Category: Scripted or quick reply Chabot's.

Description

Chabot's are programs that use instant messengers as an interface for performing tasks. A Chabot can be used as an additional service or an element of marketing. Over the past years, the use of Chabot's for business has become a popular and frequent occurrence. Chabot's for business can be used to automate routine operations for clients or managers.

For example, Chabot's can automate call centres and offload operators. The base of answers to standard questions is laid when Chabot's creating. Part of the issues of subscribers can be resolved using the Chabot. In more complex cases, subscriber calls are redirected to the call centre operators.

Benefits of Chabot's

Chabot gives numerous benefits for the companies and customers. Here I have listed some of them.

    i.   Customer service will be available 24/7
    ii. Offers seamless live communication
    iii. It saves time and money
    iv. Help grow your business
    v.   More targeted marketing
    vi. Reduces human interactions with customers
    vii. Makes smoother customer journey
    viii. Reduces stress for the customers
    ix. Eliminates time consuming tasks

Features

    i.   Chat with Chabot by 24/7.
    ii.   Insert new query with reply for bot
    iii. Update query with reply for bot
    iv.   Delete query for bot which does not suggest to end user.
    v.   View all chat history by end user
    vi.   View chat history by between custom dates
    vii. Provide suggestion to end user which makes chat experience more comfortable.

Technologies used

- frontend - HTML5,CSS3,JavaScript,Bootstrap 5
- Backend scripting - PHP 7
- Database - MySQL(maria DB)
- Software's - vscode,xampp server,chrome,edge etc. browser