



Digital
Language
Partners

Chatbot 

...game-changing virtual assistant capability

Cutting-edge contact centre tools

Our core focus is to help contact centres to expand their capabilities by utilizing the latest AI-enabled digital software.

We've developed an incredible virtual assistant **Chatbot+™** which can supercharge digital self-serve for customers and operations alike.

The latest Conversational AI enabled technologies are being harnessed to deliver the best results for our customers. With the technology that's always learning, evolving and getting even better, our software capabilities are develop with the changing client need.

*For every **£1** a company invests in AI, an average of*

£3



is generated in return

**Source: Microsoft, October 2023*



Virtual Assistants

Broadly speaking virtual assistant technology (chat bots) falls into 2 camps: Rule-based vs AI based. Chances are, if you currently use chat bots they'll be built on rule-based principals. **Chatbot+™** is built on conversational AI tech and offers a host of advantages....

	Rule-based Bots	Chatbot+	
Implementation	X	✓	<i>Rapid deployment possible; bespoke dialog frameworks not required</i>
Flexibility	X	✓	<i>Not limited to the scenarios and inputs for which rules have been explicitly defined</i>
Error handling	X	✓	<i>More able to recognise 'off script' intents, user spelling errors, slang. Users less likely to get stuck and hit 'dead ends'</i>
Multilingual	X	✓	<i>Can handle interactions in over 100 languages seamlessly</i>
Scalability	X	✓	<i>Easy to evolve and integrate to contact platforms</i>
ROI	?	✓	<i>Improved CX, less customer effort, reduced hand-offs to human agent</i>

The features

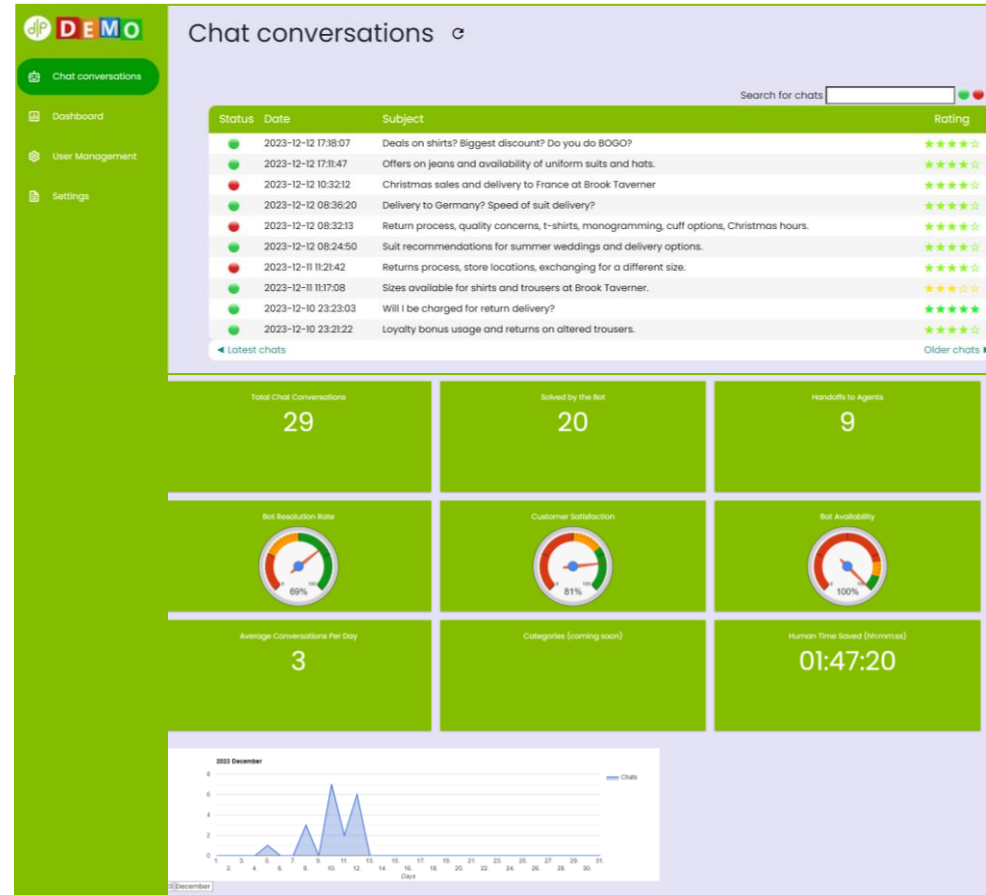
Under the hood **Chatbot+** is driven by the latest conversational AI-enabled technology. Compared to traditional bots **Chatbot+** is in a league of its own. With technology that's always learning, evolving and getting even better our platform will supercharge customer contact.

