



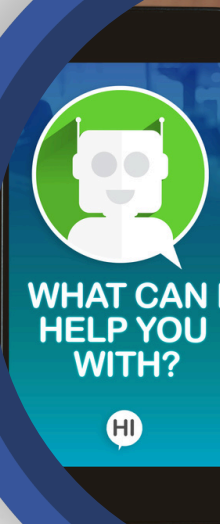
InovArc AI

# Chatbots Basic Features

## GUIDE

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Presentation of all the basic features that come with all our chatbots.



Visit Our Website:  
<https://inovarcai.io/>

# Introduction

Welcome to an overview of the essential features that come standard with all our chatbots.

Our cutting-edge solutions are designed to enhance your customer interactions, streamline processes, and boost engagement across multiple channels.

In this presentation, we will walk you through the core functionalities that make our chatbots a powerful tool for your business.



## Key data

Businesses that implement chatbots can reduce customer service costs by up to 30%, while increasing customer satisfaction and engagement through instant, 24/7 support and automation.



## Replacing Scrolling with Instant Answers



### **Demanding consumers**

In today's fast-paced world, customers don't want to waste time scrolling through pages of information. They expect quick, relevant answers right away. Chatbots provide instant responses, saving users time and delivering the information they need without the hassle.

### **Foster engagement**

This real-time interaction boosts customer satisfaction and keeps them engaged, ensuring a more efficient and enjoyable experience.

