



## Paphus Solutions

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# Bot Libre for Business

## Product Overview

Chat and chatbots are the new application paradigm that is replacing mobile and web as the new leading method of engaging your customers and users. Chat lets you engage your customers everywhere, on web, mobile, social media, and on the Internet of things.



Bot Libre for Business lets you develop and host bots for the web, mobile, social media, and IOT. Bot Libre provides a bot creation, hosting, and development platform. Bot Libre for Business is the commercial version of our popular free service Bot Libre, [www.botlibre.com](http://www.botlibre.com).

Bot Libre lets you develop bots and integrate with social media without requiring any programming. Bots can be developed using simple natural language questions and responses.

Bot Libre provides virtual agents (chatbots), mobile assistants, social media bots, email bots, SMS bots, integrated live chat, chat rooms, forums, issue tracking, content management, and deep learning analytics. Bot Libre integrates easily with most social media platforms without requiring any additional coding or services including Facebook, Twitter, Telegram, Skype, Kik, Slack, and WeChat.

Bot Libre lets your business instantly respond to customers and users in chat on your website, on social media, and through email and SMS. Bot Libre lets you respond to your customers everywhere, 24/7.

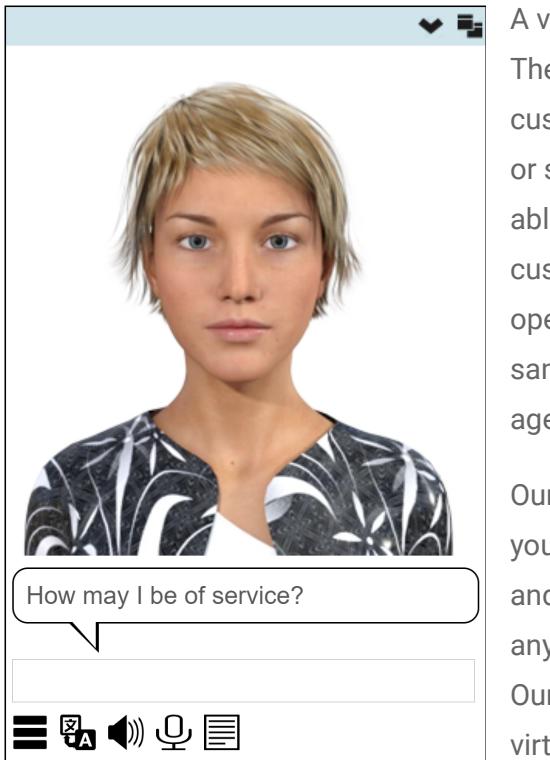
Bot Libre provides an advanced artificial intelligence and natural language processing engine that automatically matches user questions with trained responses, without requiring any programming.

Bot Libre provides two powerful scripting languages, Self and AIML. Our scripting support lets you perform advanced functions, and integrate with web services.

The Bot Libre platform includes a web interface, JavaScript SDK, Android SDK, iOS SDK, and web API. Our AI engine, web SDK, and mobile SDKs are open source, which lets you fully customize our platform to suit your needs.

Bot Libre includes hosting, support, and services. We can also provide dedicated hosting, private hosting, and corporate and government solutions.

## Chatbots (Virtual Agents, Virtual Assistants)



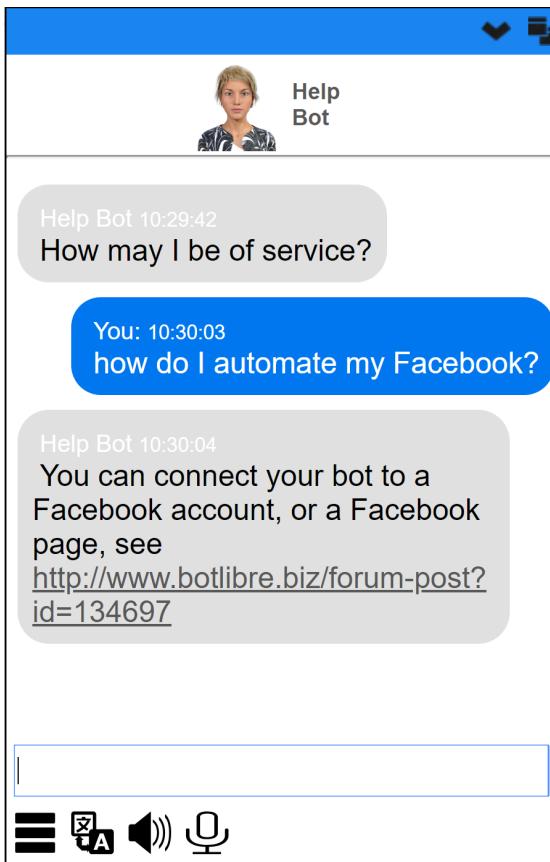
How may I be of service?

