

Our professional services may include, but are not limited to, the following services

ccRobot integration

popular applications include customer services, e-commerce assistance, human resources and in-house trainings

Business Process Automation (BPA)

save cost and improve productivity by automating your business operations

Big Data Analysis

enhance data-driven decision making and business intelligence to improve Return on Investment (ROI)

Training for Advisory Services

assist in training robots for professional advices or services in sectors such as legal, medical, finance, and engineering

AI/ML Development

provide a comprehensive range of consulting services for AI/ML development

Presentations and Trainings

offer technical courses and seminars for corporations, SMEs and colleges



download soft copy of our latest booklet



Enhance **SERVICE QUALITY** & Optimize **WORKFORCE UTILITY** through **CONVERSATIONAL AI**

2024a

Learn more (Organizations in any size are welcome.)

Strategy Partner for Business Development, Marketing and Sales



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Business Development Director (Toronto)

If you are interested in exploring AI/ML solutions for your business or promoting your business, please contact us.

FREE quotation and initial consultation

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Chatbot Industry and AI

Author: Dr. Ivan Lau

Over the past few decades, the development of **Artificial Intelligence (AI)** seemed more myth than reality until the advent of **deep learning techniques**. A pivotal moment occurred in 2016 when **AlphaGo**, an AI program, stunned the world by defeating Go master Lee Sedol. This event served as a compelling demonstration of AI's ability to tackle problems of immense complexity, often surpassing human capabilities. At that time, the perception was that AI's prowess was limited to specific knowledge domains.

The launch of **ChatGPT**, a sophisticated **Large Language Model (LLM)** with advanced **Natural Language Processing (NLP)** capacities, marked another groundbreaking moment in 2022. It expanded its knowledge domain significantly to cover a vast array of subjects. In addition, its dialogue capabilities reached unprecedented levels, offering a more interactive and intuitive experience than traditional search engines like Google. This advancement, however, raises various concerns, particularly regarding the data privacy of the training datasets used, a challenge being addressed through ongoing research in AI ethics and data security.

The rapid advancement of AI has initiated in a new era of chatbots, transforming customer service and business operations across various sectors, including government services, finance, and retail. This integration of chatbots signifies a major shift in business models, making AI adoption a critical step for staying competitive. As AI continues to evolve, its role in enhancing customer engagement and operational efficiency becomes increasingly vital. Businesses now face the imperative of not only preparing for but actively shaping the AI revolution to remain relevant in this dynamic digital landscape.

While some may question the broader implications of these technologies, a growing number of people are starting to believe that AI could potentially replace a significant portion of human labor. This situation is reminiscent of the personal computer revolution; past understandings and expectations often fall short when faced with the rapid advancement and unforeseen capabilities of new technology.

In light of these developments, it's imperative to ask:

Is your business prepared for the AI revolution?

How can a chatbot be integrated into your business?

Let's explore how **our chatbot, ccRobot**, and our services help.



Challenges



Poor Customer Experience may lead to customer loss

U.S. businesses **lose \$83 billion each year** due to defections and abandoned purchases brought on by poor customer experiences. (Source: Forbe, Dec 2017)

Acquiring new customers is costlier than retaining existing ones

SaaS, on average, can costs **four to five times** more to acquire new customers versus retaining current ones. (Source: Forbe, Dec 2022)

AI chatbot is a cost-effective approach

High labor costs may lead to staffing shortages and thus long phone wait times. AI-powered chatbots present an effective solution, offering **24/7 high-quality service** and the ability to **handle multiple queries** simultaneously.

Choosing the right chatbot

Not all chatbots are created equally

According to ChatGPT version 4, there are four main categories to consider:

Functionality and Integration:

1. Purpose and Functionality
2. Integration with Existing Systems
3. Customization and Scalability

Purpose and Functionality:

1. NLP Capabilities
2. User Experience
3. Analytics and Reporting

Cost Effectiveness and Expansion:

1. Cost
2. Feedback and Improvement Mechanisms
3. Multilingual Support
4. Channel Integration

Compliance and Support:

1. Data Handling and Security
2. Support and Development.

Company Highlights



Cost-Effective and Rapid AI Solutions Save cost and time with high standard

- Our AI development offers **competitive pricing**, compared to U.S. counterparts, benefiting from lower labor and operational costs, along with government incentives.
- Our **rapid deployment** possible within three weeks, subject to project complexity.
- Our intuitive designs are **user-friendly**, which greatly enhanced user experience.
- The **tailored AI solutions** to fit specific business needs and objectives.



"[One ccRobot.ai] actually covers 4 full-time staff members, providing 24/7 support."

- Ruben Thanaruean, Head of I.T.



