Native Salesforce Application
Everything is built directly into Salesforce.com and operates purely inside of SFDC, No external 3rd party servers or code.

Fast & Accurate with 24/7 Availability
Diligent bot will deliver services to the customer 24*7 which will easily overcome the problems with current customer services.

Easy Customization & Configuration
The configurations and customizations for Diligent Bot will never take you more than a minute.

360 degree view of Customer data
We designed the Diligent Bot to be a perfect bridge between the business and the Customer with all Precautions.

Analytics & Document Downloads
Diligent Bot is Set to show Any Curved Data to the customer to make the Understanding Simple and Perfect along with documents download feature.

Real Time services
Diligent bot will work in Real Time environment with Salesforce data which will give us more accurate and Realtime operational feasibility.

About
Diligent Bot

It is a Chat Bot service that is powered by conversational interface defined according to your requirements. With the help of Diligent Bot Customer can access his data anytime from anywhere with secured transactions

SCOPE

Diligent Bot can provide real-time conversational Chatbot services to the customer which can also able to access, create or update their Salesforce data through various medias like
- Salesforce Classic
- Salesforce lightning
- External Websites
- Facebook
- Mobile App
- Communities

CHALLENGES

Diligent Bot can support customer to over come all the service providing problems with 3rd part service providers or customer care executives which are failing to provide quality services 24*7.

With the Help of Diligent Bot Users can grow their Business by taking their products to the customer through Diligent Bot.

SOLUTION

We developed Diligent Bot that is powered by predefined business rules and scripts through a conversational interface defined according to your requirements.

Diligent Bot has been developed completely within Salesforce CRM which makes it stand as rare Salesforce Native Application to provide an amazing conversational experience to the customer.

It can able to respond conversationally to the customer using predefined commands and provide further Suggestions to access related commands/URL.

It can Query your Data and display in particular format using parameters from customer and with Proper authentication. It also provides functionality to download attachments of a record.

It can Insert/Update customer Data in salesforce through proper authentication.

Diligent bot is also featured with Chat history, Live agent, Analytics display custom designs and so on.

RESULTS

It will make the work easy for maximum Salesforce users who always try to provide live and unique experience to the customer with their data.

No complex scripts or coding is required. Its just easy customization and configurations by clicks and selections. The UI can also be customizable very easily.

With the help of Diligent Bot Customer need not to go anywhere to access their Data. They can able to access it from websites or mobiles or any media where diligent Bot it Available.

It can work 24*7 with complete information which will Overcome all the product/customer support problems existing in market with service providers now a days.