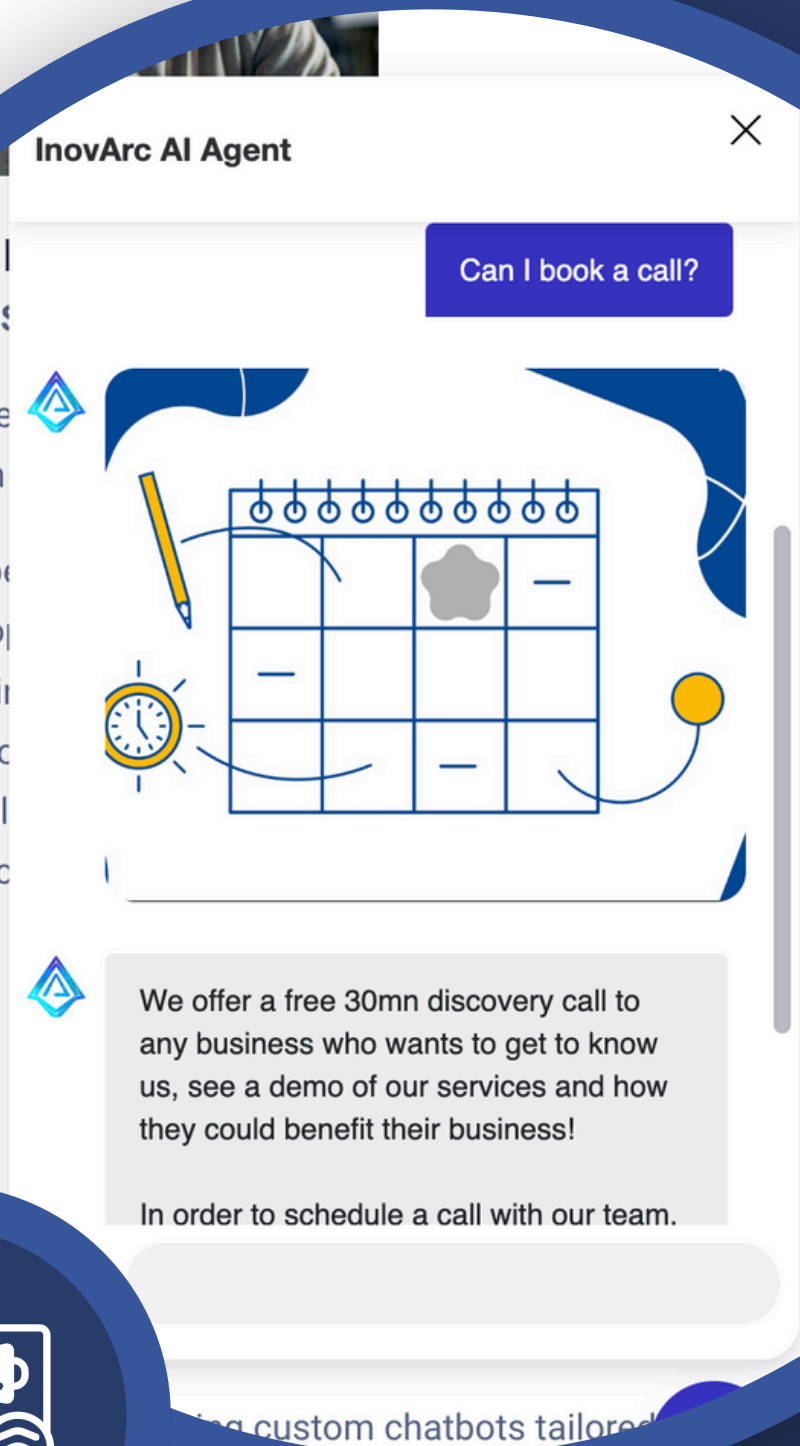


## Dynamic and Non-Scripted Conversations

Our chatbots go beyond rigid, pre-set scripts by using advanced AI to deliver dynamic and personalised content in response to each user's input.

This flexibility allows for more natural and engaging conversations, where the chatbot can adjust its responses in real-time, making each interaction feel unique and tailored to the specific needs of the user.

By offering this level of adaptability, our chatbots create a more fluid, human-like experience that keeps users engaged and satisfied throughout their journey.



## LLM Support

We support language models such as OpenAI, Gemini, and Claude.

OpenAI's GPT-4o mini is included in your plan, offering unlimited token usage, while you can bring your own API key for Claude or Gemini.

This flexibility lets you choose the right language model for your business needs.

Our chatbots can handle powerful features such as vision to analyse and process images or complex documents.



## Multichannel Deployment

Your chatbot can be deployed across multiple platforms, including your website, Facebook, Instagram, WhatsApp, Telegram, Viber, and even SMS.

This ensures your business is always accessible on the channels your customers prefer, providing them with a seamless experience.

By being available wherever your audience is, you enhance both customer satisfaction and engagement, ensuring you're meeting their needs in the most convenient way possible.

