<u>Chat Genie</u>

1. What is ChatGenie?
    ChatGenie is your AI-powered virtual sidekick, designed to elevate customer experiences and drive business growth. By automating routine tasks and providing intelligent support, ChatGenie empowers businesses to deliver exceptional service while reducing operational costs.

2. How does ChatGenie work?
    ChatGenie leverages advanced natural language processing (NLP) and machine learning algorithms to comprehend and respond to customer inquiries effectively. Businesses can effortlessly upload their product catalogs, FAQs, and other pertinent information in PDF format to train ChatGenie. The platform supports both text-based and voice interactions in over 22 Indian languages and multiple global languages, ensuring seamless communication with customers.
    [also other world languages. Also write where can the language can be selected and what happens when language other than english is selected. Also there should be one question on what are the type of documents (doc and pdf) that can be uploaded to make the context of Chat Genie. And answer should talk about future capabilities that are coming as well such as support for links/db etc.]

3. What types of documents can be uploaded to train ChatGenie?
    Currently, ChatGenie supports the upload of PDF documents for training. In the future, we plan to expand our capabilities to include other document formats like DOC and support for direct integration with databases and links.

4. Where can I select the language for ChatGenie?
    You can select the preferred language for ChatGenie interactions from the main page of the ChatGenie application. When a language other than English is selected, ChatGenie will automatically translate and respond in the chosen language.

5. What industries can benefit from ChatGenie?
    ChatGenie is a versatile solution applicable across various sectors, including retail, healthcare, finance, manufacturing, technology, education, government, and consulting.

To learn more about how ChatGenie can be tailored to your specific industry, explore our case studies or contact our customer support for personalized guidance.

Contact us at +91-88885-00058 or email us at - connect@aiqod.com.

6. How secure is ChatGenie?

ChatGenie prioritizes data privacy and security above all else.

We employ robust measures to safeguard your sensitive information. Our commitment to transparency is reflected in our detailed security policy - https://aiqod.com/privacy-policy-2/.

7. How long does it take to implement ChatGenie?

ChatGenie is designed for quick and easy implementation. Typically, you can have ChatGenie up and running within hours. The process involves copying and pasting a provided HTML code snippet into your website and then uploading your manual and adding your faqs. This allows you to start benefiting from ChatGenie's capabilities almost immediately.

[With Setup Wizard, the setup can be done within matter of hours and product is ready to use and can be easily deployed over company website. Why 1 or 2 days? Also talk about what are the stuff that need to be setup in setup wizard before using chat genie.]

8. What kind of training is required?

ChatGenie is designed to be user-friendly and requires no training. ChatGenie's intuitive interface and detailed product overview video make it easy to get started. Our comprehensive POC (Proof of Concept) video provides step-by-step guidance on how to use ChatGenie, from initial setup to advanced features. However, if your team has specific questions or requires more in-depth support, our dedicated team is available to provide personalized assistance. Simply contact our customer support team at +91-88885-00058 or email us at - connect@aiqod.com.

9. How can I measure ChatGenie's performance?

ChatGenie provides detailed analytics on customer interactions, offering valuable insights into performance metrics such as response times, customer satisfaction, and agent workload. Access these comprehensive reports through the dedicated analytics dashboard within your ChatGenie portal.

[Validate with Dev Team][yes]

10. What is the return on investment (ROI)?

ChatGenie delivers a substantial ROI by optimizing operational efficiency and boosting customer satisfaction. A recent study by Gartner found that chatbots can reduce customer service costs by up to 27%. By automating routine tasks and improving response times, ChatGenie directly contributes to your bottom line.

[Gartner's Report](#)

11. Can ChatGenie handle complex customer inquiries?

While ChatGenie is currently focused on handling routine customer inquiries, we are actively working on expanding its capabilities to address more complex issues. In the future, ChatGenie will be able to seamlessly transfer conversations to human agents when necessary, ensuring a smooth and uninterrupted customer experience. We are committed to continuously improving ChatGenie's functionality to meet the evolving needs of our customers.

