



# OneBot - The Next Generation AI-Enabled Chatbot

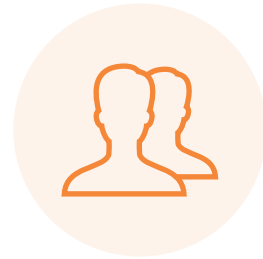
by OneClick Technologies



Orchestrating effective and enriching customer experiences.

Global industry leaders have entrusted us to successfully and consistently process millions of customer interactions annually.

Our expertise in customer experience enables our clients to deliver a transformational experience to their customers at a fraction of the cost.



**55,000+**

Active Users



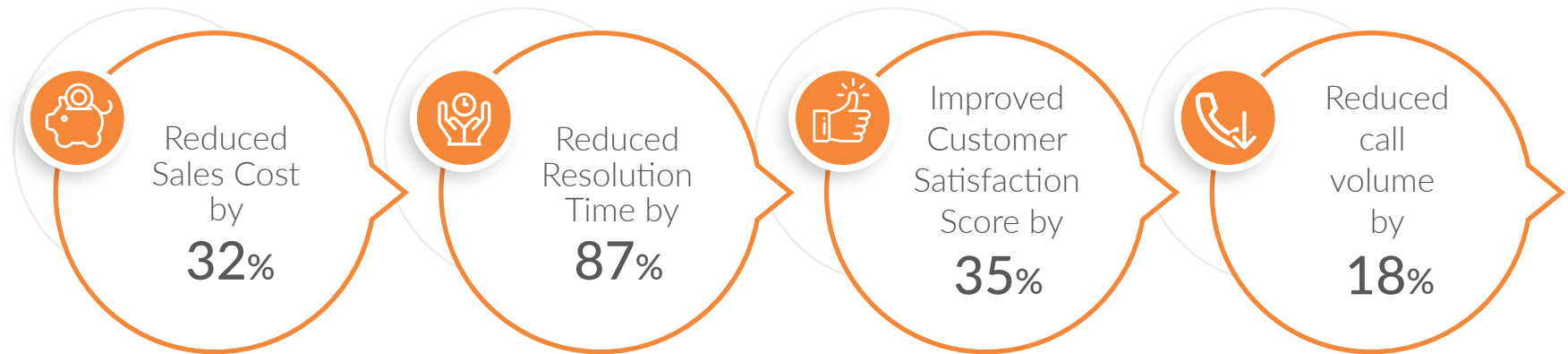
**700M+**

Customers Processed



**190M+**

Transactions Per Year



\* As per our customer case studies.



# Chatbots Crafting a New World of Customer Experience

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From being able to stimulate human-like conversations by answering simple decision tree questions to being able to generate leads using AI technologies; Chatbots have evolved considerably in the last few years in terms of technology and functionality.

Today, an AI-powered Chatbot can collect & qualify leads, book meetings & appointments, route conversations to agents, and streamline the sales; which makes vital for companies to implement the technology in their ecosystems. The companies integrating their different functions with an advance Chatbot witness significant advantages including improved customer journey, quicker & accurate resolutions, and time & costs optimizations.

Chatbots are projected to save 2.5 billion hours for businesses and consumers.<sup>1</sup>

According to a report by CNBC, using Chatbots will help business save costs by more than \$8 billion per year by 2022.<sup>2</sup>

Businesses are adopting digital transformation for modernizing customer communication and improving internal processes. The change in the way industries communicating with their customers, the virtue of providing seamless customer experiences, over 50% of customers expecting 24/7 availability of business<sup>3</sup>, and demand for self-help are key factors driving the adoption of Chatbots.

Notably, betwixt of this transformation, COVID-19 brought on unprecedented changes to organizations and customers alike. For some organizations, AI-powered Chatbots have played a significant role in managing peoples' needs during the pandemic. Customer needs have changed; they need access to information faster while sitting at home – with almost 90% requiring an immediate response to a customer service query.<sup>4</sup>

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<sup>1</sup> Juniper Research





