



IAMIE

Generative AI



OVERVIEW

IAMIE is an advanced chatbot, powered by a state-of-the-art multilingual Language Learning Model. A versatile AI designed to adapt to your needs, whether you require casual conversation or in-depth, document-driven interactions. It seamlessly integrates with various data sources, making it the ideal companion for both everyday inquiries and complex research tasks

What sets IAMIE apart is its ability to retrieve and process information from virtually any source. From structured databases and websites to unstructured data like PDFs, images, and even scanned documents, this AI can extract relevant information quickly and accurately. It acts as a bridge between you and your vast repositories of knowledge, turning raw data into actionable insights in real time. This capability makes it ideal not just for day-to-day inquiries but also for more complex tasks such as research, legal analysis, and corporate communications.

In addition to its powerful data retrieval and multilingual communication abilities, our chatbot also offers a highly secure and private environment for your interactions. Understanding the importance of confidentiality, especially when dealing with sensitive documents, the chatbot ensures that all data is handled with the utmost care. Moreover, it is designed to learn and adapt over time, providing increasingly relevant and personalized responses as it gets to know your preferences and needs. With this chatbot, you have a reliable, intelligent assistant that enhances your productivity and simplifies your access to information across languages and formats.



KEY FEATURES

❑ Multilingual Proficiency

- Supports Multiple Languages
- Context-Aware Responses

❑ Dual Chat Modes

- **Simple Chat:** Engage in everyday conversations, ask questions, or seek advice on a wide range of topics.
- **Chat with Your Documents:** Dive deeper with specialized queries that reference your specific documents.

❑ Comprehensive Data Retrieval

IAMIE can retrieve knowledge from almost any data source:

- **Documents:** Extract information from PDFs, Word documents, presentations, and more.
- **Databases:** Query databases for specific data points, trends, or analytics.
- **Websites:** Pull real-time data from websites to stay updated on current events or market trends.
- **Images:** Analyse and retrieve information from images, including scanned documents and photos.
- **Audio:** Such as meetings recordings, conferences, doctor appointments, etc.

❑ Intelligent and Contextual Understanding

- **Adaptive Learning:** Learns from previous interactions to provide more relevant and personalized responses.
- **Context Retention:** Keeps track of the conversation's context to deliver coherent and connected replies.

❑ Secure and Private

- **Data Privacy:** Ensures that all interactions and document handling are done with the highest level of security and confidentiality.
- **Customizable Access:** Define who can interact with your documents or databases, ensuring controlled and secure usage.

PRICING

IAmie Gen. AI Technology Pricing					
	Price per Question (upto 4096 tokens)				
	< 10K	< 50K	< 100K	< 1M	> 1M
Simple Text Chat	SAR 0,205	SAR 0,168	SAR 0,137	SAR 0,100	SAR 0,079
RAG Text Chat	SAR 0,604	SAR 0,520	SAR 0,410	SAR 0,299	SAR 0,236

Notes:

- Customized packages are available upon request



BOTIFUL

Call BOT Platform



OVERVIEW

BOTIFUL is a cutting-edge callbot platform engineered to revolutionize customer interactions. BOTIFUL combines state-of-the-art technology with unparalleled features to deliver seamless communication experiences for businesses and their customers. With support for SIP trunks and WebRTC, as well as proficiency in as much as 32 languages, BOTIFUL stands as a versatile solution tailored to meet the demands of today's dynamic market landscape.

At the heart of BOTIFUL lies its advanced conversational capabilities, driven by two distinct models: the Intent-Based Conversational Model and the Large Language Model (IAmie PhoneGPT). The Intent-Based Conversational Model enables BOTIFUL to comprehend user queries and intents with precision, ensuring accurate and contextually relevant responses. Meanwhile, the Large Language Model harnesses the power of natural language processing to engage users in conversations that are not only informative but also imbued with a human-like fluency and understanding.

BOTIFUL is not merely a tool for customer support; it is a catalyst for enhanced customer experiences, streamlined operations, and global reach. By leveraging its multilingual support and robust technical specifications, BOTIFUL empowers businesses to engage with customers effortlessly across language barriers and communication channels. Whether scheduling appointments, providing product information, or facilitating language translation, BOTIFUL is poised to redefine the way businesses connect with their audience, paving the way for a future of unparalleled communication excellence.



