

Bot Workflow:

Key:

Tier 1 is for MVP

Tier 2 is after MVP

Tier 1: When visitor comes the website, immediately the AI will greet them and ask them if they'd like to take the conversation offline (PODIUM) or stay online. If they enter their phone number it immediately takes them offline as well as continues the conversation on the website.

Tier 2: Custom Event Tracking - Different pages warrant different page tracking. I.e. visitor navigates to dental implants page, the ai bot will ask, hey what would you like to know about dental implants?

Tier 2: Create a Twilio integration that allows for Python based text messaging offline as well. This will be the same as the online - the front staff will be able to continue the conversation offline and open the ticket where it comes to a point where the patient requests additional information and the bot cannot answer it any longer. They will be able to take over the conversation on the CRM both online and offline.

Tier 1: Same functionalities as drift in terms of the information that is presented at the initial visit on the website. The user will be able to immediately choose the pathway that they go down based on the information that they'd like to know. When the AI comes to a point where the user is asking more specific questions, the front staff can open the ticket and immediately take control of the conversation.

Tier 2: The lead can book an appointment directly through the chatbot and automatically get scheduled into the practice management software. This will drastically set us apart from the competition.

Tier 1: Admin panel for each office that signs up so that they input their information and data. Also a super admin for me so that I can help offices' in case they need help inputting data, etc.

Tier 1: API integration and also javascript code to embed on websites/plugin for CMS to easily install the code on clients' websites.

