



Xbot

Simplifying Chat Automation

A WebSpecia Company




Who.**We.**Are

Xbot is a **Chat automation** platform powered by **Conversation Automation and AI** to reimagine the customer journey across acquisition, engagement and retention.

Xbot connects automation and the human touch to craft personalized Customer eXperiences.

01



Evolution of
the Customer
Journey

Customers

67%

prefer self-service,
over speaking to a
company representative.

78%

**prefer using different
channels** depending on
the context.

59%

**prioritize Customer
eXperience** when evaluating
what companies to buy from
or support.

Businesses

77%

of businesses noticed an **increase in
conversions** after using Xbot automation.

Customer eXperience Challenges

what Xbot can solve for you



24x7 engagement that scales across borders



Quick, personalized and Accurate responses backed by context

♥ 25



Omnichannel engagement through your customers' preferred channels



Drive Impact & Retain (CSAT, ROI, NPS)



Be globally local with bots speaking 50+ languages

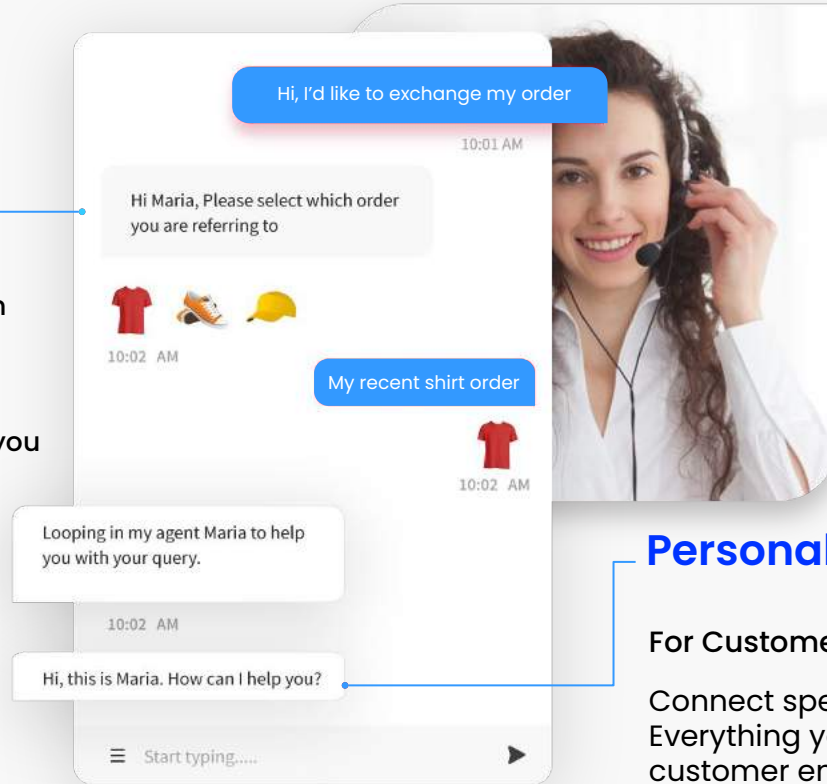
Redefine Conversations

with Xbot

Automate with chatbots

Conversational Intelligence Platform

AI-powered chatbots powered by a proprietary NLP Engine, that allows you to engage customers at scale.



Personalize with live chat

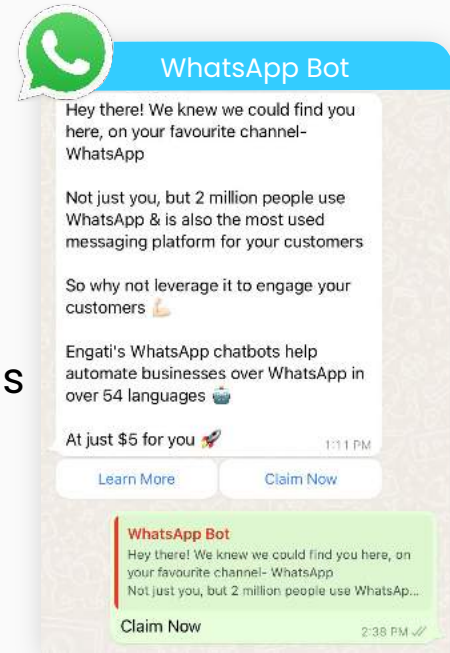
For Customer eXperiences teams

Connect speed with personal touch
Everything you need for real-time customer engagement.

