



VNPT Smartbot

Simply build an AI-powered chatbot – Efficient communication channels in the form of human-like conversations



Website: smartbot.vnpt.vn

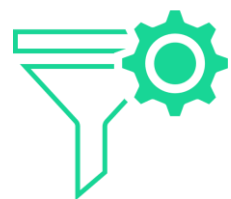


WHY CHOOSE VNPT Smartbot?



OUR VALUES

Accompany along with your business to create the higher-value products or services



Save operation cost



Reply comment and send messages automatically



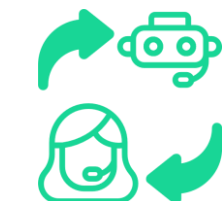
Improve customer experience



Optimize capital for flexible scalability



Engage customer 24/7



Transfer automatically between agents and bot

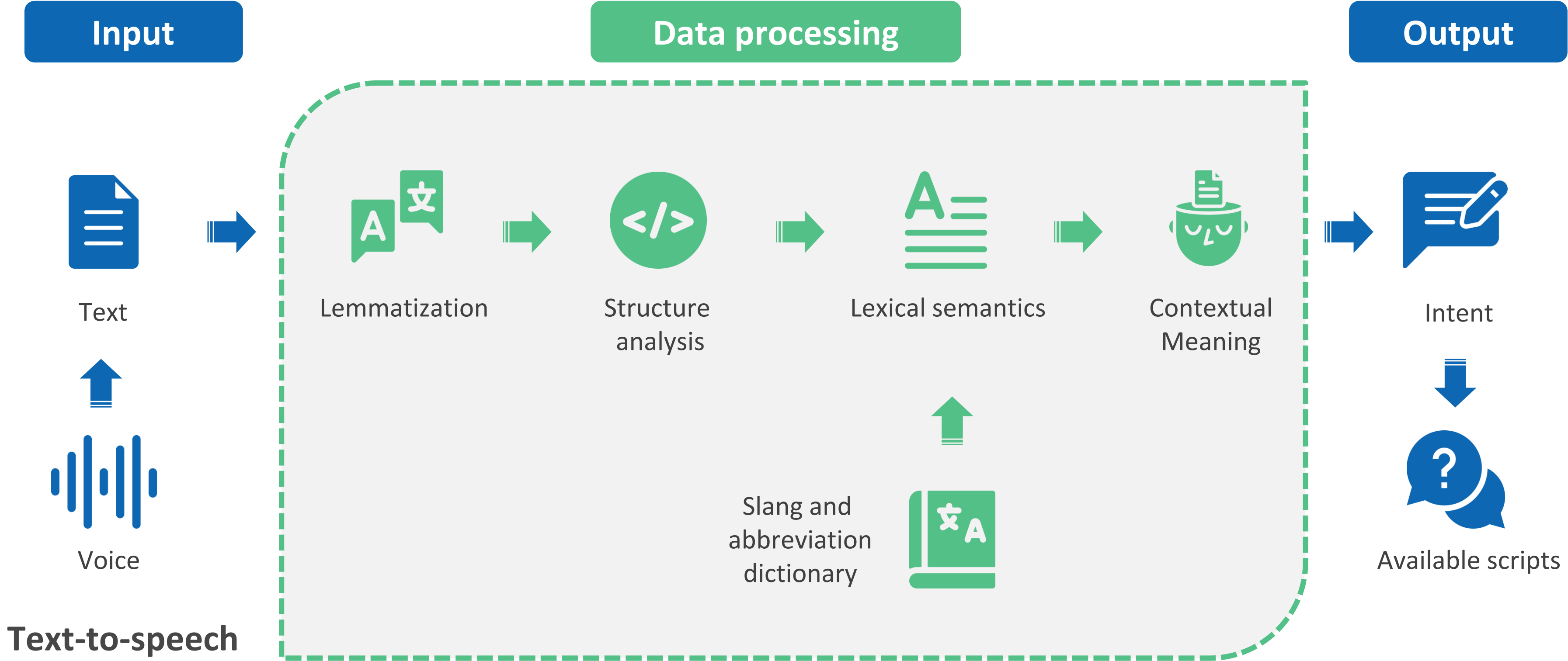


Build and refine easily

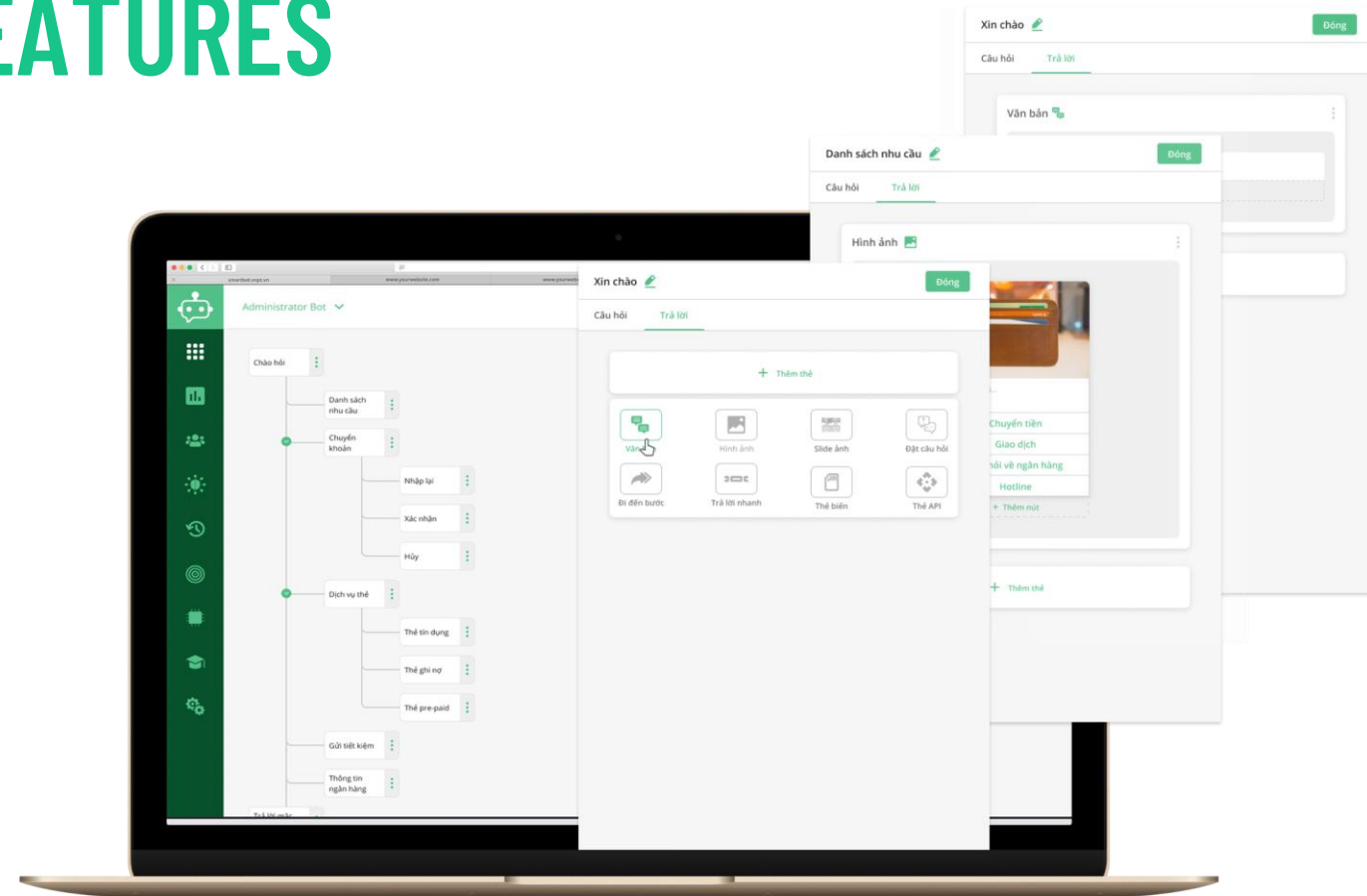


Create a sales funnel and generate leads

