No-Code Platforms – Future of chatbot development

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Increasing focus on digital transformation has been driving the popularity of conversational AI and text & voice-based chatbots. Many enterprises are leveraging these solutions for automating as well as humanizing conversations and enriching customer interactions. As chatbots are becoming the quintessential tool to deliver premium customer support as well as automating operational routines, organizations are looking for solutions that augment existing capabilities in these areas. AI-powered bots that can understand, learn, and even recommend based on customer behavior are gaining top-mindshare among executives. There is a huge demand in the market for solutions that can deploy AI-powered bots within minutes to enhance lead generation and support branding activities. The value proposition of these solutions is the convenience to convert contact centres into business generation centres within no time.

In a competitively fierce market, businesses have started turning toward enterprise-grade applications with capabilities to offer ultra-personalized customer experiences to improve brand value and differentiation. The market is witnessing a heightened sense of urgency, especially with customer interactions, as these are increasingly correlated with several business metrics and are pressurizing software development teams to deliver applications faster than ever before. In addition, there are significant gaps between developers and business requirements, which are impeding the rising demand for customer-facing applications among enterprises. Quite often, chatbot developers don't indulge in understanding the nuances of the deployment environment, domain knowledge, and the perceived value of the bots leading to unsatisfactory results.

Can anyone develop chatbots?

Yes, using KLoBot's chatbot builder platform, anyone can develop and deploy chatbots with minimal programming expertise. Knowledge managers in law firms are always on the lookout for advanced automation technologies to enhance lawyer's productivity as well as minimize their spend on repetitive routine activities. Knowledge management professionals and teams are moving beyond traditional management practices to uncover efficient solutions to connect people, process, and technology. In addition, these solutions typically do not require expert programming knowledge and lessen dependency on expensive IT expertise. Platforms with the ability to shift from current transactional work to transformational value are witnessing increased traction.

No-Code platforms for rapid delivery of intelligent chatbots!

No-Code development platforms have risen as the path towards innovation that reduces enterprise dependency on developers and third-party software developers. These platforms are reinventing the way chatbots are built by using prebuilt modules, reducing the development time, and transforming the business process.

Targeting at organizations requiring tools for faster and easy to build bots, No-Code chatbot builder platforms allow rapid development and deployment of chatbots, becoming the preferred choice for startups, enterprises, and non-technical developers.
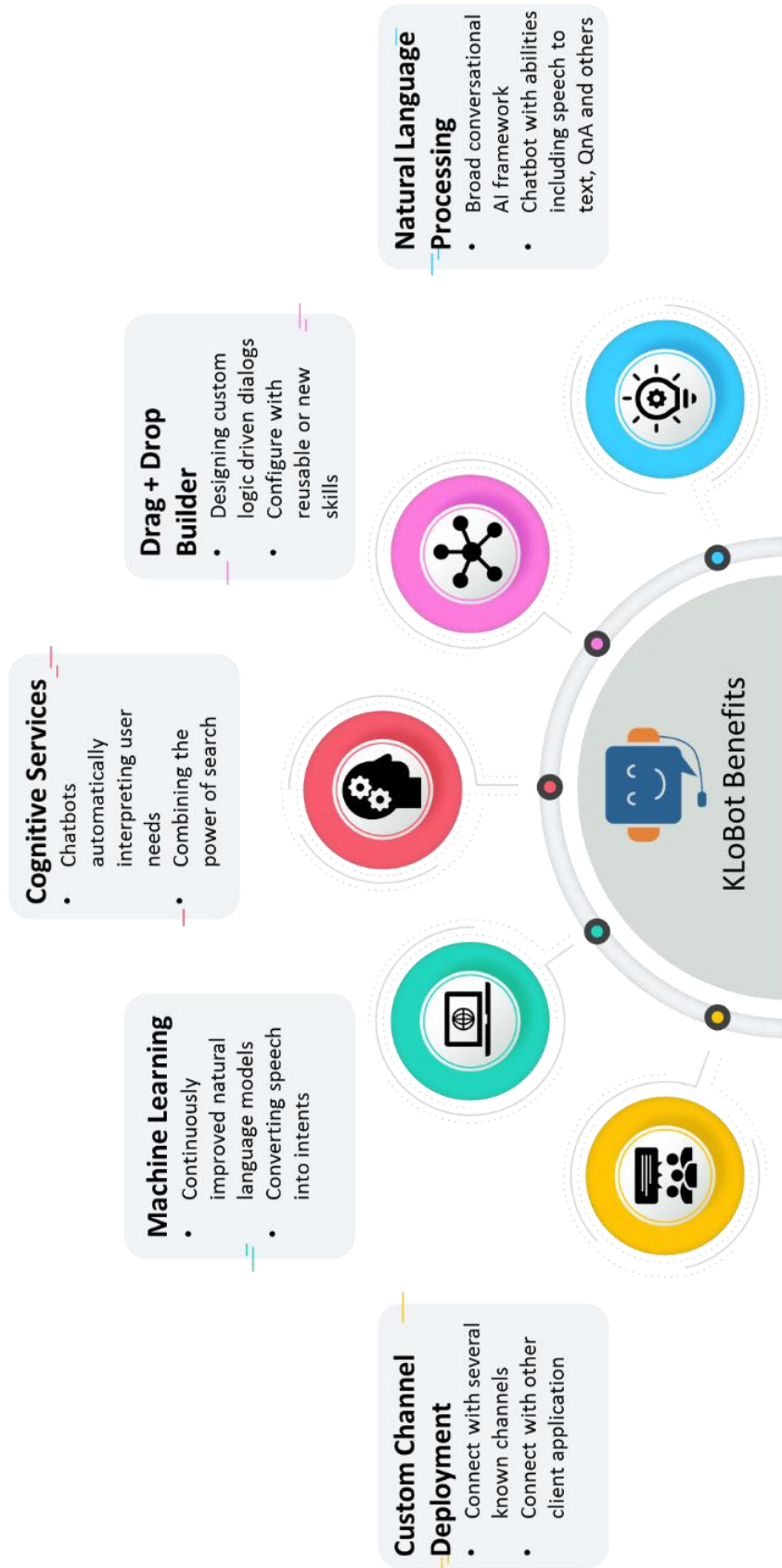
KLoBot – A No-Code chatbot builder platform

