

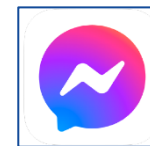


WideBot

Company Profile



Official Business Service Provider



Our solution seamlessly integrates with every channel!

Among the very few 25 software companies across the globe, WideBot has become **The FIRST** to bring **AI-powered Instagram chatbots** to MENA



About WideBot

Founded in 2016, WideBot embrace building **Arabic-focused conversational AI chatbots** in the MENA region. We believe that it's our mission to empower businesses with AI-powered bots that chat like human beings, so they can build strong relationships with their customers and maximize their outcomes through a seamless personalized experience.

Today, WideBot leads the chatbot market, with 5,000+ chatbots serving companies, enterprises, SMEs, scaleups and governments in over 40 countries.

WideBot offers basic to full-fledged solutions from data training, building, tailoring and optimization to hosting and maintenance, with ongoing technical support.



Data
Training



Data
Building



Data
Tailoring



Data
Optimization

What are chatbots?



A chatbot is computer software that allows real-time interactions with human users through a variety of input methods such as voice, text, and gesture. Today, chatbots are increasingly demanded to fill up different roles within enterprises to improve customer experience and accelerate workflow towards more efficient results.



**Customer
Support**



**Online
Sales**



**Online
Marketing**



**Customer
Engagement**



**Reservation
& Booking**



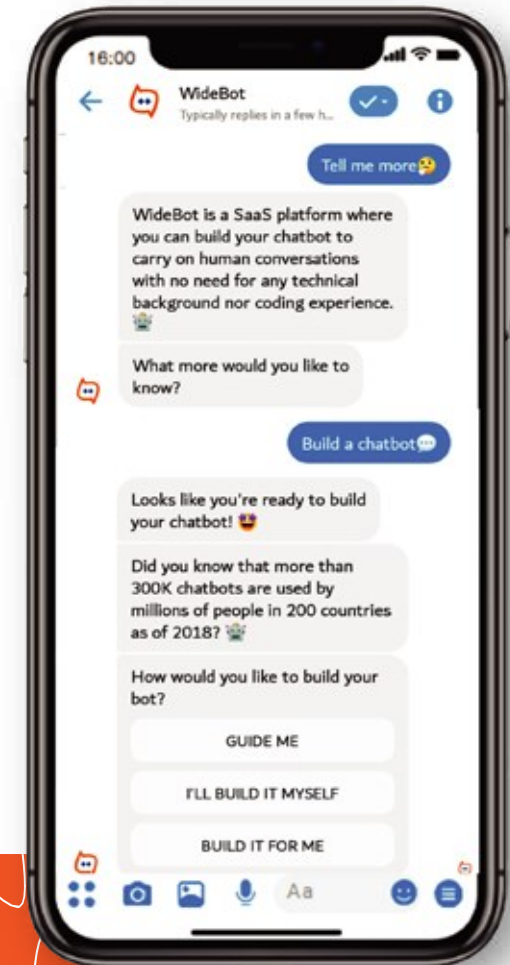
**Content
Delivery**



**Lead
Generation**



**Data
Gathering**





WideBot Platform

We build chatbots that interact like “smart” humans.



Our Solution



As a SaaS Platform, we empower businesses with conversational AI chatbots that help them nurture their relationship with the targeted audiences through a **96%** more satisfying user experience and achieve **3-2X** higher sales rates.



With our state-of-the-art AI-powered engine, we build the most powerful Arabic chatbots that can understand users and instantly reply in Standard Arabic and different informal Arabic dialects as well as the English language.



In our AI lab, we cook our own recipe of Artificial Intelligence, Machine Learning, and Natural Language Processing technologies to come up with the most powerful AI models that perfectly meet the specific needs of your business and industry.





We help you: Scale Down your Costs

If you are planning to scale up your business, this AI-powered engine is a shortcut to achieving your KPIs, without having to go high on budget.

Simple!

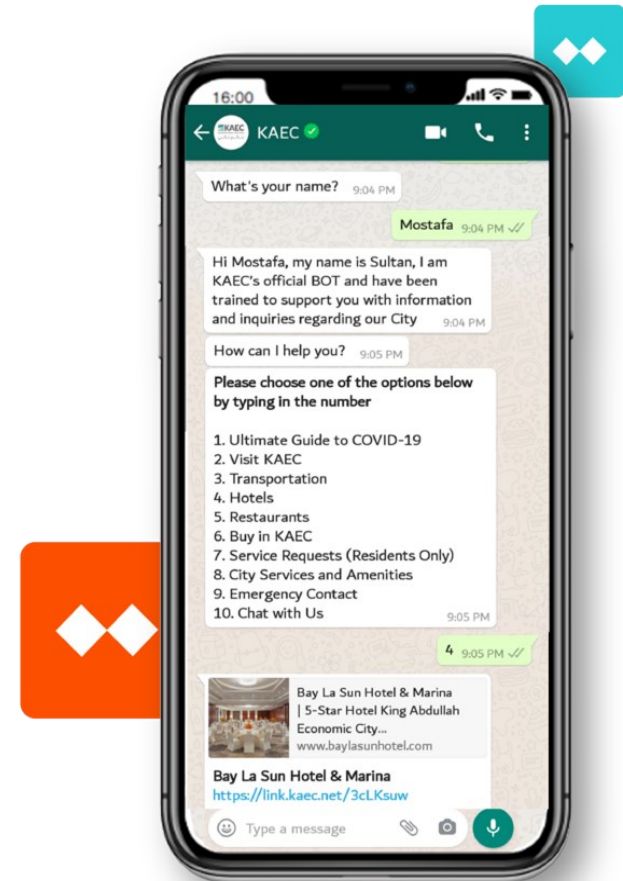
While your human agent can handle one customer at a time, your chatbot will communicate with millions simultaneously.