THE CUTTING-EDGE TECHNOLOGY: NLP



FEATURES

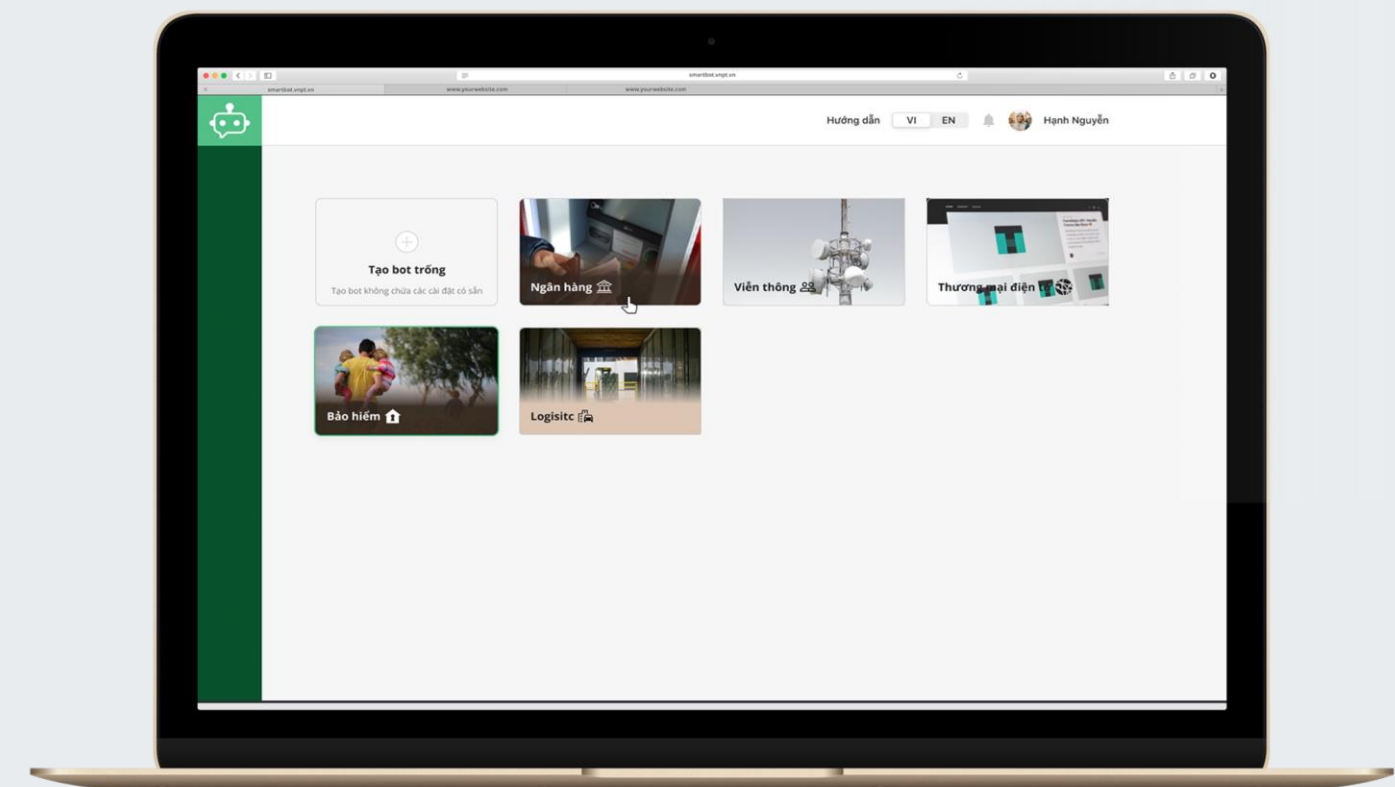


01 Easily build conversational scripts

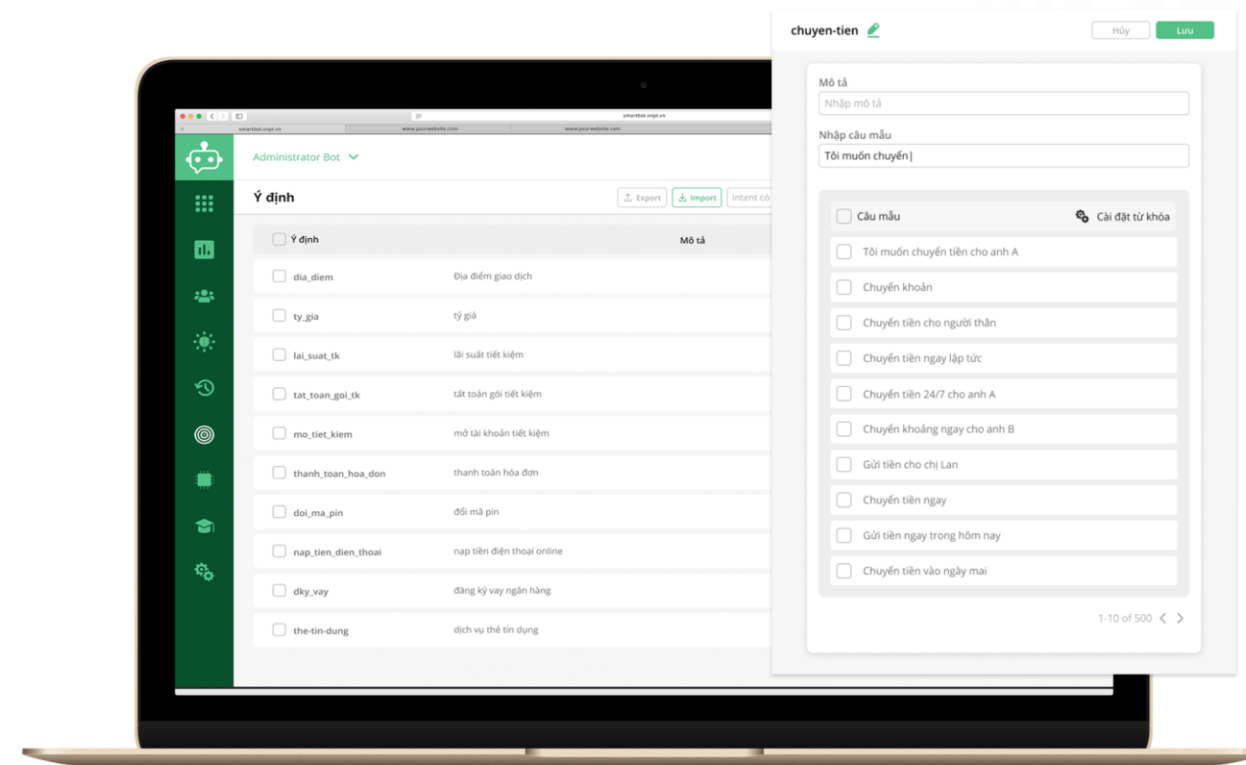
Providing a variety of response cards to support users in building conversational scripts. With drag-and-drop elements, you are able to make more direct and natural dialogs to enhance customer experience.

