

ChatBot

1. Chatbot Welcome Message

As soon as a customer visits the chatbot, it should display the following welcome message:
"Hello! I am Skylabs, your chatbot assistant. How can I help you?"

2. Ask for Customer Details Before Proceeding with AI Chat:

- i. Name,
- ii. Email,
- iii. Phone Number

3. Provide Predefined Questions

The chatbot should prompt the user with the following predefined options:

Do you want help with any of these services?

i. Products (clickable –Sub-Categories)

Skylabs Solution offers the following products:

1. Wifi Dashcam
2. Electronic Lock
3. Vehicle Tracking Device
4. GPS Tracker
5. Vehicle Tracking
6. RFID Reader
7. Dash Cam
8. RFID Tags
9. Biometrics Machine
10. Video Compression Solution

ii. Services(clickable –Sub-Categories)

Skylabs Solution offers the following services:

1. GIS Solution:
2. Telematics Solution:
3. Smart City Solution:
4. AI & Video Compression:
5. IoT & Lora Solution:
6. Drone Solution:
7. Introducing SkyBot
8. Innovative IoT Devices

iii. Contact Info.(website url contact us)

4. Service Support (Real-time Chat with Customer Support)

If the user needs support with their product, they can select **Service Support**, which will connect them to a real-time customer support agent.

5. Add FAQ

The chatbot should provide dynamic FAQs.

If a user asks a question that is not listed but is related, the chatbot should suggest a relevant FAQ.

6. Action-Oriented Responses

The chatbot should provide **next steps and support links**.

If a user requests contact information, the chatbot should provide **phone, email, and a link to the "Contact Us" page**.

7. Live Agent Handoff – Transfers to a human agent when needed.(optional)

8. Some of the question related to skylabs with response example:

i. What GIS services do you provide?

"SkyLabs specializes in Geographic Information System (GIS) solutions that help organizations analyze and visualize spatial data. Our services include:

- ✦ Geospatial Data Analysis – Process and interpret spatial data.
- ✦ Real-time Mapping – Interactive maps for tracking assets.
- ✦ Disaster Management – Predict and mitigate risks using AI.
- ✦ IoT & GIS Integration – Connect GIS with IoT for smart city planning.

ii. How does your telematics system work?

- Skylabs Solution provides Telematics Solution, which includes:
- Fleet Management System,
- Skylabs MDVR Solution,
- Skylabs Depot Management System,
- Video Telematics Solution,
- Dash Cam, and
- Driver Monitoring Solution (ADAS DMS).
- Our Telematics System works by leveraging cutting-edge technology to collect, process, and analyze data from various sources, providing real-time insights and actionable intelligence to enhance fleet management, safety, and operations.

iii. What smart city solutions do you offer?

- Skylabs offers the following Smart City Solutions:
- Sky ITMS Solution Skylabs –
- Automated Fare Collection System Skylabs –
- Solid Waste Management and Monitoring System Skylabs –
- RFID (Radio Frequency Identification Detector) Skylabs –
- Gate Automation Solution

