







# Digital Employee - Elevate your Sales, Service & Success!

-  Built with GPT from scratch
-  Embeds in your Agent platforms
-  Native multimedia support (image & video)
-  Omni channel (chat, email, sms, social)
-  All major languages (57 languages)
-  Continuously improve



# Scale your business with Aissist.io



Lead conversion higher than human, proved!



Free up team to focus on things more strategically important



4X improvement on cost efficiency



Scale up and down flexibly on demand



No more worry about attrition and inconsistent quality

# Multi-task and Full-cycle automation - automate 70% - 95% of your workload

Tag anything in any way with  
one line of description



Resolve 70%+ workload,  
with human touch



Auto escalate with summary  
and next steps



End to end 5 - 15 seconds



Generate insight on customers  
and improvements

Intelligently follow up to drive up  
conversion & resolution


Connect and update  
information for full-loop

# Operates in Agent platforms, functions like a human, and collaborates with team

**Response** - humanized response tailored to your business and brand voice

**Smart tagging** - tag anything in any way, based on the context, not keyword

**Multimedia** - support processing of image and video



**Help! Installation failed**

Sales email ▾ **Installation** **Internet** **Sys\_human\_follow\_up**

**Will Smith** WS

I just installed it but somehow it shows red flashlight on the panel, how can I fix it?



**AI** Aissist.io

Hi Will, I'm thrilled to assist you with the issue! It looks that the internet connectivity is not properly set. You may consider reset the network configuration and confirm your internet connection is sound. Please see the [link](#) for more details on the debug. If you continue to have issue, please let us know and we will send technicians to fix the issues for you.

**AI**

Aissist: **Escalation (sys\_human\_follow\_up, Aassistant said that someone will arrange technicians if the user continues to have the issue.)**

**Next step:** "Wait for the further input from user to see whether there is a need to send the technician"

**Summary:** "Will Smith has an issue of installing the product"

**Unanswered:** "None, all the questions have been addressed"

**Escalation** - auto detect the needs for human to follow and provide summary for the team to rapidly catch up

**10 minutes to  
stand it up;  
splendidly  
easy to  
maintain**



Turn your existing assets (website, articles) into intelligence



No tedious flows, No rules, No code. Only you need to do is to provide guidelines



Tag anything in any way with one line of description



Ready to connect to any system or database with publicly accessible API



Continuously improve with live examples provided by experts

# Instruction

## Customize AI to your business needs, processes and brand voice

### Instruction

Guide AI towards your brand voice and business needs

DISCARD SAVE

INSTRUCTION CONTEXT TASK

Instructions + ADD IMPORT

Provide guidance to Aissistant's behavior, such as "be concise on response"

- greeting --  
If use just provided name and email, that's the start of conversation from web chat, therefore you just simply say something like what can I do for you.
- negative --  
If the user expressed negative feel or swear, escalate to human team.
- null --  
If user asks for demo, tell them to schedule demo on <https://calendly.com/sales-aissist/30min>, and tell them sales team will reach back to them if there are other questions.  
if user asks to talk with human, say you will transfer immediately and someone will contact the user shortly.  
If the context contains multiple possible answers or the user's question is not clear enough within the context to have the clearly best answer, ask clarifying questions until a clearly best answer emerges
- signature --  
If the conversation channel is email, add the following signature behind response, otherwise don't add any signature.  
  
Best Regards,  
[Your Aissist.io Team](<https://aissist.io/>)

Guide the AI like how you would train an intern, a method that is super easy and extremely powerful.











# Smart Assets

Turn what you have  
into revenue growth  
and productivity  
improvement in no  
time

**Assets** Debug

Assets are used to provide your business specific knowledges to Aissistant. The acceptable assets are websites and/or articles (documents/spreadsheets/pdfs).

