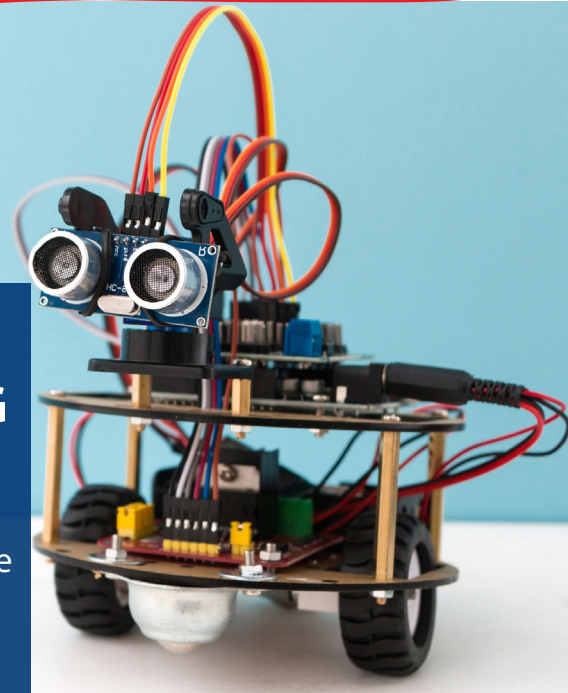


THE SOITRON*BOT UNDERSTANDS WHAT YOUR CUSTOMERS ARE SAYING

Bots are one of the fastest developing areas of IT today. Their performance and the range of services they can provide are improving every year. Leave the routine work to a bot and use your potential for tasks with much higher added value. Bots can increase your day-to-day productivity, so it's time for you to start thinking about implementing your own bot. We at Soitron will be happy to help you.



WHAT IS THE SOITRON*BOT?

The Soitron*Bot is a software platform able to communicate in a natural language and handle the routine requests of your clients or employees.

It can understand what people are asking it to do, and it can collect necessary or missing data, upload it to appropriate systems, send confirmations of handled requests, and prepare and print completed

forms or other documents to be signed by employees or clients.

The Soitron*Bot does not require any complex initial implementation. As a customer, you can reap the first benefits of the Soitron*Bot in no more than a few weeks and you can easily expand it to handle other or more complex cases.

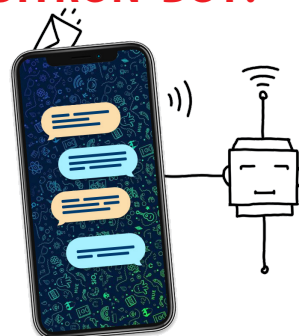
WHAT MAKES THE SOITRON*BOT UNIQUE?

Its modular structure allows the Soitron*Bot to cover a wide range of business requests, regardless of the input communication channel. With the Soitron*Bot you are able

to implement a chatbot in your contact centre, on your Facebook profile, or your website.

WHAT YOU GET WITH THE SOITRON*BOT?

- The faster processing of customer requests
- Unified and consistent task handling
- Higher customer satisfaction
- Employees relieved from conducting repetitive and routine tasks
- An improved overview of handled requests thanks to reporting



A MailBot can process customers' email requests in your mailboxes. For phone calls, a VoiceBot can transcribe the speech to text and then handle routine requests coming into your contact centre. The Soitron*Bot can communicate in various languages, or, if necessary, it can use translation tools. Its functionalities can be extended to include image and form recognition as well as communication using videos or buttons.

WHAT THE SOITRON*BOT CAN HANDLE?

The possibilities of the Soitron*Bot are truly diverse. With the use of the above preconfigured modules, services, and additional integrations to your internal systems, a comprehensive solution can be built to handle tasks such as:



Chat communication



Email communication



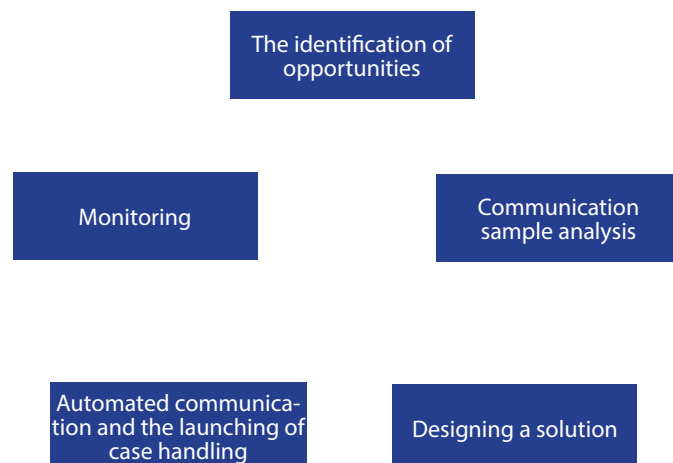
Telephone communication

For example, a bot can accept customers' requests on your behalf. Using its artificial intelligence, it can identify the task, collect all the necessary information from your internal systems (just as your employees would do), and then process the collected data into a response and send it to the customer through the required channel. Simultaneously, it will send you an email confirming that the request has been handled and provide details on any interventions it performed in your internal systems.

WHERE TO USE THE SOITRON*BOT?

- In existing contact centres to save agents' time
- In any corporate communication when you need to extend it with a new communication channel (MailBot, VoiceBot, and ChatBot)
- At claims departments to automate case handling
- In the back office to eliminate tedious routine tasks
- On public websites to provide information to customers
- At inhouse help-desk departments to speed up the processing of recurring employee requests
- In companies that need to optimize, automate, and speed up tasks such as document retrieval and the provision of information from various systems
- For any registration processes you want to automate (new customers and employee onboarding)
- For more convenient retrieval of information from internal knowledge databases
- As a convenient and personalized reporting tool

WHAT THE IMPLEMENTATION LOOKS LIKE?



SOITRON, s.r.o., a member of the Soitron Group

Soitron is a Central European integrator operating in the IT market since 1991. The company's philosophy is to constantly move forward, and that is why it is a leader in implementing unique technologies and innovative solutions. It offers its clients products and services in the field of robotization and process automation, artificial intelligence, the Internet of Things (IoT), IT infrastructure, communication and cloud solutions, IT security, IT services and outsourcing, IT advisory and applications, and IT department digitalization. Its product portfolio includes smart police car solutions, known under the brand Mosy. Soitron, s.r.o. is a member of the Soitron Group and employs more than 800 international experts. The Soitron Group brings together professional teams in Slovakia, the Czech Republic, Romania, Turkey, Bulgaria, Poland, and the UK.