02 Get started with domain templates

We provide the ready-to-use domain templates such as Banking, Telecommunications, Insurance, Logistics, E-commerce, etc. You can quickly get started with these templates and available training data.



FEATURES

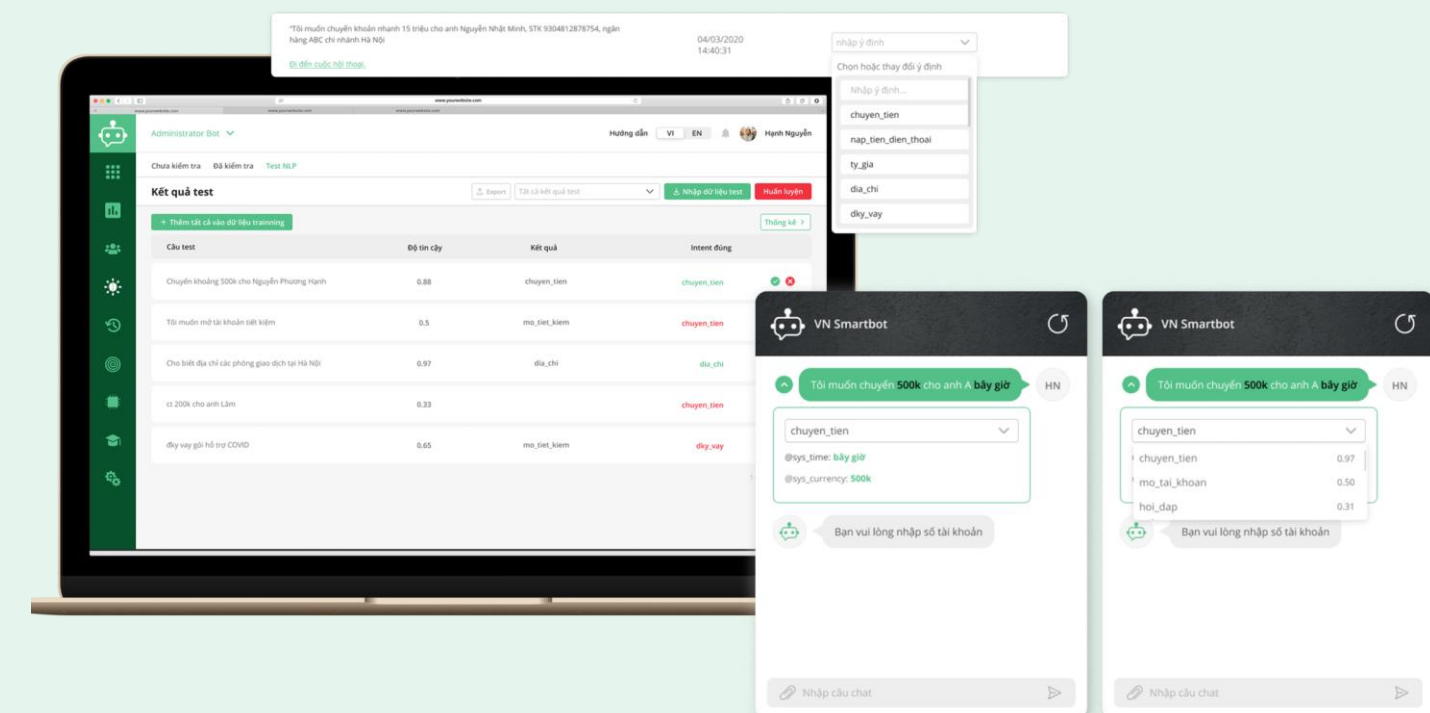


03 Quickly create data training

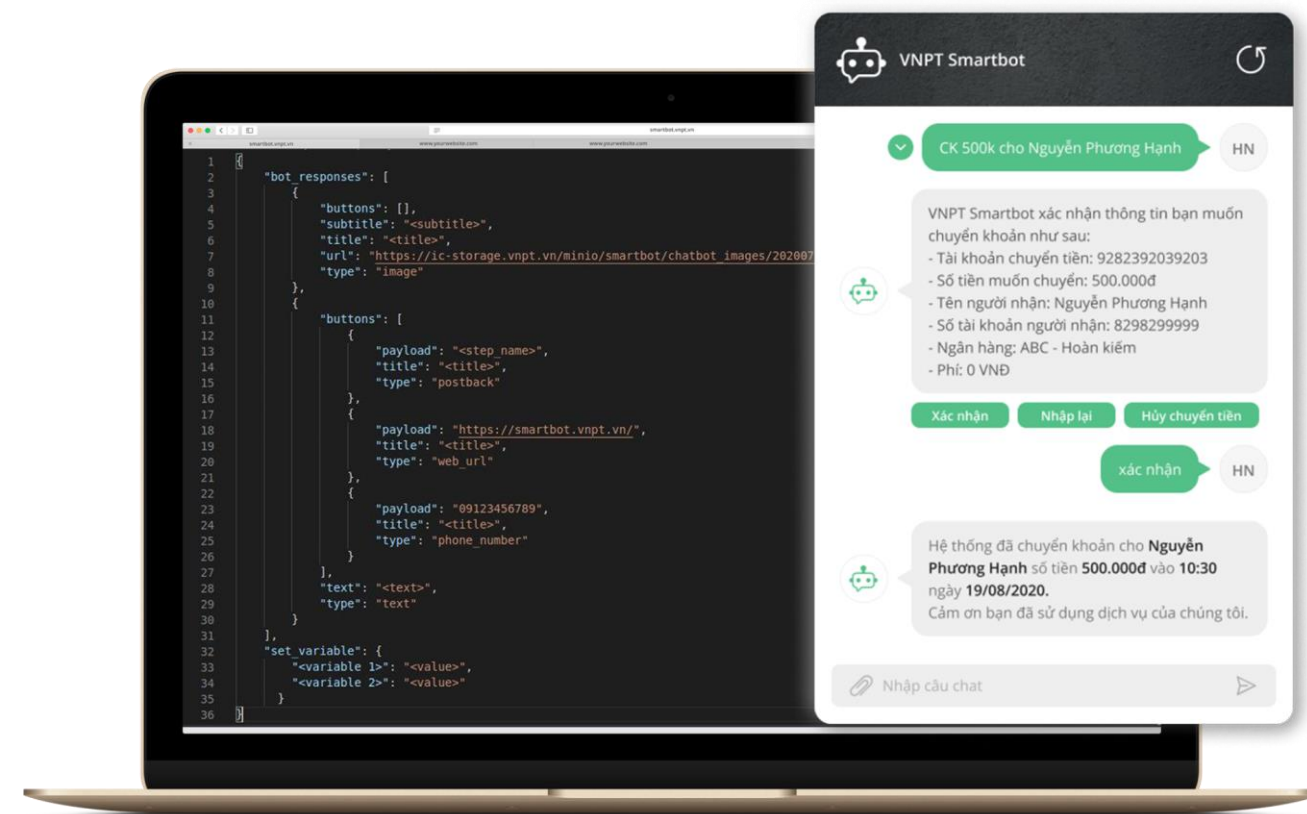
Building training data of intent, entity quickly is made possible by importing Excel file

04 Evaluate and improve bot intelligence

Providing Test NLP tool to evaluate AI model with a data test file, and classify the bot prediction results from chat history with customers to improve chatbot's intelligence.