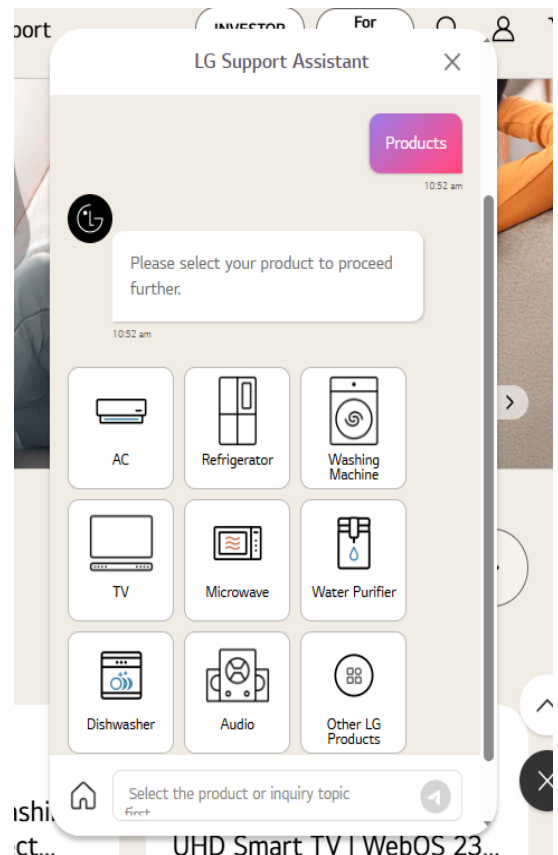
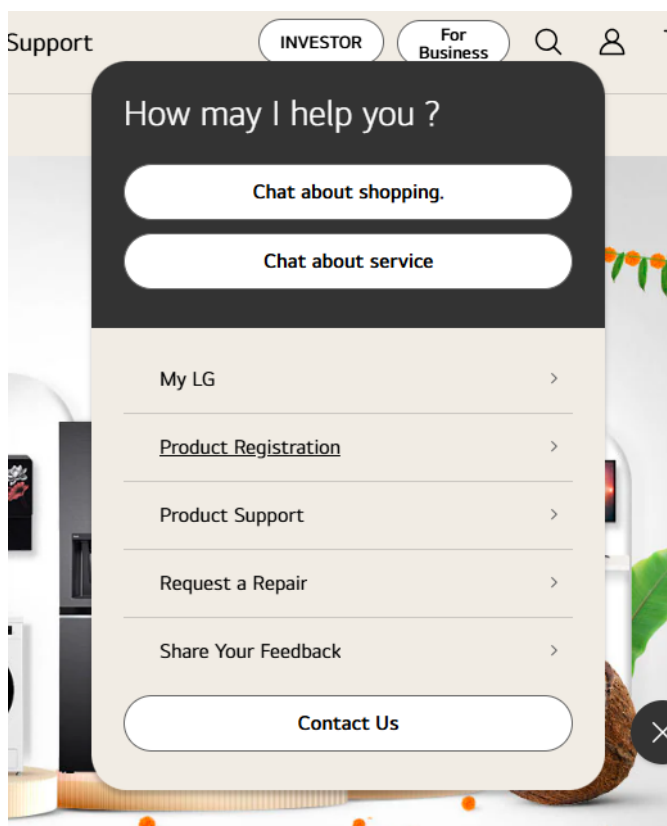
- These solutions aim to enhance the urban experience by improving energy management, reducing waste, promoting public safety, and encouraging citizen engagement.

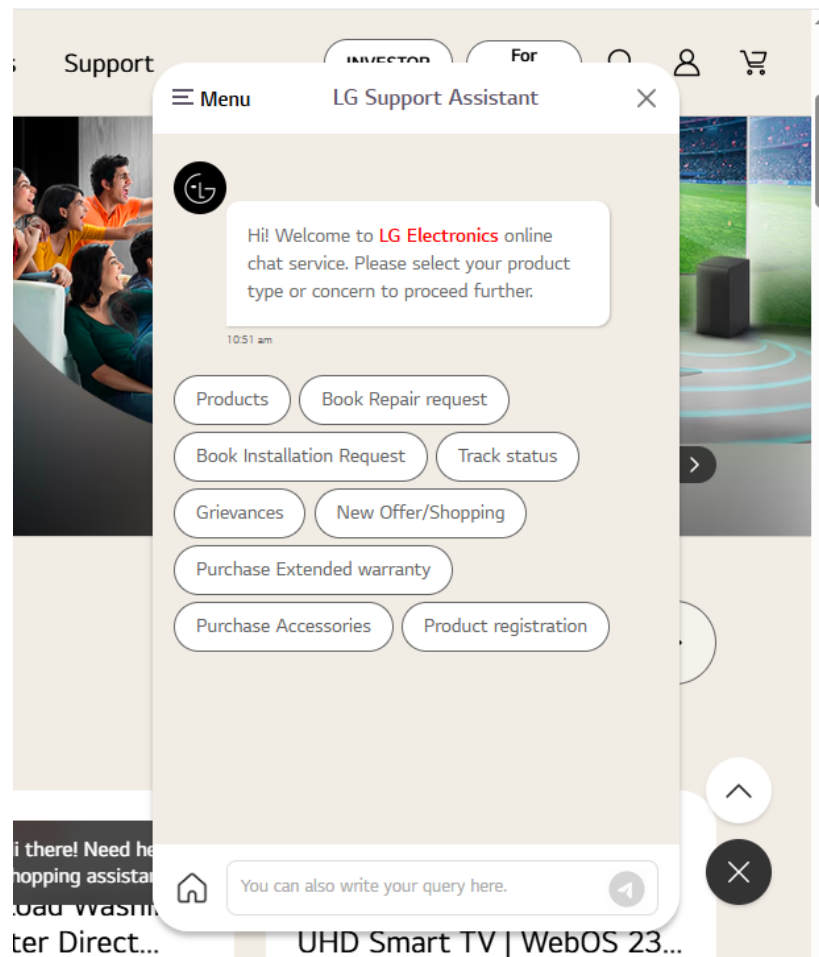
iv. I need technical support for my GIS project.