[How it can be trained? Which option to select in app?]

12. What kind of support is available?

We offer dedicated customer support to ensure your success with ChatGenie. Our support team provides 24/7 technical assistance, priority support for critical issues, and comprehensive training resources. For immediate assistance, please contact our support line at +91-88885-00058 or email us at - connect@aiqod.com.

13. How can I contact your sales team?

Please contact us at +91-88885-00058 or email us at - connect@aiqod.com.

14. What pricing plans does ChatGenie offer?

ChatGenie offers different tiers to fit your business needs. You can find a detailed breakdown of our plans on our website: https://aiqod.com/chatgenie-pricing/.

15. What factors determine which plan is right for me?

The ideal plan depends on your business size, customer volume, and desired features. Consider factors like expected traffic, storage needs, features needed

16. Do you offer a free trial?

Yes, we offer a free version of ChatGenie that provides access to core features and a limited query volume. This allows you to experience the benefits of our platform firsthand before committing to a paid plan. While the free version doesn't include advanced features like extensive customization and priority support, it's an excellent opportunity to explore ChatGenie's capabilities.

17. Can I upgrade or downgrade my plan later?

Absolutely! We understand that business needs to evolve. You can easily upgrade or downgrade your ChatGenie plan to match your changing requirements. To initiate a plan change, simply contact our customer support team at +91-88885-00058 or email us at - connect@aiqod.com. Our dedicated team will guide you through the process and ensure a seamless transition.

CollabPro

1: How can CollabPro help in balancing multiple administrative tasks using a scheduling feature?

CollabPro is a GenAI-powered task management and collaboration solution that enhances productivity by offering dynamic task forms, centralized communication, and AI-driven virtual assistance. that collabpro balances multiple tasks and schedules according to priorities Additionally, it streamlines business operations with integrated features like invoice generation and GST handling, making it a comprehensive tool for managing projects and financials seamlessly.

[Need to rewritten.]
[CollabPro is a GenAI-powered task management and collaboration solution that enhances productivity by offering dynamic task forms, centralized communication, and AI-driven virtual assistance. Additionally, it streamlines business operations with integrated features like invoice generation and GST handling, making it a comprehensive tool for managing projects and financials seamlessly.]

2: How does CollabPro handle large volumes of financial data accurately and securely?

CollabPro is a Gen AI-based SaaS platform designed with robust data management tools that allow you to handle large volumes of financial data securely with a permit only from admin.
To know more about security visit https://aiqod.com/privacy-policy-2/
[We need to talk about SaaS platform scalability and link to security policy. Any data on volumes handled? We can also talk about the om premise option]]

3: How can CollabPro assist in managing billing?

CollabPro simplifies the invoicing process with invoice creation tools present in collabpro that ensure timely and accurate billing. And also you can easily track payments.

[Screen option for invoice generation]

4: How does CollabPro help manage peak periods, such as tax season or audit deadlines?

During peak periods, dashboards help team and management to be focussed on critical items by providing clear visibility into task assignments and deadlines. our AI Virtual Assistant and real-time insights allow your firm to operate smoothly and reduce stress during these critical times.

[Dashboards help team and management to b focussed on critical items]

5: How does CollabPro facilitate teamwork in larger CA firms?

CollabPro's real-time insights into project features allow team members to coordinate tasks, and monitor progress in real-time. This ensures that everyone is on the same page even in larger teams.

6: Can CollabPro be used on mobile devices to manage tasks on the go?

Yes, CollabPro offers mobile access, allowing you to manage tasks, track project progress, and stay connected with your team anytime, anywhere. with a mobile app available at the Google Play Store https://play.google.com/store/apps/details?id=com.aiqod.product, also you can create a shortcut for the login page.

[Link to Google Play. What about Apple and Microsoft stores?]

7: How can CollabPro help reduce the stress of handling multiple ongoing projects?

CollabPro's real-time project tracking feature provides a clear overview of all ongoing projects, helping you prioritize tasks according to urgent, high, medium and low during task assign and manage resources effectively.