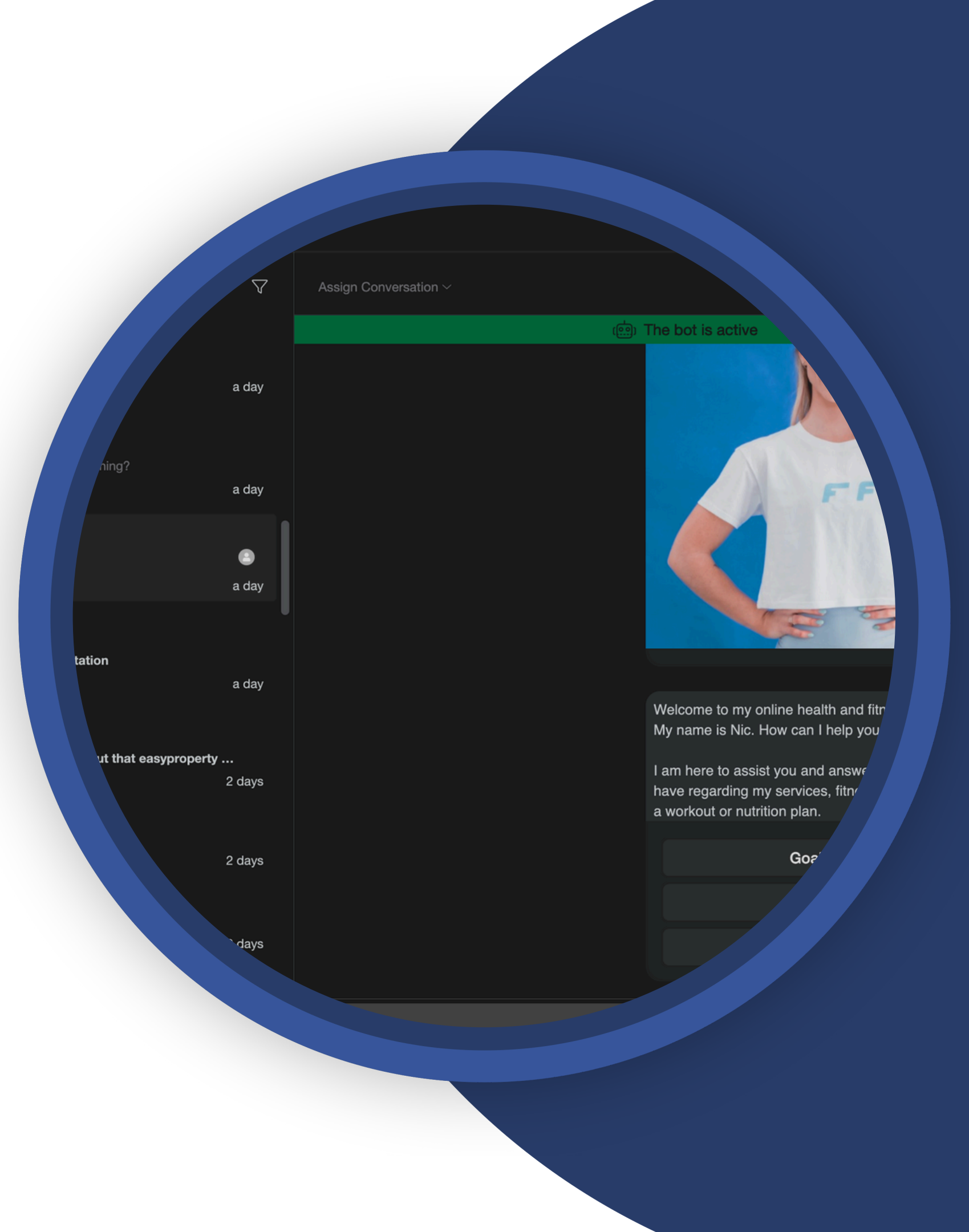


# Unified Inbox

All chats across platforms, including webchat, Facebook, Instagram, Telegram, and more, are streamlined into a single dashboard.

This simplifies customer communication by centralising all conversations in one place, eliminating the need to switch between apps.

With everything managed from one interface, your team can respond more efficiently, improving response times and enhancing the overall customer experience.



## Multilingual and Voice Capabilities

Depending on the language model you select, the chatbot can communicate in multiple languages.

This feature opens your business to a global audience, allowing for seamless interactions with users in their native language.

By providing this level of accessibility, you enhance the overall user experience and ensure that language barriers do not stand in the way of customer engagement and satisfaction.

**Voice or Text Input:** Users can choose between voice or text inputs, providing flexibility in how they interact with your chatbot.

