BOTlibre!

Introducing
Bot Libre for Business

▸ Virtual Agents
▸ Chat Bots
▸ Social Media Bots
▸ Live Chat
▸ Forums

Hello, how may I be of service?

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

I am always online

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**

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**

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**
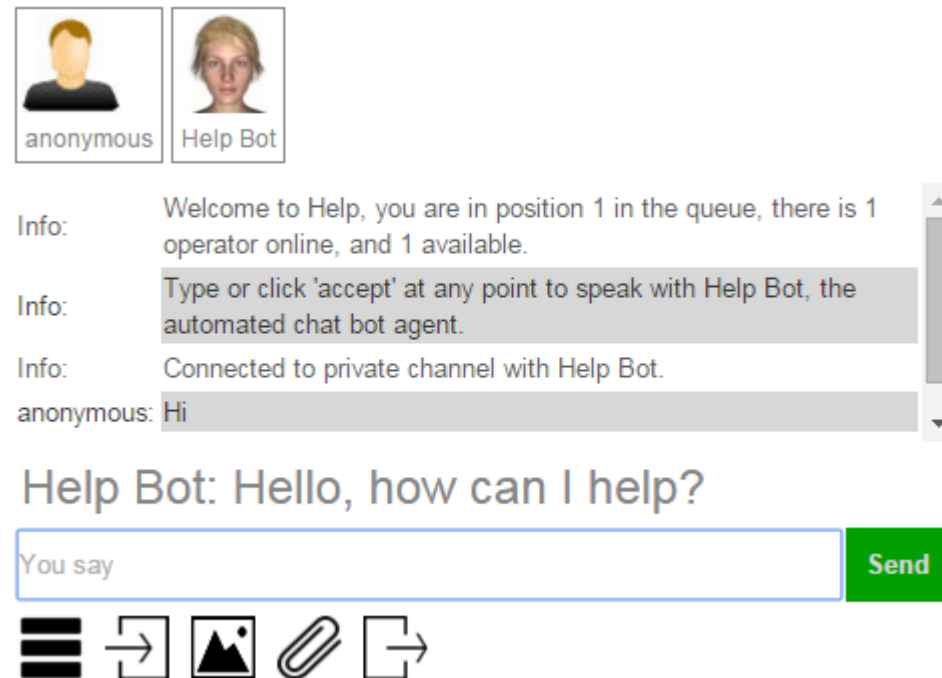- ▸ **Parse and respond to email messages**

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**

Live Chat

Add **Live Chat** to your website

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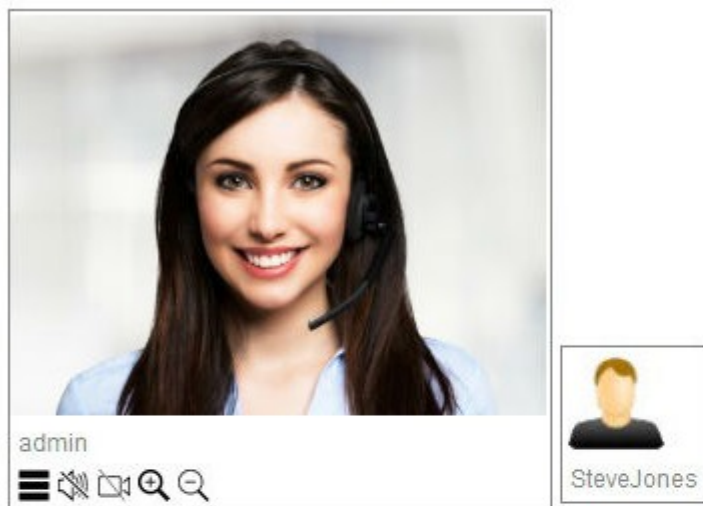
Forums

Add forums to your website

▸ **Indexable and searchable**
▸ **Track views and ratings**
▸ **Rich text post editor**

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?

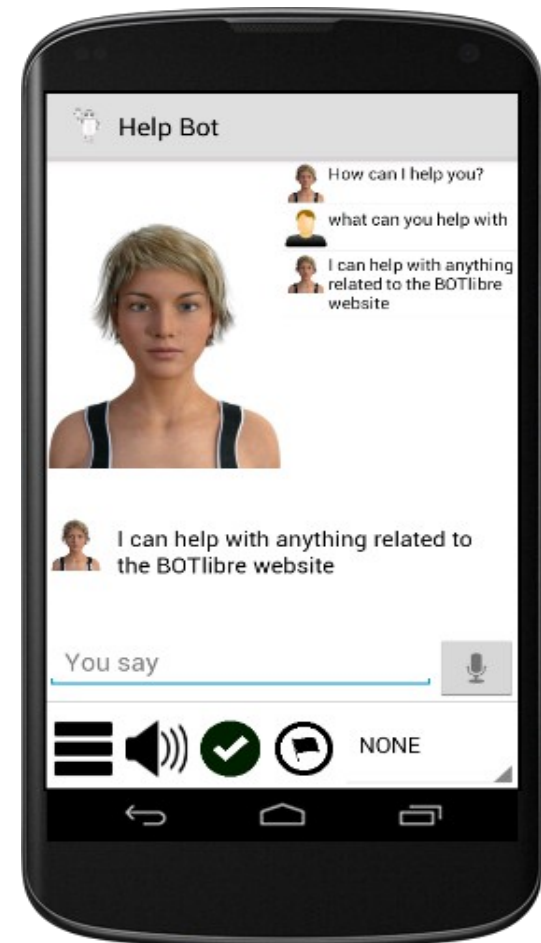Привет, как я могу быть полезен?

こんにちは、どのように私は助けることができますか？

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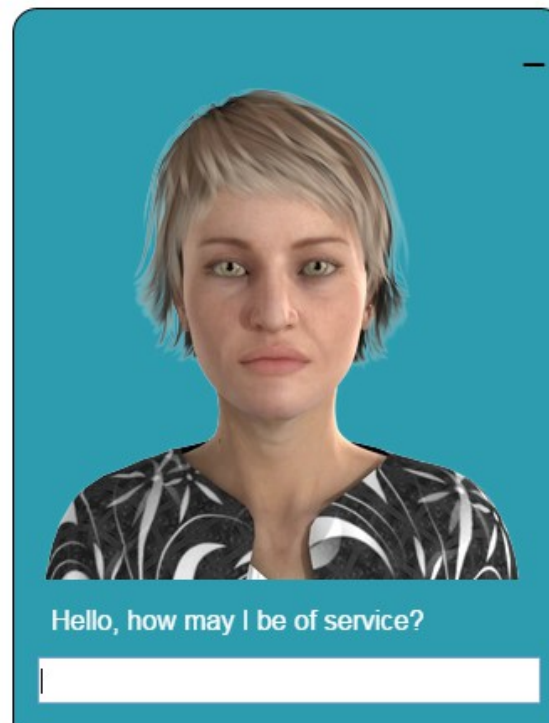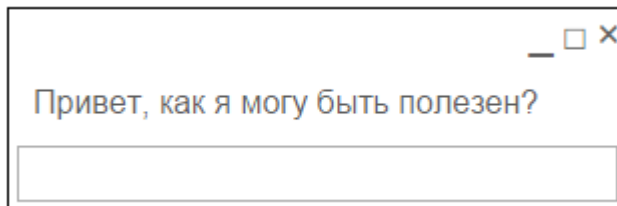
- ▶ **Let us create you your own app**
- ▶ **Open source modile SDK**
- ▶ **Android and iOS**

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**