



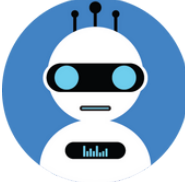
Introducing

TOTA

**ChatBot
System**

www.opus-bd.com



Transform customer support and engagement with  **TOTA Chatbot Solution**. Enhance user experiences, provide instant responses, and streamline communication with automated chatbots, ensuring 24/7 support for your customers.



About Us

OPUS, established in 2012, specializes in ERP systems and financial software, including custom software development, mobile apps, and web development. Known for innovation, the company focuses on delivering world-class, tailor-made software solutions globally, aiming to transform digital workplaces and achieve global recognition in the IT sector. OPUS combines cutting-edge technology with expert development to address diverse business needs and digital transformation challenges.





WHY A BUSINESS NEEDS

**CHATBOT
SOLUTION**



300%

**increase in potential
support hours**

70%

**reduction in wait
times**

40%

**increase in lead
generation**

67%

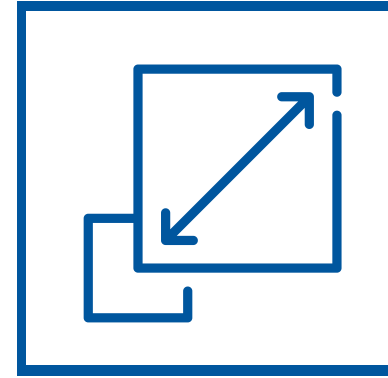
**cost savings on
customer service**



WHAT
TOTA
CAN DO FOR
YOU?



**24/7
Availability**



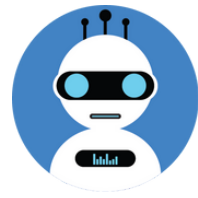
Scalability



Personalization



**Cost
Efficiency**



ChatBot

CORE MODULES OF

TOTA

**CHATBOT
SOLUTIONS**





**User Input
Processing**



**Response
Generation**



**Dialog
Management**



**Multilingual
Support**



Integration with Backend Systems



User Authentication and Authorization



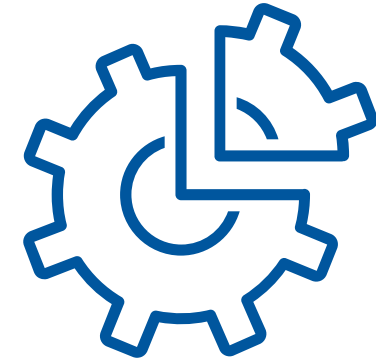
Natural Language Understanding (NLU) Training



Intent and Entity Management



**Contextual
Understanding**



**Channel
Integration**



**Conversation
Analytics**



**User
Profiling**



DIVE INTO
TOTA
MODULES
DETAILS





MODULES

User Input Processing

- Natural Language Processing (NLP) for understanding user input
- Intent recognition to determine the user's purpose
- Entity recognition to identify relevant details within the input





MODULES

Dialog Management

- Context tracking for maintaining conversation flow
- Dialogue state management to handle multi-turn interactions
- Integration with a knowledge base for more contextually aware responses



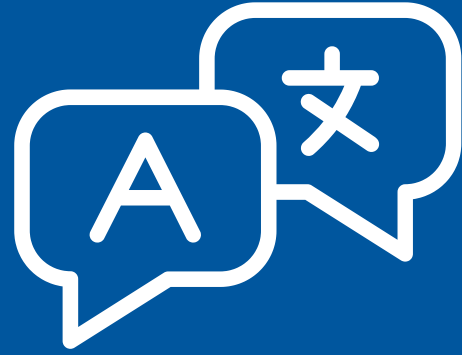


MODULES

Response Generation

- Dynamic content generation for responses
- Personalization based on user data and preferences
- Integration with external data sources for real-time information

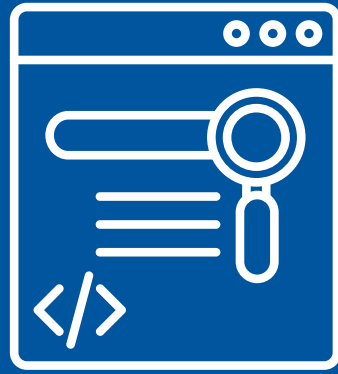




MODULES

Multilingual Support

- Language detection for handling multilingual interactions
- Translation services for providing responses in different languages



MODULES

Integration with Backend Systems

- Connection to databases and APIs for retrieving data
- Integration with CRM, ERP, or other business systems
- Real-time updates and synchronization with backend processes





MODULES

User Authentication and Authorization

- Authentication of users for personalized interactions
- Role-based access control to restrict certain actions
- Secure handling of user credentials and sensitive information



MODULES

Natural Language Understanding Training

- Training pipeline for improving NLP models
- Continuous learning from user interactions
- Model evaluation and refinement based on user feedback



MODULES

Intent and Entity Management

- Definition and management of intents and entities
- Training of the system to recognize new intents and entities
- Version control for intent and entity models



MODULES

Contextual Understanding

- Ability to understand and maintain context across multiple turns
- Handling ambiguous queries by referring to previous interactions
- Dynamic adjustment of responses based on the evolving conversation





MODULES

Channel Integration

- Integration with various communication channels (e.g., websites, messaging apps)
- Support for omnichannel interactions
- Consistent user experience across different channels





MODULES

Conversation Analytics

- Logging and analysis of user interactions
- Monitoring and reporting on chatbot performance
- Insights into user behavior and preferences



MODULES

User Profiling

- Creation and updating of user profiles
- Storage of user preferences and historical data
- Personalization based on user profiles



ADVANTAGES OF PARTNERING WITH US . . .





**Customizable
Module**



**One Decade
Experience**



**Advanced Data
Security**



**Dedicated
Support**

They Trust on FLUX





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Thank You
For Your Attention



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