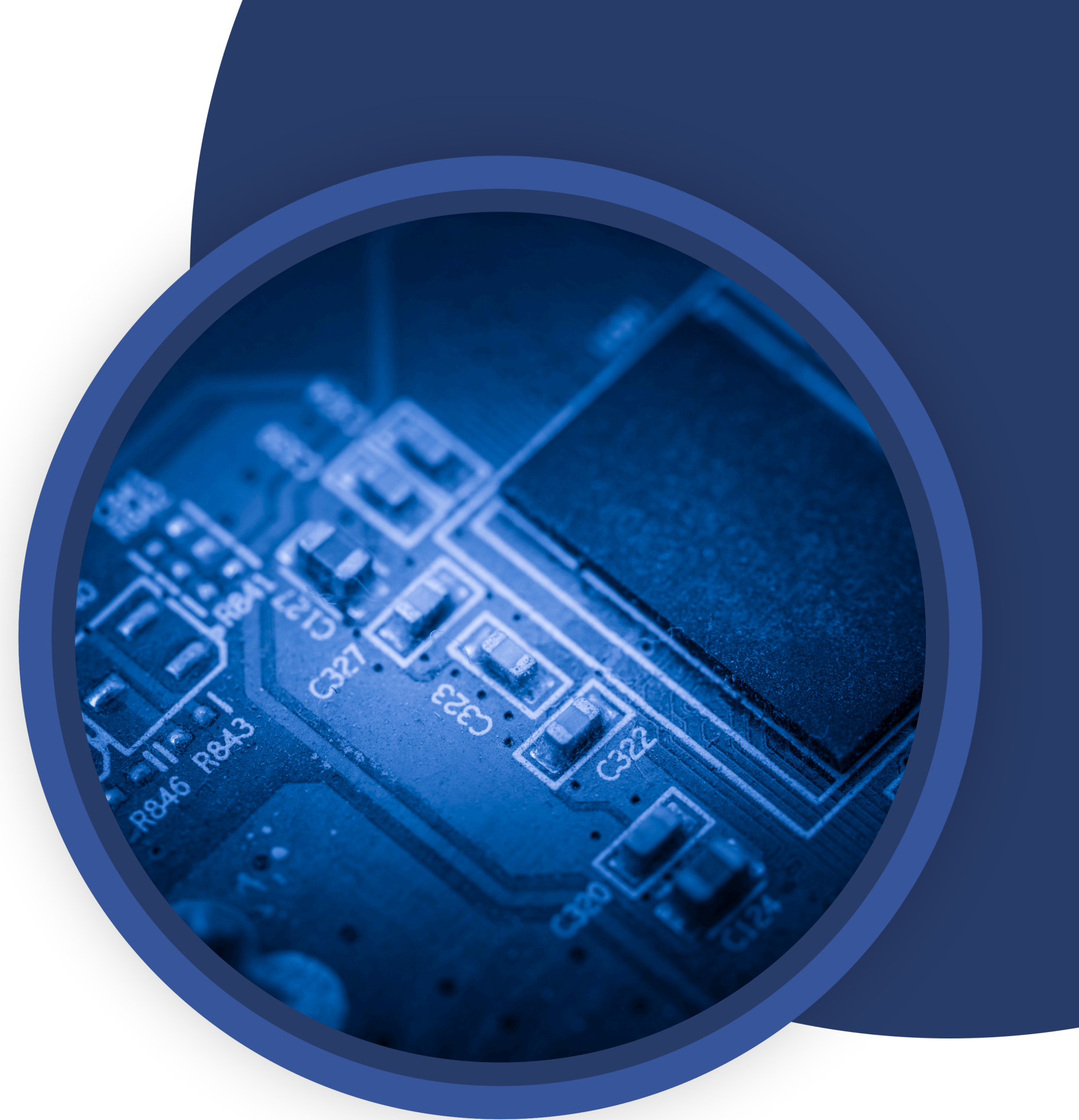




## Memory Capabilities

The chatbot is equipped with memory capabilities, allowing it to recall previous interactions with users and key data such as their personal details, e-commerce purchases, preferences, and past appointments.

This enables more personalised and efficient interactions, as the chatbot can use past information to tailor its responses, improving the overall user experience and fostering a sense of continuity in customer service.



## Handoff to Human Agent

When necessary, either when the user requests it or if no suitable answer can be produced, the chatbot can seamlessly transfer the conversation to a human agent, provided that they are available.

This ensures that more complex queries receive a personalised touch, allowing customer concerns to be addressed effectively.

Our dashboard allows for easy chat takeover, AI generated templates or responses, document sharing and much more!

The smooth transition between AI and human support enhances the overall customer experience, ensuring that no query is too challenging to resolve.