Revolutionize interactions with WhatsApp

Engage your customers on the messaging app with a 99% open rate

- Send **cart abandonment notifications**, payment reminders, and shipping updates
- Set up and run promotional campaigns & sweepstakes
- Retain your customers through loyalty programs
- Collect users testimonials and feedback
- Make conversation interactive with WhatsApp's new UI elements: lists and buttons
- Upload your contact list on Xbot and send personalised message to all users in 1 click
- Initiate a new conversation with engaged users directly from the one view inbox



02 | Automates with chatbots

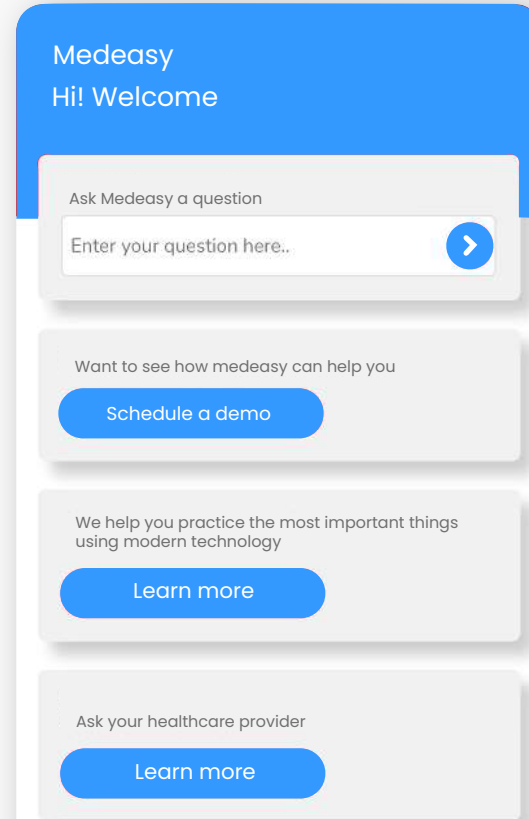


Automate with chatbots

Engage customers intelligently all day, every day, with bots that evolve with your business.

Use chatbots along with live chat to handle complex customer queries faster than ever before.

Provide 24/7 support using AI-powered chatbots





Omnichannel Engagement

Engage and retain your customers with Xbot on **14+ channels**, including Web, Instrgram, Facebook Messenger, WhatsApp, Email, Telegram , and more.

Customize the web experiences to your brand and theme.

Build once and deploy across all the channels.

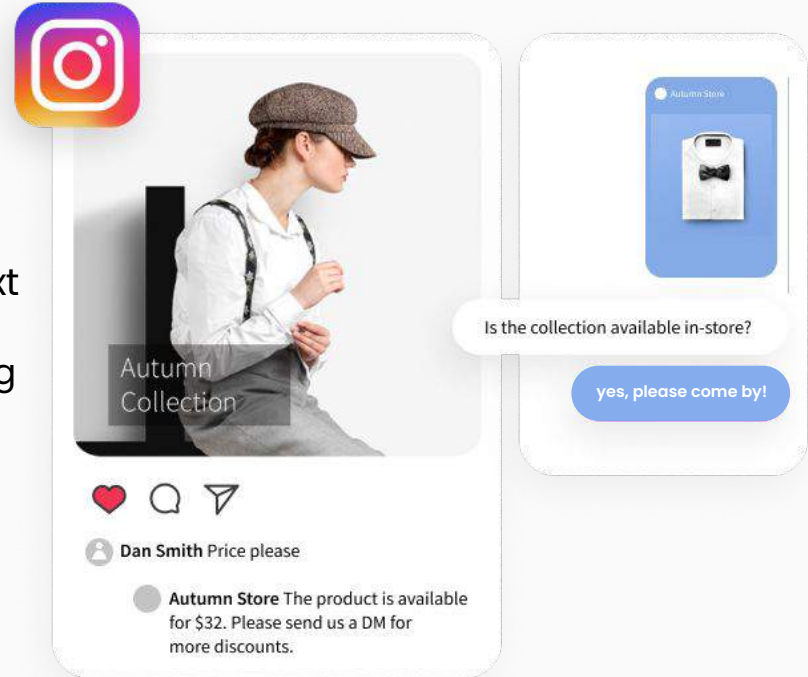


INTERCOM

Instagram / Facebook

Convert your Instagram / Facebook followers to customers by automating replies to DMs, story, mentions & comments

