DeviceBits

BOT+

The Product + Experience Creating a More Intelligent, Long-term Chatbot Strategy

Chatbot success is in the "+"

BOT+ helps businesses build chatbot success + happier customers by combining today's chatbot functionality with practical Artificial Intelligence and Machine Learning (AI/ML) technology.

Generate conversational logic to help guide customers through support while also enabling simple sales engagements.

BOT+ ingests and monitors articles to score and predict future efficacies. Using natural language understanding (NLU), related concepts, and suggested paths, BOT+ reduces customer effort. This leads to happier customers, shorter wait times, and increased customer adoption of self-support.

Self-Training

Effectiveness scoring takes away the guesswork and empowers BOT+ to determine if an answer is effective enough to be included in automation, providing the highest probability for a positive customer experience.

Self-Learning

DeviceBits products are powered through the SupportPredict platform that collects millions of digital interactions monthly through

Chat	Social Media
SMS	IVR
Academy	CareAssist

This unique feature allows your customers to confidently find support on their terms while also building consistency in your support channels.

DeviceBits Footprints provides an industry first, tracked 360° view of the customer experience for users transitioning from self-serve (BOT+ Academy) to agent assisted (BOT+ CareAssist). Learn how to empower agents with more information and leave a customer feeling you value their time and loyalty.

About DeviceBits

DeviceBits is on a mission to create the ideal customer experience using "Practical AI" methods to provide simple but powerful guided self-service, co-piloting agent support, & chatbot IQ.

Intelligent Customer Support Suite

Future proof your customer service with an increasingly intelligent agent assisted and self-support platform.

Academy

Frictionless deployment enabling customers to self-serve with a predictive, interactive experience.

COMPOSER

AI POWERED

ANALYTICS

SELF-SERVICE

SupportPredict

Gain valuable insights by connecting the power of artificial intelligence, machine learning and predictive customer journeys.

CareAssist

Empower agents with an extensible knowledge portal providing predictive and guided paths that lead to higher customer service ratings.

BOT READY

TRAINING

AI POWERED

COMPOSER

DeviceBits BOT+ is part of the "Support of Things" (SoT) Network which allows it to easily contribute and integrate with today's current support framework.