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A virtual agent, or chatbot, is an automated chat agent. The advantage of a virtual agent is that they can provide customer service 24/7, and do not require a call center or staff. Virtual agents also have the benefit of being able to provide detailed and immediate responses to customer questions. We have found that even when live operator chat and virtual agents are provided on the same website, many users prefer to talk with the virtual agent.

Our service lets you create and embed a virtual agent on your own website, or in your own mobile app. Creating and training a virtual agent is easy, and does not require any programming.

Our open source JavaScript SDK lets you easily add your virtual agent to your website and customize its interface.

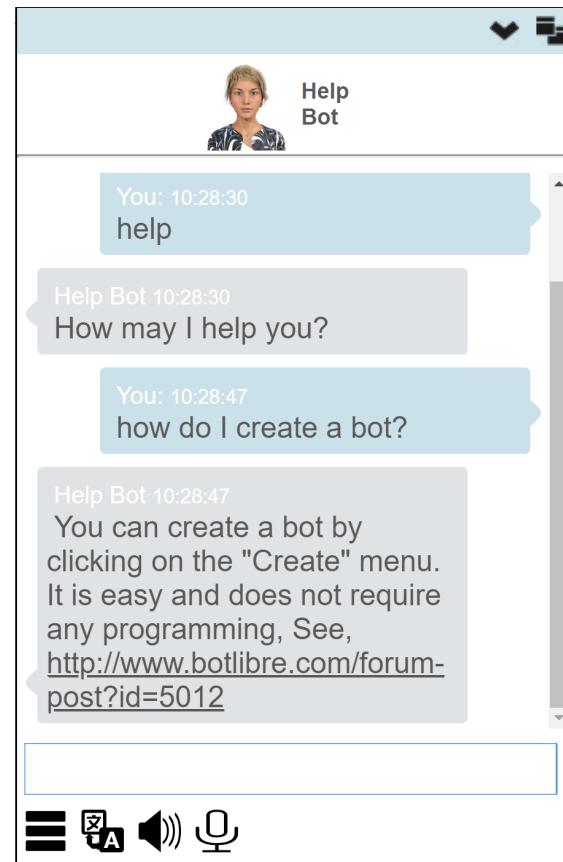


Help Bot 10:29:42  
How may I be of service?

You: 10:30:03  
how do I automate my Facebook?

Help Bot 10:30:04  
You can connect your bot to a Facebook account, or a Facebook page, see  
<http://www.botlibre.biz/forum-post?id=134697>

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You: 10:28:30  
help

Help Bot 10:28:30  
How may I help you?

You: 10:28:47  
how do I create a bot?

Help Bot 10:28:47  
You can create a bot by clicking on the "Create" menu. It is easy and does not require any programming, See,  
<http://www.botlibre.com/forum-post?id=5012>