FEATURES

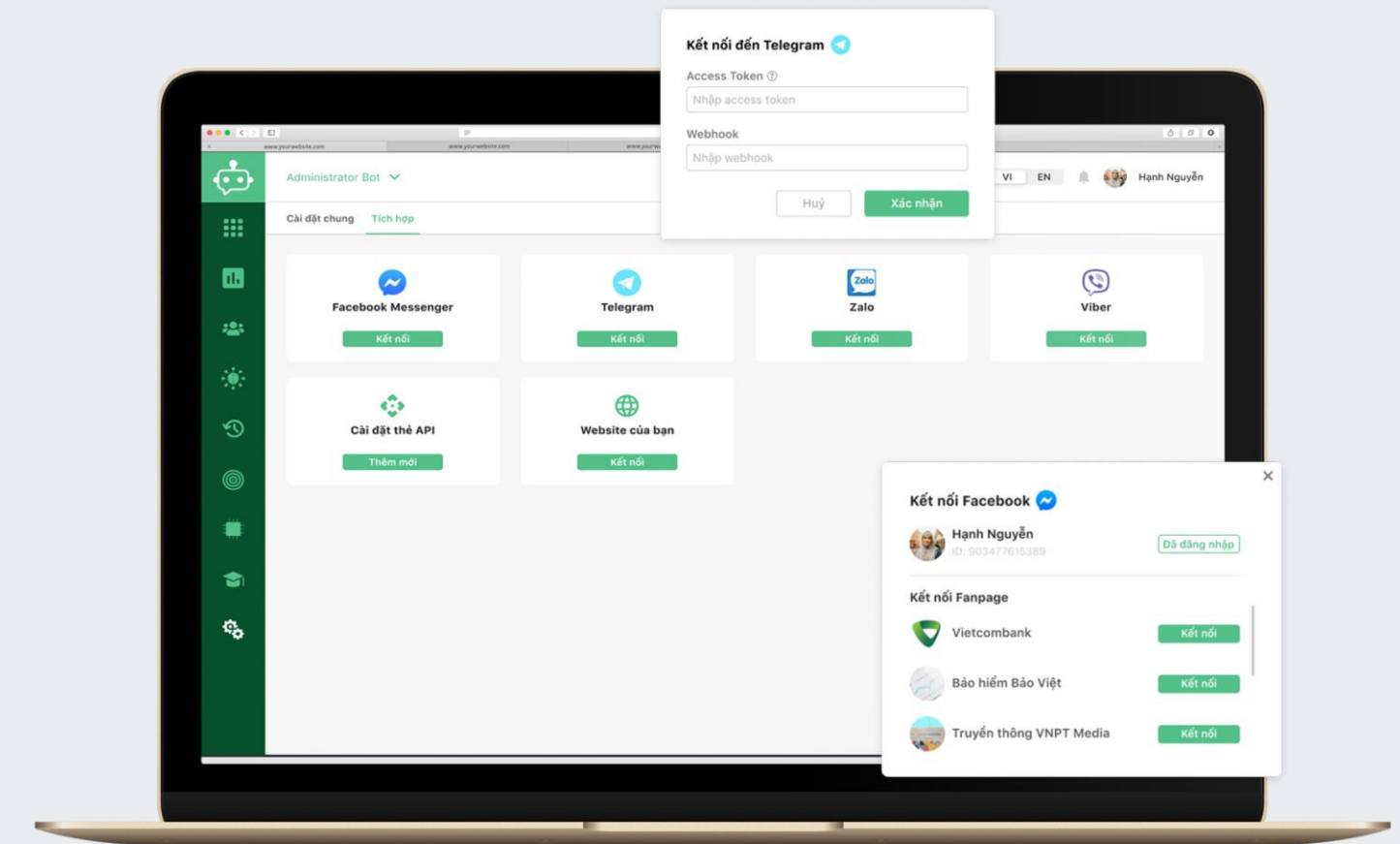