- Respond to every user comment by sending automated replies based on the post context
- Increase engagement by automatically replying to story mentions
- Generate, qualify, and nurture leads by replying to DMs via bot and live chat



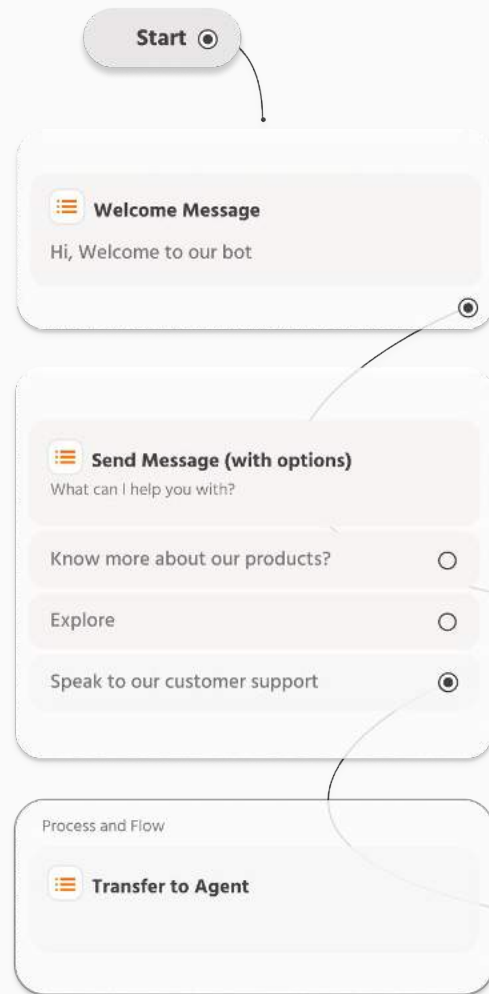


No-code Bot-building

Create conversational user journeys using Xbot's no-code flow modeler

You can send greetings, multimedia, collect user information, add data to your CRM, schedule appointments, and much more.

Build conversation flows with minimal coding in under 10 minutes.