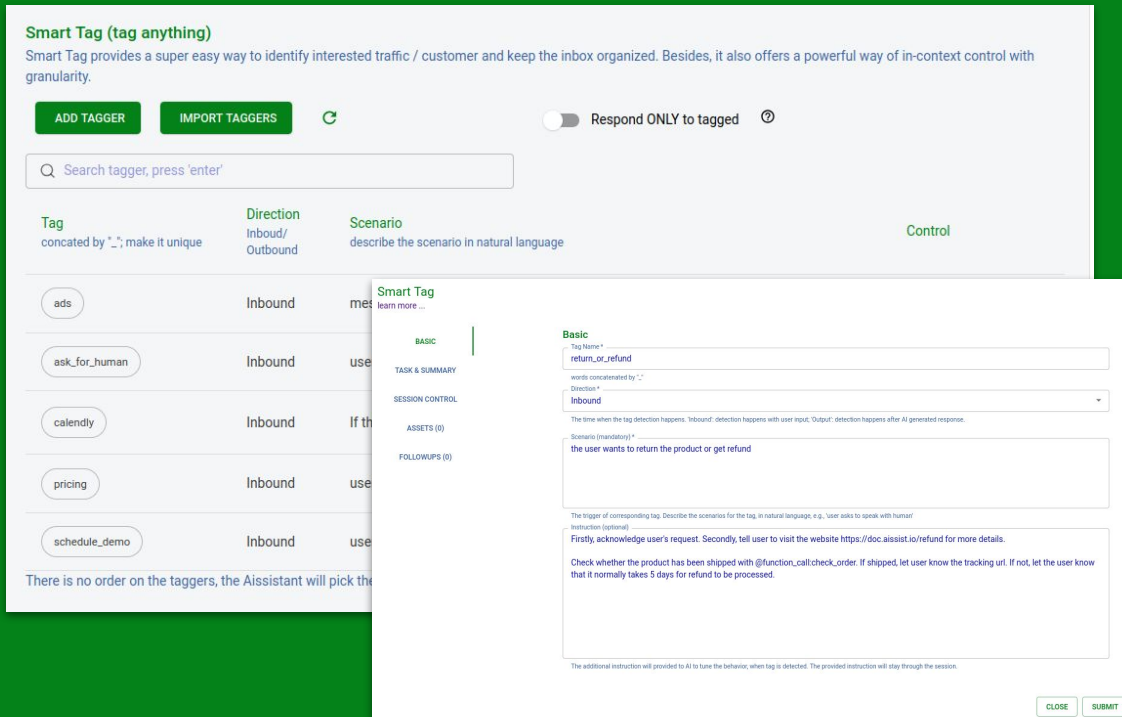
[ADD ASSET](#) ↻

Type	Associated Tag Only activated with the tag	Title / Desc	URL	State	Created	
 Website			<a href="http://www.aissist.io">www.aissist.io</a>	<span>✔</span>	2024-01-19T17:48:31.819659	
 Website			<a href="http://doc.aissist.io">doc.aissist.io</a>	<span>✔</span>	2024-01-19T17:48:31.777117	
 Website			<a href="http://aissist.io">aissist.io</a>	<span>✔</span>	2024-01-19T17:48:31.735380	
 Article Google		Price Size: 1024 bytes	<a href="https://docs.google.com/spreadsheets/d/1MzxOidGi5PtLWwiDc-c1inSGvBARb9xaaOpNr3Y2XPA/edit#gid=0">https://docs.google.com/spreadsheets/d/1MzxOidGi5PtLWwiDc-c1inSGvBARb9xaaOpNr3Y2XPA/edit#gid=0</a>	<span>✔</span>	2024-01-19T17:48:32.343967	
 Article Google		Aissistant Sales - document Size: 4292 bytes	<a href="https://docs.google.com/document/d/1_6pHcqS7NREbkubA7KQ1FTHZ95bmaxxu_Odux94eqqc/edit">https://docs.google.com/document/d/1_6pHcqS7NREbkubA7KQ1FTHZ95bmaxxu_Odux94eqqc/edit</a>	<span>✔</span>	2024-01-19T17:48:31.905341	


Don't waste your assets, let our AI turn it into intelligence that you can immediately use.


# Smart Tag

Tag anything in  
anyway with one  
line of description,  
keep your inbox  
neatly organized  
and prioritized



**Smart Tag (tag anything)**  
Smart Tag provides a super easy way to identify interested traffic / customer and keep the inbox organized. Besides, it also offers a powerful way of in-context control with granularity.

ADD TAGGER IMPORT TAGGERS 

Respond ONLY to tagged 

Search tagger, press 'enter'

Tag	Direction	Scenario	Control
ads	Inbound	mes	
ask_for_human	Inbound	use	
calendly	Inbound	If th	
pricing	Inbound	use	
schedule_demo	Inbound	use	

There is no order on the taggers, the Aissistant will pick the

**Smart Tag**  
learn more ...

**BASIC**

**TASK & SUMMARY**  
words concatenated by "-"

**SESSION CONTROL**  
Direction \*

**ASSETS (0)**

**FOLLOWUPS (0)**

**Basic**  
Tag Name \*  
return\_or\_refund

words concatenated by "-"  
Direction \*

The time when the tag detection happens. 'Inbound': detection happens with user input. 'Output': detection happens after AI generated response.