What is CollabPro?

CollabPro is a task management and collaboration tool designed to enhance team productivity by streamlining workflow processes. It offers features like role-based access control, dynamic task detail forms, and real-time status updates, making it suitable for various organizational needs

[Duplicate question]

How can I get started with Gen AI powered CollabPro?

Getting started with CollabPro is easy. You can visit our website to sign up for a free trial or request a demo to explore its features and see how it can benefit your team. Your customization are managed on setupwizard.   The wizard typically asks for basic information, such as

installation preferences or system settings, and then automates the rest of the process, ensuring that everything is configured correctly without requiring deep technical knowledge from the user.

[Talk about setup wizard and intuitive UI for creating projects and tasks and invoice]

How can I request a demo of Gen AI powered Collab Pro?
To request a demo of the Collab Pro project management tool, you can reach out to our team through the connect@aiqod.com or call us on +91-88885-00058

Is CollabPro suitable for small businesses?
Yes, it is tailored for every team, we have kept all users in mind and designed it. It is also not very technical, making it suitable for all business types.

Can Gen AI powered CollabPro integrate with other tools?
Yes, Collab Pro integrates effortlessly with existing systems, breaking down silos and fostering collaboration across all departments. Your preferences are managed on setup wizard. The wizard typically asks for basic information, such as installation preferences or system settings, and then automates the rest of the process, ensuring that everything is configured correctly without requiring deep technical knowledge from the user.

[How to reach us for integrating to legacy applications?]

What security measures are in place for data protection?
At AIQoD, we respect our users' protection and privacy. You can always trust us with your data safety. You can also check our privacy policy [here](#).

Is there a mobile version of CollabPro?
Yes, CollabPro is accessible via mobile devices.To enjoy access to our services on your mobile device, simply download our app from the Play Store. Click the link below to get started:
[Download the App Now](#)

How can I get support for Gen AI powered CollabPro?
Support for CollabPro is available through multiple channels. You can simply contact us via live chat or mail us on info@aiqod.com

What is the pricing structure for Gen AI powered CollabPro?
CollabPro offers a variety of pricing plans tailored to different needs. You can have lifetime access to our free version with limited features. However, our pricing starts from INR 175. Check Out Our Pricing [here](#)

My Knowledge Hub

Information Technology
How "Keyword-Friendly" is this software, to give the exact desired document? Develop a comprehensive knowledge base by regularly adding FAQs, standard operating procedures, best practices, and troubleshooting steps thereon our Virtual Assistant, will start capturing documents with specific keywords**.** **[Response not appropriate. Question is about keyword freindly]**
Do you share the Data with any Third-party? No, we incorporate robust security measures to protect your data. This includes limiting file downloads, controlling data sharing, and ensuring compliance with IT industry regulations such as GDPR. The platform is designed to prevent data leaks and safeguard sensitive information.
The company has many dispersed teams, working around the globe, how language wouldn't be a barrier? The AI powered Virtual Assistant works, Multilingual serves both in the form of message and voice outputs, in 22 Indian languages, irrespective in what language the file has been saved. [Support for international languages]
Can I access it from my mobile as well? Yes, it is highly mobile friendly. You can find our Mobile Application on Google Play Store and shortcut icon on website-page *(HyperLink)*
Can we control who has access to specific information within the Knowledge Hub? Yes, AiQod 360 - My Knowledge Hub includes customizable permission controls. You can assign different access levels based on roles and responsibilities, ensuring that sensitive content is only accessible to authorized personnel. This feature is crucial for maintaining data security and compliance with regulations. [option for setup wizard to be added}
How safe are the documents? The platform is designed to prevent data leaks

and safeguard sensitive information.
[Link to Policy}

What is the pricing of My knowledge hub? Redirect link to Website-product pricing page *(HyperLink)*.
[Demo is free. And link for pricing page to be provided]