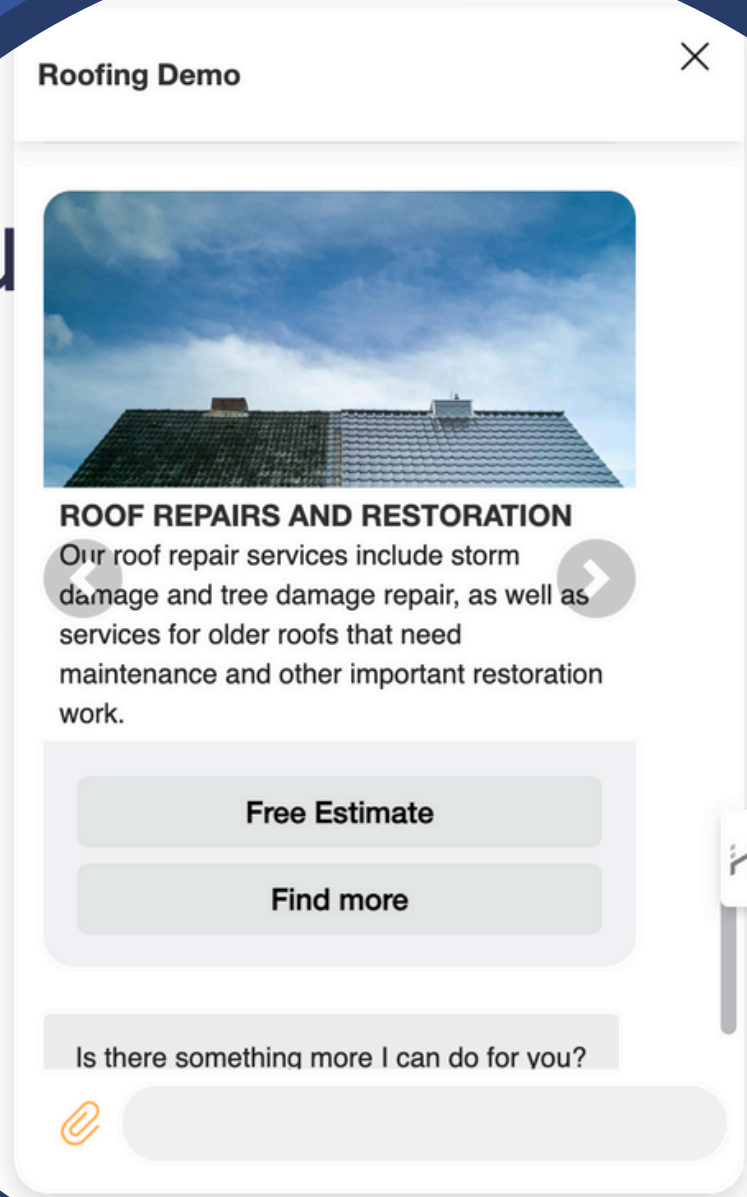


## Rich Media Presentation

Our chatbots can showcase your products or services using a range of media formats, including image carousels, standalone images, videos, and GIFs.

This visually engaging approach captures users' attention and creates a more immersive experience, making it easier for customers to explore and understand what your business has to offer.

By incorporating rich media, you enhance the overall user experience and increase engagement with your offerings.



## Appointment Calendar Automation

Effortlessly connect the chatbot to Google, Outlook, or Calendly to automate appointment scheduling.

Customers can book appointments directly within the chat, and the system integrates seamlessly with your calendar.

This saves time for both your team and your clients, streamlining the scheduling process and ensuring that appointments are managed efficiently without the need for back-and-forth communication.

The system sends automated reminders for upcoming appointments synced with Google or Outlook calendars.