Scenario (mandatory) \*  
the user wants to return the product or get refund

The trigger of corresponding tag. Describe the scenarios for the tag in natural language; e.g., 'user asks to speak with human'  
Instruction (optional)  
Firstly, acknowledge user's request. Secondly, tell user to visit the website <https://doc.aissist.io/refund> for more details.

Check whether the product has been shipped with @function\_call:check\_order. If shipped, let user know the tracking url. If not, let the user know that it normally takes 5 days for refund to be processed.

The additional instruction will be provided to AI to tune the behavior, when tag is detected. The provided instruction will stay through the session.

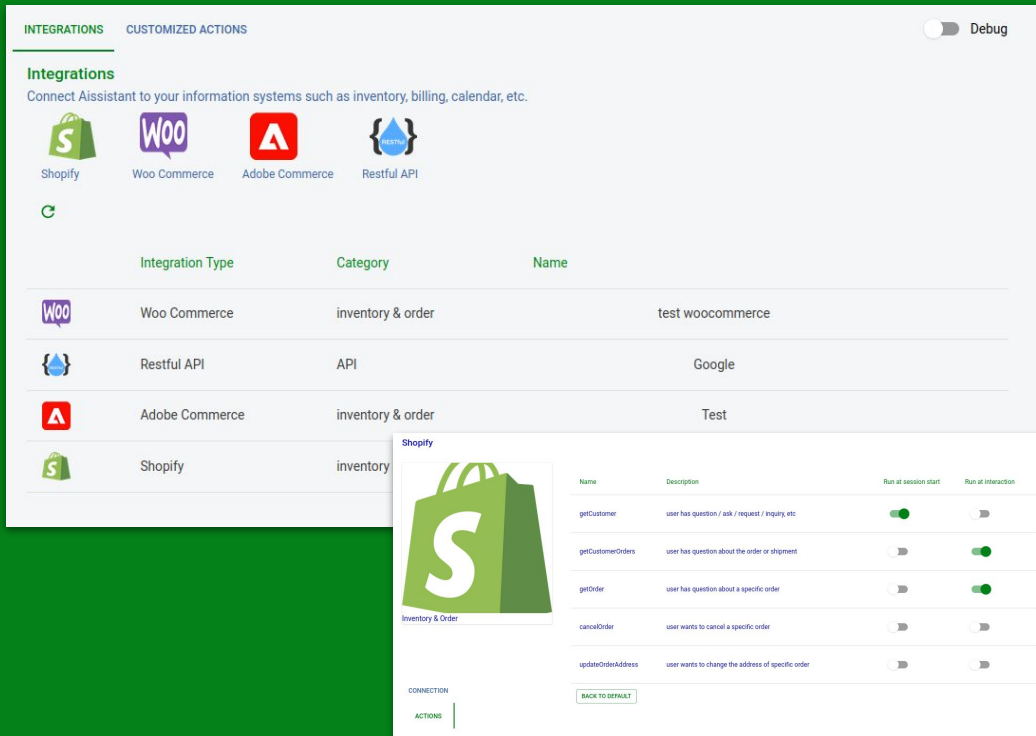
CLOSE SUBMIT

Hard to organize your inbox? Use our tag with one line of sentence.



# Smart Action

## Connect and update any system & database to achieve full-loop automation



The screenshot displays the 'INTEGRATIONS' section of the Aissist interface. At the top, there are tabs for 'INTEGRATIONS' and 'CUSTOMIZED ACTIONS', and a 'Debug' toggle switch. Below the tabs, the 'Integrations' section is titled 'Connect Aissistant to your information systems such as inventory, billing, calendar, etc.' and features icons for Shopify, Woo Commerce, Adobe Commerce, and Restful API.

A table lists the active integrations:

Integration Type	Category	Name
Woo Commerce	inventory & order	test woocommerce
Restful API	API	Google
Adobe Commerce	inventory & order	Test
Shopify	inventory	

An overlay window for the 'Shopify' integration is shown, displaying a list of actions with their descriptions and status toggles:

Name	Description	Run at session start	Run at interaction
getCustomer	user has question / ask / request / inquiry etc	<input checked="" type="checkbox"/>	<input type="checkbox"/>
getCustomerOrders	user has question about the order or shipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
getOrder	user has question about a specific order	<input type="checkbox"/>	<input checked="" type="checkbox"/>
cancelOrder	user wants to cancel a specific order	<input type="checkbox"/>	<input type="checkbox"/>
updateOrderAddress	user wants to change the address of specific order	<input type="checkbox"/>	<input type="checkbox"/>


At the bottom of the overlay, there are sections for 'CONNECTION' and 'ACTIONS', and a 'BACK TO DEFAULT' button.