With a chatbot, you will achieve quicker results and save your time and plenty of costs.

With Chatbots	Without Chatbots
<div>X Agents</div> <div>X Budget</div> <div>Results:<ul style="list-style-type: none">• Best customer experience• Fast and accurate replies</div>	<div>8-5X Agents</div> <div>5-4X Budget</div> <div>Results:<ul style="list-style-type: none">• Bad customer experience• Long and slow waiting queue</div>

Success Story

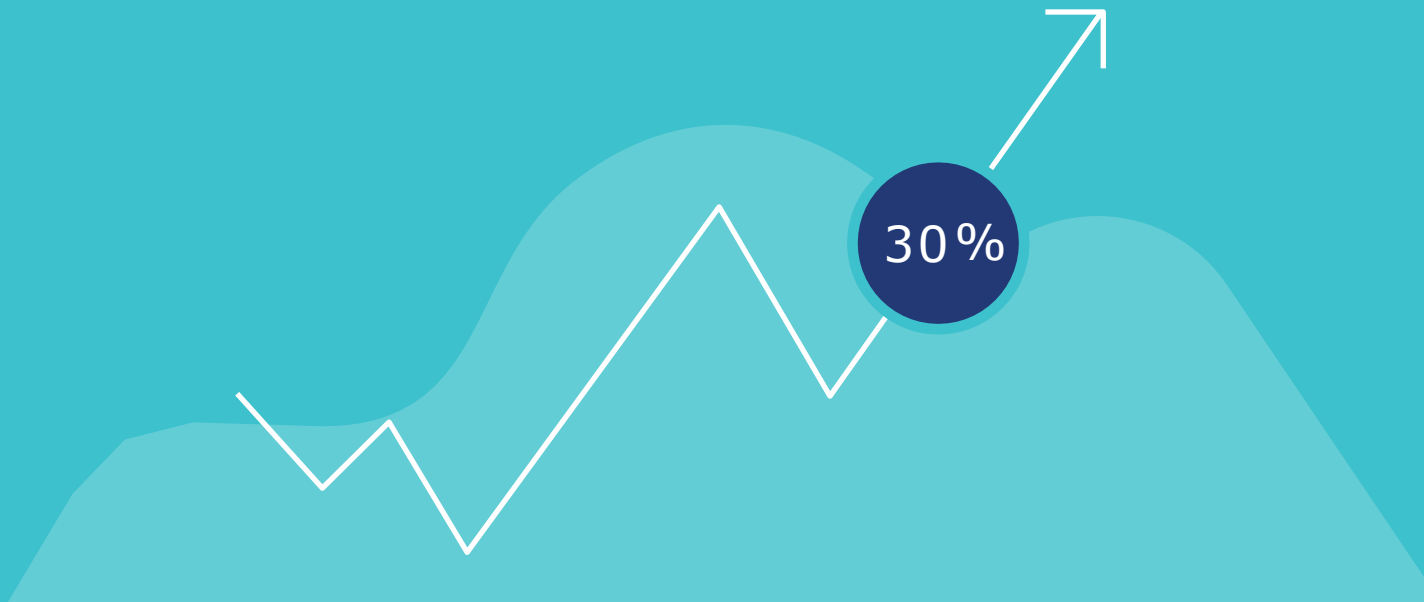
At King Abdullah Economic City chatbot (KAEC), The chatbot could successfully grow the visit rates by 40% while lowering the workforce by almost half, achieving an unprecedented satisfaction rate of 60%





**“Chatbots can save up to 30%
in customer support costs.”**

(invesp, 2017)

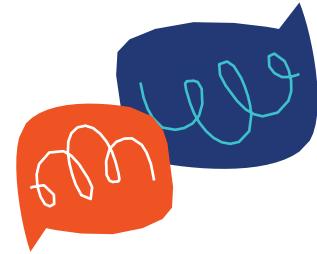


We are here to help you



Maximize Customer Satisfaction

With our proprietary in-house developed AI technologies, a flawless customer experience is guaranteed, through a **98%** accurate chat that makes all your communication more effective, personalized, and satisfying.



Multilingual



Analyzes
the Intent



Understands
Arabic Slangs



Detects and
Corrects Typos



Detects -Bleeping-
Words



Empathetic
to Feelings



We create chatbots that are



Easy to Use

No coding experience needed. This is an intuitive drag and drop solution.



Fluent in Slangs

Have a chatbot that accurately understands and interacts in Egyptian, Emirati, and other Arabic slangs.