Retail

How quickly can my retail team start using My Knowledge Hub?
The platform is designed for easy implementation. Our support team can assist with setup and customization to ensure it meets your specific needs. Your team can start benefiting from the platform's features almost immediately after deployment. To connect at connect@aiqod.com or 88885-00058.
[SaaS prodfucts dont need deployment and no implementation. Customer just need to perform onboarding using setup wizard and can start using the products]

How can My Knowledge Hub help improve customer loyalty in the retail industry?
AiQod 360 - My Knowledge Hub will centralize once the data such as; customer data, including purchase history, preferences, and feedback etc will be stored by the authorized person into the system. This allows retail teams to quickly access and analyze customer patterns, enabling more personalized service and targeted marketing strategies that boost customer loyalty.
[product is more for employee efficiency rather than customer loyalty]

Do you share the Data with any Third-party? No, we incorporate robust security measures to protect your data. This includes limiting file downloads, controlling data sharing, and ensuring compliance with IT industry regulations such as GDPR. The platform is designed to prevent data leaks and safeguard sensitive information.

In what format the documents are uploaded? It can be uploaded both in a file (PDF/DOC etc) format and you can even manually upload information in the form of FAQs.
[more format are going to be supported in future]

Can I access it from my mobile as well? Yes, it is highly mobile friendly. You can find our Mobile Application on Google Play Store and shortcut icon on website-page (HyperLink)

Is it customizable according to specific organizational needs? Yes! it is customizable and configurable, it's zero-code implementation platfrom. connect@aiqod.com is where you can get even more information.
[it can b configured by set up wizard]

What is the pricing of My knowledge hub? Redirect link to Website-product pricing page *(Hyperlink).*
[demo is free]

Manufacturing

Can the Knowledge Hub assist with workforce training and development?
Yes, the platform is designed to streamline training processes by storing all training materials, instructional guides, and skill assessments in one place. The AI-Powered Virtual Assistant can quickly retrieve these resources, making it easier for employees to access the information they need to enhance their skills. [in their native language using human like query]

How does the platform support quality control in manufacturing?
AiQod 360 - My Knowledge Hub allows you to centralize quality control protocols, inspection checklists, and production guidelines. By ensuring that all team members have access to the latest documents, you can maintain consistency in quality and quickly address any issues that arise.
[also common issues/defects and resolutions]

How does the platform support continuous improvement in manufacturing processes?
By centralizing all relevant data, including production logs, quality control reports, and training materials, My Knowledge Hub allows for easy analysis and review. This helps identify areas for improvement, streamline processes, and implement best practices across the organization.
[use case of identify area of improvement is not clear]

Is there a demo available for manufacturing companies?
Yes, we offer a demo for manufacturing companies interested in My Knowledge Hub. This allows you to experience the platform's features and understand how it can address

your specific challenges before making a commitment.
[Link for booking demo slot]

In what format the documents are uploaded? It can be uploaded both in a file (PDF/DOC etc) format and you can even manually upload information in the form of FAQs.
[more formats are coming in future]

Can I access it from my mobile as well? Yes, it is highly mobile friendly. You can find our Mobile Application on Google Play Store and shortcut icon on website-page *(HyperLink)*.

How does the AI-Powered Virtual Assistant function in a manufacturing environment?
The AI assistant can help employees quickly locate specific details related to production processes, safety protocols, or training materials. It supports multilingual input and provides responses in both text and voice, ensuring that language barriers don't impede access to critical information.
[provided company has uploaded such document repository]

What measures are in place to secure our manufacturing data?
My Knowledge Hub uses robust security protocols to prevent unauthorized access and data breaches. You can control file downloads, restrict sharing, and ensure compliance with data protection regulations specific to the manufacturing industry.
[link needed]

What is the pricing of My knowledge hub? Redirect link to Website-product pricing page *(Hyperlink)*.
[Demo is free]

Healthcare

How does My Knowledge Hub help establish a clear methodology for collecting and storing healthcare knowledge?
My Knowledge Hub provides a structured platform for storing and accessing critical healthcare information, including patient records, treatment protocols, and training materials. This centralized approach ensures that all data is collected, stored, and retrieved in a consistent manner, reducing the risk of errors and improving overall efficiency in healthcare operations.
[data can be retrieved in real time]

What measures are in place to protect patient data from cybersecurity threats?