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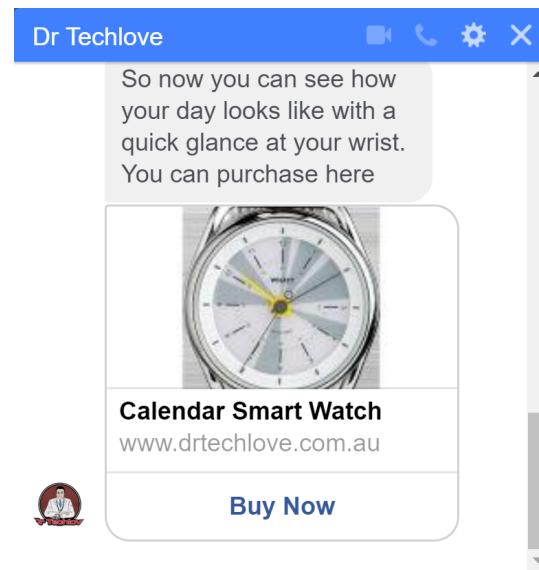
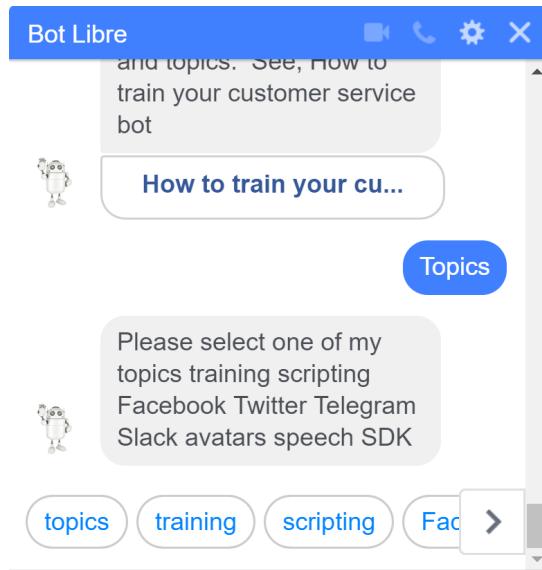
# Social Media Automation

Bot Libre allows your business to engage your customers and users on social media platforms including Facebook, Twitter, Telegram, Skype, Kik, Slack, and WeChat. Businesses can no longer only interact with their users on their own website, they must interact with their users everywhere.

Managing a presence and responding to user inquiries on the increasing number of social media platform is a very resource intensive undertaking. Our social media bots make it easy for your business to engage social media, keep up your social media presence, and respond to user inquiries everywhere.

Some features of our social media support include:

- Respond to mentions and direct messages on Twitter
- Respond to Facebook page posts and comments
- Chat with users on Facebook Messenger
- Chat with users on Telegram, Skype, Kik, Slack, and WeChat
- Auto post from an RSS feed to Twitter, Facebook, and a Telegram channel
- Auto post from a set of predefined or scripted posts
- Auto reply to email messages
- Auto reply to SMS messages
- Selectively forward messages or notification from social media to email and SMS



## Artificial Intelligence & NLP

Our AI and NLP engine provides a hybrid system that makes it easy to train a bot without any programming. Bots can be trained through importing chat logs, FAQ files, response lists, webpages, and scripts. The AI engine includes a heuristic algorithm that will automatically match user questions to its trained responses to find the best response for any question.

Responses can also be tagged with topics, keywords, and context to improve responses and conversation flow. The bot's Admin Console provides a Training and Chat Logs page that makes it easy to review the bot's conversation and define new responses without having to do any programming.

### Training & Chat Logs

The screenshot shows a search interface for training and chat logs. It includes fields for 'Search' (set to 'conversations'), 'Duration' (set to 'current day'), 'Filter' (empty), 'Type' (empty), and 'Show' (checkboxes for All, Topic, Intent Label, Keywords, Required, Emotions, Sentiment, Confidence, Actions, Poses, Next, Previous, Repeat, Condition, Think, and Command). A large checkbox for 'All' is checked.

#### Enter the correct response to the phrase

- Previous: Our products include ACME CMR and ACME ERP.  
Question: How much does it cost?  
Auto Reduce  
Response: Sorry, I do not understand.

The screenshot shows a WYSIWYG editor interface. The toolbar includes 'Edit', 'Insert', 'View', 'Format', 'Table', and 'Tools'. The text area contains the following text: 'For pricing information contact sales@acme.com'. The bottom right corner of the editor says 'POWERED BY TINYMCE'.

Our AI and NLP engine also fully supports programmed and scripted responses using our advanced Self scripting language (a JavaScript dialect), and the standard AIML scripting language.

Our AI engine uses an advanced cognitive architecture that is modeled after the human brain. It can do much more than just process text, and can retrieve and process data and knowledge. You can add scripts to your bot that let it understand language, math, dates, names, or other concepts. Learning can be enabled on a bot to have it learn new responses from operators, or other users.

## Deep Learning

Our deep learning service can be used to analyse images, audio, video, text, and data to provide classifications, predictions, and decisions. Deep learning uses deep neural networks to analyze complex data and learn from the data.

