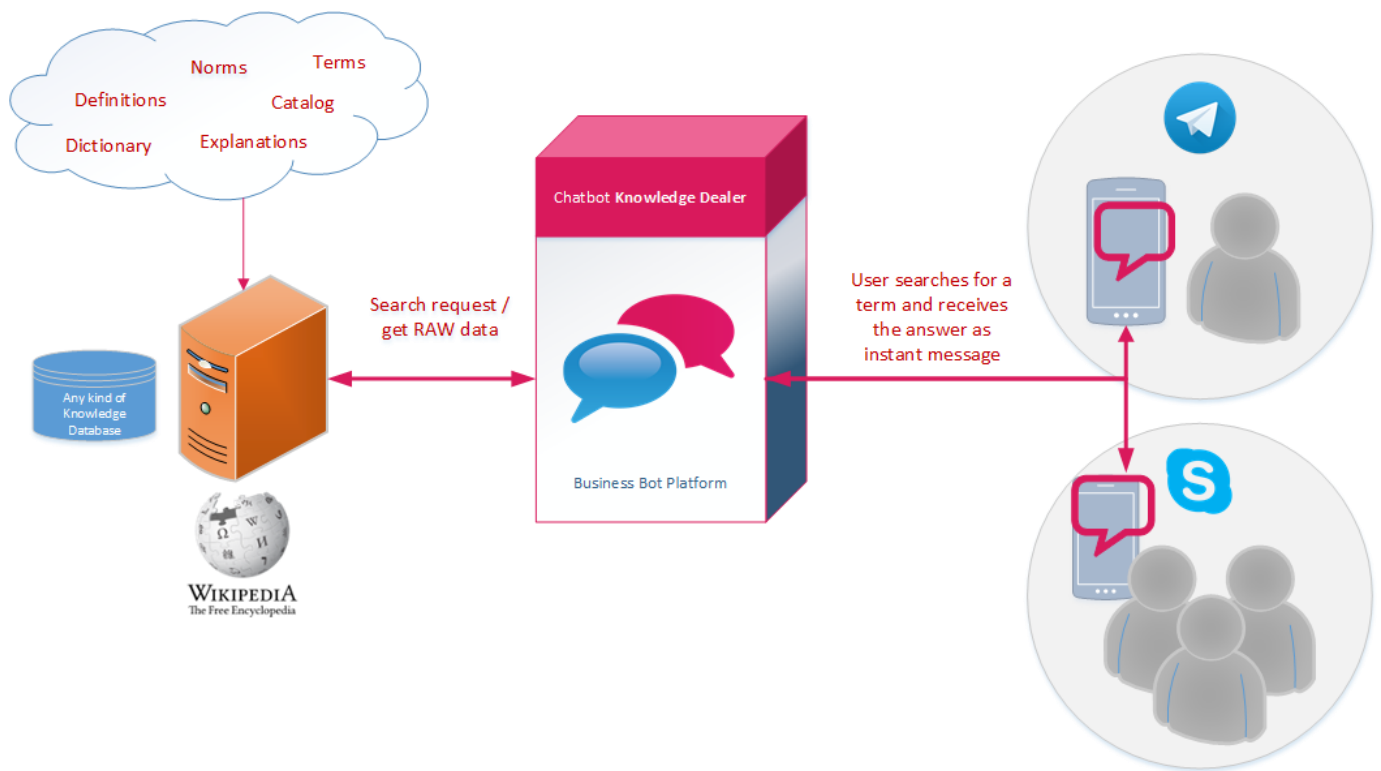


Citunius

Business Chatbot Citunius Knowledge Dealer



The Business Chatbot extends the capabilities of knowledge databases with instant messaging. The Citunius Knowledge Dealer allows you to communicate with knowledge databases via instant messaging, for example to retrieve abbreviations and internal knowledge, receive new updates and create new knowledge via push functionality. In addition, you can extend the capabilities of the chatbot by adding custom commands and actions.

Keep you, your employees and partners informed about internal corporate knowledge. Stay well informed by defining what information is distributed to you. Let your business chatbot inform you immediately when there are updates, so you can react faster in situations and share knowledge.

We'll make it fitting

- Available as on-premise and cloud solution
- The Knowledge Dealer can be seamlessly integrated into your existing knowledge database solution
- The Knowledge Dealer can be customized by our experts to meet your specific requirements
- Define your own keywords in the instant message to trigger desired actions in the knowledge database system.
- Define custom commands and actions for the knowledge database system

You have the choice

- Adaptation of information: Use our templates or compose the desired query/result information yourself, which should appear in the instant message
- Templates: The chatbot already contains predefined actions that you can use immediately (e.g. query information)
- Use with various instant messenger providers such as Facebook™ Messenger, Microsoft Skype for Business™, Microsoft Teams, Slack, Telegram™ Messenger, Threema and XMPP

The security of your data is important to us

- The communication between the platform and the integration is encrypted. In addition, the connection is validated.
- We use servers that are operated in Germany to fully compliant with the new EU General Data Protection Regulation (GDPR)

Respond faster in critical situations

- Keep control in hazardous situations by receiving information from the knowledge database as an instant message

Benefits for you and your customers

- Don't let your employees hang (in the dark) with automatic notifications
- Work simplification for new employees and agents working on complex subjects
- Transparent and more effective communication



Technical details at a glance

Availability

- On-Premise
- Cloud

The Business Bot Platform is available for Microsoft Windows Server and Linux (RHEL/CentOS)

Security

- End-to-end encryption

Supported Versions

- All knowledge database systems with API interface via JSON or via direct database access

Other formats (e.g. XML) can be certified on request.

Supported languages

- German
- English

Other languages can be added (Prerequisite: Language must be defined in UTF-8 language space)

Does it require a special setup?

Administrators can set up quickly. The integration of business systems via JSON/XML/Database access requires the use of development resources. End users don't have to deal with downloads, plug-ins or learning curves, just use their smartphone.

What do I need to get started?

To use the Knowledge Dealer, your organization needs a Business Bot Platform license (Edition Business or Enterprise). Certain instant messengers may require a paid subscription.

About Citunius

Citunius is a software provider of professional chatbot solutions focused on network monitoring, service management, and knowledge management. The company supports customers in the implementation of strategic initiatives in the field of IT Service Management (ITSM), IoT, ERP and CRM. The Business Bot Platform has recently launched as the first independent chatbot platform with marketplace for professional business systems. The platform is available worldwide as cloud and on-premise solution and enables customers to build personal digital assistants as well as building intelligent dialogue systems aligned to custom business needs. Detailed information about the Business Bot Platform is available at www.citunius.de.

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