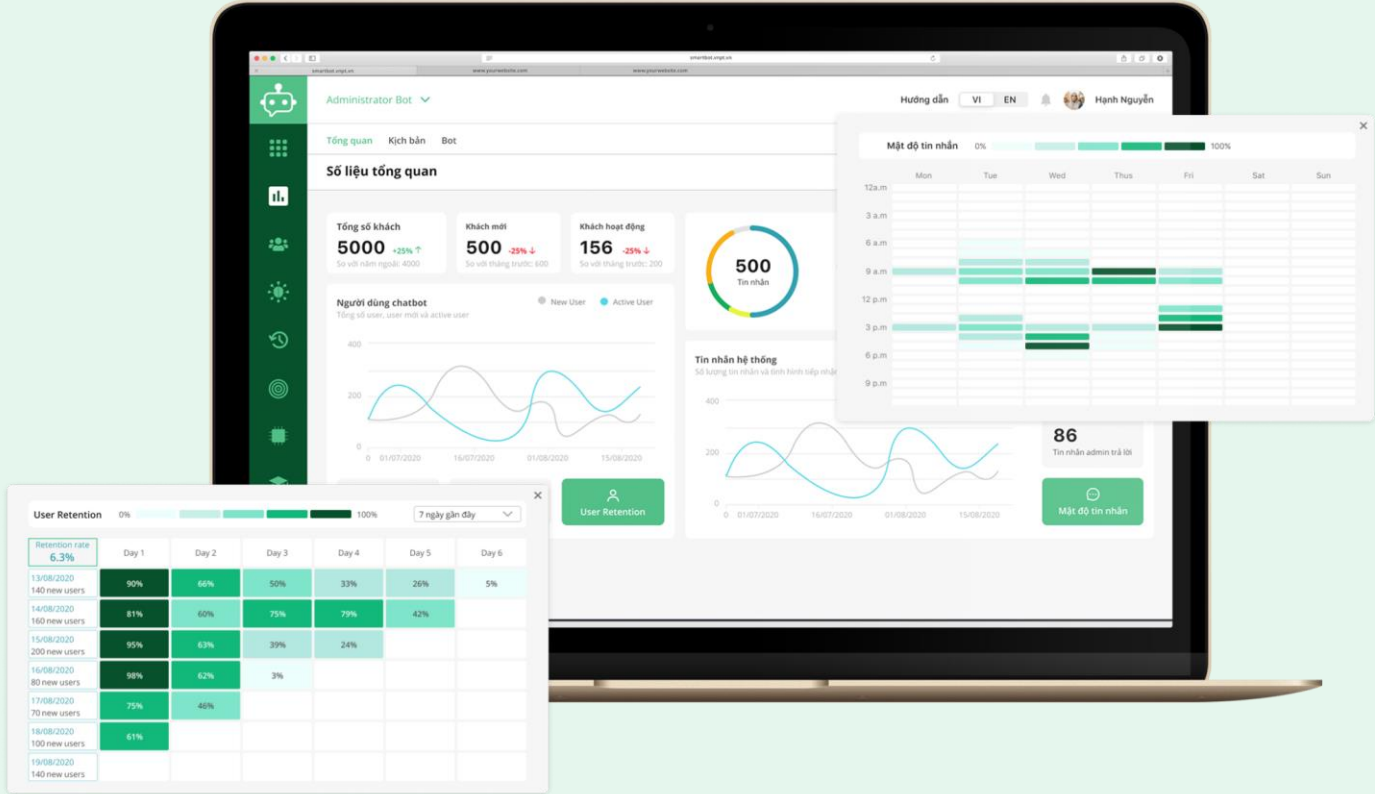
05 Connect with business systems CRM, ERP