<sup>2</sup> CNBC Report

<sup>3</sup> Oracle Report

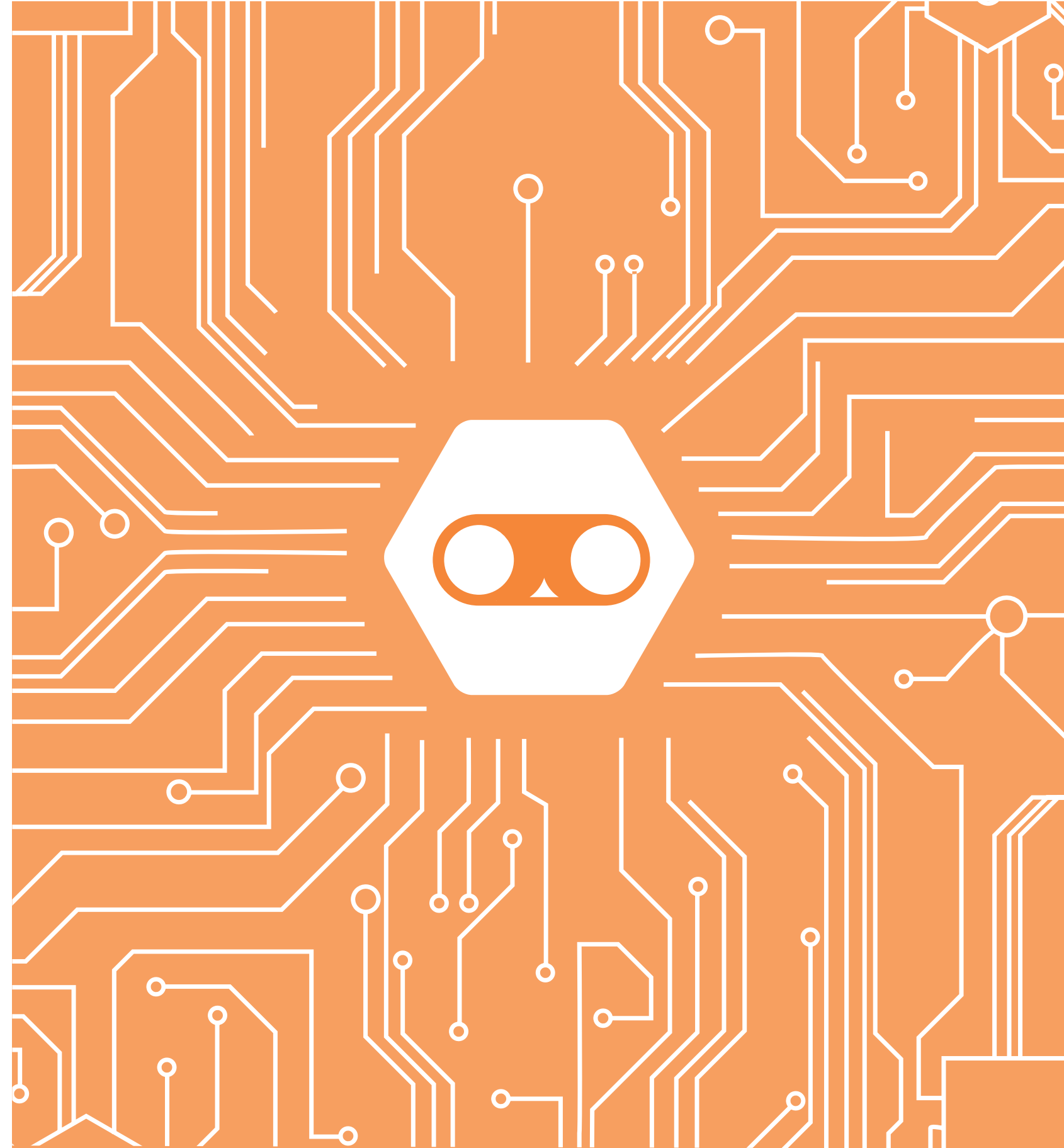
<sup>4</sup> Hubspot Report



OneBot is an AI enabled conversational chatbot, capable of maintaining contextual information.

-  It is ideal for lead generation, improving the customer journey, conducting NPS (C-Sat) surveys, and empowering sales and support teams.
-  It can respond to Natural Language and can be integrated with existing systems and APIs to fetch relevant information.
-  It is based on advanced cognitive learning with advanced features like sentiment and intent analysis.
-  It saves operational costs, time, and manpower by automating queries and getting a higher accuracy rate of up to 90%.

The beauty of OneBot is that it continuously learns and evolves to improve efficiencies and reduce the costs implicit with stakeholder experience management.



# Features

## SIMPLER



Easy Integration with Existing Tools



Self-Help

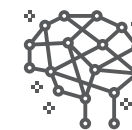


Handy Dashboard with Analytics

## SMARTER



Multi-channel Integration



AI-Enabled



Multi-Lingual

## SAFER



User Authentication and Authorization



Backend Support



Password Hashing

## SWIFTER



Routing Conversations to Agents



24/7 Support



Upselling and Cross-selling



# Contact Us

## Corporate Office

OneClick Technologies Pvt. Ltd.  
Plot No 45-46, Udyog Vihar Phase - 1,  
Sector 20, Gurugram, Haryana 122016  
P: +91-0124-4341-200  
E: info@oneclickcx.com  
W. www.oneclickcx.com

## Our Achievements:



First to Deploy  
Platform of

For Chatbot Innovation



3 Aegis Graham  
Bell Award

For Service Innovation



5 Aegis Graham  
Bell Award

Across Categories



Global Telecom  
Business

Innovation Awards



Technology  
Fast 50

Deloitte Consulting



Technology  
Fast 500

Deloitte Consulting



Largest Repository  
For Device  
Simulator In the World



## Our Clients

