

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 BOT+ is designed to be both customer facing and agent assisting, creating one of the most comprehensive and cohesive chatbot solutions available.