- Generative AI-powered live chat bot
- Automatic language detection
- More than 100 languages supported (default English)
- Effective integration options
- Unlimited customer interactions*
- Advanced Security (Data encrypted at rest, and in transit)
- Stability of 99.9% Uptime SLA
- Customization for client branding
- User management interface
- Custom dictionaries – bespoke product names
- GDPR-compliance
- Reports, analytics options

*Additional fees apply if monthly service limits exceeded

Dashboard illustrations

- Tailored interface to client design
- Interface in any language (according to location)
- Reporting tailored to client's KPI requirements
- Generate reports
- Log all **Chatbot+™** conversations – full reporting
- Identify chats resolved vs handled by agent
- Total time 'saved' by Chatbot+ logged
- Contact logging by date & time – trend illustrations
- Link to specific client web chat agent – hand-offs etc
- % of all contacts resolved by **Chatbot+™**



Benefits

Our solution will generate a host of benefits to the business...



Reduce Costs

- Calls to agent
- Transfers to Live Chat Teams
- Overall head-count
- Recruitment - sourcing language capabilities
- Deliver more contact for less



Improve Performance

- Reduce AHT
- Contact handling rates
- Concurrent contacts
- 'Always on' service
- Contact completion rates
- Effective access to your content
- Agent productivity – tool can direct chats to the best agent skill-sets



Customer Satisfaction

- Reduced effort
- FCR rates
- Personalised CX
- Improved CX/UX results
- Empathy



Lead Innovation

- Stay ahead of rivals
- Move into new markets quickly
- Generate new revenue streams

Security & Data Protection

The use of AI always generates questions around security, and it's critical our software protects privacy and customer data. Underpinning our products is the Microsoft platform via Azure OpenAI Services. From data access, hosting, and encryption, to compliance, we adopt the highest protocols.



Your data is YOUR DATA!

We take responsible steps to handle all your data in the safest possible way.

We do not unnecessarily collect any personal information, but we cannot prohibit your customers sharing any information with us.

We NEVER sell your data!



Data Security

We are using safe and secure Google Cloud for data hosting.

Google encrypts all customer content stored at rest, without any action from you, using one or more encryption mechanisms



Data Retention

We will retain your data only for as long as necessary for operational purposes (Typically 1 year).

Also, we will retain and use your data to the extent necessary to comply with our legal obligations.



GDPR Compliance

Our Google Cloud-hosted servers are located in London, UK. We allow you to access, correct, amend, delete, or limit the use of your Personal Data. Users can execute any of the above- mentioned rights, by sending an email to us at hello@dlp.global

Clients & partners..

Our rapidly expanding customer base sits across multiple industries and international locations. Here's just a few references...



“DLP provided their technical and operational expertise which has been invaluable... We look forward to rapidly growing our strategic partnership to benefit our customers both in the UK and internationally over the coming months”



“Their Gen-AI enabled contact software is simply unique. DLP have now given us the capability to handle web chat services in ANY language combined with their incredible virtual assistant capability helps us do what's right for our customers, it's a game-changer.”



“Painless process that was quick, easy and has delivered a great result.. But you know what, the best thing to do is hop onto the site and ask it loads of random questions. Seeing is believing after all!”



“A fantastic new contact channel for our website. DLP were brilliant in the way they helped create and deliver our bot Nemo! It's always available and handles any query so smoothly”



About us

We're an experienced team committed to delivering brilliant results.

Our management team have decades of experience and knowledge across contact centre technology, Customer Service, Sales, CX, and BPOs.

From the very inception of contact centres right through to modern in-app support solutions we've been there.

With specialist knowledge within the travel, comms, retail, and utilities sectors, across B2B & B2C channels. We've managed projects and customers across the UK, EU, USA, & South America.



People • Performance • Partnership



Contact details

To learn more about us, or to request a bespoke demo please get in touch...

<https://www.dlp.global/contact-us>

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