KEY FEATURES

❑ SIP Trunk and WebRTC Support

BOTIFUL seamlessly integrates with SIP trunks and WebRTC technology, ensuring smooth and reliable communication over the internet.

❑ Multi-language Support

With support for 32 languages, BOTIFUL facilitates interactions with users from diverse linguistic backgrounds, enhancing accessibility and user experience.

❑ Intent-based Conversational Model

This model allows BOTIFUL to understand user intents and respond appropriately, making it ideal for structured interactions such as customer support, lead generation, and order processing.

❑ Large Language Model

BOTIFUL's large language model enables it to engage in natural and contextually rich conversations, offering a more human-like interaction experience.

❑ Versatile Use Cases

BOTIFUL caters to various business needs, including customer support, survey and feedback collection, lead Generation, payment Reminders, order processing, , healthcare Appointments Management, travel and Hospitality.

TECHNICAL SPECIFICATIONS

▪ Languages Supported:

32 languages including but not limited to English, Spanish, French, German, Arabic, etc.

▪ Communication Protocols

- SIP
- WebRTC

▪ Models

- Intent-based conversational model,
- Speech-to-Speech Large language model (IAmie PhoneGPT).

▪ Platform Compatibility

Compatible with various communication platforms and systems such as:

- Unified Communication (UC) Platforms
- Customer Relationship Management (CRM) Systems
- Contact Center Solutions
- Messaging Platforms

▪ Scalability

Designed to scale seamlessly to handle varying call volumes and user interactions.

▪ Security

Implements robust security measures to protect user data and ensure privacy such as SIPs and SSL.

▪ Integration

Can be integrated with existing CRM systems, databases, and communication tools for enhanced functionality.

BENEFITS

❑ **Enhanced Customer Experience**

By providing users with a seamless and intuitive interaction experience, BOTIFUL contributes to enhanced customer satisfaction and loyalty. Its ability to understand user intents, respond promptly, and provide personalized assistance ensures that users feel valued and supported throughout their interactions. This positive experience fosters stronger relationships between businesses and their customers, leading to higher retention rates and increased brand advocacy.

❑ **Increased Efficiency**

BOTIFUL automates repetitive tasks and processes, freeing up valuable time and resources for businesses to focus on more strategic activities. By handling routine inquiries, processing orders, and managing appointments autonomously, BOTIFUL reduces the burden on human agents and accelerates response times. This increased efficiency translates into cost savings and productivity gains for businesses, allowing them to achieve more with less effort.

❑ **Cost Savings**

By reducing the need for human intervention in routine tasks, BOTIFUL helps businesses realize significant cost savings over time. By automating customer support, lead generation, and other key functions, BOTIFUL minimizes the need for additional staffing and operational expenses associated with manual labor. This cost-effective approach allows businesses to allocate resources more efficiently, reinvesting savings into growth initiatives or improving overall service quality.

❑ **Scalability**

BOTIFUL is designed to scale seamlessly to handle varying call volumes and user interactions, ensuring that businesses can adapt to changing demand patterns without compromising performance. Whether experiencing spikes in customer inquiries or expanding into new markets, BOTIFUL can scale up or down dynamically to meet evolving business needs. This scalability enables businesses to maintain consistent service levels and responsiveness, even during peak periods or periods of rapid growth.

❑ **Improved Data Insights**

By generating valuable data insights from user interactions, BOTIFUL empowers businesses to gain deeper understanding of customer preferences, behaviours, and pain points. Through analysis of conversation transcripts, user feedback, and interaction patterns, businesses can identify trends, uncover actionable insights, and make data-driven decisions to drive business outcomes. These insights can inform product development, marketing strategies, and customer service initiatives, helping businesses stay ahead of the competition and deliver exceptional experiences.