Our deep learning service integrates with Tensorflow and other deep learning frameworks to let you create and train analytics and access them from the web, mobile, and through our web API.

Please select an image:



**File Name:** 175106495\_53ebdef092\_n.jpg

**Image Type:** image/jpeg

**Label:** daisy

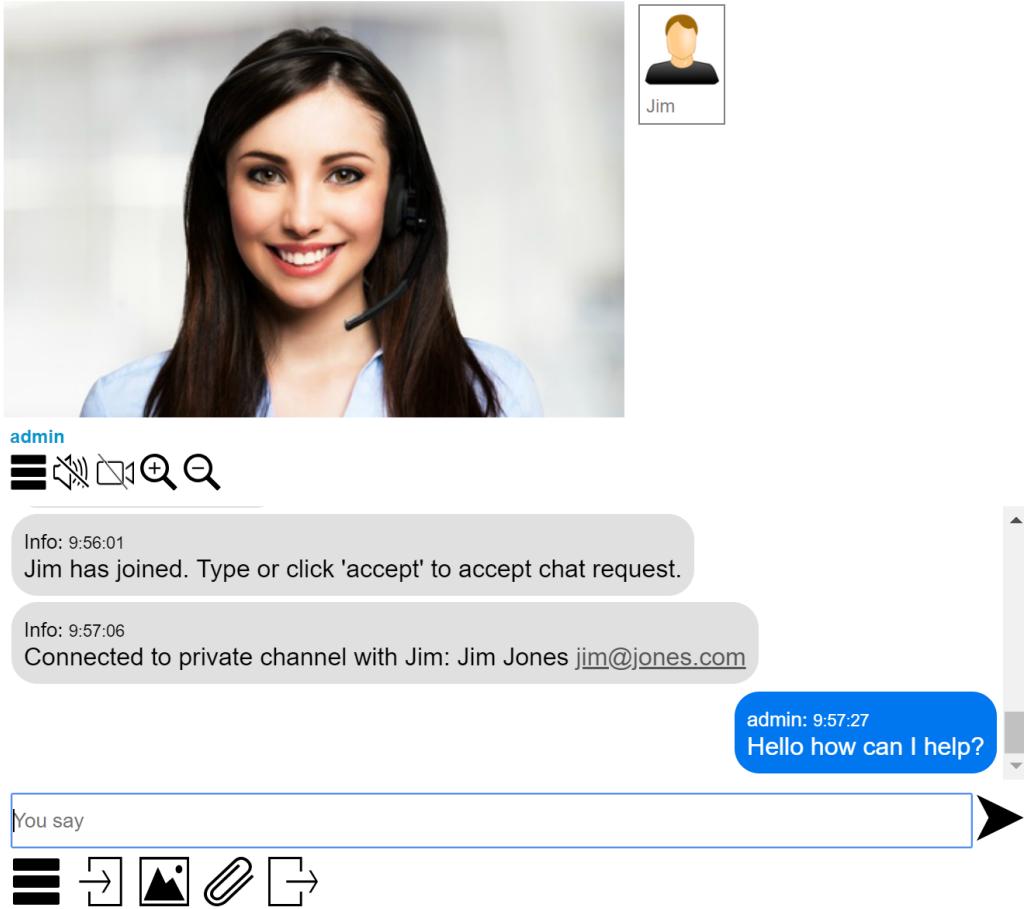
**Confidence:** 99%

## Live Chat

Live chat lets you engage your customers on your own website and mobile app with real human operators, or automated chatbot agents.

Live chat supports both one on one (operator) live chat, and chat rooms. You can easily embed live chat on your own website or mobile app. Live chat supports text chat, and voice and video chat can be enabled. Image, and file uploads are also supported.

Live chat is integrated with our bot platform, and a chatbot can be added to a live chat channel to service the channel when no human operators are available. You can also configure a bot to monitor and learn from human operators.