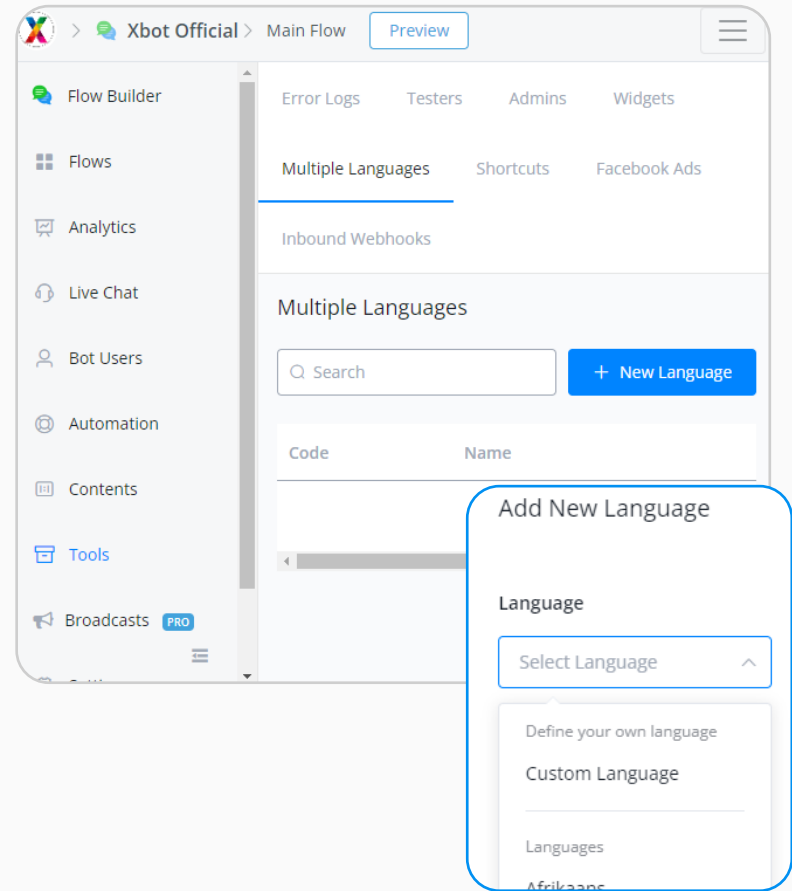


50+ language options

Serve global customers with **Xbot, smultilingual capabilities**, allowing for conversations in 50+ languages

These capabilities span across the platform's various critical components: FAQs, intents, and conversational flows.

Create your bot once and engage customers in 50+ languages with auto-translation.





Plug & Play Integrations

Integrate your bot with your favourite third-party applications. Ticketing systems, CRMs, can all be integrated using [Xbot's Integration Hub](#).

Native integrations include Google Analytics, Google Calendar, Google Sheets, Zapier, Stripe, Freshdesk, etc.

Quickly integrate with multiple third-party apps, no coding required.



Shopify



WooCommerce



Pabbly Connects



Google Sheets



stripe

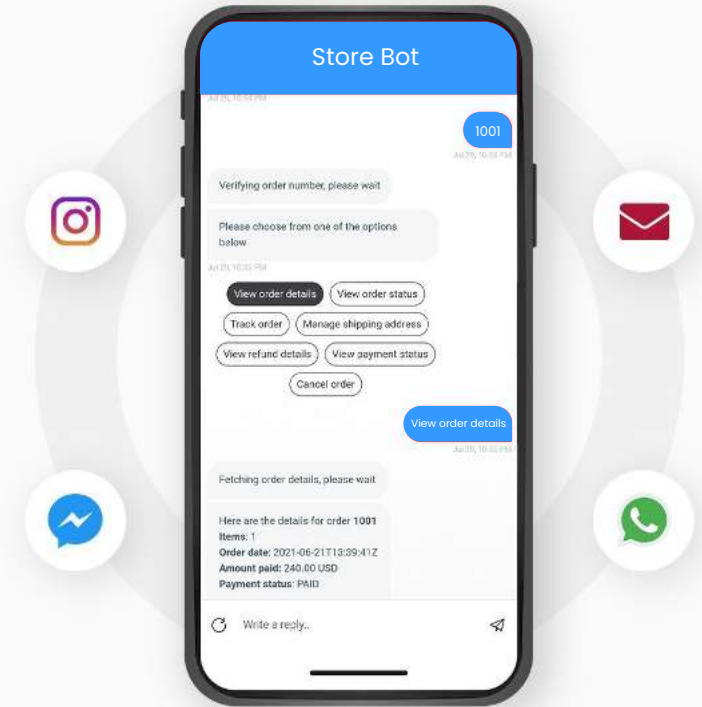


360 Dialog

Shopify / Woocommerce

Acquire customers from social media with Xbot's omnichannel engagement solution

- Engage and convert your users from Instagram, WhatsApp and other channels with bots and live chat
- Automate replies to queries about orders, shipping, returns and refunds with a ready-to-use template bot
- Send abandoned checkout notifications and order updates via WhatsApp
- Manage and respond to users across channels from a single view



