



Transforming Conversations with Low-Code AI

Built on Jaggle, Mailow is a low-code AI platform for designing, building, and managing speech and text-based digital assistants. With Mailow, organizations can automate customer-side interactions and back-office tasks by leveraging powerful technologies like natural language processing and understanding.

Ideal for business users and citizen developers to build and manage virtual bots and process workflows with little training, Mailow accelerates bot development. It allows customers to expand customer and employee engagement initiatives and maximize human and information resource utilization.

mailow

built on Jaggle

KEY FEATURES

Conversation Builder

A graphical user interface that empowers business users and developers to build, test, and enhance sophisticated AI-enabled text and voice bots by feeding user-assistant conversations and automatically converting them into executable dialogues without getting bogged down by model complexities.

Multi NLP engine

Infuse conversational capabilities and enable out-of-the-box native support to build custom interactions using your preferred NLP platform, among Dialogflow, IBM Watson Assistant, Wit.ai, and Microsoft LUIS. Flexible multi-vendor architecture prevents being locked into a single or proprietary NLU provider. It allows the selection of the NLU engine that best fits each project's objectives.

AI learning

Mailow uses automated learning and reinforced learning using knowledge, past tickets, cases, live agent conversations, and life cycle management of intents, utterances, and phrases to improve prediction accuracy.

Voice capabilities

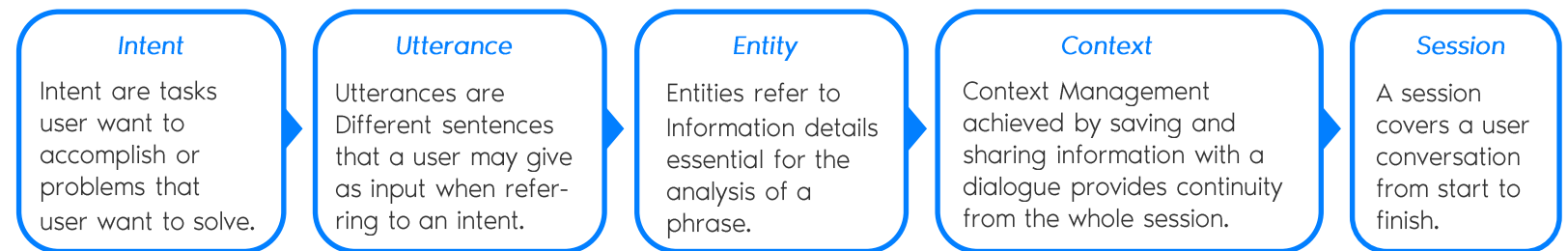
Orchestrate experiences within and across channels to create “journey - aware” contextual interactions. Understand the intent and infuse conversational abilities to interact, making it easy for people to communicate with the system with a natural means similar to how they speak or type.

ML + NLP engine

Mailow NLP (Natural Language Processing) uses technologies that focus on interpreting the user's intent to provide information contextually based on their behaviour and preferences. The platform offers advanced NLU features to test utterances and configure stop words, sentiment, and flow matching thresholds.

CRM Applications

Customers can build and deploy business process automation workflows that can be conversationally triggered.



WHAT SET US APART

Superior intelligence

Efficiently cater to complex and twisted human conversations with built-in context and sentiment management capabilities, and handle digressions, entity amendments, and ambiguous human responses.

Explainable AI

End-to-end visibility into the intent recognition process, drop offs, threshold levels, and training suggestions give you more control. It makes it easy to debug and fine-tune the assistant for improved results.

Quick training

Training a digital assistant is crucial to its performance. Mailow provides an intuitive UI for adding intents, entities, synonyms, and traits, making bot training easy and result-oriented.

- Collects data from user input, actions, and applications
- Use data to provide contextual answers
- Fully customizable entity model

Live agent handover

Seamless escalation to human agents with context, conversation history, and other helpful information. Agents empowered to transform a call into an intelligent decision and offer proactive service.

Seamless integrations

Integrate with internal or external systems (like CRMs and ERPs), third-party applications using configurable APIs. Reduce operational complexity, maximize the investment of your application ecosystem, extend and augment its functionality and deliver best of class service for your customers.

Flexible deployment options

The platform is purpose-built for enterprises offer the flexibility to deploy it on the cloud, on-premises, or in a hybrid model.



Scalable platform architecture

Lab tested for deploying thousands of chatbots and accommodating service demand spikes.

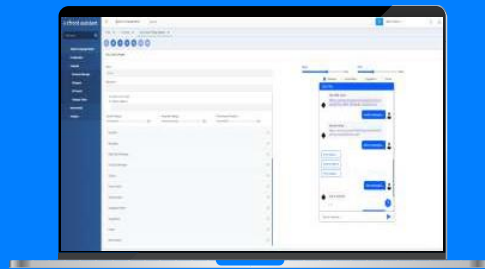
Intelligent analytics

Monitor performance with prebuilt dashboards and conversation history filters that allow administrations to gain actionable insights about the usage, behavior, and intent flows and make real-time adjustments to drive improvement.

Enterprise-grade security, role-based access, and version control

Build secure, scalable solutions that integrate with the existing IT ecosystem. Multi-layered security ensures granular, privileged access and security of your data

- Define roles and permissions to data access
- Access detailed audit logs for full traceability
- Control and manage versions of the digital assistant with 4 eyes principle by using unique multi-tenant capabilities



Indicative Use Cases

- **Data Collection:** Product registration, program enrollment, insurance policy verification, customer authentication, product details entry, CRM entry.
- **Reservations/Appointments:** Make/cancel appointments, schedule delivery, outbound reservation confirmation
- **Order Management:** Order status, order returns, reorder confirmation, delivery reminders, predictive outbound campaigns for restocking
- **Billing/Inquiry:** Invoice requests, balance inquiries, outbound collections calls, reimbursement
- **Account Management:** Address updates, password activation and reset, reward programs



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