



vInnovate Technologies

# Our ChatBot Solutions

A look at some of the ‘Virtual Assistant’ solutions we have developed for our clients using the developing power of AI technology.





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# Background

AI chatbots have become essential tools for enhancing customer engagement and streamlining operational efficiency.

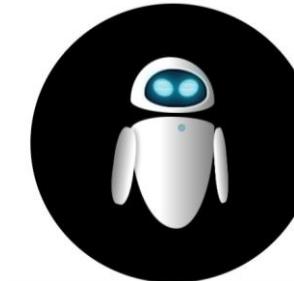
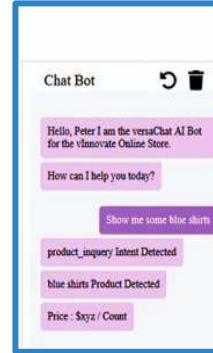
From basic text bots to sophisticated virtual assistants capable of handling complex enquiries in multiple languages on different chat platforms

Join us as we review some of our AI chatbot offerings, showcasing their unique features, and the impact they can have on your organization.

We'll take a look at:

If you are watching this as a slide presentation, you can wait for the auto-slide timer to take you through them one by one or click a link at the right to take you there.

- [E-Commerce Sales Assistant](#)
- [Service Manager](#)
- [Property Booking Manager](#)
- [Learning Support Assistant](#)
- [Voice-capable Receptionist](#)

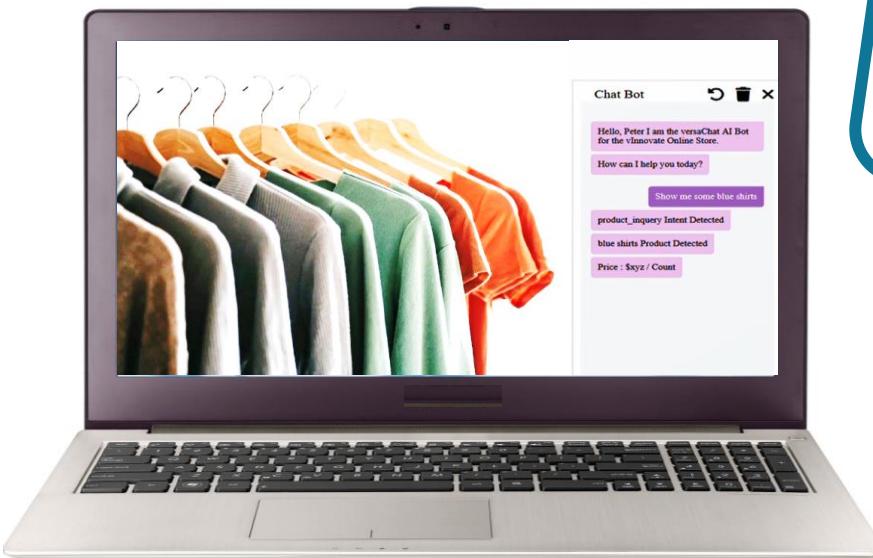




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# E-commerce Online Shopping

ChatBots have been applied to e-commerce businesses for many years. However, the advent of AI has transformed their value to both customers and businesses.



*In this example, the ChatBot understands precisely what the customer is asking and provides accurate information in a variety of languages, together with services such as account creation, ordering, returns, and general customer services.*



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# Customer Services

Chatbots in this area often link to a communication network such as WhatsApp or Telegraph to replace telephone or email enquiries for services.



With a large property-base, Red Ladder Property Maintenance found the coordination between tenants, office personnel, and maintenance staff was complex - resulting in delays, oversights, and discontented tenants.

Using our AI- chatbot, Red Ladder's tenants now have a seamless way to report maintenance issues, schedule emergency repairs at any time of the day or night and receive real-time updates through their existing WhatsApp accounts. Simple and effective!

And the company's administrative staff always have up-to-the minute information about what is going on and can intervene if they think it necessary.





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# Property Booking

Our client's business is built around offering property owners a platform to manage rental enquiries and maintain contact with guests during their stay.

Our SaaS (Software as a Service) provides a secure, automated means of communication between property owners and renters, handling the information requests they may receive from booking platforms (eg. Airbnb, Booking.com, Agoda, Kayak, etc.).

Our client provides property owners who subscribe to their services, a Chatbot ('versaChat') which they use to manage their operations and communications with guests.

Owners can provide access to their versaChat Management System for their guests (prospective and current) via a QR Code, website or other links.





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# Learning Support

We wanted to provide the users of our Learning Management System with an explanation of how our AI ChatBot, 'Lavern' could help them. This is how we conveyed her abilities at her launch.



*Lavern*



"Hi everybody, my name is Lavern, and I'm an important part of vInnovate's vLearn product. You see, I've been given some pretty special abilities by my creators which make me very different from chatbots you might have met before.

I've got access to the data in your school's version of vLearn and the terminology it uses. So, it doesn't matter if your school calls your young people 'students' or 'pupils' or 'children' or 'kids', I will know what it means! It's like I am part of your organisation and share your values and culture.

Although at the moment I chat using screen and keyboard, my creators are working on enabling me to speak and listen to you so we can have a real conversation."



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# Voice Receptionist

We are now offering our latest development, **“VersaVoice”**; a multilingual voice-capable 24/7 ‘Virtual Receptionist’ for medical and restaurant appointments. More applications will follow in the coming months.

The link to the receptionist would be set up to reflect your organizations’ approach to service provision. Once in the system, they are presented with an ‘Avatar’ of your choice, and a text greeting relevant to your services.

They can then have a ‘voice conversation’ by asking and answering questions, which may lead to the need to book an appointment, which **versaVoice** can do by referencing the organization’s calendar and diaries.





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# Our Commitment to Compliance

At vInnovate, we understand that navigating the complexities of digital transformation requires a partner who prioritizes compliance and innovation. Solutions are meticulously designed to align with:



## Laws & Regulations

Adherence to legal frameworks like GDPR, CCPA, HIPAA, and PCI DSS.



## Compliance Requirements

Our team collaborates with industry experts to embed essential measures, allowing you to concentrate on growth.



## Best Practices

We implement industry best practices to ensure our solutions are secure, reliable, and scalable.



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# Our Commitment to Development & Innovation

At vInnovate, we understand that navigating the complexities of digital transformation requires a partner who prioritizes compliance and innovation. Solutions are meticulously designed to align with:



# To Discuss YOUR Requirements



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