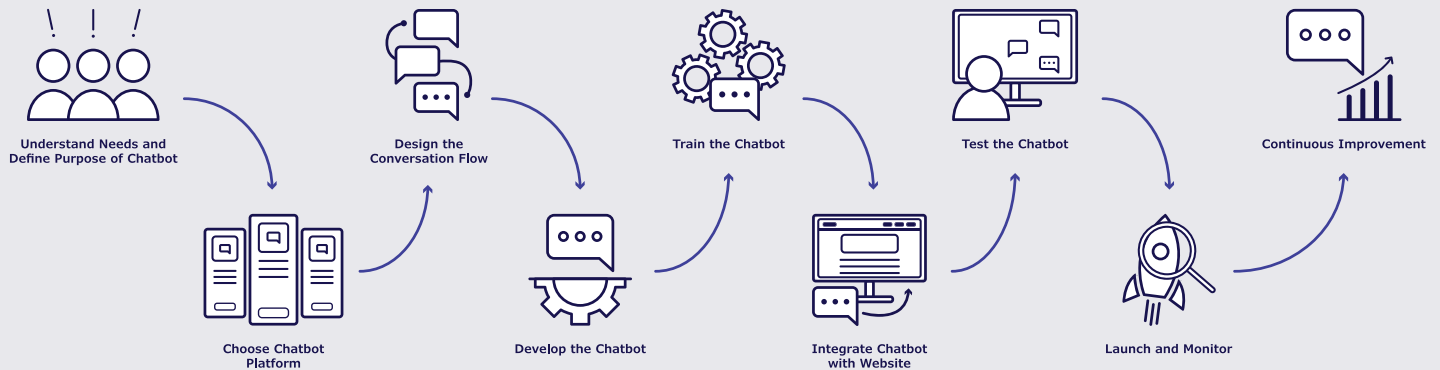# ScaleCapacity + AI Chatbot

Need to provide your customers with answers to complex prompts in real-time? Let ScaleCapacity help you on your AI-driven Chatbot journey.

Chatbot Development

Understand Needs and Define Purpose of Chatbot → Choose Chatbot Platform → Design the Conversation Flow → Develop the Chatbot → Train the Chatbot → Integrate Chatbot with Website → Test the Chatbot → Launch and Monitor → Continuous Improvement

Service Highlights

- Quick deployment of AWS infrastructure and chatbot.
- Customizable to fit customer needs.
- Answers basic to complex inquiries.
- Crawls all relevant knowledge bases and data sources.
- Integrates with third party APIs to provide answers to basic questions a customer may have.

aws
PARTNER
Advanced Tier
Services

Proven Successes:

- Designed, built, and implemented AI-driven chatbots for commercial, non-profit, and public sector organizations streamlining customer support and elevating customer experience (CX).
- Developed custom solutions without the high price tag of other software vendors.
- AI-driven Chatbot solutions tailored to fit your needs, from easy self-service configurations to custom development.
- Accelerated technology implementation with proven delivery methodologies for IT organizations to have flexibility, adaptability, and agility.
- ScaleCapacity has over 100 AWS certifications and growing.
- Expertise in helping public and nonprofit agencies acquire AWS funding for IT initiatives.
- Trusted brand for innovation and creativity.

ScaleCapacity helps customers scale up and optimize. As a one-stop shop for building and deploying cloud-based solutions, ScaleCapacity has helped 150+ customers migrate to the cloud, build custom apps, modernize contact center technology, and enable Generative AI and ML solutions.

As a public assessor, many rely on you for accurate property valuations while managing large volumes of data, dealing with appeals, and adapting to technological changes. With critical decisions hinging on your valuations, maintaining credibility and legitimacy are critical.

ScaleCapacity understands these challenges and with proven expertise in building value-driven technology, partnering with ScaleCapacity will help you enhance the accuracy, efficiency, and transparency of the assessment process while ensuring you are more than ready to optimize your future.

ScaleCapacity + AI Chatbot

Assessors have embraced AI with tools like Geospatial AI, Change Detection, and Automated Valuation Models (AVMs). Given the large volumes of data to process and to support many customers, there's an opportunity to leverage ScaleCapacity's Intelligent Document Processing (IDP), AI-driven Chatbot and AWS Connect services (complementary tool suite or standalone services):

- IDP: save thousands of manual labor hours to do higher value work.
- AI-driven Chatbot: drastically improve engagement/interactions on your website.
- Amazon Connect: reach more citizens and serve more customers while improving CX.

$	$$	$$$
Simple Chatbots:	**Moderate Complexity Chatbots:**	**Complex Chatbots:**

Simple Chatbots:

- Rule-based
- Predefined scripts
- Info retrieval for products and services
- Basic troubleshooting
- Answering FAQs
- Appointment booking and event reminders
- Surveys and feedback
- Website navigation support

Moderate Complexity Chatbots:

- AI/ML Powered, continuous learning
- Wider range of tasks
- Personalization
- Multi-step troubleshooting
- Escalates to human agents
- Sentiment Analysis
- NLP/Contextual Understanding
- Integrates with CRM and ERP systems
- Handles payments and secure transactions
- Omnichannel

Complex Chatbots:

- Advanced AI/ML, Deep Learning
- More complex tasks
- Predictive Analytics
- Seamless and highly interactive CX
- Contextual Awareness
- Multilingual support
- Dynamic personalization
- Behavioral Analysis
- AI and iOT integration
- Complex and secure transactions
- Continuous learning feedback loops
- Multi-modal interaction
- Proactive Outreach