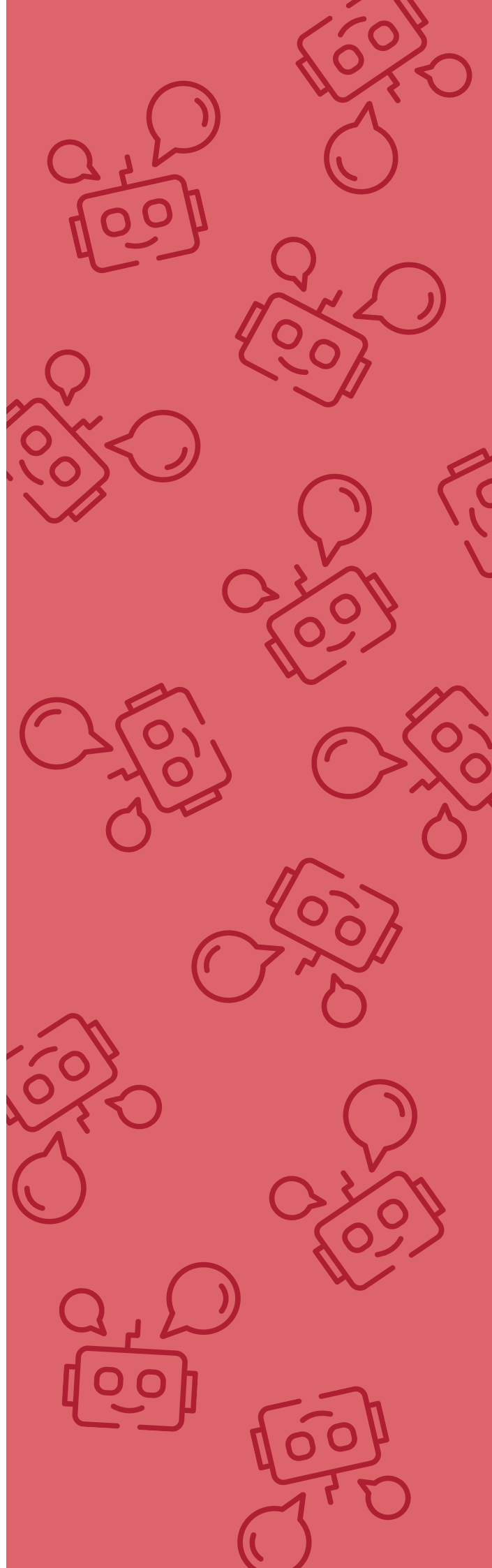


INBENTA CHATBOT

Our Chatbots are online virtual assistants that can answer questions, fill in forms and help customers make transactions in a conversational way.

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There is nothing worse than knowing you are not giving your customer an answer which is readily available in your FAQs

With self-service rates over 90%, enter the Inbenta Chatbot

Our Chatbot uses artificial intelligence, natural language processing and machine learning to understand exactly what your customer is asking no matter the slang, jargon or spelling. At the heart of any perfect customer interaction is an intuitive conversation, a seamless purchasing experience and no wait times. The Inbenta Chatbot recognizes conversation context, uses webhooks to perform transactions and is instantly available 24/7.

Inbenta Chatbot can uncover the intent behind each user's question. Instead of a long, generic answer, our chatbot understands exactly what the customer wants to provide a precise, intelligent response.

If your Chatbot cannot answer a particular question, Inbenta's semantic clustering and analytics serves as a gap analysis function to zero in on the missing answer. Your Chatbot's high self-service rates will only get higher as Inbenta Backstage Analytics highlight gaps in the knowledge base.

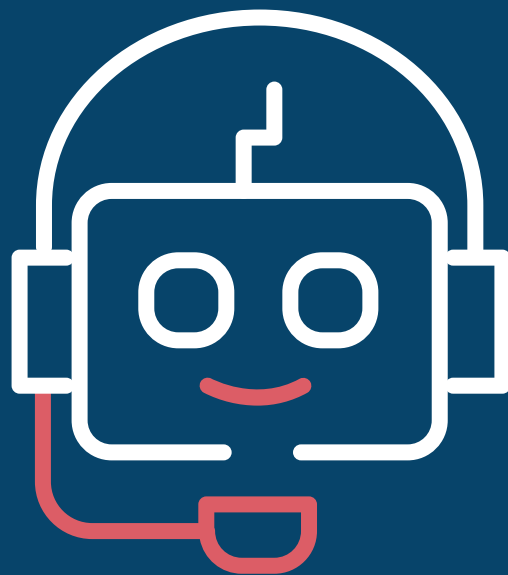
THE INBENTA CHATBOT
HAS ANSWERS
THANKS TO ITS
ROBUST TECHNOLOGY,
**NO MATTER WHAT
THE CUSTOMER ASKS**

**The Inbenta Chatbot
is highly customizable.
Choose from a wide
range of avatars or
have a custom one built
to represent
your business**

INBENTA KEY FEATURES

- Natural language processing and understanding so your customers can ask questions in their own language
- A well indexed knowledge base to find answers quickly
- A specialist lexicon for your business so your chatbot understands industry terms and abbreviations
- Machine learning to ensure your chatbot is constantly improving
- Conversational ability to discuss your business
- Integration with platforms including Facebook, Slack and more
- The ability to escalate a situation to a human agent when required
- Decision trees to discover the intent behind a customer's query
- Webhooks to perform transactions
- Variables to allow your chatbot to retain customer information and understand context within conversation

**By 2020, nearly
9 of 10 online
customer interactions
will be handled
by a machine**



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Inbenta delivers industry-leading self-service rates of over 90%. Without question, our AI-fueled natural language search increases customer happiness and your company's bottom line.

Your search is over.



SPANISH

DUTCH

ARABIC

ENGLISH

SWEDISH

KOREAN

GERMAN

CZECH

GALICIAN

NORWEGIAN

CHINESE

ITALIAN

FINNISH

BASQUE

TURKISH

JAPANESE

RUSSIAN

ROMANIAN

CATALAN

POLISH

PORTUGUESE

FRENCH

DANISH

HUNGARIAN

AND MORE

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