CHATBOT

A seamless, consistent, and always-available experience, designed to scale results without losing the human touch.

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Profiles

Profiles

Agent

User responsible for managing customer conversations and service requests across multiple communication channels.

Key Features

- Real-time conversation management.
- Management of assigned conversations and chats.
- Access to conversation history.
- Conversation routing and transfer between agents and departments.
- Use of predefined quick replies and message templates.
- Creation and management of internal notes.
- Access to customer information and conversation context.
- Monitoring and follow-up of open cases.

Key Benefits

- Centralized customer service operations.
- Faster response and resolution times.
- Improved visibility and tracking of customer requests.
- Increased operational efficiency and agent productivity.

Supervisor

User responsible for monitoring operations, managing resources, and ensuring service quality.

Key Features

- Active conversation monitoring.
- Agent performance monitoring.
- Chat assignment and redistribution.
- Operational reporting and analytics.
- Team and permission management.
- Access to performance metrics and key indicators.
- Service Level Agreement (SLA) monitoring.
- Conversation auditing.

Key Benefits

- Full operational visibility and control.
- Optimized resource allocation.
- Continuous service improvement.
- Enhanced visibility into performance indicators.

Chatbot IA

Features

AI-powered virtual assistant capable of automatically interacting with users to answer questions, execute processes, and provide 24/7 support.

Objective

Automate frequent interactions, reduce agent workload, and enhance the user experience through immediate and accurate responses.

Key Features

Automated Customer Support

- Immediate responses to frequently asked questions.
- 24/7 availability.
- Natural language understanding.

Query Management

- Automated resolution of common inquiries.
- Information retrieval from knowledge bases.
- Delivery of personalized information.

Agent Escalation

- Automatic transfer to a human agent when a request requires human assistance.
- Conversation history preservation.
- Seamless service continuity without loss of context.

Enterprise System Integration

- Access to information from enterprise systems.
- CRM integration.
- ERP integration.
- Consumption of services and APIs.

Chatbot IA

AI Bot

The AI Bot is an AI-powered virtual assistant designed to interact with users through natural language, providing automated responses, executing processes, and facilitating customer support across multiple digital channels.

Unlike traditional rule-based chatbots, the AI Bot can interpret user intent, understand conversation context, and deliver more accurate and natural responses.

Our Objective

- Automate the handling of frequently asked questions and requests.
- Enhance the user experience through immediate responses.
- Reduce the operational workload of customer service teams.
- Increase service availability.
- Enable seamless integration with business processes and enterprise systems.

Natural Language Processing (NLP)

Natural Language Processing (NLP) enables the AI Bot to interpret user queries expressed in different ways by identifying the intent and context of each conversation.

Benefits

- More natural and conversational interactions.
- Reduced reliance on exact keywords or phrases.
- Greater response accuracy.

24/7 Availability

The AI Bot is available around the clock to handle user inquiries without requiring human intervention.

- Continuous service availability.
- Reduced wait times.
- Expanded customer support coverage.

Minimal Chatbot

A streamlined version of the chatbot designed for rapid deployment and focused on basic customer service processes.

Features

Capabilities

- Predefined conversational flows.
- Frequently asked questions (FAQs).
- Basic data collection.
- Agent escalation.
- Easy configuration and maintenance.

Use Cases

- Corporate websites.
- Help desks.
- Basic customer support.
- Lead generation.
- Request intake.

Benefits

- Rapid implementation.
- Low configuration effort.
- Easy user adoption.
- Scalable foundation for more advanced AI solutions.