Transfer the customer information from dialogs to the business systems such as CRM, ERP to interact with customers

06 Integrated with omnichannels

Engaging with customers is easier through multi-platforms like Facebook, Zalo, Viber, Telegram, Website and internal communication channels

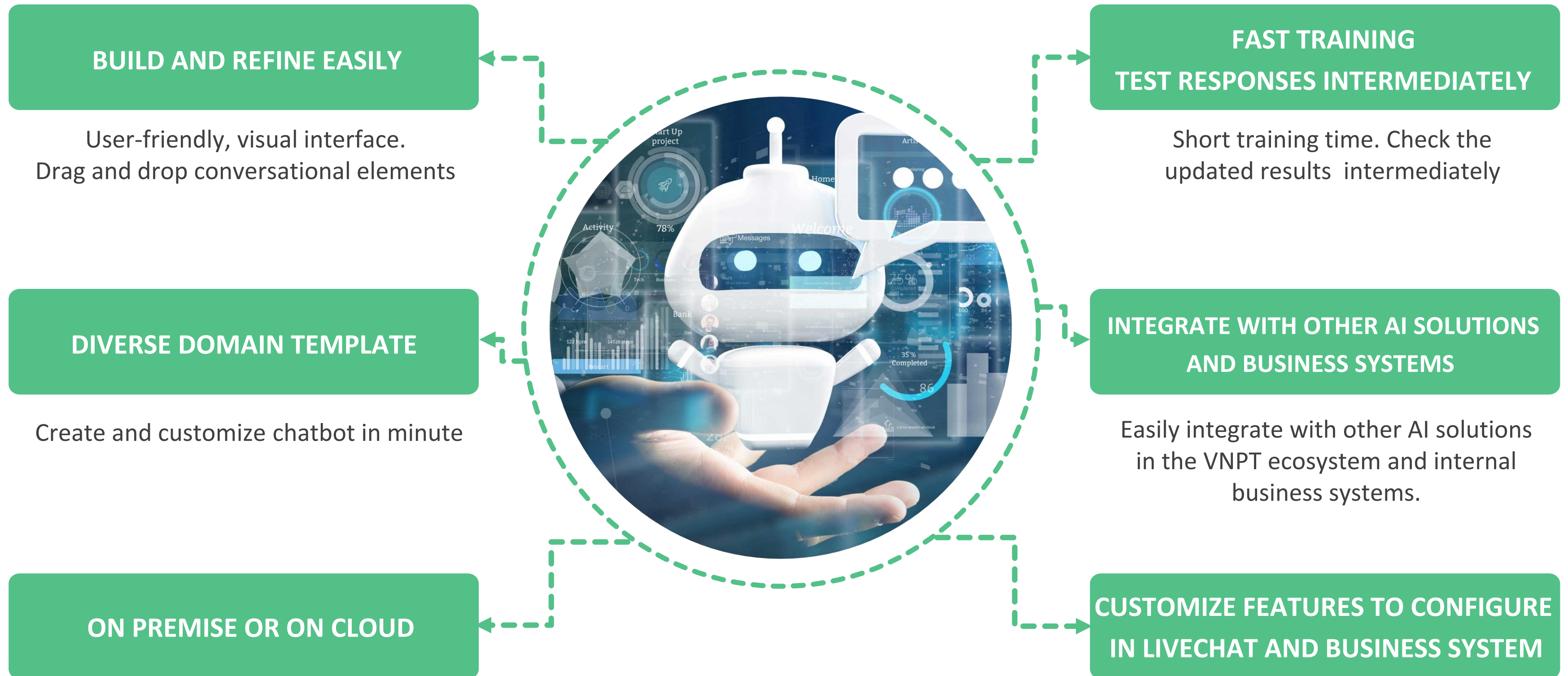




07 Visual statistical analysis

Display the statistics analysis of user activities, bot performance, the number of messages, and scripts to help businesses to make strategic decisions.