Omnichannel

Be consistently available across all channels, where your users expect to hear from you.



Scalable

Grow your business and outreach a wider audience through a solution that keeps up with the increasing load.



Cost Effective

Enjoy incomparable AI-powered features that outperform an entire team at affordable rates.



Industry-savvy

Build domain-specific chatbots, that are savvy to your industry's terminology and culture, and your business objectives.



365 /7/24 Available

Don't let any leads go wasted. Stay connected with your audience around the clock.



Secure

With many hosting options available, either on your premises or on our own cloud, the confidentiality of your users is fully protected.

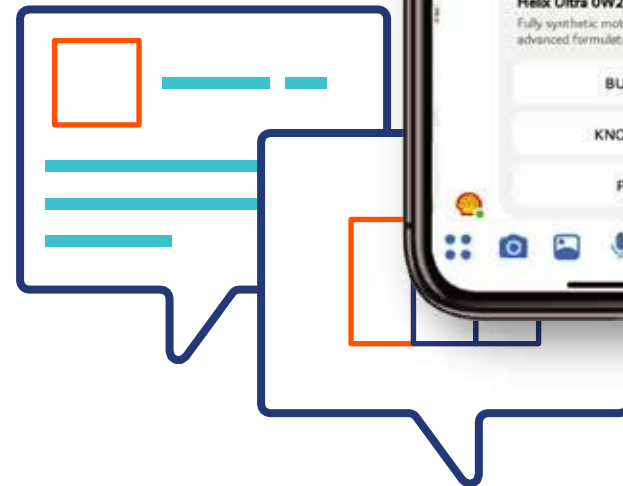
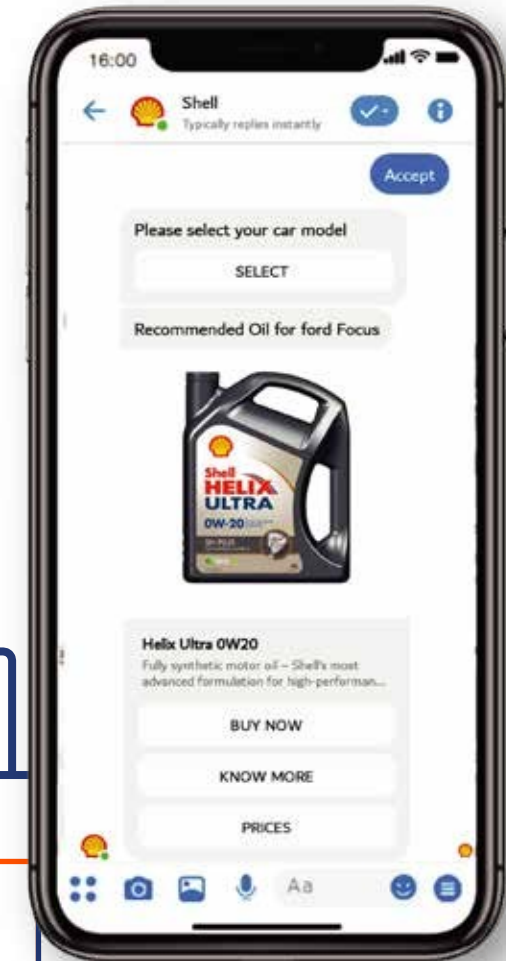


Grow Sales Through Real-time Communications

Too many wasted leads, despite your lengthy sales cycle?

Through a fully automated process, your virtual salesperson will:

- Generate, nurture, and qualify more leads **7-6 times** than usual. Build tailored lead routing for a (significantly) shorter sales process.
- Identify the intent and preferences of your users and achieve **2x** higher conversion rates with on-point recommendations.

