



Travel Chatbot

by Coviam Technologies

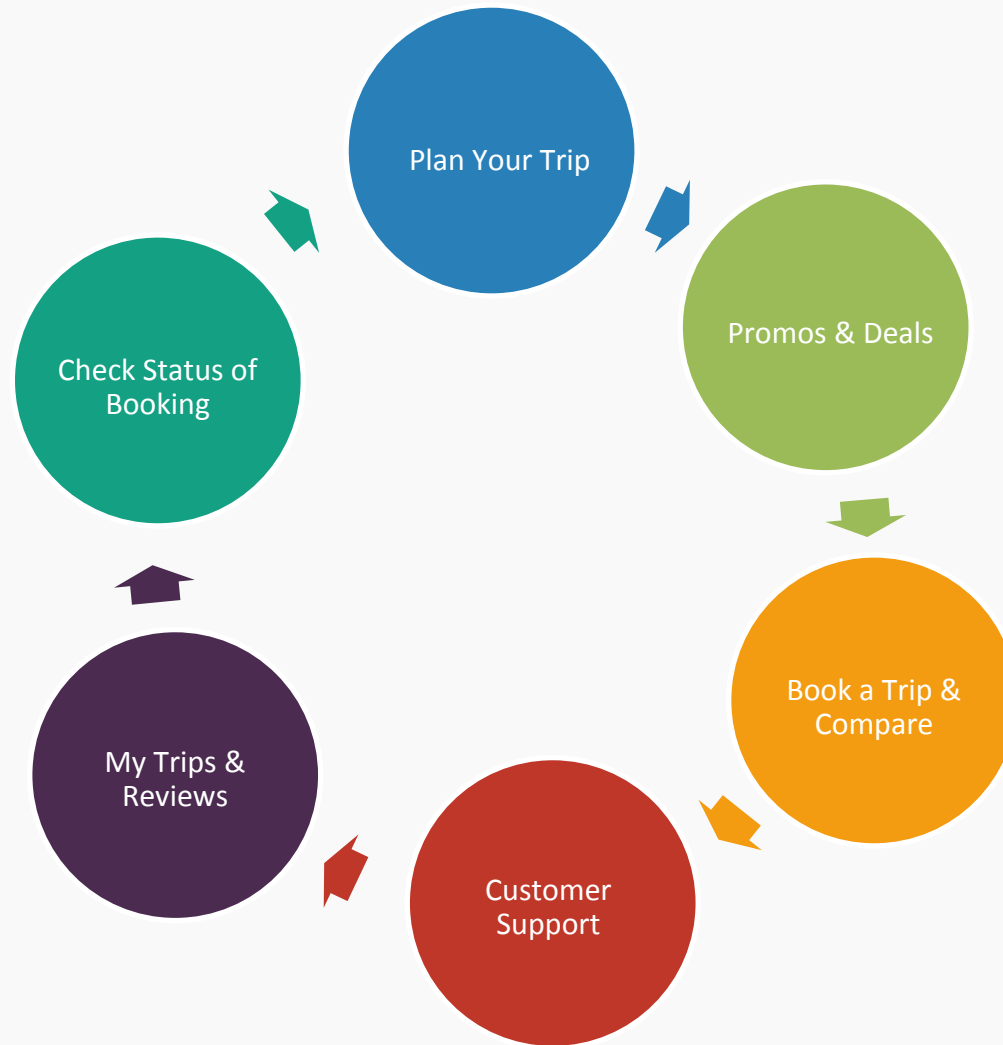


A Coviam Technologies Platform

How can a chatbot help?

- Chatbots are a new-age interface to have a conversational experience with your stakeholders
- Provides pin-point information for stakeholder queries
- Leverage the power of artificial intelligence to parse, understand, and learn from the conversation
- Grow smarter with time and proper training
- Help shorten the time between thought and action by providing an intuitive interface for interactions
- The primary constituencies of candidate and employees can obtain information more effectively using standard and pervasive mobile phones and chat mechanisms

Customer and Travel Agency Life Cycle



Why is Engati your best choice?



E.Sense NLP Engine

Enable your chatbot to better understand the user query variations and provide the most relevant answer



Livechat

LiveChat helps you connect with your customers using human agents to interact with your customers via a chat interface



Easy Integrations Framework

Engati chatbot can be connected with any existing systems for the micro-services, CRM, portals and more if open APIs are available



Rich Analytics

This helps to analyse your bot performance to measure customer satisfaction, view most frequently asked questions and much more



Multi-lingual Support

Support for English, Bahasa, Arabic, Turkish and many other languages



Intelligent Paths

Helps you build sequence of tasks & perform activities like lead generation. Now get the power of intelligence, tagging and decisions pre-built in your bot

Why is Engati your best choice?



Copy a bot and private label

Now build a bot and make a copy, use private labelling to create custom bots instantly for different channels and customers



Easy chat bot training

Train your bots without any downtime, as per your users queries and needs



FAQ upload

Upload all your FAQs from csv/xls to get you going immediately



Multi Platform Support

Major messaging Platforms supported – Messenger, Slack, Skype, Kik, Telegram Line and Viber. We also have a web widget to integrate with your website.

Engati and its Use Case in the Travel Life Cycle



Plan Your Trip & Promos and Deals

Plan your Trip

- Search Destination
- Search by Activity
- Destination Guides
- Nearby Attractions and Restaurants

Promos & Deals

- Deals for Attractions
- Discounts & Promos
- Search by Destination
- Search by Activity
- Package Deals



Chatbot use

- Carousel based for structuring
- Option-based decision making
- FAQs for multiple categories



How is data loaded and consumed

- Integration with back end platform
- Transaction based interfaces



Can I search in an ad-hoc fashion?

- Yes, Engati's NLP engine E.sense will help respond to any ad-hoc query on the material

LEGEND

XYZ – Static content, FAQ / Query based

XYZ – Integrations needed

XYZ – Transactional interface

Engati and its Use Case in the Travel Life Cycle



Book Your Trip & Compare

Booking

- Flights
- Hotels
- Flights & Hotels
- Packages
- Activities
- Buses
- Trains

Compare

- Second Option to Compare
- Display Categories of Comparison:
 1. Price
 2. Duration
 3. # of Guests



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Engati and its Use Case in the Travel Life Cycle



Customer Support

Support

- FAQs
- Visa-Related Queries
- International Checklist
- Feedback and Service
- Meetings and Conferences
- Foreign Exchange
- Plan your Trip
- Book Flights
- Book Hotels
- Book Packages
- Watch Prices
- Status check and Inquiries
- My Trips



Chatbot use

- Carousel based for structuring
- Options-based decision making
- Open conversational format



How is data loaded and consumed

- Text-based documents loaded as FAQs or repositories that can be queried real-time
- Integrate with Hotel/Flight Finder



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Engati and its Use Case in the Travel Life Cycle



My Trips and Reviews

My Trips

- Trip Listings
- Send Invoice
- Book Similar
- Change a Booking

My Reviews

- Select Trip
- My Feedback



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Engati and its Use Case in the Travel Life Cycle



Confirm Status & Get Feedback

Confirm and Check Status

- Confirm Trip and Passengers
- Room Status
- Special Requests for Room
- Edit Booking

Feedback

- Pre-Trip Feedback of Bot
- Post-Trip Feedback
 1. Quality of Trip
 2. Experience
 3. Price



Chatbot use

- Carousel based for structuring
- Open conversational format
- Calendar integration



How is data loaded and consumed

- Integration with back end platform
- Solve for login and authentication
- Transaction based interfaces
- Documents uploaded to back end platform



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Thanks!

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