Our AI is as useful as how much you feed it. Connect AI with any of your system and database.

# Smart Follow-up

## Automatically and intelligently follow up to drive up the sales conversion and service resolution

**Followup (Nudging)**  
Easily set up context-aware followup (nudging) to better close the deal, resolve the issue and collect the information  
**Beta, contact [sales@assist.io](mailto:sales@assist.io) for more details.**

[ADD FOLLOWUP](#) 

Name	Associated Tag Only activated with the tag	Trigger The scenario for potential followup	Snooze The wait time	Instruction The instruction to follow when fire followup	
followup_any_question		If the system said it will find someone else to reach out.	After 2 minutes	follow up to ask whether someone has contact the user.	

Do you know 40%+ of conversation left abandoned without being noticed? Don't let those slip off the crack.

# Insight

Generate insight of customers, tickets and even business improvements in one click

**Insight**  
Create and view insight on keyword, sentiment, topics, etc, of conversations / tickets. Additional cost applies (\$5 per 100 sampled conversations/tickets). Recommended sample ratio is 10 - 20%.

[CREATE INSIGHT \(WORKSPACE\)](#)

**C**

analysis/8f8529fc-064f-4727-9f78-21bd85030a95/2024-07-01-10-26-33			
analysis/8f8529fc-064f-4727-9f78-21bd85030a95/2024-07-01-10-25-16			
analysis/8f8529fc-064f-4727-9f78-21bd85030a95/2024-05-10-07-08-49			
analysis/8f8529fc-064f-4727-9f78-21bd85030a95/2024-04-19-19-49-39			

"requirements"	20	"neutral"	["What are the rental requirements?","What if I meet all requirements except credit score? I can pay more to move in if I need to"]
"listing page"	25	"neutral"	["You can find more details and schedule a viewing for 4300 S Acoma St, Englewood, CO 80110 at this link.,"You can apply for the property at 1020 Eisenhower Ct SE, Atlanta, GA 30354 by visiting the listing page.]
"schedule"	15	"neutral"	["Would we be able to tour on Friday?","To schedule a tour for 4720 Portillo Way, please visit the listing page."]
"credit score"	5	"neutral"	["What if I meet all requirements except credit score? I can pay more to move in if I need to","Yes, that's correct. The credit score requirement for the property at 2339 Mission Glory, San Antonio, TX 78223 is 600-"]
"move-in"	10	"neutral"	["When would this home be available for move in?","The move-in window for 1648 Winding Stream Trl is from July 1st to July 22nd"]
"self-tour"	5	"neutral"	["Hello! I am here at 130 N meridian in Greenwood and having trouble getting in.,"Hello. I need help unlocking the door"]
"availability"	8	"neutral"	["Is the home currently vacant?","When would this home be available for move in?"]
"requirements"	20	"neutral"	["What are the rental requirements?","What if I meet all requirements except credit score? I can pay more to move in if I need to"]

**sentiment**

positive	
neutral	60
negative	

**positive\_key\_words**

[]

**negative\_key\_words**

[]

