



Chatbot

OVERVIEW

Our low-code platform powers seamless 1:1 chatbot communication with customers and connects with your existing systems to allow transactional capabilities, making Inbenta a great addition to any support, sales, or marketing teams. Using NLP technology, Inbenta understands user queries and the intent behind them. Inbenta also comes with a one-of-a-kind Lexicon system to help you launch chatbot projects in no time with virtually zero training data.

Inbenta also gives companies the option to integrate Generative AI (including OpenAI, Google, or any other LLM platform of their choice) or deploy a hybrid approach, combining the generative power of LLMs with Inbenta's proprietary Conversational AI for an experience that is fast and provides more control and reliability.

“Thanks to Inbenta’s chatbot, we are able to update the information that we deliver to our customers in a quick and easy way, making our customer’s life easier. The solution is very user- friendly, and our team can access it and update content in a matter of minutes”



↓ **40%**
Inbound support requests



↑ **10-20%**
Higher conversion rates

90
Languages available

↓ **30%**
Decrease in average handling time



Provide 24/7, instant support across all channels

Lower your operational costs with automation

Supercharge your sales with personalized engagement

Facilitate seamless interactions with automatic escalations to live agents

Automate transactions across platforms



FEATURES



Proprietary lexicon

Unique out-of-the-box database with thousands of semantic relationships to launch chatbots without training.



Intent detection

No more keyword-based chatbots. Inbenta uses AI & NLP to detect the true intent behind customer queries.



Explainable AI

Traceable AI with linguistic debugging tools to understand chatbot decisions & fine-tune results.



Live chat escalation

Easily escalate chatbot requests to an agent in the same chatbox and provide seamless support.



Performance dashboards

View KPIs showing answer ratings, feedback, % of questions answered, and query clustering for gap analysis.



Federated bot

Set up your chatbot to fetch answers from within the chatbot instance and also from external sources.



Visual dialog builder

Our low-code platform helps you build complex flows and provides answers based on context or user choices.



Multi-turn dialogs

Nested intents let you stop a chatbot dialog flow to ask a question, then pick the dialog up where you left it.



Transactional intelligence

Enhance chatbot functionality using webhooks from CRMs, billing systems, and virtually any software you need.

IMPLEMENTATION

1 Chatbot RESTful API

Inbenta's APIs is a plug-and-play experience that lets you:

- Search & access the intents stored in the database
- Create an interface to communicate in natural language
- Track event data for usage analysis

2 Chatbot JavaScript SDK

Using a JavaScript call, it generates a default chatbot on your site. You can set certain parameters and modify specific CSS styles to tune it to your specifications. Elements include:

- Create a standard Inbenta chatbot interface
- Configure its components to your specifications

INTEGRATIONS

You can easily connect Inbenta Chatbot with your existing applications. See the whole integration catalog at <https://apphub.inbenta.com/>

