



OneBot - The Next Generation AI-Enabled Chatbot

by OneClick Technologies

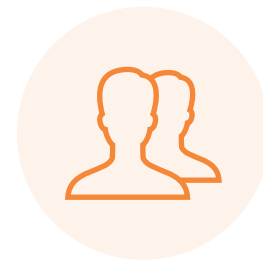


Orchestrating effective and enriching customer experiences.

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

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

Our organization is ISMS ISO/IEC 27001:2013 and PIMS ISO/IEC 27701:2019 compliant.



55,000+
Active Users



700M+
Customers Processed



190M+
Transactions Per Year



Reduced Sales Cost by
32%



Reduced Resolution Time by
87%



Improved Customer Satisfaction Score by
35%



Reduced call volume by
18%

* As per our customer case studies.

Customer Experience Solutions

OneBot
Chatbot

OnePulse
KMS

Replic8
Self-Help

Chatbots Crafting a New World of Customer Experience

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.¹

According to a report by CNBC, using Chatbots will help business save costs by more than \$8 billion per year by 2022.²

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 business³, 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.⁴

¹ Juniper Research

² CNBC Report

³ Oracle Report

⁴ 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.

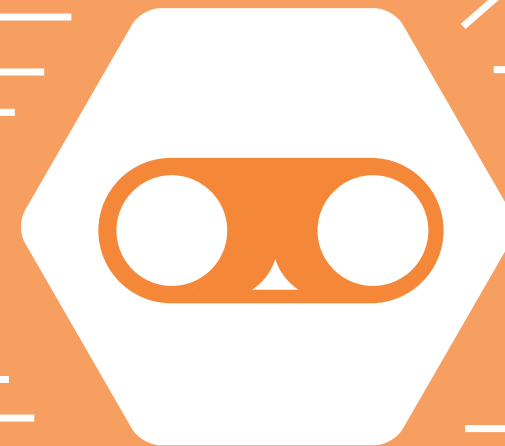


It is based on advanced cognitive learning with advanced features like sentiment and intent analysis.



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

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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