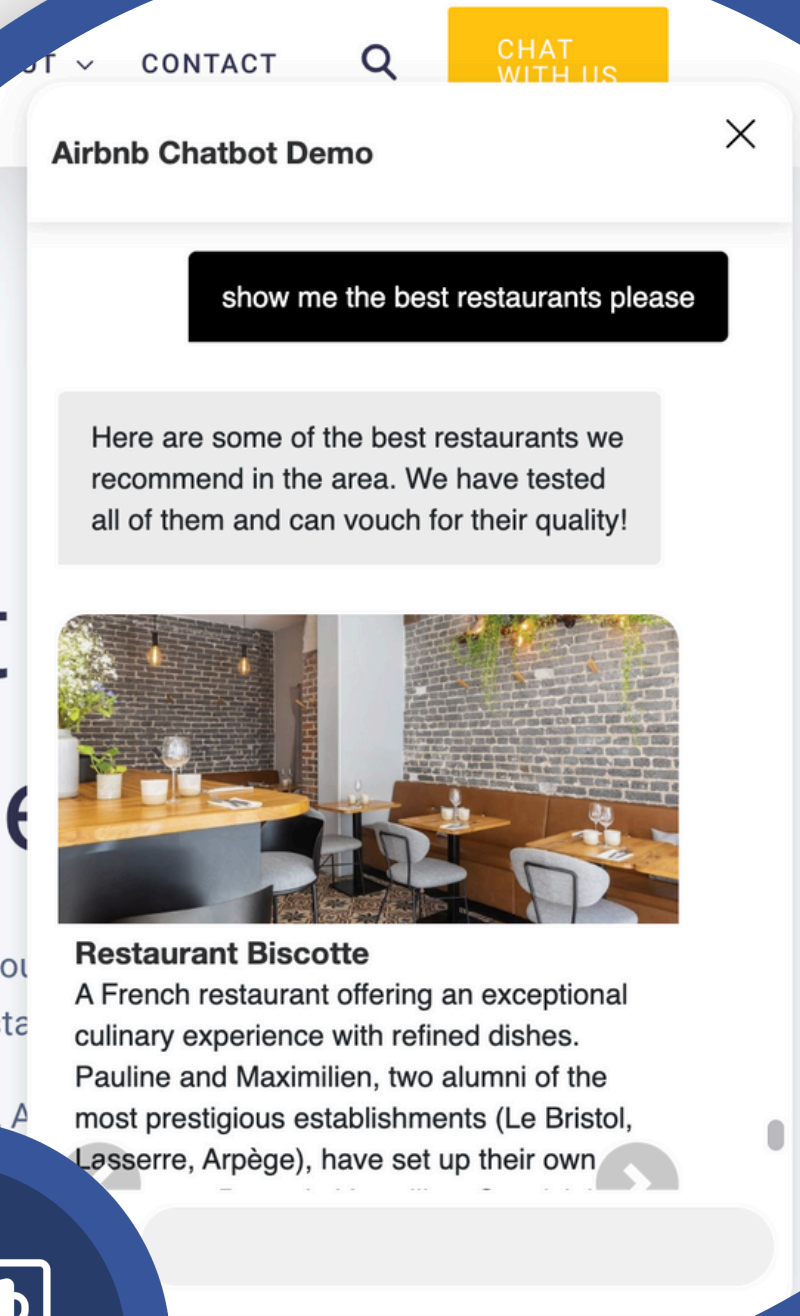
## Leverage Powerful Functions

Our bots can be programmed to perform specific smart actions upon specific requests, such as displaying setup tutorials or booking forms based on user requests by leveraging intent recognition.

This capability streamlines customer interactions, reducing friction and enabling quick solutions without the need for human intervention.

By automating these tasks, your chatbot is way smarter and enhances efficiency, providing users with immediate, helpful responses.

