

Roboxa Virtual Assistant

As a conversation AI partner to Roboxa Technologies, Dataflax introduced Google Cloud and CCAI as platforms to design & build a state-of-the-art virtual agent that drives patient engagement. Dataflax plays a key role in driving virtual agent.

The challenge

Roboxa's primary communication channel is a telephony system with sales, solution and service representatives available 24/7 for product offers, solutions and enterprise service. The volume of calls, call handling time and call wait goes beyond the available representatives. This approach is becoming human intense, driving up operational costs and loss of business leads.

The solution

Roboxa Virtual Agent is an enterprise customer engagement conversational bot built on Google Dialogflow and ConverX Messenger, designed as a primary channel to engage enterprise customers for smart glass solution demos and support services. This is a self-serve channel with faster, available 24/7, friendlier, consistent and seamless experience.

The results

Roboxa global enterprise customers and new leads are engaged 24/7 with no wait times and better experience, delivering general information in real-time by the chatbot without much IT investment. This is helping Roboxa convert new business leads by providing smart glass solutions, their features and schedule demo in real time. This is also helping the existing customers with no wait time.

Idea-to-live digital assistant in days! A complete server-less architecture with the power of Google Cloud, and seamless integration of Dialogflow agent into the primary website using ConverX Messenger accelerated time-to-market.

About ROBOXA TECHNOLOGIES PTE. LTD

Roboxa is an enterprise Smart Glass solution provider. With a global footprint across APAC and US, mainly focus on providing innovative, seamless and functional solutions, spanning across Logistics, Aerospace, MRO, Healthcare, Retail, Automotive, Public Sector etc.

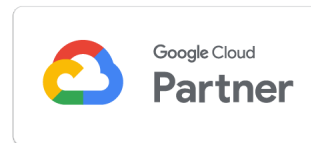
Industry: Logistics

Primary project location: United States



About Dataflax Inc.

We deliver CCAI solutions that drive better customer experience through Conversation AI. We specialize in bots, IVR integrations and CCAI analytics.



Products

Google Cloud Platform