03 | Personalize with live chat

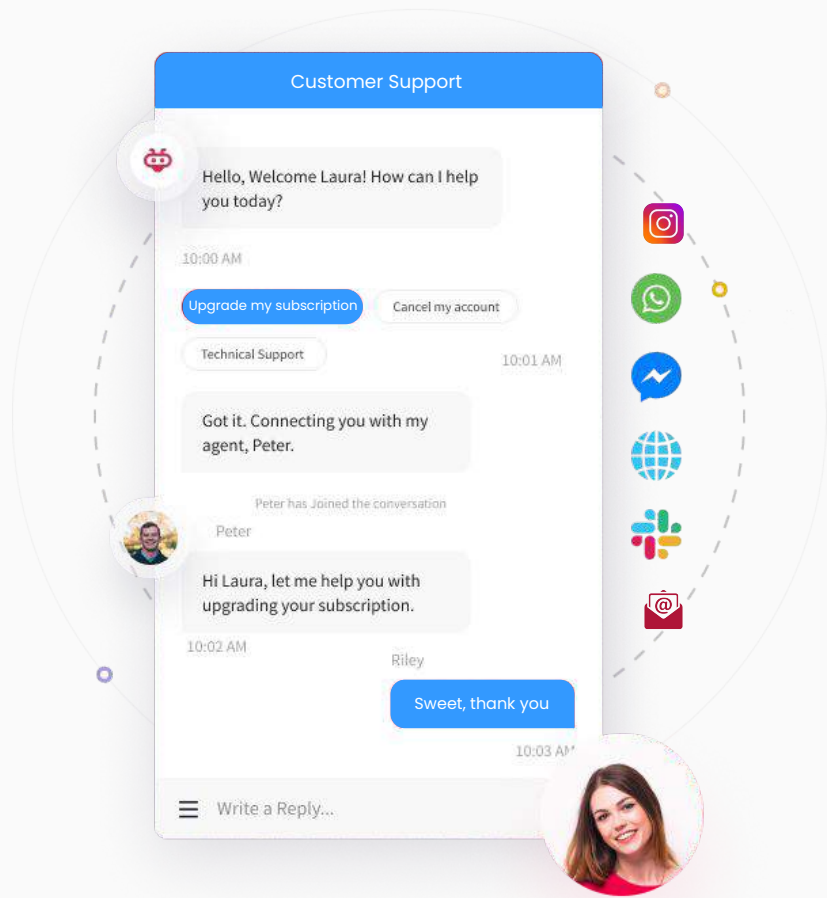


Personalize with live chat

Personalize conversations with the human touch and handle complex customer queries in real-time using live chat.

Combine with bots to respond to questions when agents are unavailable.

3X your conversions by responding to queries via live chat





Omnichannel Inbox

Bridge the gap between you and your customers across channels like Web, WhatsApp, or any other messaging channel using the OneView Inbox.

Link user conversations across all channels to view all queries and monitor the resolution.

Manage all conversations under One View.

The screenshot displays the Omnichannel Inbox interface. On the left, a list of messages is shown with columns for user initials, name, and date. The selected message is from Eric Gatta (EG) on July 10, with the text "I would like to speak to an agent....".

The right pane shows the detailed view of the conversation with Eric Gatta. At the top, it displays the bot name and status. Below is a search bar and tabs for "All", "New", "Active", and "Unassigned". The main area shows the conversation history, including a message from Eric Gatta and a response from the bot. At the bottom, there is a text input field labeled "Your message....".

On the far right, a "User details" panel is visible, containing the following information:

User details	
Name	Gifted Wall-E
Email	-
Joined On	8/3/2021, 3:39:50 PM
Last Active	8/3/2021, 3:40:14 PM
Web Page	Demo
Web Url	https://app.engati.com/st...
Phone Number	-
Account	-
Title	-
Time Zone	Asia/Kolkata
IP Address	223.229.131.112
City	Mumbai
Country	India