Support  
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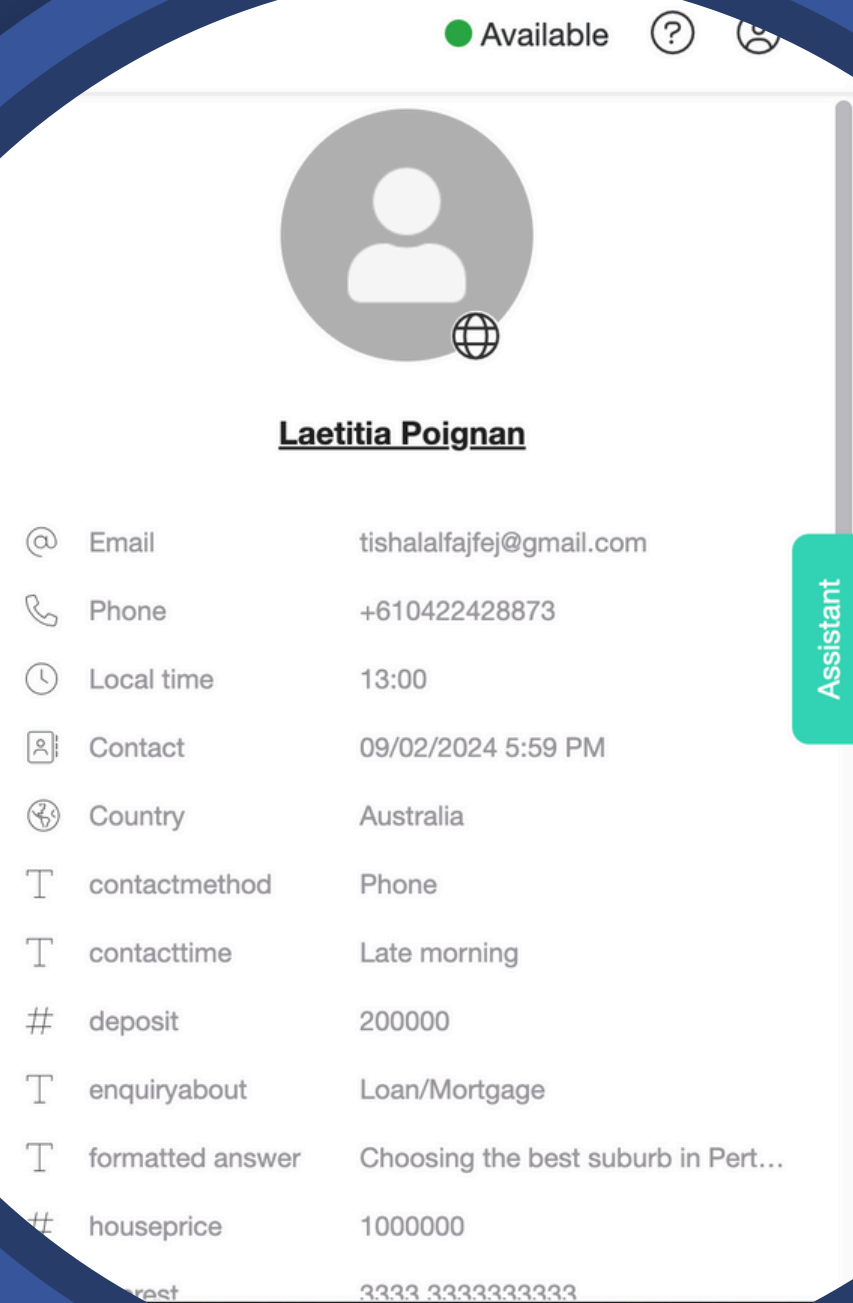


## Profile Creation for Contacts

Every chatbot user is automatically stored as a contact with a detailed profile, including information such as name, email, and phone number.

The system also logs previous interactions, allowing for personalised follow-ups and a more tailored customer experience.

This ensures continuity in conversations and enables your business to offer a more customised approach to each customer's needs.



The image shows a contact profile for 'Laetitia Poignan' with a green 'Assistant' label on the right. The profile includes a status indicator 'Available' with a green dot and a question mark icon. The contact information is as follows:

@ Email	tishalalfajfej@gmail.com
Phone	+610422428873
Local time	13:00
Contact	09/02/2024 5:59 PM
Country	Australia
T contactmethod	Phone
T contacttime	Late morning
# deposit	200000
T enquiryabout	Loan/Mortgage
T formatted answer	Choosing the best suburb in Pert...
# houseprice	1000000
rest	3333 3333333333

## Unlimited Contacts

Unlike many other platforms, ours allows you to store an unlimited number of contacts.

This ensures scalability as your customer base expands, without any additional costs.

As your business grows, you can continue to manage and engage with your customers seamlessly, without worrying about limitations or increased expenses.

**We place no limitation on the number of contacts you can save and store inside our system!**



## Broadcast Messages

Easily send mass messages to all your contacts with just a few clicks.

Whether you're sharing announcements, promotions, or urgent updates, broadcasting ensures that your audience stays engaged and informed.

This feature allows you to communicate efficiently with your entire customer base, keeping them up to date with your latest news and offerings.