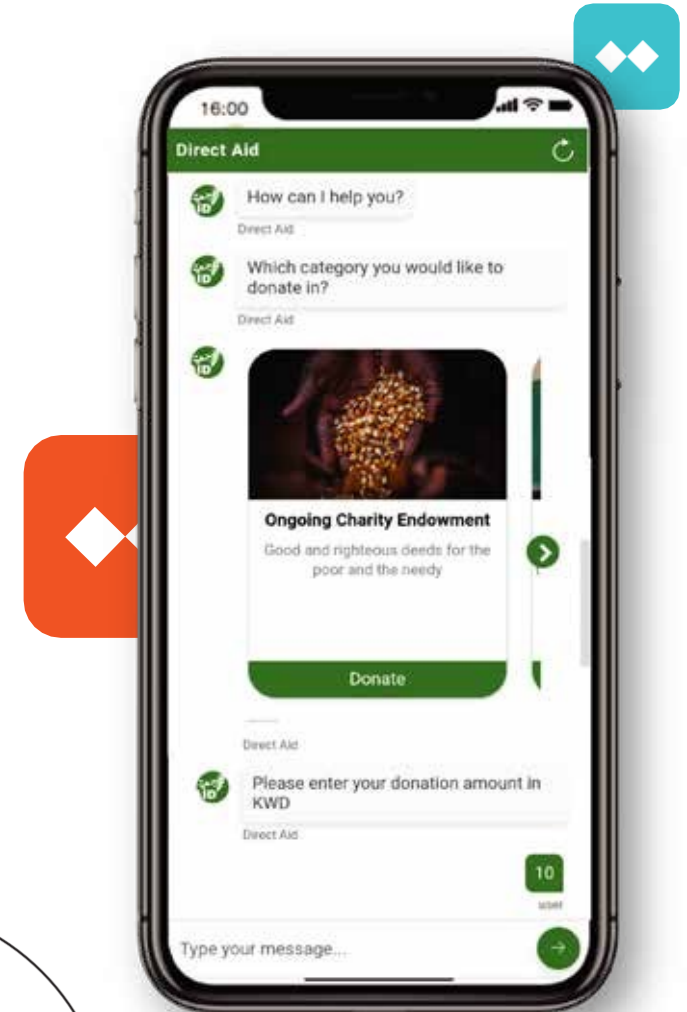


Stay Connected with your Customers



Engaging with your customers across channels is costly, isn't it? Through automated, yet personalized engaging content, your virtual marketer will:

- Boost your communications with different types of content: Newsletters, new releases, and/or latest trends and studies.
- Segment, target, and retarget your audience, giving you the flexibility to broadcast and/or personalize your messages.



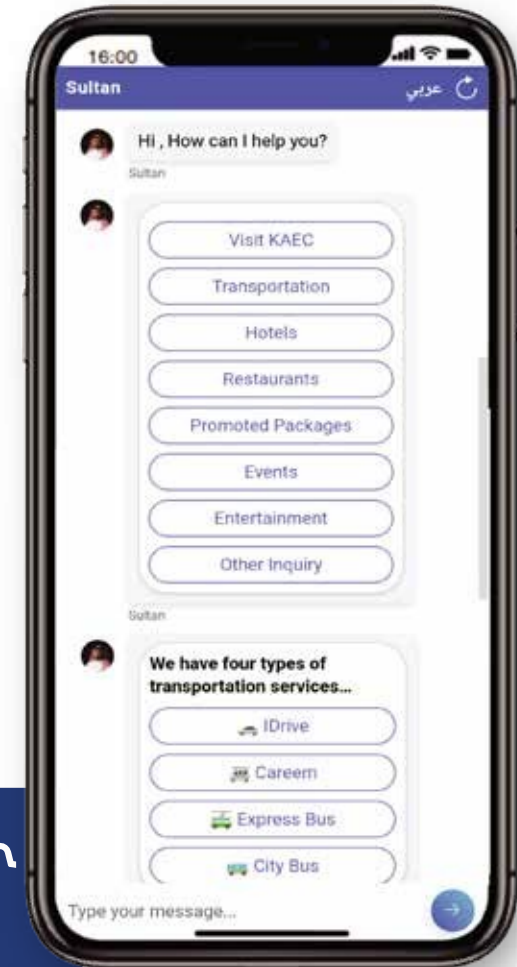
Automate your Customer Support



No more wait time. No more call drop.

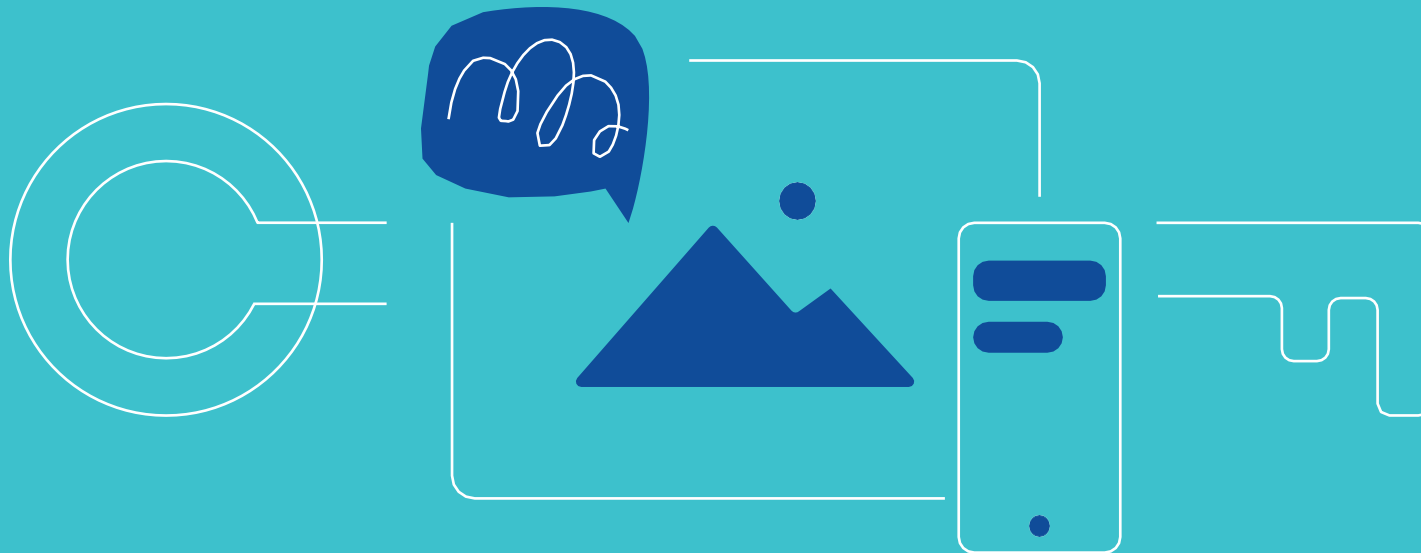
Through automated messages, your virtual support agent will help you:

- Provide consistent high-quality support that feels like a human interaction.
- Communicate with millions of users at the same time.
- Offer quicker smart support services to more people in less time and with minimum effort.