UNIQUE CHARACTERISTICS



INTEGRATED OTHER AI SOLUTIONS TO VNPT Smartbot

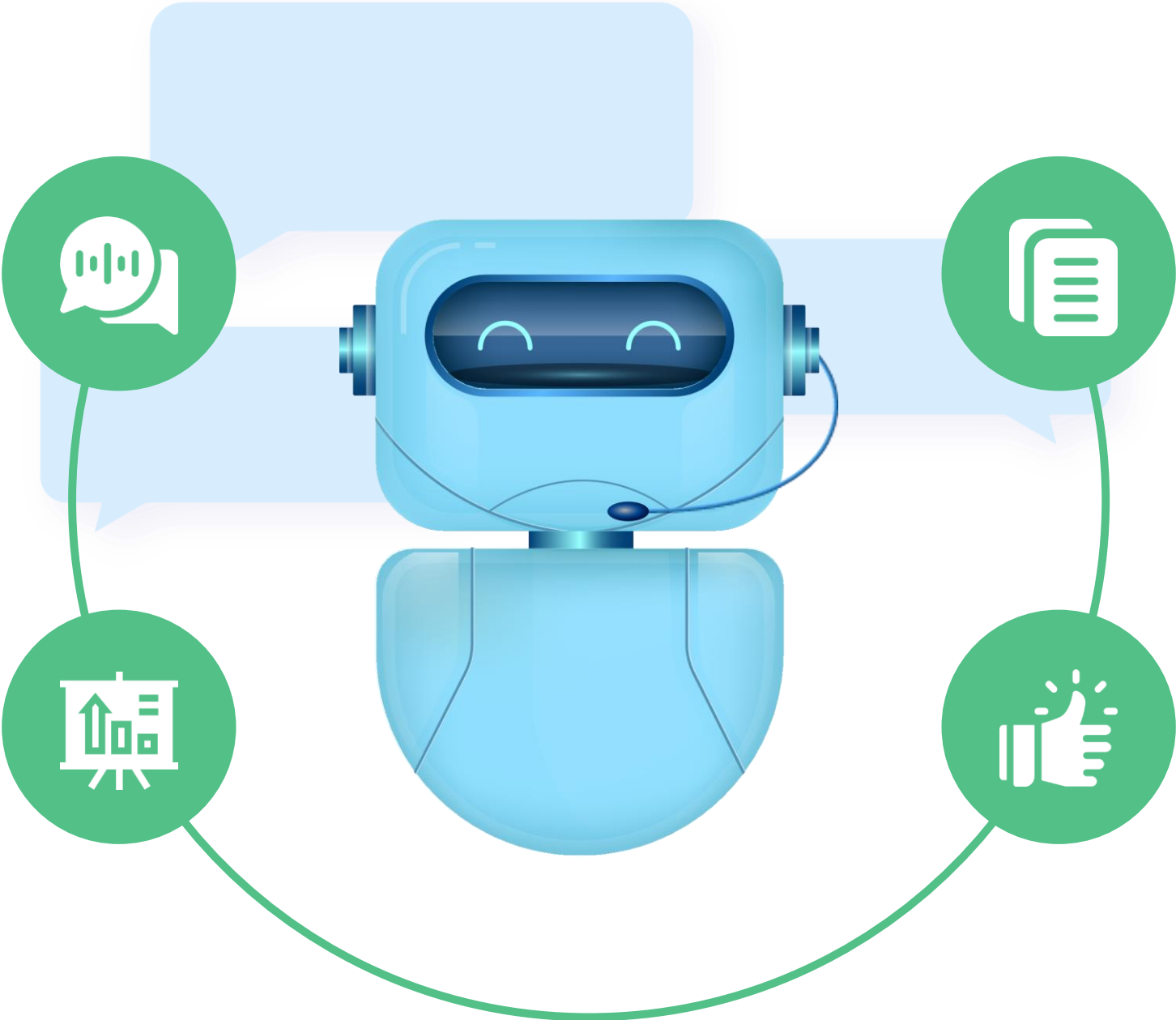


EKYC

OCR helps to extract the information from printed document

RECOMMENDATION SYSTEM

Identify the insight of customers from big data to robust the sales by product or service recommendation.



TEXT-TO-SPEECH SPEECH-TO-TEXT

Voice dialogs with chatbot and users

DATA ANALYTICS AND SOCIAL LISTENING

Power up the conversational analytics to support for the decision making processes

WHY CHOOSE VNPT?



55

Top 55 Telecommunication Brands Worldwide

63/63

Coverage capabilities reaches
63/63 cities and provinces

100+

Experienced AI
experts

3.000+

IT engineers





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