❑ **And more ...**

APPLICATIONS

- **E-commerce**

In the realm of e-commerce, BOTIFUL serves as a reliable virtual assistant, streamlining various processes to enhance the shopping experience. It assists customers with product inquiries, order tracking, and returns processing, reducing the burden on human customer support agents. BOTIFUL can also provide personalized recommendations based on user preferences and purchase history, contributing to increased sales and customer satisfaction. Additionally, it facilitates seamless order processing, guiding users through the checkout process and addressing any issues or questions that may arise along the way.

- **Healthcare**

Within the healthcare sector, BOTIFUL plays a crucial role in improving patient care and operational efficiency. It simplifies appointment scheduling, allowing patients to book, reschedule, or cancel appointments with ease. BOTIFUL can also send medication reminders and provide general health information, empowering patients to take control of their wellness journey. Moreover, it assists healthcare providers by triaging patient inquiries, directing them to the appropriate resources or personnel, and reducing the workload on frontline staff. By automating routine tasks, BOTIFUL frees up valuable time for healthcare professionals to focus on delivering quality care.

- **Hospitality**

In the realm of hospitality, BOTIFUL acts as a virtual concierge, catering to the diverse needs of guests and enhancing their overall experience. It assists travellers with hotel bookings, flight reservations, and transportation arrangements, offering personalized recommendations based on their preferences and travel itineraries. BOTIFUL can also provide information about local attractions, dining options, and events, helping guests make the most of their stay. Additionally, it handles guest inquiries and requests efficiently, ensuring prompt responses and seamless communication throughout their stay. By delivering exceptional service round-the-clock, BOTIFUL contributes to increased guest satisfaction and loyalty.

- **Finance:**

Within the financial sector, BOTIFUL revolutionizes customer service and transaction processing, offering a convenient and efficient communication channel for users. It assists customers with account inquiries, balance checks, and transaction history retrieval, providing real-time assistance without the need for human intervention. BOTIFUL also facilitates loan applications, guiding users through the process and answering any questions they may have along the way. Moreover, it sends automated payment reminders to customers, reducing the incidence of missed payments and late fees. By streamlining these processes, BOTIFUL enhances customer satisfaction and loyalty while driving operational efficiency for financial institutions.

- **Market Research**

In the realm of market research, BOTIFUL serves as a valuable tool for collecting data, gathering feedback, and analysing consumer behaviour. It conducts surveys on behalf of businesses, soliciting feedback on products, services, and brand perceptions. BOTIFUL can also engage users in interactive conversations, eliciting valuable insights into their preferences, pain points, and purchasing habits. By analysing this data, businesses can identify trends, anticipate market demands, and tailor their offerings to better meet customer needs. Additionally, BOTIFUL facilitates customer segmentation and targeting, enabling businesses to develop more effective marketing strategies and campaigns. Overall, BOTIFUL empowers businesses to make data-driven decisions and stay ahead in today's competitive market landscape.

- **And more ...**

PRICING

CLOUD BASED DEPLOYMENT	OPEX								
	hours	up to 100	up to 200	up to 500	up to 1 000	up to 2 000	up to 5 000	up to 10 000	> 10 000
	minutes	up to 6 000	up to 12 000	up to 30 000	up to 60 000	up to 120 000	up to 300 000	up to 600 000	up to 600 000
	cost (max)	12 000 SAR	19 200 SAR	42 000 SAR	72 000 SAR	120 000 SAR	240 000 SAR	360 000 SAR	
	cost / minute	2,00 SAR	1,60 SAR	1,40 SAR	1,20 SAR	1,00 SAR	0,80 SAR	0,60 SAR	0,40 SAR
	CAPEX								
	Setup Fees								10 000 SAR
	Development / Configuration (per day)								5 600 SAR
	Training								10 000 SAR

ON PREMISE DEPLOYMENT	OPEX				
	channels	2	5	20	50
	simultaneous calls	up to 2	up to 5	up to 20	up to 50
	minutes / month	600	3 000	9 000	50 000
	1 year licence	SAR 60 000	up to 180 000	SAR 400 000	SAR 2 500 000
	CAPEX				
	Installation				50 000 SAR
	Development / Configuration (per day)				5 600 SAR
	Training				10 000 SAR

Notes:

- Customized packages are available upon request
- From 2nd year, the per year licence is 75% of the first year
- 5 years licenses are 4x first year license



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for Smart People

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