The screenshot shows a live chat application interface. At the top right is a small profile picture of a man labeled "Jim". On the left, there's a large photo of a smiling woman wearing a headset. Below the photo are several icons: a blue "admin" label, a list icon, a volume icon, a document icon, a plus sign, a magnifying glass, and another magnifying glass. A message bubble on the left says "Info: 9:56:01 Jim has joined. Type or click 'accept' to accept chat request." Another message bubble on the left says "Info: 9:57:06 Connected to private channel with Jim: Jim Jones [jim@jones.com](mailto:jim@jones.com)". A blue message bubble on the right says "admin: 9:57:27 Hello how can I help?". At the bottom left is a text input field with "You say" placeholder text and a send arrow icon. Below the input field are several file attachment icons: a list icon, a square with a right arrow, a photo icon, a paperclip icon, and a square with a left arrow.

## Forums

Our forums service provides integrated forums. Users can search and post questions or messages to your forums. You can use your forums to broadcast notices and news. The forums are integrated with the live chat service and email.

The automated agents can also be connected to a forum, to monitor and respond to common questions, or ask for additional information.

## Content Management

Bot Libre includes support for creating, editing, and hosting scripts and graphic media. This includes HTML web pages, JavaScript, and a repository of chat logs, Self, and AIML scripts. A graphics library for image, video and media is also provided.



## Mobile

All of the services can be accessed over mobile through customized Android or iOS (iPhone) applications and our open source Android and iOS SDK.

## API & SDK

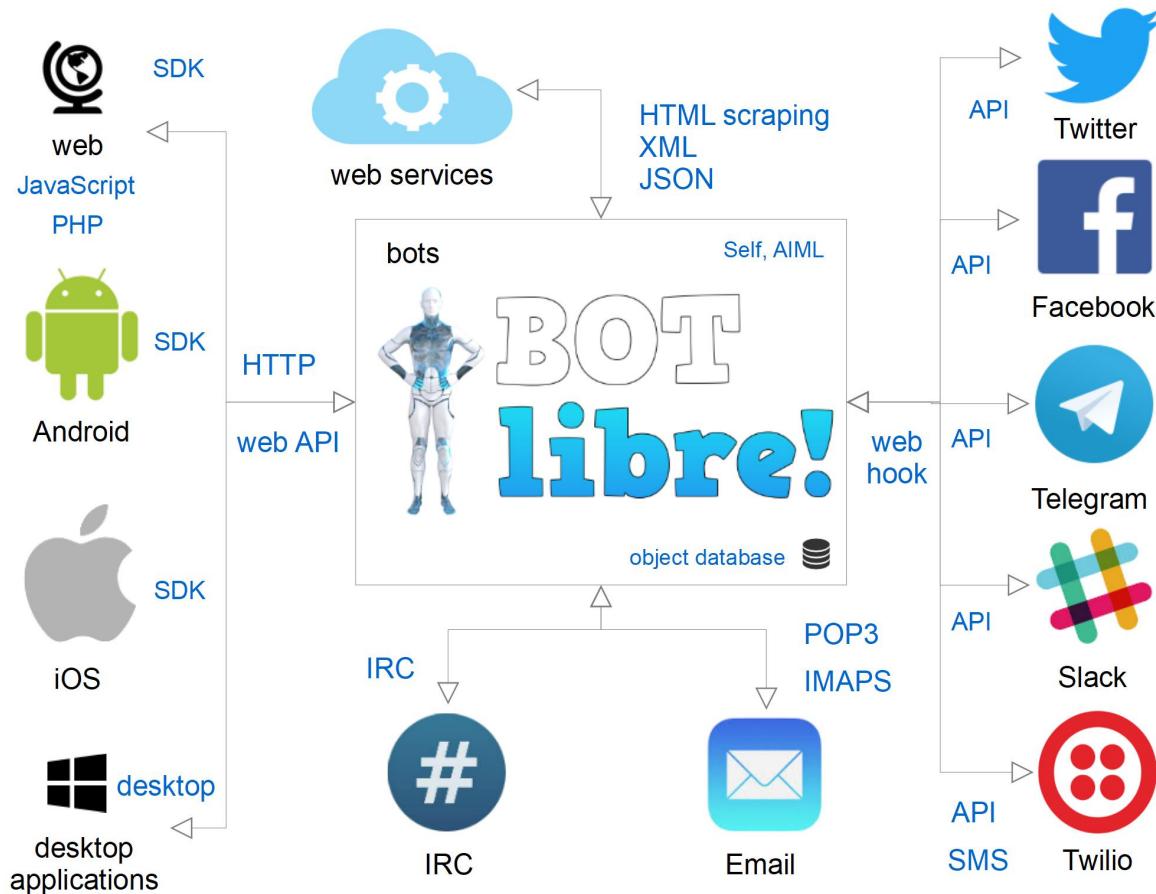
All of the services can be accessed through our web REST API. The API uses XML and JSON messaging to allow your own application to directly access the chat services. This gives your application complete control over your user interface.