Available Channels for AI Chatbot Configuration

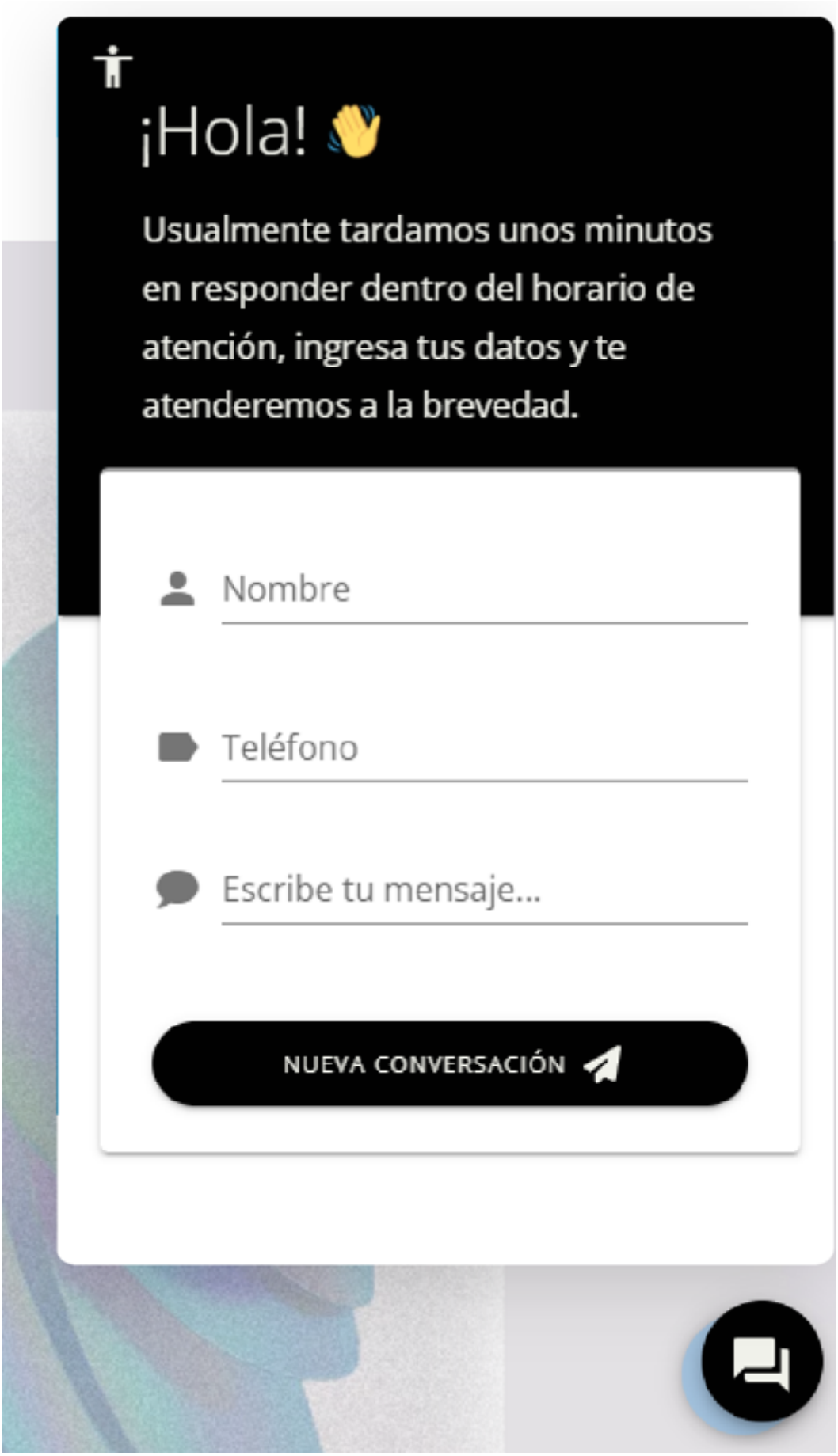
WhatsApp Business

It is an enterprise solution built on the official WhatsApp API that enables businesses to manage customer conversations through a centralized platform. It supports multi-agent customer service, response automation, and integration with enterprise systems such as CRM, ERP, and e-commerce platforms.


Clever IDEAS
Genius
Inteligente.
Conversacional.
Imparable.
Hola [Variable_nombre].
Optimiza la atención de tu negocio con Genius, nuestro chatbot inteligente diseñado para automatizar respuestas, calificar prospectos y atender a tus clientes 24/7 de forma exacta y natural.
Responde a este mensaje para agendar una demo personalizada y descubrir cómo integrarlo en tu estrategia.
Quiero una demo
Probar Genius
No recibir más mensajes
12:10

Webchat

It is a communication channel embedded directly into the company’s website, allowing visitors to initiate real-time conversations with agents or automated assistants (chatbots). Users can submit inquiries, request information, follow up on requests, or receive support without leaving the website.


¡Hola! 👋
Usualmente tardamos unos minutos en responder dentro del horario de atención, ingresa tus datos y te atenderemos a la brevedad.
Nombre
Teléfono
Escribe tu mensaje...
NUEVA CONVERSACIÓN

Q&A

Q&A

General

What is the AI Chatbot?

It is an AI-powered virtual assistant that uses Artificial Intelligence to answer inquiries, provide information, and assist users automatically.

What are the AI Chatbot's operating hours?

The AI Chatbot is available 24/7.

How can I connect with an agent?

If the AI Chatbot is unable to resolve an inquiry, it can transfer the conversation to an available agent.

Are my conversations recorded?

Yes. Conversations may be stored for follow-up, auditing, and service improvement purposes.

Q&A

Customer Support

What types of inquiries can the AI Chatbot handle?

The AI Chatbot can answer frequently asked questions, provide service information, follow up on requests, and execute automated processes.

What happens if the AI Chatbot does not understand my inquiry?

The AI Chatbot will request additional information or transfer the conversation to an available agent.

Can I request technical support through the AI Chatbot?

Yes. The AI Chatbot can log incidents or route support requests to the appropriate department.

Q&A

Security and Privacy

s my personal information protected?

Yes. Personal information is processed in accordance with the organization’s established privacy and security policies.

Who has access to my data?

Only authorized personnel and systems with the appropriate permissions to handle and process requests.