My Knowledge Hub incorporates advanced cybersecurity features such as encrypted data storage, multi-factor authentication, and continuous monitoring to safeguard patient information. These measures help protect against unauthorized access, data breaches, and other cybersecurity threats, ensuring compliance with healthcare regulations.

[Link to policy]

How can My Knowledge Hub improve patient safety in our healthcare organization?

By providing a centralized repository for treatment protocols, diagnostic guidelines, and safety procedures, My Knowledge Hub ensures that all healthcare professionals have access to the most up-to-date information. This reduces the risk of medication errors, surgical mistakes, and other patient safety concerns by ensuring consistent adherence to best practices.

[I believe we need a disclaimer here. This is only a supportive system and does not replace the medical experts]

How does My Knowledge Hub assist in reducing medication and diagnostic errors?

The AI-powered virtual assistant in My Knowledge Hub allows healthcare professionals to quickly locate specific medical details, guidelines, and protocols, reducing the likelihood of errors in medication administration and diagnostics. Additionally, the platform supports multilingual inputs and outputs, ensuring accurate communication across diverse teams.

[medical professional can interact in human language to extract info. Faster and eadsier method to fetch relevant information]

In what format the documents are uploaded? It can be uploaded both in a file (PDF/DOC etc) format and you can even manually upload information in the form of FAQs.

[other formats will also be supported in future]

Is there a demo available for our Hospital staff ?

Yes, we offer a demo to those who are interested in My Knowledge Hub. This allows you to experience the platform's features and understand how it can address your specific challenges before making a commitment. Connect for Demo at connect@aiqod.com or 88885-00058.

[link for schedule demo]

Can I access it from my mobile as well? Yes, it is highly mobile friendly. You can find our Mobile Application on Google Play Store and shortcut icon on website-page *(HyperLink)*

What is the pricing of My knowledge hub?

Redirect link to Website-product pricing page*(Hyperlink)*.

[demo is free]

BFSI

What measures are in place to ensure the security of sensitive financial data?

My Knowledge Hub employs robust security features, including encrypted data storage, customizable permission controls, and activity monitoring. These measures safeguard sensitive financial data, prevent unauthorized access, and ensure compliance with stringent financial regulations.

[link to Policy]

How does My Knowledge Hub support adherence to risk management protocols?

By centralizing risk management protocols and training materials, My Knowledge Hub ensures that your team has 24*7 access to critical information. This helps reinforce adherence to risk management practices, reduces financial risks, and supports overall operational integrity.

[question is not very relevant.]

How does My Knowledge Hub help with understanding and adhering to complex financial regulations?

AiQod 360 - My Knowledge Hub consolidates all relevant documents-financial policies, regulatory guidelines, and compliance that's been uploaded into the system in a single, centralized platform. This ensures that your team can easily access, understand, and adhere to the latest financial regulations, minimizing the risk of non-compliance.

[responsibility to upload all relevant documents are on the customer. Its a question how can we ensure that coverage of documents are comprehensive]

Can I access it from my mobile as well? Yes, it is highly mobile friendly. You can find our Mobile Application on Google Play Store and shortcut icon on website-page *(HyperLink).*

In what format the documents are uploaded? It can be uploaded both in a file (PDF/DOC etc) format and you can even manually upload information in the form of FAQs.

[other formats are going to be supported in future]

Is there a demo available for BFSI?

Yes, we offer a demo to those who are interested in My Knowledge Hub. This allows you to experience the platform's features and understand how it can address your specific challenges before making a commitment. Connect for Demo at connect@aiqod.com or 88885-00058.

[link for schedule demo]

What is the pricing of My knowledge hub?

Redirect link to Website-product pricing page *(Hyperlink).*

[demo is free]