# Architecture

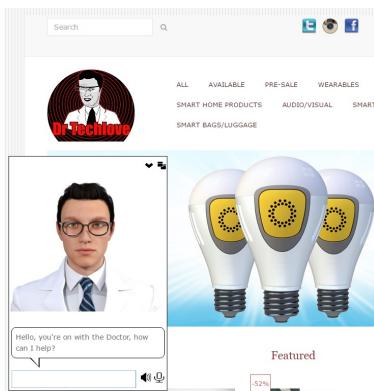
The Bot Libre platform consists of a web client, mobile client, web server, and database. The web client is written in HTML, JavaScript, and server side Java and Python. The Android mobile client is written in Java, the iOS client is written in Objective C.

The web server is a Java web application, deployed to Tomcat (an open source Java web server). PostgreSQL (an open source database) is used as the database. Python, Tensorflow, and Flask are used on the backend for deep learning.

The platform can be deployed on most operating systems, including Linux and Windows. CentOS Linux is our preferred operating system.



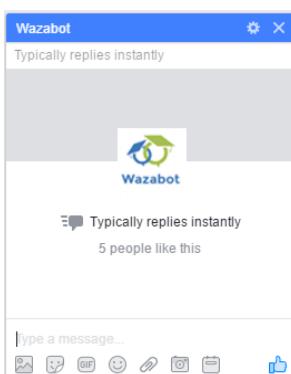
# A Sample of our Clients



## E-Commerce

**"Bot Libre have provided us with first class service. Importantly the AI we use on our store provides very competent front line customer service that our customers love. It frees up our staff to manage the orders and deal with more difficult questions."**

- Seth Rodgers, Dr. Techlove



## Education

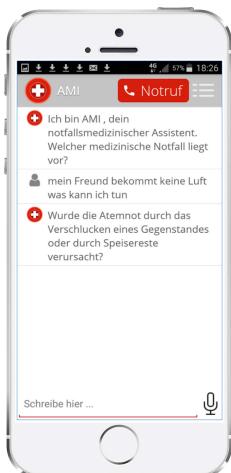
**"We are globally really satisfied of the service provided by Paphus Solutions."**

- Jérémie Reynaud, Wazabot



**"O Bot Libre foi uma excelente opção para nós ! Precisávamos de alterações personalizadas e o suporte foi rápido e prestável. Conseguimos fazer a gestão do nosso guia com facilidade e sem problemas."**

- Miguel Ribeiro - Portugal



## Medical

**"Bot Libre developed our medical bot and mobile app for Android and iOS and provided great expertise and service. I can strongly recommend working with botlibre.biz"**

- Dr. Michael Koppitz - Austria

## Packaging and Pricing

Bot Libre for Business is offered as a hosted service on BotLibre.biz ([www.botlibre.biz](http://www.botlibre.biz)) starting from \$1 per month. Our Enterprise services starts from \$50 per month, and includes our help training your bot, help developing your website, or mobile application, and a customized 3D avatar.

Dedicated hosting starts from \$200 per month.

We license our platform software for hosting on your own servers through our Enterprise Bot Platform and Cloud Bot Platform products. We can rebrand our platform under your local brand, and offer a full source code license.

## Affiliates and Partners

We have an affiliate and partner program. We can provide resellers commissions on there referrals, or work with partners on a royalty or OEM based model.

## About Us

Paphus Solutions Inc. is a Canadian corporation located in Ottawa, Canada. We were founded in 2013, by our president James Sutherland.

We are a technology startup company that provides software and services internationally. Our two partners both have over 20 years of software development experience. We have experience leading major software development projects, and have consulted with fortune 500 companies intentionally.

For more information please email us at [sales@paphusolutions.com](mailto:sales@paphusolutions.com)