- ▶ **Android and iOS**



# Complete Customization

You can customize the look and feel of your interface

- ▶ Use your own CSS stylesheet
- ▶ Customize through JavaScript
- ▶ Open source SDK for JavaScript, Android, and iOS



# Expert Service

Our virtual agent experts are here to help

- ▶ **Let us build your bot for you**
- ▶ **We can customize the look and feel to match your website**
- ▶ **Custom avatar design**
- ▶ **We also provide custom JavaScript, Android, and iOS development**
- ▶ **Engage use through live chat, our forums, email, or talk to our Help Bot**

# Reduce costs and Improve Custom Satisfaction

Virtual agents are the next big thing

- ▶ **24/7 customer service**
- ▶ **Instant response times**
- ▶ **No staffing costs**