Robust Security and Privacy Protections

Protecting your valuable data and information is our top priority



- **Build in Canada Innovation Program (BCIP)** contract
- **Qualified AI solutions provider** for the Government of Canada
- **Protected B Certification** (2nd highest security levels of protected information and assets)
- Certified on **ISO27001** and web accessibility **WCAG v.2 AA**



"[ccRobot.ai] has helped us to really **increase productivity**, and also remove some of the manual things that we used to do daily."

- Kalyan Chakravarthy, CIO



Innovative, Award-Winning Technology

Our innovative solutions and services keep your business competitive

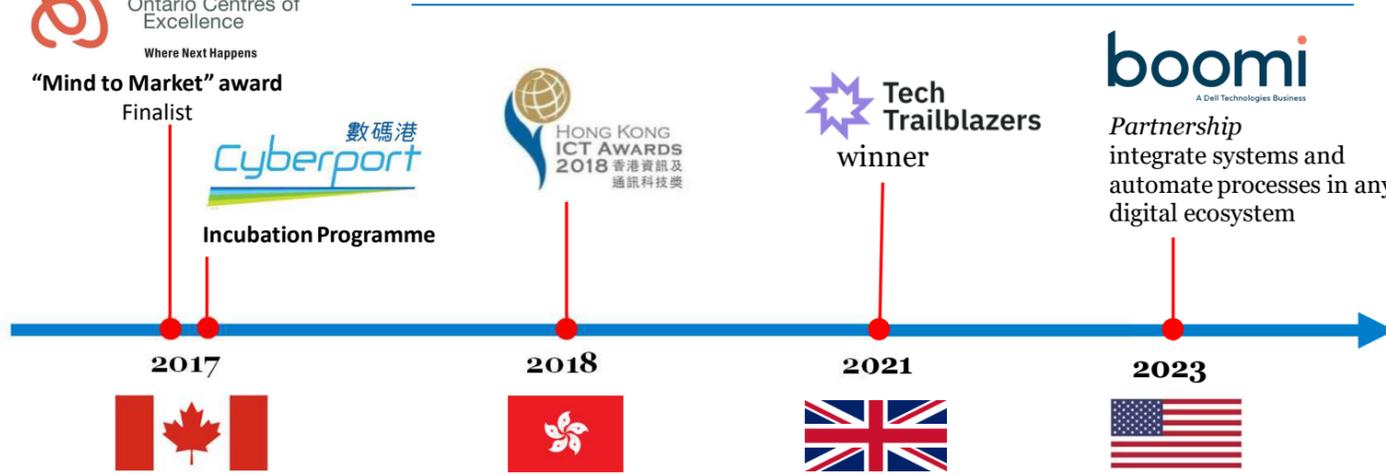


"Mind to Market" award
Finalist



Partnership
integrate systems and
automate processes in any
digital ecosystem

PRODUCT DEVELOPMENT AND GLOBALIZATION TIMELINE



MEDIA COVERAGES



Innovating Canada



Sustained Excellence and Global Vision

Your investment is backed by long term commitment and global vision



- Founded in 2011, our company is headquartered in **Toronto, Canada**, with additional offices in **Hong Kong** and the **United Kingdom**.
- We have a long history of excellence in IT and AI solutions. Our key team leaders boast **over 30 years of experience** in the field and are frequent presenters at conferences worldwide.
- Customer satisfaction is our top priority! Many of our clients are **repeat customers**, with some contracts are up to 10 years and subject to renewal.
- Our services operate in **multiple countries** and can be implemented in **virtually any written languages**. Languages in past project included English, French, Spanish, Chinese, Japanese, Korean, Vietnamese, Thai, Burmese, and Bahasa Malaysia.



Immigration, Refugees
and Citizenship Canada





Front End - Customers

Convenience: access customer services 24/7, ensuring support is always at your fingertips whenever needed.

Omni-Channel Support: deploy services seamlessly across various platforms, from web and mobile to social media, offering limitless accessibility.

All-in-One Services: expand beyond customer support to integrate marketing and sales, creating a holistic service experience.

Language Support: enjoy high-quality service in your native language, enhancing understanding and satisfaction.

Business Process Automation (BPA)

Cost Saving: automates routine tasks to cut labor costs and reduces operational expenses

Sales Boost: drives sales with personalized interactions, aids in lead generation, and increases customer loyalty

Multitasking: delivers high-quality customer service, aiding in customer retention