- Skylabs Solutions, offers GIS Solution as a part of our services, empowering informed decision-making through spatial data analysis and visualization like vehicle tracking systems, and transport management systems.
- You can leverage our expertise in GIS to get the technical support you need for your GIS project.
- Please feel free to reach out to us at the following contact details:
- Phone: (+91) 8800138139 Email:
- Contact Us page url
- We will be happy to assist you with your GIS project.

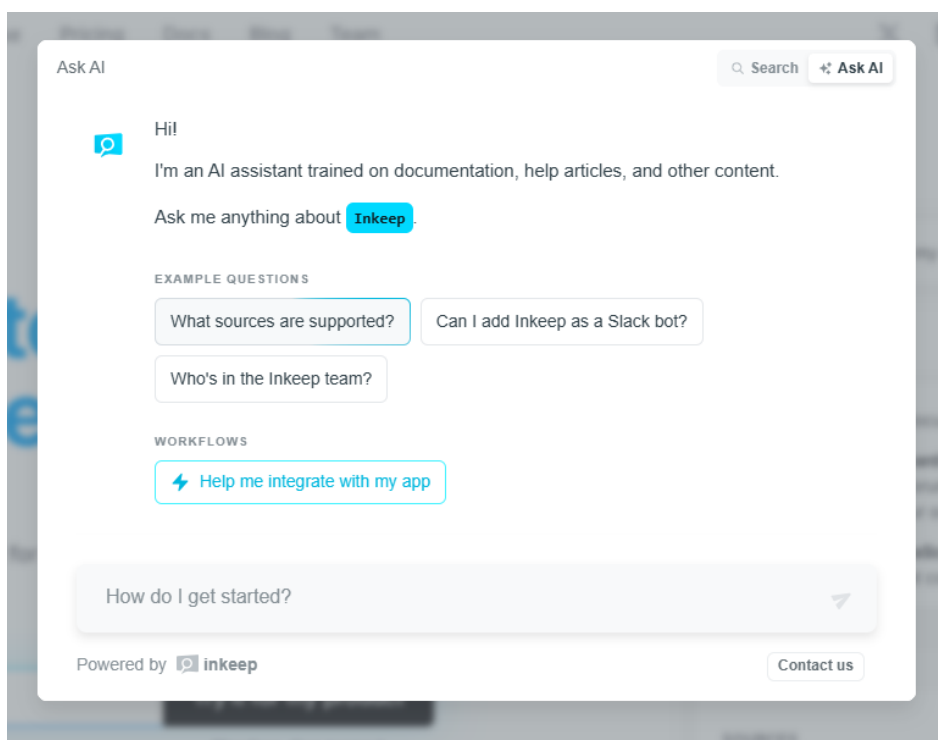
Here are some references of chatbot:

Reference 1:

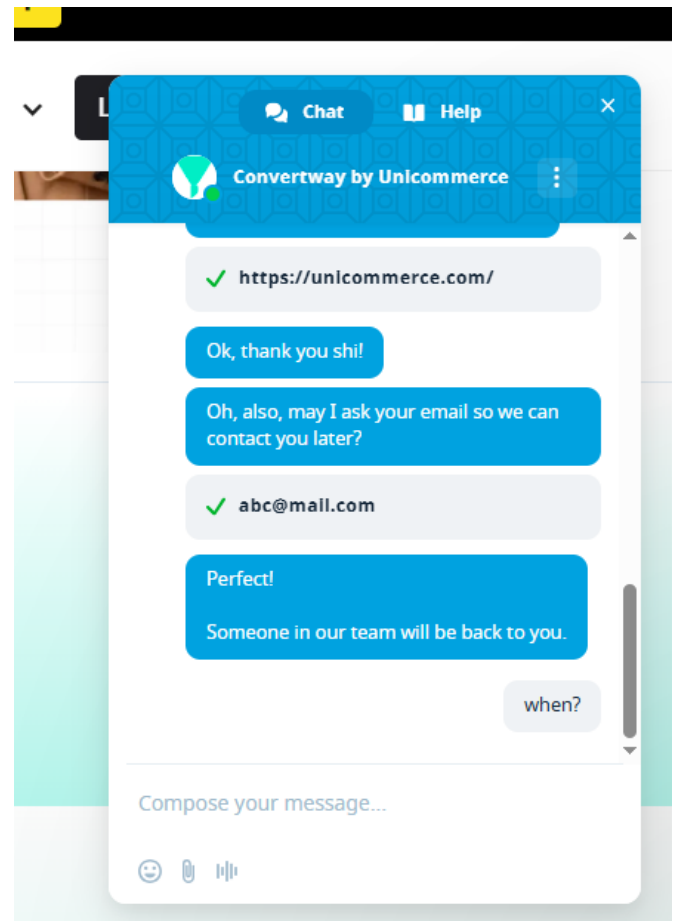
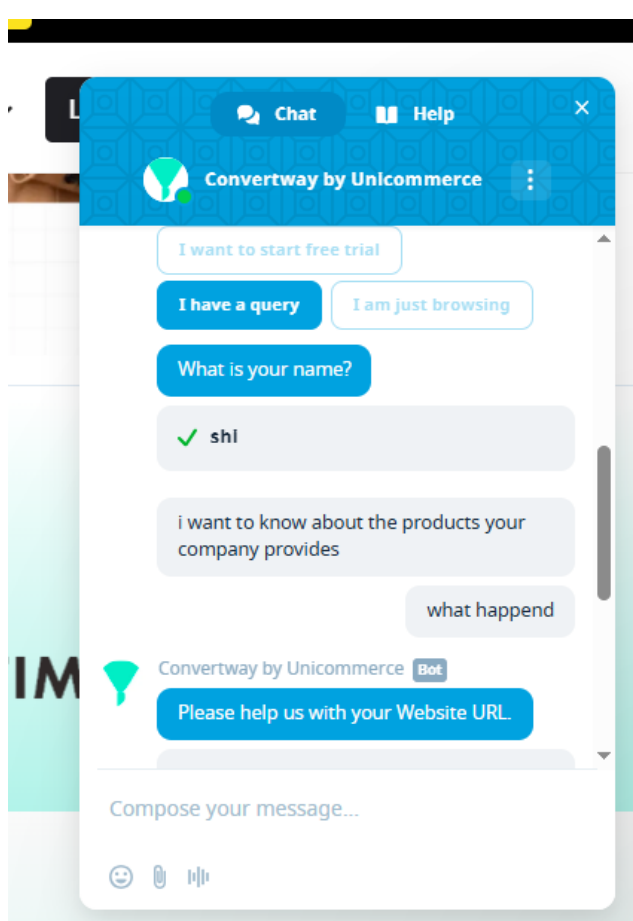




Reference 2:



Reference 3:



Reference 4:

