



The Power of Customer Support

aihelp.net

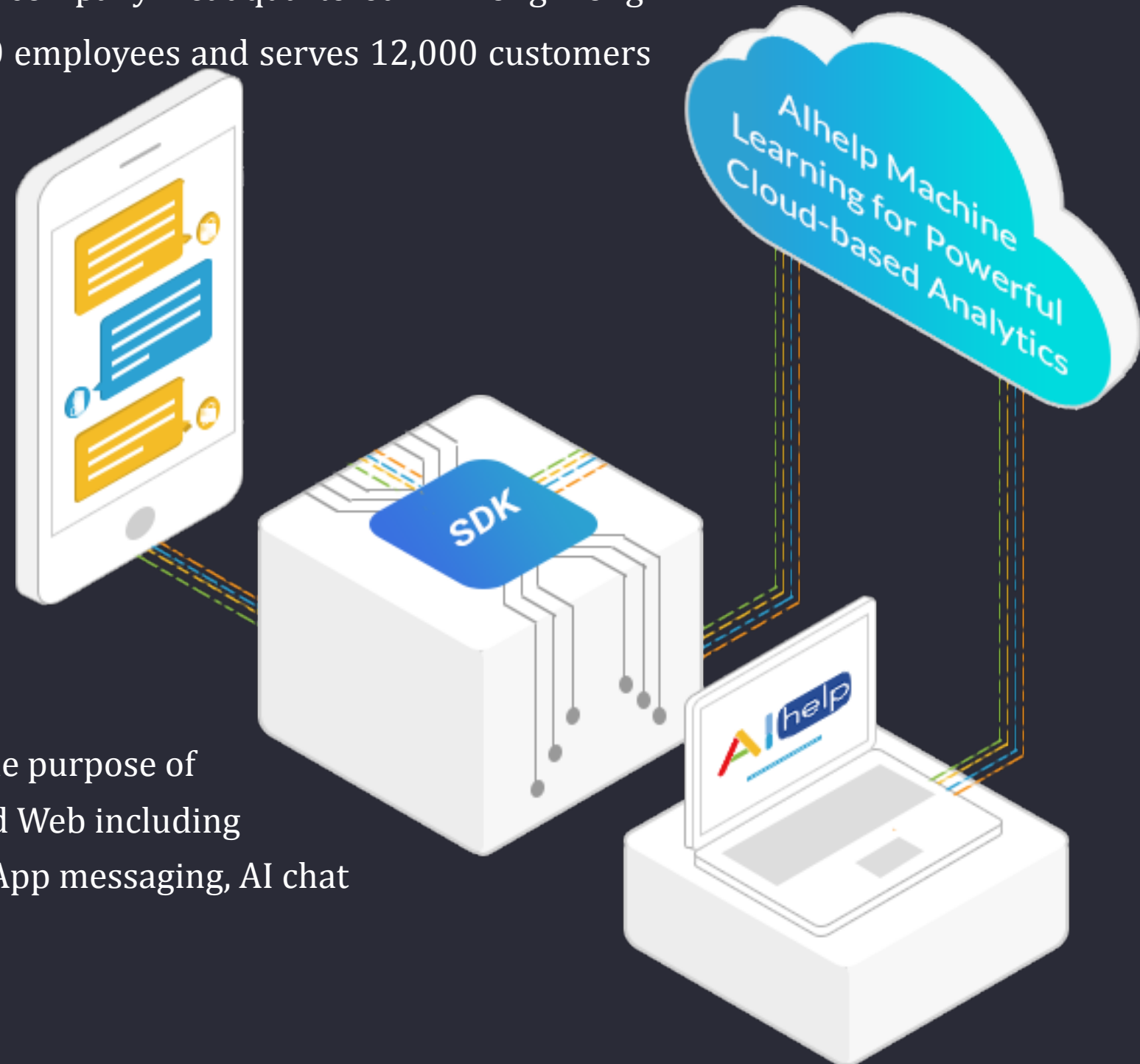


AI help COMPANY

AIhelp is a global customer support platform company headquartered in Hong Kong. Founded in 2014, the company now has over 80 employees and serves 12,000 customers in 32 countries and territories.

It's designed for companies that keen for customer relationships and satisfaction to make it more strong, personal, and productive. We aim to prompt companies to provide great support and then mature service and proactive engagement through providing them all tools and tech-infrastructures that designed to be easy-to-use with over 20 languages.

AIhelp is an AI Customer Support Platform for the purpose of messaging and operations for both of Mobile and Web including many of customer support functions such as In-App messaging, AI chat



NUMBERS



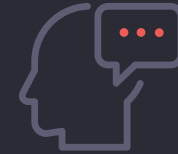
250M+

Devices



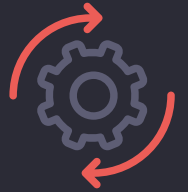
80M+

MAU



20M+

**Mobile
Engagement**

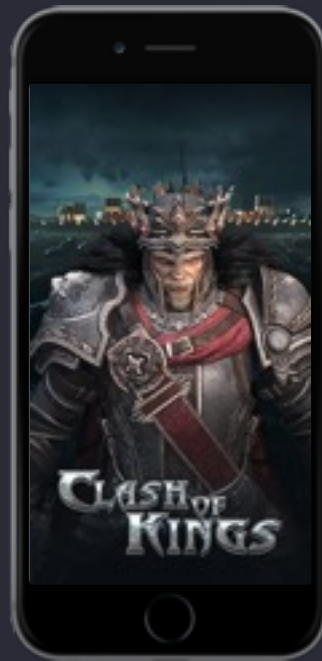


12K+

**Apps
Supporting**

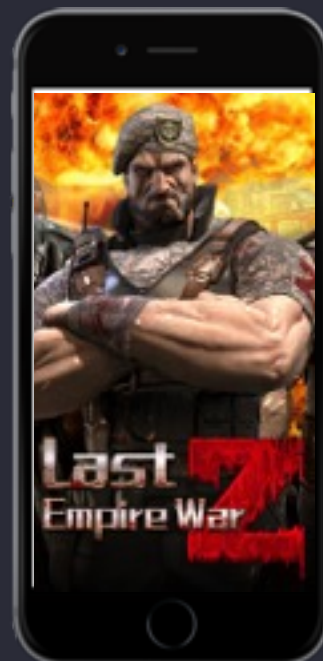
CUSTOMERS

CLASH OF KINGS



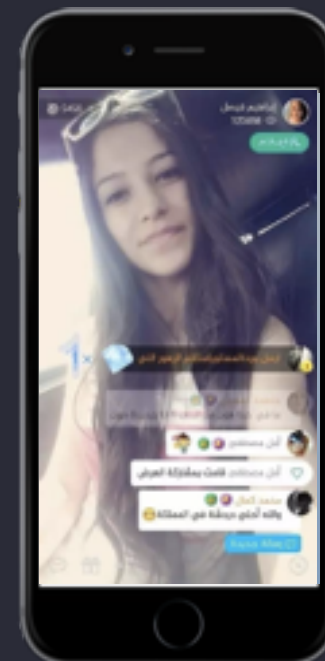
GAME
10M+
MAU

LAST EMPIRE WAR Z



GAME
6.0M+
MAU

7NUJOOM - LIVE STREAM



APP
4.5M+
MAU



GET READY WITH AI TECHNOLOGY



01. Stand

Stand at the edge of the technology trends and now actively across many support channels and compatible with all major platforms.



02. Stretch

Stretch In each particular case using AI-Powered. Developers try to design a specific technological stack to sustain needs of the application, as well as to make it stable and fast, so that developers integrated Alhelp's SDK due to the high stability and functionality.



03. Walk

Walk to the right support platform that can help turn interactions into lasting relationships and manage conversations with leads and customers at scale.



04. Jog

Jog to the AI customer support platform to ensure high productivity and efficiency which is top-notch operating and managed on Alhelp.



05. Run

Run your customer support in with an easy to implement, customisable and scalable platform to get higher rankings and retention using Alhelp.

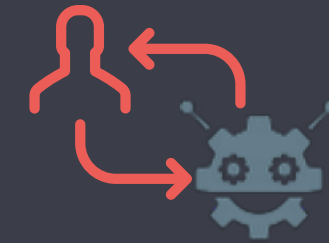
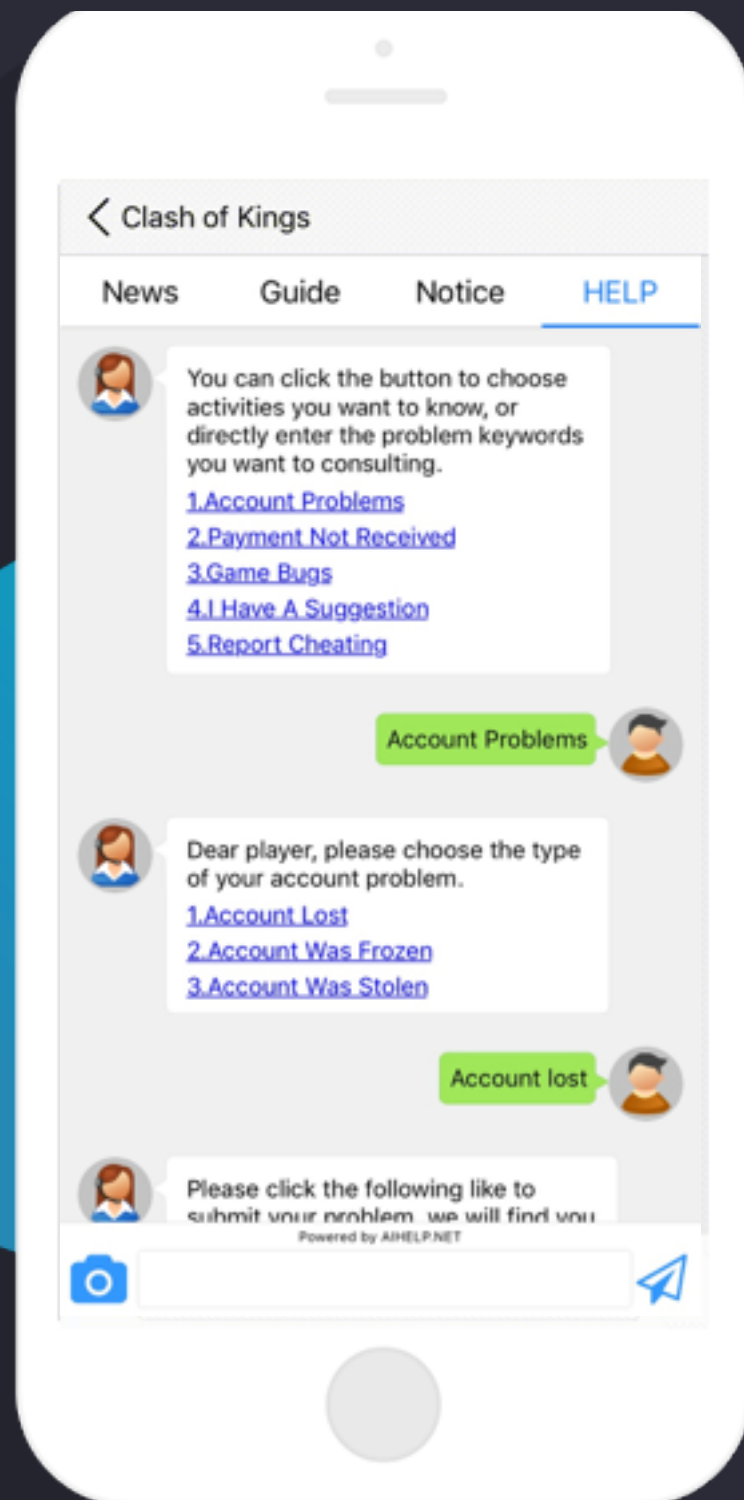
CUSTOMER SUPPORT WITH AI STREAMLINE AND SCALE



AIhelp platform built using Artificial Intelligence Technology to make it easy for developers to make decisions, solve customer issues instantly and make sense of massive amounts of data.

Both of Mobile and Web versions are an AI support using Machine Learning for powerful cloud-based analytics include many built-in packages such as In-App Messaging, AI Chat Bots, In-App operation, Push Notification, Smart Auto-Form and more.

THE PLATFORM



AI CHATBOT

SELF LEARNING BOT

Improve customer relationships by providing them instantly response with AIhelp built-in chatbots that can seamlessly transit to team support when needed.

It's automating users requests into our machine learning for powerful cloud-based analytics for better understanding the users requests and learn from CS agent's feedback and the support rate that provided by customer / users. The fact, AI robot tries to learn the way to response from customer service agent refer to Team Support and User Evaluation feedback, so day by day the AI robot will support customer instantly and intelligently using Artificial Intelligence cloud-based analytics.



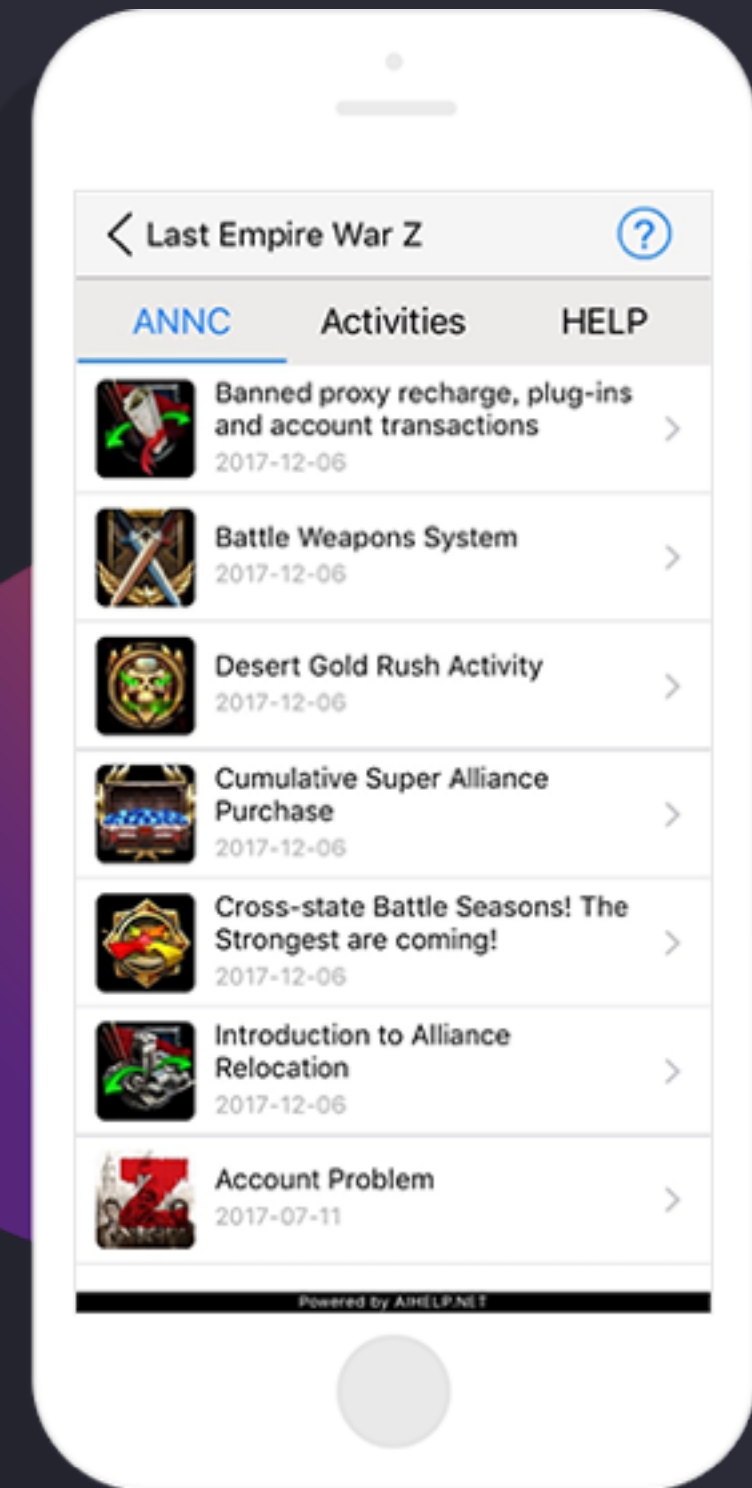
IN-APP OPERATIONS

User-Friendly

Alhelp provides a professional operation module that enables you to get most out of your In-App Activates, Announcements, News, In-game Strategies, Guide and more. We make it easier for your operation team to get higher engagement rate for their operation campaigns or/and activates.

In-app Operations is emerging technology management activities that is formed to address a new set of performance management in your App being driven by virtualization and the Cloud to increase application diversity, and the agile development of custom applications.

This feature designed to manage the engagement of the entire application ecology and to closely monitor the performance of end-to-end in-app engagement within the operational environment.



1

< Last Empire War Z

4 [Last login time] of the lost account(e.g. 2016-8-20, 21: 00)*

5 If you purchase Recharge request, please provide this (Date, amount and)

6 The Level of

7 The Level of the base (city) *

8 The Level of Technology Institute *

Powered by AIHELP.NET

2

< Last Empire War Z

retrieving and provide us with the new

[Nickname] :Phan Kim 2

18 [state No.] of the secondary account:570

19 account should be less than level 6, and bind with Google, Facebook, Game Center, which is necessary for retrieving account.:Google

20 Map Coordinates of the Base for the new account: X:969 Y:590

21 Additional information:

Dear Commander, you account has been retrieved, please check and have a nice day! ^_^

Hated it! Loved it!

5 stars rating

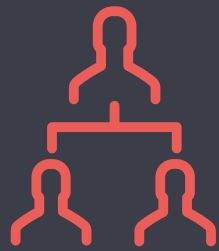


SMART AUTO-CHECK FORM

SELF CHECK USING MACHINE LEARNING

AIhelp not only providing a customizable AI Form but also an intelligence Form that can instantly check the user issue and get feedback immediately with no even one step from human support team.

The AIhelp cloud-based backend takes care of all checking steps, let us assume that user X lost his account and try to contact customer support team to solve this problem, the agents in your team may need more than 30 minutes to check review and ask users to provide some info about his/her account to come up with result that may not get user's satisfaction. But with Auto-Check Form Feature, users enable to check their issues by themselves and get result instantly with no adopting due to automatic process.



COLLABORATIVE, SIMPLE AND EFFICIENT AGENT WORKFLOWS

AIhelp Dashboard

AIhelp dashboard is a portal designed to help you track, manage, setup and response your customers that is formed to address a high performance management in your App or Website.

- **Assign tasks:**

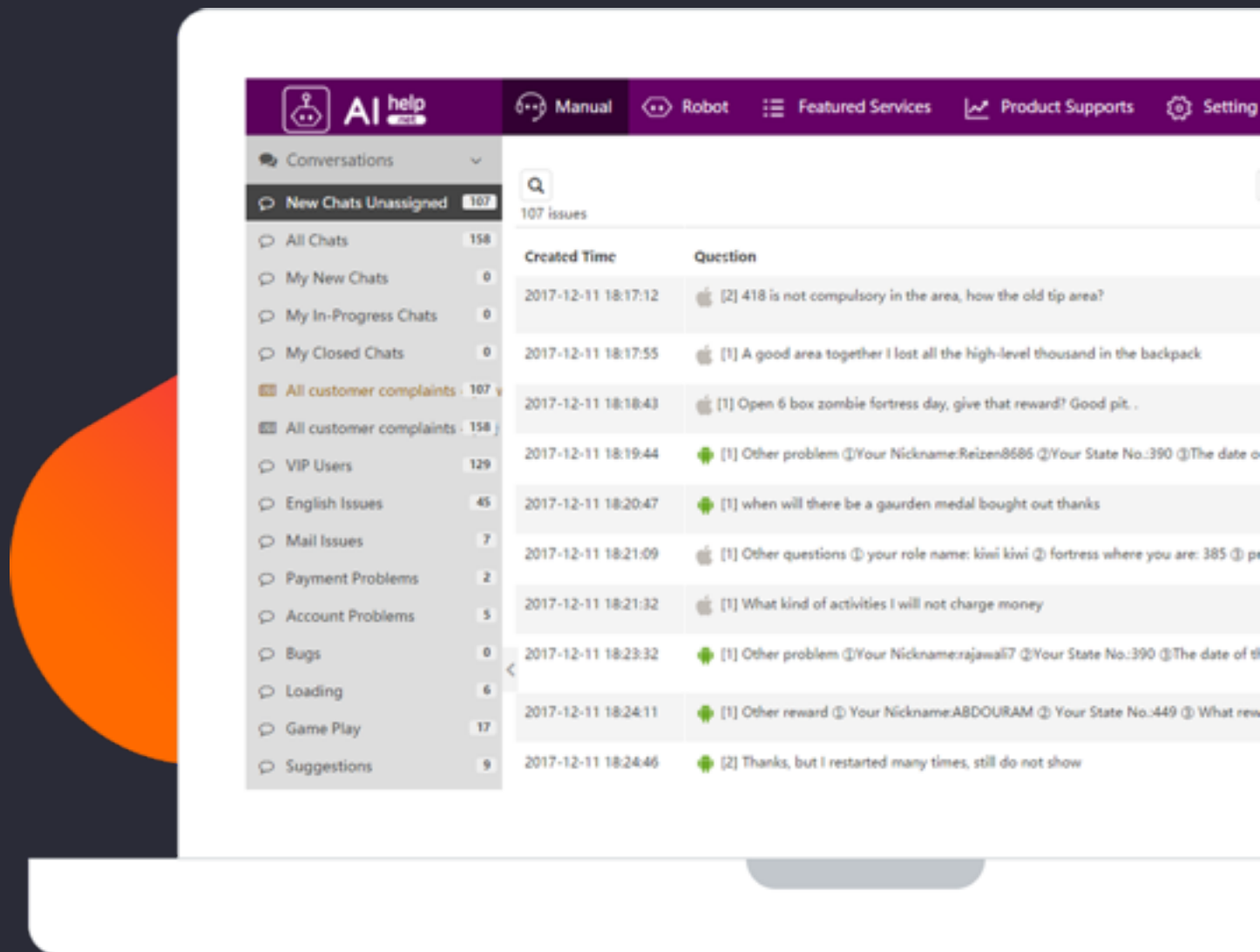
All new issues will be automatically classified, such as: account, recharge, advice, VIP, etc. Each Agent can assign issues to themselves from their own issue category or assign the issue to expert one related to the issue for better performance. Additionally, no need other agent to manually assign when the issue addressed automatically for the responsible agent by the system. (Of course, manual assignment is also available)

- **Follow up:**

When the Agent handles issues, they can put different tags on the problem, while Agent can add detail notes to the problem, indicating the current progress of the issue, in order to facilitate the next follow-up.

- **FAQs:**

In the process of solving user issues, Agents can easily turn the repetitive problems into FAQs, and enrich the robot's knowledge base. If users consult these questions again, they can check the FAQs or ask the robot directly for help.

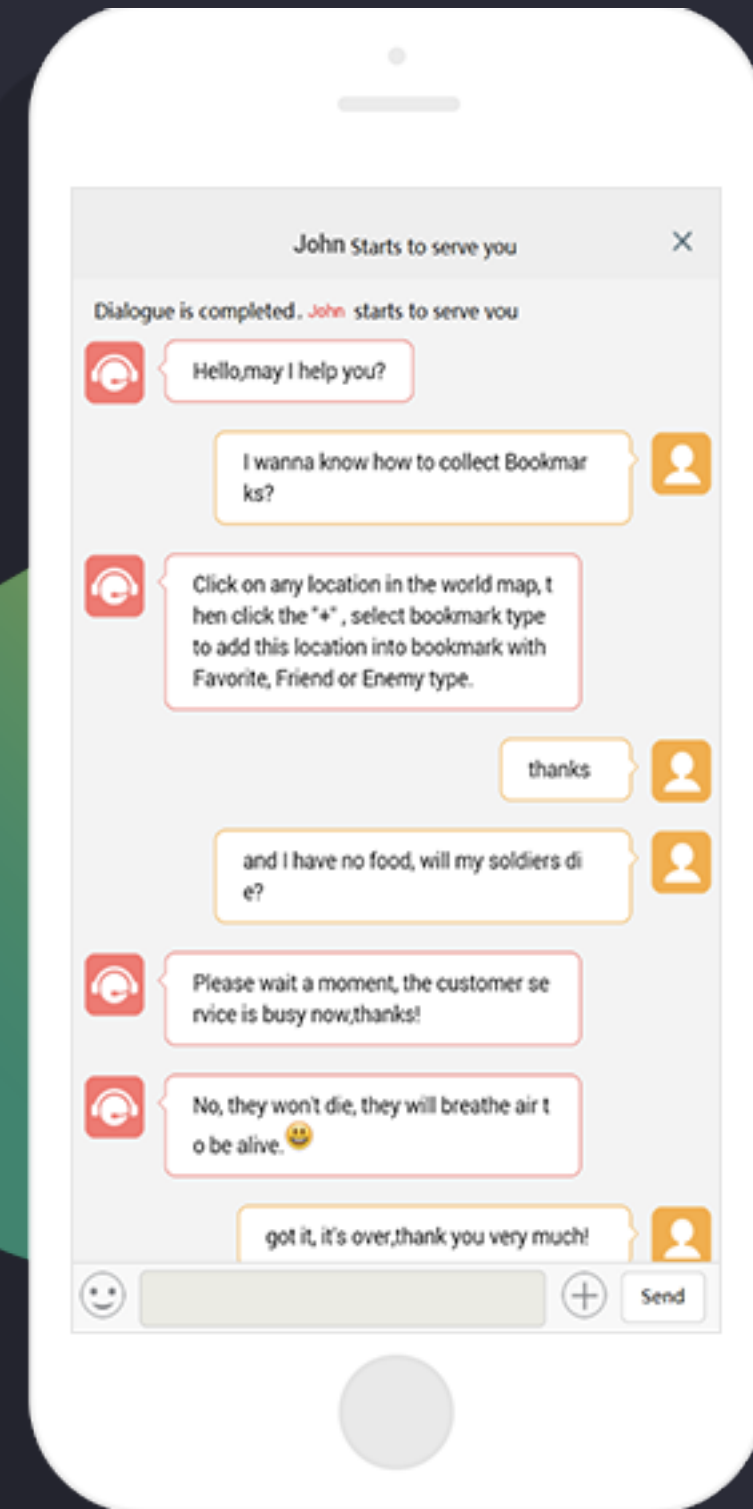




LIVE CHAT

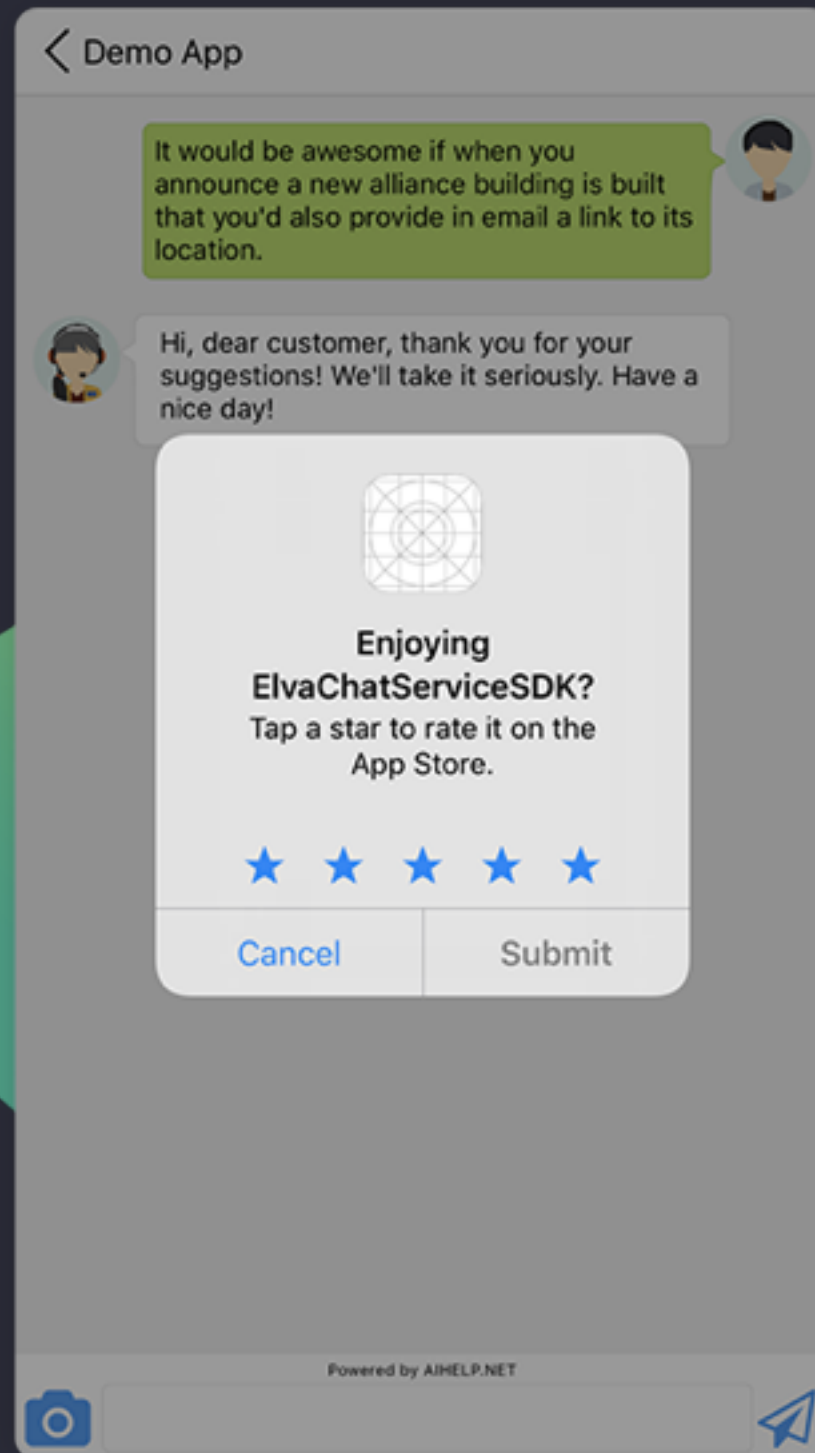
VIP CUSTOMERS / USERS

Open a live channel for your VIP customers and show them more care to keep them longer in your App and get better rankings, retention, revenue and customer lead. The VIP customers can be recognized by the system itself with no need to add the new VIP list periodically. The Live Chat contains smart view and operation that enable you to be engaged with your priceless VIP customers.



SOCIAL CHANNELS

We keen to make it easy for your support team to manage social channels from one centralized view. No matter where the user's feedback come from, Google Review, Facebook Messenger, Web, Mail, Wechat etc. You can engage with them only by one centralized platform – Alhelp.



USER RANKINGS AND REVIEW

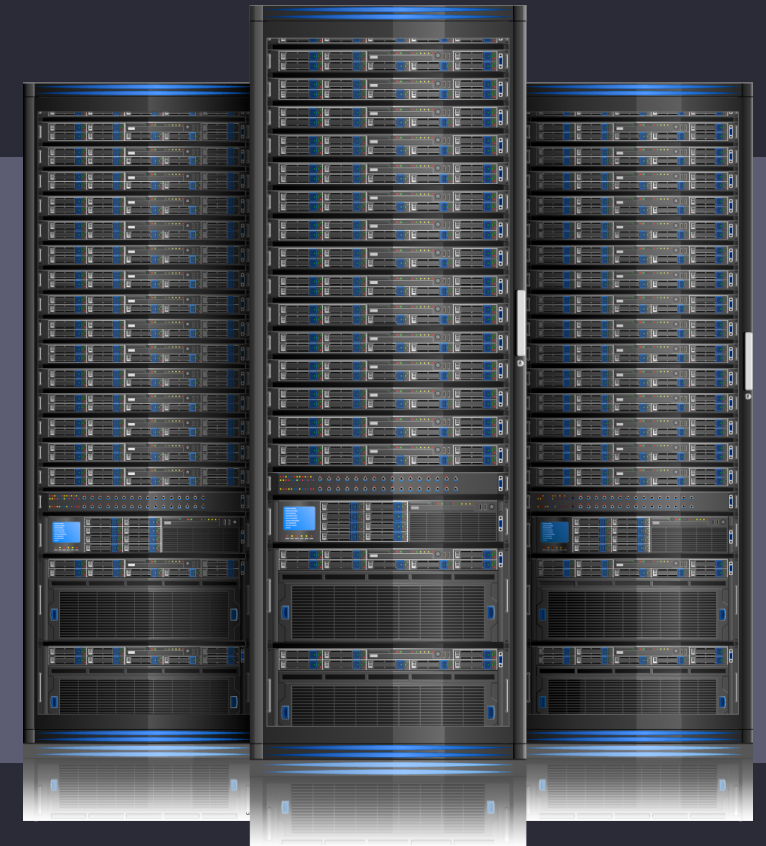
The provided feature designed to prompt users to review your app; this functionality allows users to provide an App Store / Google Play rating and review without the inconvenience of leaving your app. In addition, review and response user review from Alhelp Backend platform. Inevitably, its important to response user review as fast as you can, by doing this, you are showing credibility and also that you care about your user's opinion.

AT THE EDGE OF THE TECHNOLOGY TRENDS

Compatible for the next generations of **INTERNET OF THINGS**

Under Patent Application

- ✓ The Messaging Server of Alhelp is developed by Erlang language development. Erlang/OTP is an excellent Soft-Realtime, Low-Latency and Distributed language platform
- ✓ The messaging server design of Alhelpms to carry abundant MQTT connections of Mobile Terminals or Internet of Things Terminals. And realize the low-latency of message router between huge terminals.



Stable hosting large-scale of client connections, with single server node can support 0.5 to 1 million connections.



With distributed node cluster, fast and low-latency message routing, supporting 10 million scale routing per single cluster.



Messaging Server Extension, that supports a variety of custom authentication, efficient storage of messages to the backend database.



Fully Support MQTT V3.1.1 Agreement, extended support WebSocket, CoAP or private TCP, etc. agreements.

AIHELP PLATFORM CAN RECOGNIZE USER'S LANGUAGE TO
PERFORM AND CONVERT ALL UI INTO THE USER'S LANGUAGE

MULTI-LANGUAGE AUTO RECOGNIZE

- ✓ The invention can automatically recognize user's language and provide the form of the local language to meet the different needs. That greatly enhance users' satisfaction.



Translating a single language into other languages



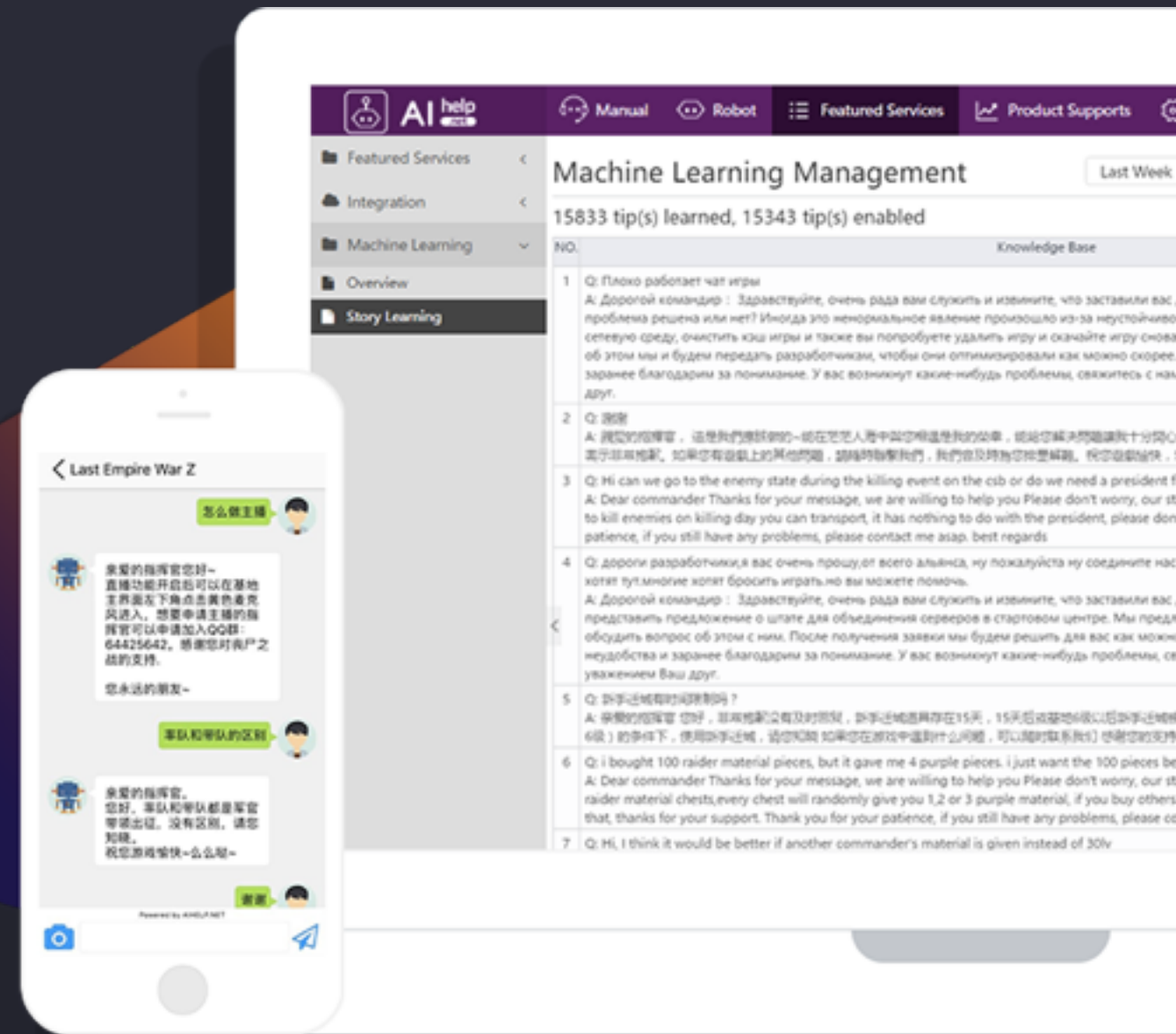
Based on the language environment of user, a customized form that corresponding to the language environment will be presented to the user.



MACHINE LEARNING

AIhelp platform built using Machine Learning for powerful cloud-based analytics to make it easy for developers to make smarter decisions, solve customer issues instantly and make sense of massive amounts of data.

Both of Mobile and Web versions are AI Mobile/Web support using Machine Learning for powerful cloud-based analytics include many built-in packages such as In-App Messaging, AI Chat Bots, In-App operation, Push Notification, Smart Auto-Form and more.



Package

BASIC \$35.0	AI PREMIUM \$129.0	CUSTOM \$0.00
✓ IN-APP MESSAGING	✓ ALL BASIC INCLUDED	✓ AUTO-TRANSLATION
✓ IN-APP NATIVE FAQs	✓ BOT SERVANT	✓ INSPECTION ROBOT
✓ INTERNATIONAL KNOWLEDGE BASE	✓ BOT STORIES	✓ QUESTIONNAIRE
✓ REAL TIME AUTOMATIONS	✓ MACHINE LEARNING	✓ OPERATION DAILY MAIL
✓ PRE-DEFINED CANNED RESPONSES	✓ HOTWORDS	✓ CRM
✓ CLICK HERE TO KNOW MORE	✓ CLICK HERE TO KNOW MORE	✓ CLICK HERE TO KNOW MORE

TRY IT FREE FOR 21 DAYS! [**GET STARTED**](#)

LET'S TALK!...



INNA HNATYSHYNA
Product and Sales Manager
Skype: Inna Hnatyshyna
inna@aihelp.net
www.aihelp.net