Key Features





Timely Human Handover

In cases that requires immediate human interference, your bot will switch to a human-led conversation and then switch back to the bot mode, as needed.

Efficient Workflow

With smooth transformation between human and bot modes, your human agents only take part in the more complicated cases, generating more sustainable cost-effective results.

All-in-One Operation

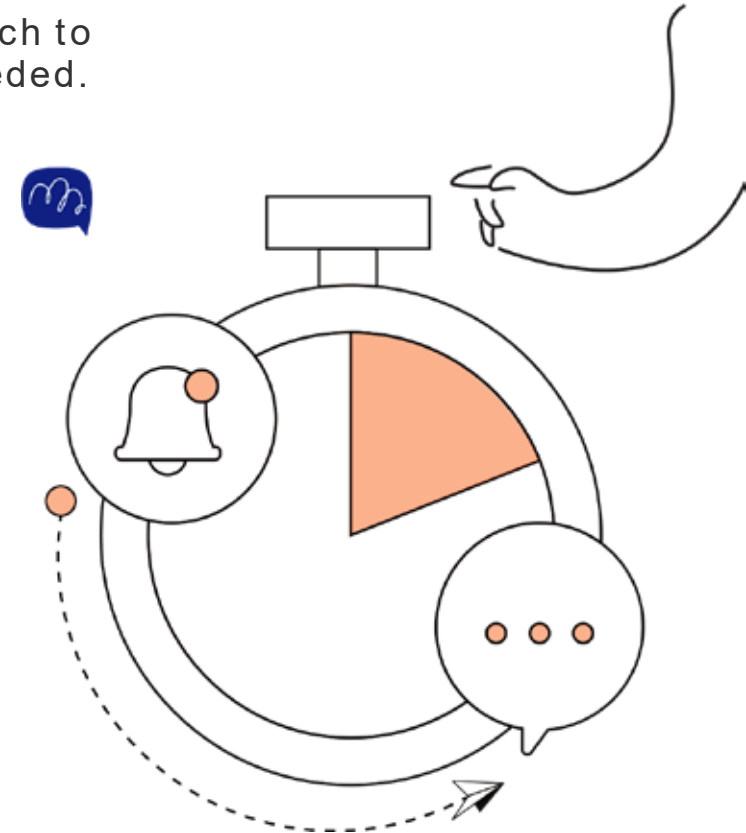
For extra efficiency, handover to human agents can be exercised through your existing/ preferred CRM.

Maximum Customer Satisfaction

Through smooth transaction between human and bot modes, you will ensure that your users get exactly what they want in real-time fast communication.

Handling Frustration Perfectly

As the chatbot can detect how the user feels throughout the conversation, it automatically escalates the case in the right time for the human agent to take over and solve the issue.



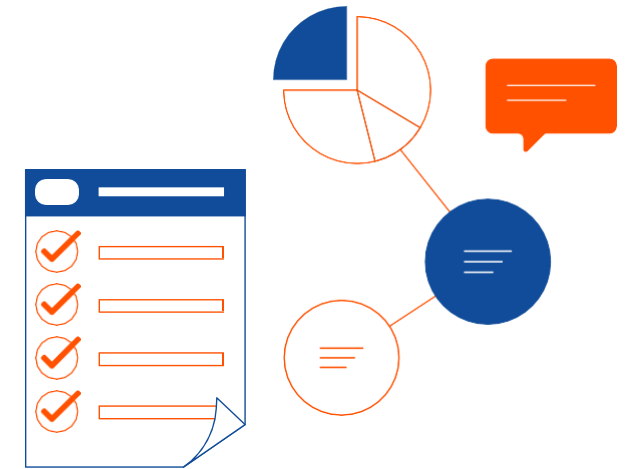
Advanced Analytics



As a data-driven squad, it's part of our mission to provide you with the needed data for more efficient performance optimization.

This powerful analytics engine will keep you posted about:

- Conversational Analytics
- Engagement & Retention
- User Behavior
- Audience Demographics



Optimize your Responses

Keep track of your chatbot's performance and make informed amendments for faster and better results.

Understand your Audience

Understand your users' behaviors, needs and preferences through historical and existing data generated from bot-led communications.

Increase User Satisfaction

With instantly generated insights, you will be able to delight your audience with exactly what they need.



CRM Integration

Steer your CRM with AI advantages. With the chatbot integrated to your CRM, you will enjoy smoother yet more efficient workflow, with newly-generated leads automatically added to your CRM and instant notifications sent to your team after every successful sale.

Faster Results

With full automation, your work cycle will be shortened towards faster on-point results.

Full Visibility

You can easily track any action taken through the bot-led communication.

Increasing Engagement

Encourage your customers to take further actions in your platform, e.g. subscribe to your newsletter.

Efficient Scalability

Keep up with your increasing customer base, without worrying over the size of your workforce.





Variety of Deployment Options

While building a chatbot on marketing channels, e.g. Landing pages, web pages, mobile apps is sometimes an absolute necessity, no need to worry about hosting your chatbot.

WideBot offers you multiple deployment options. Whatever your preferred option is, enjoy flexibility, affordability and state-of-the-art security.



On-Cloud

Get all the technical hassle off your shoulder and have your chatbot fully hosted on our cloud.



On-Premise

Do you wish to have your chatbot built your way? We can help you have your chatbot deployed on your infrastructure, giving you full control over your chatbot.



Hybrid Cloud

Get the best out of both worlds and enjoy the advantages of the cloud version (e.g. strong connectivity) and on-prem deployment (e.g. full control).

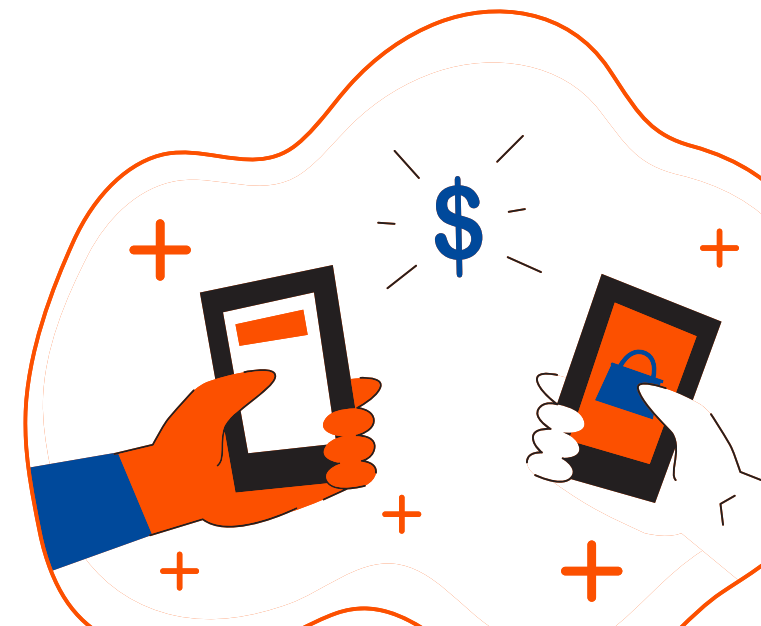
Online Payment

Payment Gateway



In the era of **conversational commerce**, chatbot users will be able to do different transactions through any messaging interface.

With simple, seamless integration with any payment gateway, users will be able to transfer the specified amount and complete their customer journey.





Additional Features



User Verification

Keep your users safe and verify their identities before they are allowed to take important actions (e.g. Payment) through instant SMS verification.



SMS channel integration

Make the verification process instant and easy without compromising your users' security with the SMS channel integrated.



Online Payment

Provide a very secured payment gateway that protects your users' data and never leaves a penny behind!



Our Team

Control who's allowed into your cockpit. With a few clicks, you can add, remove, assign new roles to your teammates anytime.



Account Linking

Through a secured protocol, your chatbot automatically identifies whether a user has an existing account to avoid duplications, minimize mistakes, and delight users with on-point recommendations.



Drip Campaigns

Support your marketing and sales funnel through automated campaigns to engage/ re-engage with your users and nurture your leads.



Growth Tools

Multiply your growth rates by automatically optimizing your ROI to increase your reach, gain more subscribers, and achieve higher sales rates.



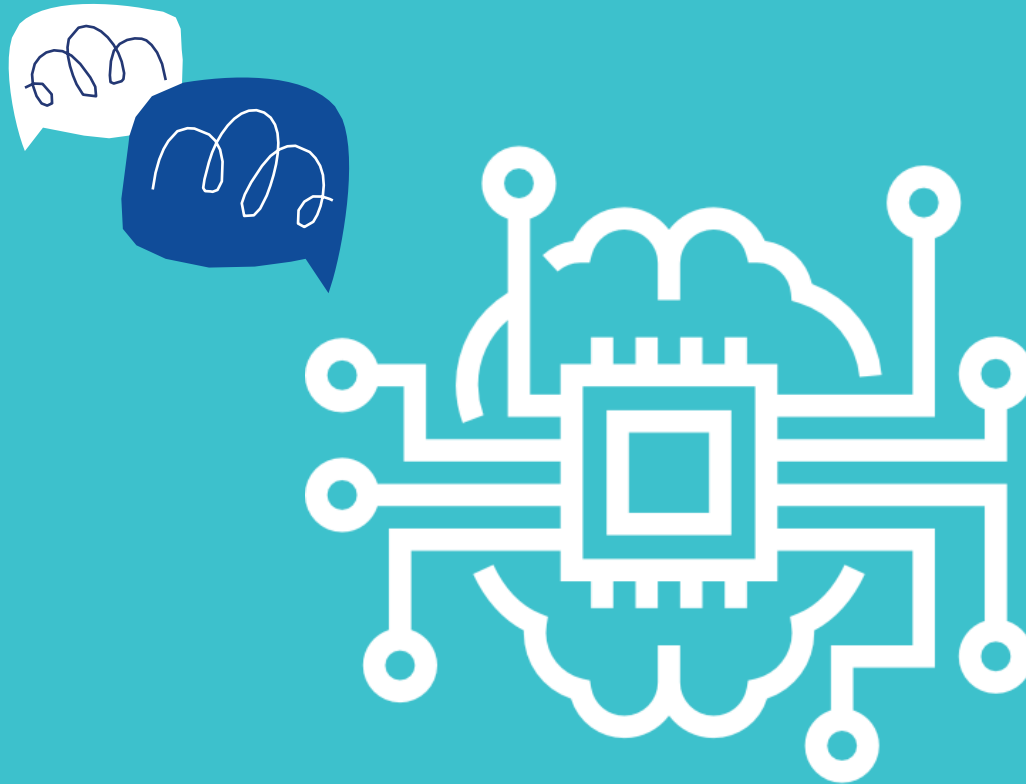
User Profiling

To make your targeting more accurate, our AI-powered chatbot automatically collects your users' data and identifies their preferences and behaviors and then re-targets them accordingly.



Comment Acquisition

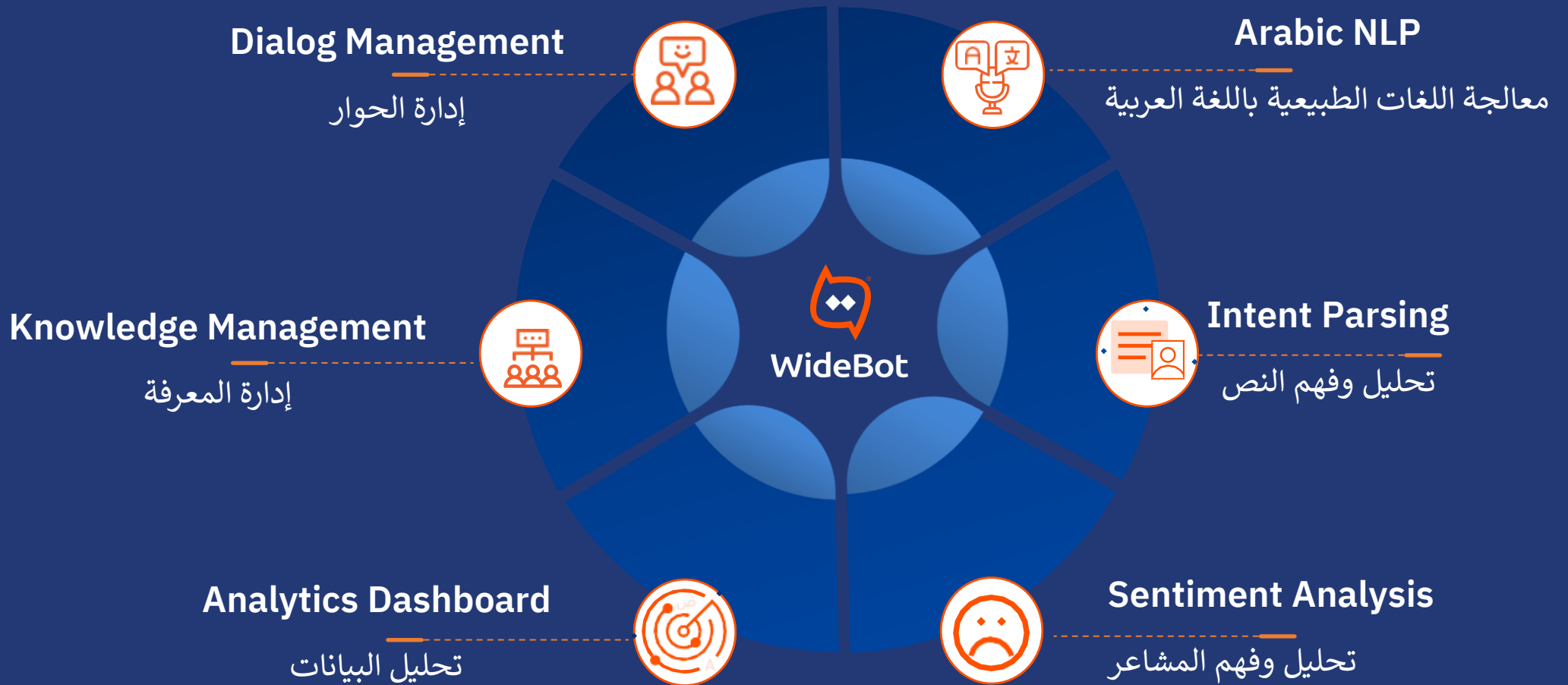
Convert commenters on your social channels into users/ subscribers through unified or AI-personalized replies to their comments.



WideBot Arabic NLP AI Engine

Intelligent Arabic Bots

الردشة الذكية باللغة العربية



AI Models



We build chatbots that understand, feel and interact as humans do. In order that the magic works, we cook our own proprietary recipe of Artificial Intelligence, Machine Learning, and Natural Language Processing technologies to come up with powerful AI models that makes such human-flavored experience possible.

Intent Analysis

Extracts the intended meanings out of the users' messages.

<I am craving pizza> = order pizza.

Entity Recognition

Analyses and identifies the useful information in the message.

<I want to book a room garden view by end of Feb>

Text & Voice Recognition

Compatible with different input methods: Whether text, voice, gesture, the chatbot knows how to answer.

Sentiment Analysis

Identifies how your users feel in a given situation [whether positive, negative, or neutral] and provides the needed empathetic support.

<I am sorry for your experience>

Typo Correction

While to err is human, the chatbot can identify and correct any typos in the user's input. <I want to cook a table>

Profanity Detector

Our AI chatbots are well-trained to detect any socially offensive and instantly converts into the human mode.

Language & Dialect Identification



With a population of over 411 million people in the MENA region, our AI bots will allow you to communicate efficiently with every potential or existing customer, despite their different dialects.

Our powerful AI engines are supported with English, Standard Arabic, and various Arabic slangs.

Supported Slangs

Our chabots understand and speak **12** Arabic slangs.



Seamlessly Integrates with



We develop friendly chatbots that seamlessly integrate with whatever the tool you prefer to use!



and many more..



WideBot

Value Proposition



WideBot Value Proposition



Official Meta BSP

- Instagram
- WhatsApp
- FB Messenger



e-Commerce Industry Accelerator!

- Early access to Instagram
- E-commerce Ready templates
- Builder Features and Product roadmap are aligned with FB Instagram roadmap until 1H 2022!



SaaS Builder

- Sign up immediately
- SaaS packages (Free, Basic, Pro, Premium)
- Industries Ready Template (up to 30 templates)



State of the art Arabic NLP AI Engine – With API Calls-!

- Integrates seamlessly with ready used AI Engines



Published Two Scientific Whitepapers internationally

- In Artificial Intelligence at the International Conference on Computational Linguistics(COLING) in Barcelona!



Ready- Access to MENA and GCC Market



How Far we Have Gone

Numbers of Bots

5,000+

Countries

45+

Reliable Partner with



End Users

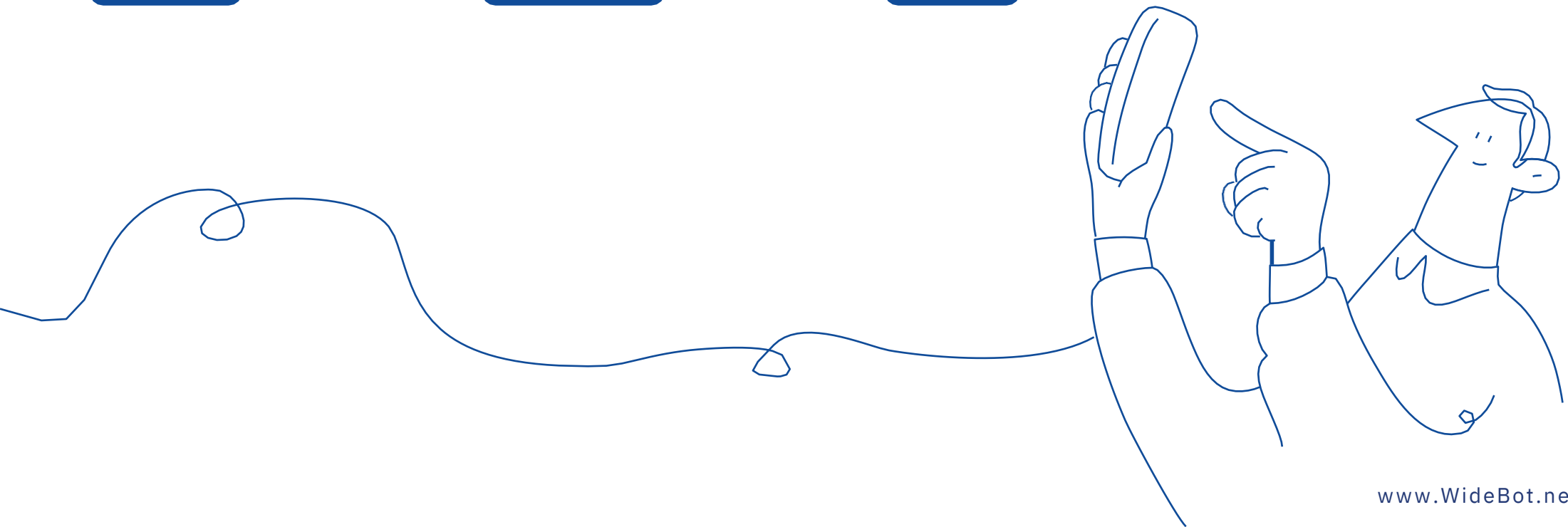
40M+

Messages

100M+

Partners

40



Awards



مبادرات محمد بن راشد آل مكتوم العالمية
Mohammed Bin Rashid
Al Maktoum Global Initiatives

غرفة دبي
DUBAI CHAMBER



* seedstars



arabnet

Partners in Success





Contact us

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**Cairo,
Egypt**

**Abu
Dhabi,
UAE**

**Riyadh,
KSA**

(Soon)



THANK YOU