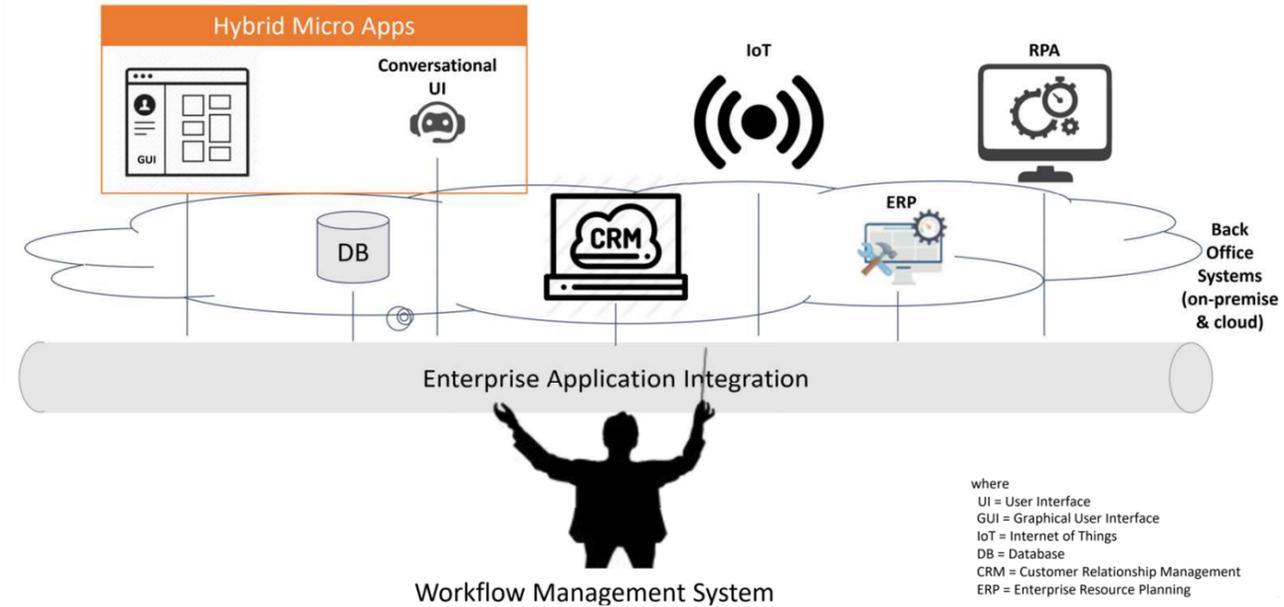
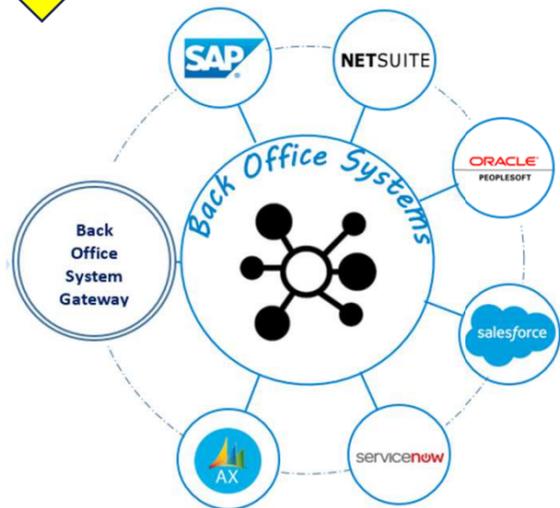
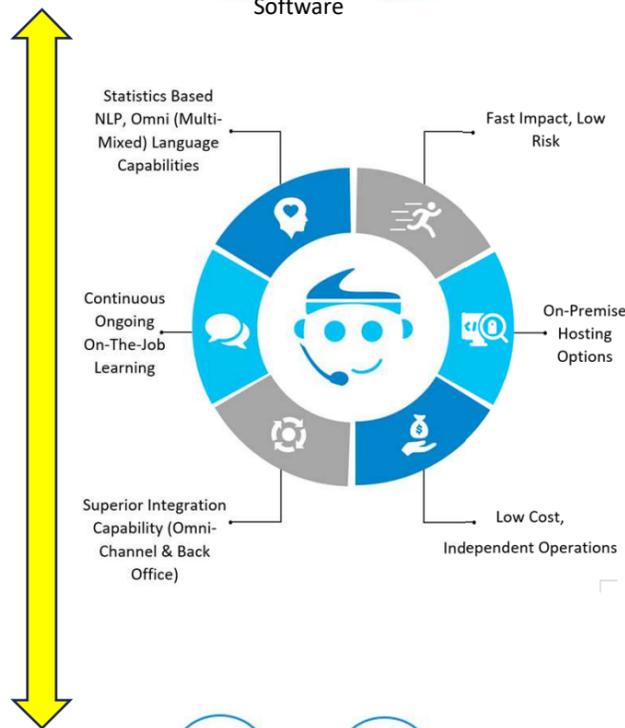
Consistency: reduces human error and provides accurate information to customers

Back End – Support Officers

Productivity: improve efficiency by automating routine tasks and freeing staff for higher-level activities.

Data Management: simplifies data retrieval and supports effective data analysis.

Scalability: facilitates easy scaling during peak times without extra staffing, adapting quickly to business changes.



Enterprise / SME Solution

BIG DATA analytics



What's more?!

Integrating everything into **your digital ecosystem**