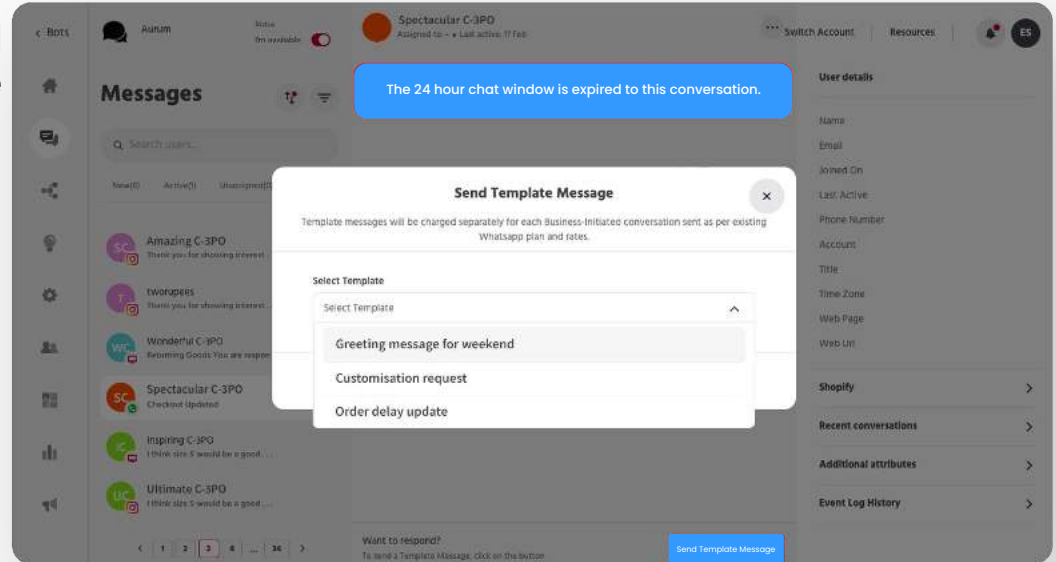
Below the user details, there are sections for "Notes", "Recent conversations", "Additional attributes", and "Event Log History", each with a right-pointing arrow.

Send updates directly from one view

Reach out to your previously engaged WhatsApp users, directly from the one view inbox.

You can select and share from the pre-approved templates and reach out to your customers from one view, even after the 24 hour session.

Initiate conversations easily after WatsApp chats session expiry





Real-time Administration

Manage your teams efficiently using Xbot.

Set SLAs, schedule work hours and holidays, manage queues, monitor agent availability and conversations, add quick responses, and much more.

Monitor and review your team performance effortlessly!

Setup Routing Quick Response

Work Week

Sun Mon Tue Wed Thu Fri Sat

Work Hours ⓘ

Times are in UTC. Timezone can be updated in [Bot Details](#)

8:00 AM 9:00 PM

Holidays ⓘ

Add Date

Agent Busy Response

All our agents are busy. Try again later

None

Transfer to Agent Response

Thank you for your request. An agent will attend to you shortly.

04 | Why Customers Succeed with Xbot

Why Customers Succeed

with Xbot

1

Powerful WhatsApp chatbot

2

One inbox for multiple chat platforms

3

50+ language options

4

Custom user journeys

5

Real-time insights

6

Plug & play integrations



How The Kidling
doubled its revenue
with Whatsapp marketing

How TheKidling doubled its revenue with Whatsapp marketing



Challenges

With cash on delivery enabled, TheKidling was facing high percentage of fake order and hence cancellations.

High RTO was also impacting profits. they also needed an automated channel to handle high volume enquiries about order tracking.

Solution

Whatsapp based OTP system helped them verify each order. After each order, the customers were getting a message to verify/edit/cancel their order. When the order was out of delivery, a notification system was setup informing customers to keep the cash ready.

Furthermore, we integrated whatsapp with shiprocket api in order to provide real time order tracking mechanism for customers.

This work brilliantly during the high order volume of the festive season.