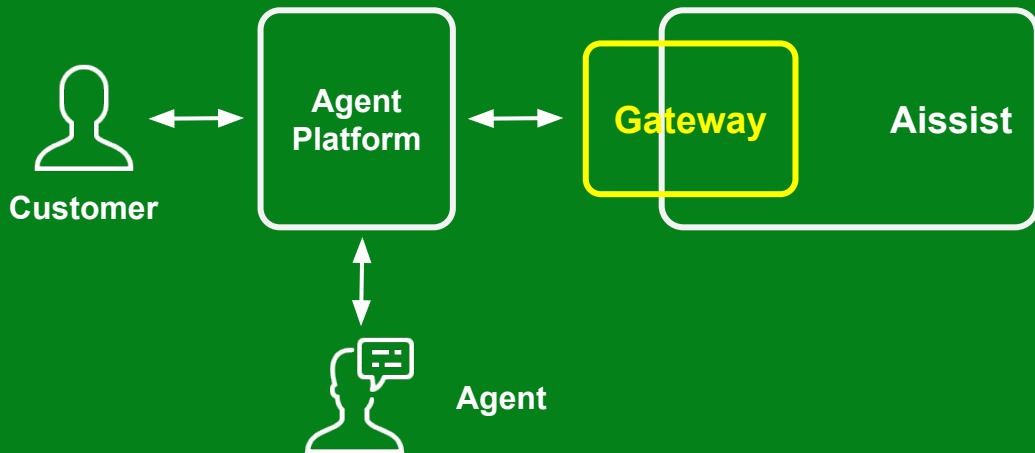
**improvement\_suggestions**

topic	count	reason	examples	suggestions
"self-tour issues"	5	"Users faced issues with unlocking the door for self-tours."	["hello! I am here at 130 N meridian in Greenwood and having trouble getting in.,"Hello. I need help unlocking the door"]	"Improve the self-tour technology to ensure seamless access for users. Provide clear and detailed instructions on the listing page and offer immediate support through live chat or phone."
"application process"	10	"Users had questions about the application process and qualifications."	["What is the application process like and am I too far out for a 10/1?","how would I go about applying?"]	"Provide a detailed FAQ section on the listing page covering common questions about the application process, qualifications, and required documents. Offer a step-by-step guide to help users navigate the application process smoothly."

Provide desired insight you'd like to see and leave the rest to the AI

## Gateway

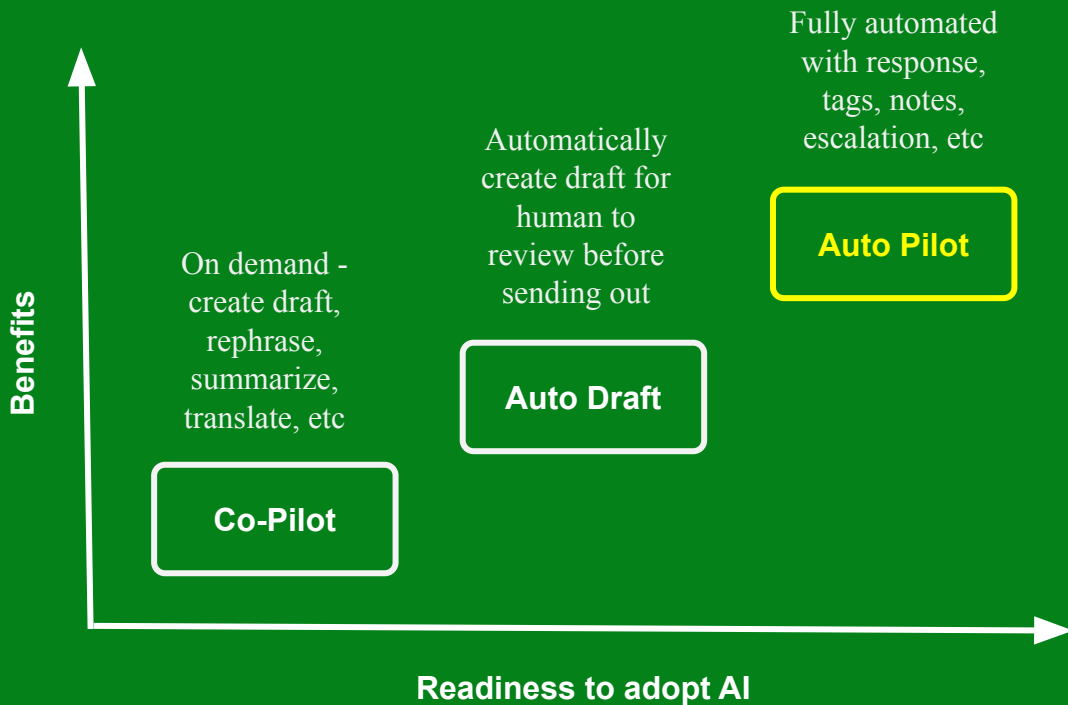
Operates in your Agent platform, functions like a human, and collaborates with your team



Through backend integration, gateway channels tags, responses, internal note and attributes from Aissist.io to agent platforms, behaving as any of chosen user.

# Auto-Pilot, Auto-Draft and Co-Pilot

We strongly recommend “**Auto-Pilot**” (80%+ of our total traffic) to fully unleash the power of AI while using the rest two modes as step stones to build confidence on AI.



# One more thing, we have optimization for E-Commerce



Shop



Order



Shipping



Return



Discount



Bill



Warranty



Inventory