KLoBot Inc., a disruptive startup, is accelerating enterprise digital transformation initiatives by simplifying human–machine interactions with their chatbot solution, "KLoBot". The No-Code DIY chatbot builder platform makes it easier to develop web, mobile, and business applications especially for businesses with minimal IT support. KLoBot's elegance lies in the ability to build customer-facing applications using a simple drag and drop interface. The No-Code development platform offers agility, reduced development costs, and enhanced productivity by designing and deploying chatbots within a few hours.

KLoBot's chatbot building process

1. **Creating or Selecting Skills:** Clients using the drag and drop interface, can either create their **own skills** or select available skills from **KLoBot's reusable skills** categories, which consist of reminders, information, tasks, QnA, and Flow. KLoBot enables users to build AI-enabled chatbots for simple as well as complex tasks, including transaction completion process, knowledge repository search, and virtual personal assistants among others. The bot also provides seamless integration with NetDocuments, allowing users to access NetDocuments content by using voice or text.

2. **Configure and Train Chatbots:** KLoBot's custom channel deployment allows enterprises to configure chatbots on a wide range of communication channels, including Facebook, Skype, Cortana, Slack, Telegram, Microsoft Teams, Twilio, web chat, email, etc. Other than these standard channels offered by KLoBot, enterprises can even configure chatbots with their specific client applications using direct line as a channel. KLoBot leverages ML to train chatbots to continuously enhance **Chatbot & Human** interactions using natural language. In addition to learning, these bots are capable of comprehensive reporting and generating insights based on user interaction. These functionalities help businesses to better understand and target the key metrics resulting in improved service capabilities and ROI.

3. **Robust Security Features:** Some adjustments are needed after configuring skills to chatbots. KLoBot's bot builder user interface assists clients in managing all their chatbots from a **centralized location**, with minimal customized settings.

4. **End-to-End Testing:** The final step of KLoBot's chatbot building process involves testing, which ensures that the organizational AI chatbot requirements are met. It includes testing of configured skills across chatbots on different communication channels. This final step ends the KLoBot's turnkey chatbot development process.

![KLoBot logo - Incredibly Intelligent!]

Fig 1: KLoBot Benefits

Natural Language Processing
- Broad conversational AI framework
- Chatbot with abilities including speech to text, QnA and others

Drag + Drop Builder
- Designing custom logic driven dialogs
- Configure with reusable or new skills

Cognitive Services
- Chatbots automatically interpreting user needs
- Combining the power of search

Machine Learning
- Continuously improved natural language models
- Converting speech into intents

Custom Channel Deployment
- Connect with several known channels
- Connect with other client application

KLoBot Benefits

Source: KLoBot

How KLoBot can Enhance your Chatbot?

Businesses struggle with identifying the right chatbot solution for their operations, especially when it requires a touch of personalization. More often, the chatbot lacks the intended personalization as the messaging is lost on developers with little to no idea of the business. A DIY solution such as KLoBot provides the necessary tools on a No-Code platform allowing customization and personalization to suit business requirements.

- **Customizable Platform:** Identifying and selecting a suitable chatbot builder platform with AI and ML capabilities based on enterprise requirements is one of the most important considerations. KLoBot offers two different editions, which include **KLoBot Standard** and **KLoBot Enterprise**. KLoBot Standard has all prebuilt models available with deployment of up to 10 bots, while KLoBot Enterprise offers custom AI chatbot development services based on organization needs with prebuilt models and unlimited number of chatbots. KLoBot Enterprise also supports custom NLP engine, white labelling, and much more.
- **Great Opening Message:** Initial greetings or welcome message is the first impression of any brand imparted to customers. KLoBot offers a customized welcome message for every communication channel, which improves enterprise brand visibility and associated value with customers.
- **Create Avatar:** Giving an identity (visual avatar, name) and voice to the chatbot creates a distinctive impression and helps in precisely positioning a brand. KLoBot helps enterprises in creating avatars, embedding domain specificity, and focus on intended audience, simplifying internal as well as external communications. KLoBot is creating personalities for chatbots, helping enterprises to better engage customers and target the right consumer segments.
- **Personalization:** Chatbots developed on the KLoBot platform offer personalized customer service, which enhances engagement, drives brand loyalty, and builds strong emotional connect between the enterprise/organization and customers. Built with cognitive services, these chatbots offer users instant support across channels and helps drive customer loyalty.