**Reach all your customers quickly**

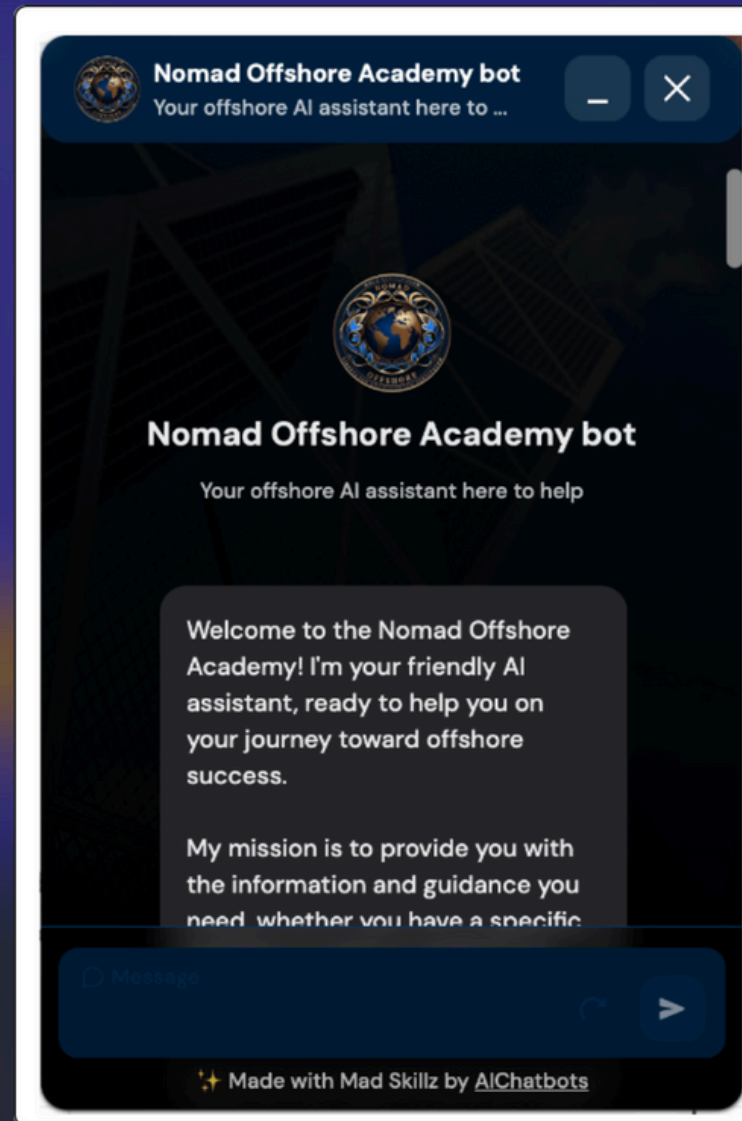
Send messages to your contact list to announce deals, new products, and

Send





## Fully Customisable Webchat Design



Our webchat solution offers full customisation to align with your brand's unique look and feel.

You can personalise everything, from the launcher icon and chat headers to the chat icons, backgrounds, and fonts.

This ensures a seamless, on-brand experience for your customers, making your chatbot an integral part of your website's overall aesthetic.

# Powerful Analytics Dashboard

Gain valuable insights through our analytics dashboard, which provides key data such as average response times, user locations, and channel-specific performance.

These metrics allow you to fine-tune your chatbot's functionality and optimise customer interactions, ensuring you deliver the best possible experience while identifying areas for improvement.



# Key Benefits



## 24/7 Engagement

Instantly connect with customers across multiple platforms, providing support anytime, anywhere.



## Customisable Design

Tailor the chatbot to match your brand, ensuring a seamless user experience.



## Automation & Efficiency

Streamline tasks like booking appointments and answering FAQs, saving time and resources.



## Actionable Insights

Leverage powerful analytics to optimise customer interactions and improve performance.



Our chatbots are designed to enhance customer engagement, streamline business operations, and offer a seamless, personalised experience across multiple platforms.

With a wide range of powerful features and full customisation options, they provide the flexibility and efficiency your business needs to thrive in today's fast-paced digital landscape.

We look forward to helping you harness the power of AI to elevate your customer interactions and drive meaningful results.



Contact us to get started  
<https://inovarcai.io/>



# Meet Our Team



**Dorian Menard**  
Business Manager



**Matt Brendan**  
Senior Developer



**Sunil Verma**  
Chatbot Developer