

Ezra An Intelligent Chat Bot Accelerator

Businesses are increasingly looking to Artificial Intelligence technologies to enable them to better anticipate the needs of customers and internal staff but the process of creating a chat bot that can conduct a sensible conversation is complex.

Ezra is a digital assistant that navigates your information universe so that customers and internal staff can easily have their questions answered irrespective of which system the information is stored in.



Generate and Capture Leads

- Guided interaction process allows customers to quickly get answers
- Automate common customer services processes eliminating need to sit on hold or navigate a website
- Ezra can clearly offer calls-to-action based on the nature of conversation and capture leads at the point of contact

A template framework that requires no code

Natural Language Understanding

- Ezra understands and converses in natural language
- Artificial Intelligence technology allows Ezra to understand the intent of each question and match to knowledge base
- Business users can easily refine and manage the knowledge base with continuous feedback provided by Ezra and a simple tagging function for content

Naturally asked questions are naturally answered

Meaningful Insight

- Integrated Power BI model provides immediate insight to commonly asked questions
- Keywords, queries and responses are analyzed to provide complete transparency to how Ezra is used
- This insight allows business users to tailor responses accordingly

Power BI visualizes all Chat Bot Interaction

31% of business executives believe “virtual personal assistants” will have the largest impact on their business, more than any other “AI-powered solution” ([PwC](#))

Ezra can connect to all of your corporate and external systems and start answering questions immediately



Multi-Channel Capability

- Ezra can connect to a multitude of channels including Email, Skype, Facebook Messenger, Microsoft Teams, intranets and your website via the Microsoft Bot Framework API.
- Automatically consolidated information means internal staff can ask questions of any corporate system and find the information they are looking for. Quickly and securely.



Enable Business Users not IT

- The Ezra Chat Bot Framework requires no code to install or configure. A simple user interface allows business users to own and refine the knowledge base using natural language tags and configuration options.
- Powerful, integrated reporting allows analysis of conversations and responses so business users can moderate and train Ezra in real-time without relying on IT for support.

Our promise to you

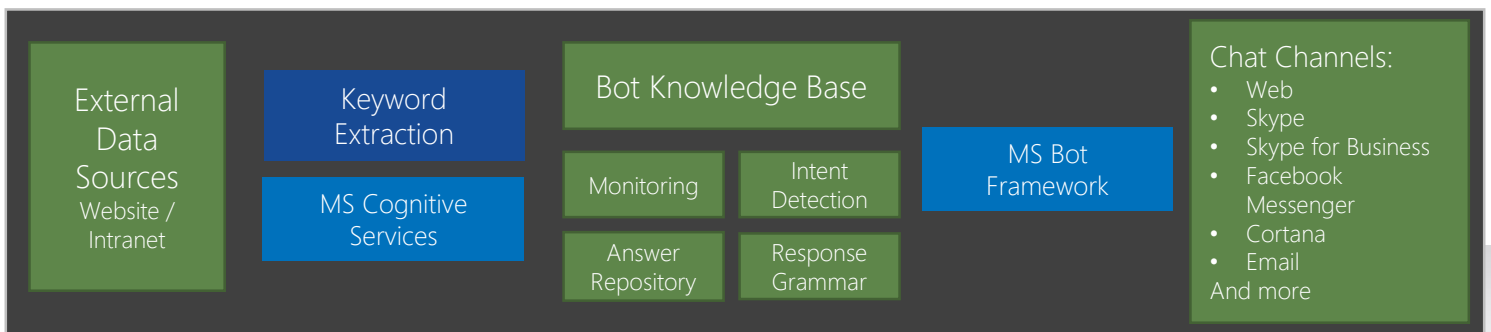
Ezra – Chat Bot Accelerator lets you take advantage of AI at a fraction of the cost to develop, with no code required.

An offer to get you started

BizData will deliver a streamlined engagement comprising of;

- Setup & configuration of Bot Services
- Chat Bot Knowledge Base Interface on data from an existing website or intranet
- A Trained Chatbot

Get Started from
\$25,000



Tangible Benefits / Desired Outcomes

- Customers have their questions answered quickly, without the need to ring or navigate your entire online content.
- Business users can configure how Ezra responds with the exact information you want displayed.
- Internal staff can find answers immediately rather than spending time going through multiple applications, by simply asking a question.

Why BizData?

BizData is an internationally award winning Data Analytics Agency. We specialise in rapid delivery of Artificial Intelligence, Big Data and Business Intelligence solutions, leveraging Microsoft and Open Source technology. BizData is widely recognised for excellence in innovation and implementation of customer solutions that spearhead a data-driven culture for everyone.