98%

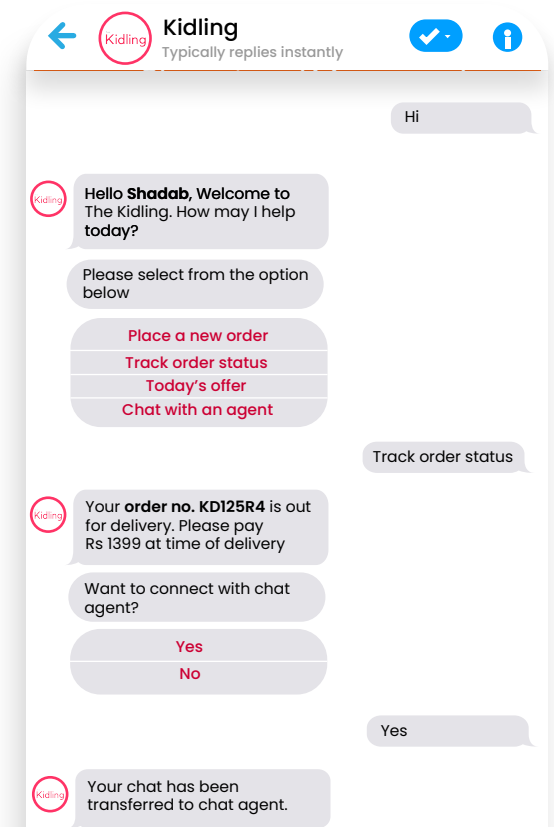
order tracking queries solved by bot

60%

drop in RTO

300%

Sales growth by combining whatsapp catalogues as sales channel.



This Israeli company
revolutionised peer to
peer food delivery system with xbot

How Kubbaba revolutionised

peer to peer food delivery system with xbot



Challenge

Kubbaba is an Israeli startup that lets you order food from your neighbour. They changed user experience by introducing food ordering & notification system on whatsapp.

High number of drop off from website, absence of effective retargeting system & delayed notification to chef.

Solution

We migrated their entire menu on whatsapp. Foodies can now order food from whatsapp for which the notification is sent to the related chef in real time. Since whatsapp adoption is extremely high in isreal, the chances of missing an order went zero.

Retargeting existing and dropped off customers became effective with whatsapp API and zoho as CRM.

170%

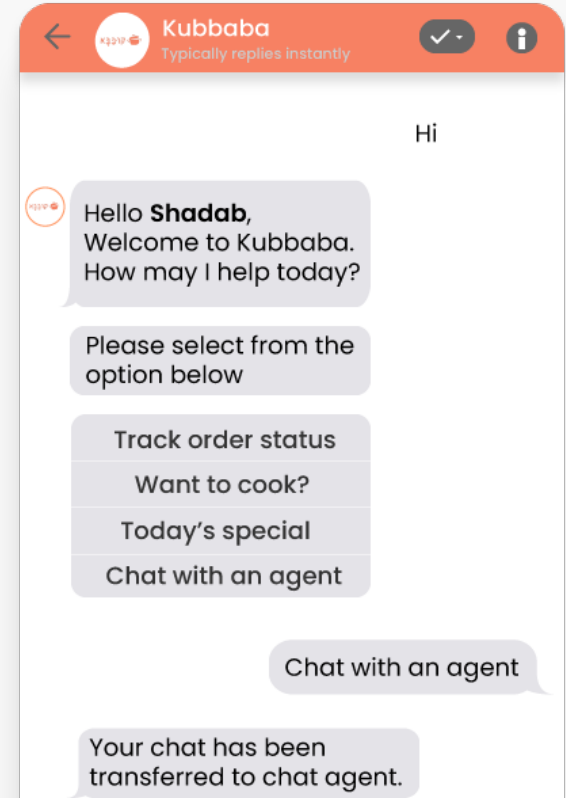
increase in daily orders

94%

reduction in resolution time

64%

increase in average monthly spent per customer



How Dagga Tattoos
registered 300%
appointments growth with
WhatsApp chatbot

How Dagga Tattoos registered 300% appointments growth with WhatsApp chatbot

Challenge

Dagga Tattoo was facing low conversion rate because of a long form since needed a lot of information from client.

Solution

With xchat and whatsapp chatbot, they were able to quickly grab the lead into their zoho CRM

All other information was asked by chatbot and the final information was updated in the CRM along with booking confirmation.

4%

conversion rate grew from 0.7% to 4%.

300%

appointments increased by 3X

69%

traffic preferred chat conversion.



Hear it from our customers

THE
Kidling

Xbot is a user-friendly bot creator for non-tech people

 Ear Solutions

The most effective and reliable AI software

 MEDEASY

The best chatbot platform for Facebook Messenger'



All-in-one platform to create, deploy, and track chatbots across channels.



Top chatbot platform in the world'



among the TOP chatbot building platforms worldwide'



Impeccable service, round the clock support, knowledgeable consultants

ANALYTIX LABS

The BEST chatbot building platform from India'



The best WhatsApp chatbot solution'

Contact us



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Let's talk

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