



Business Chatbot Survey Assistant

The screenshot displays the 'Status' page for an 'Employee Engagement Survey'. The top navigation bar includes 'Business Chatbot Logic', 'My Surveys', 'All Templates', and 'Users'. The breadcrumb trail shows 'Employee Engagement Survey > Questions and Answers > Preview > Participants > Status > Results'. The 'Status' section features four summary cards: 'NOT STARTED' (0), 'OPENED' (1), 'STARTED' (0), and 'COMPLETED' (1). Below these cards is a table with columns for Username, Surveys, Status, Current Question, User started on, and Actions. The table shows two entries: 'max' (Completed) and 'jane' (Open). A search bar and pagination controls are also visible.

Username	Surveys	Status	Current Question	User started on	Actions
max	Employee Engagement Survey	✓		2018-12-23 19:17	
jane	Employee Engagement Survey	👁️			

The Business Chatbot Survey Assistant provides a chat-based and professional survey tool to conduct surveys efficiently. The chatbot enables you to compose surveys and conduct them via an instant messenger. In addition, it offers extensive possibilities for creating online surveys and thus gaining valuable data and insights, for example in the field of customer surveys, employee surveys, market research, seminar and teaching evaluation and scientific studies. The solution is easy to use, maintenance-free and offers a high degree of data security due to the integrated security model.

A survey consists of different components such as participants, questions and answers. You can compile your questionnaire with just a few clicks, without any additional programming effort. Keep an overview of the wishes and needs of your customers and employees. Let your business chatbot inform you immediately when partial results of a survey are available, so that you can react faster to certain situations and take immediate action.

We'll make it fitting

- Available as on-premise and cloud solution
- The Survey Assistant can be integrated into existing survey systems
- The Survey Assistant can be customized by our experts to meet your specific requirements

You have the choice

- Adaptation of survey: Use our templates or compose the desired survey yourself
- Create surveys in all languages encoded in UTF-8 format.
- The SurveyAssistant allows you to download the complete raw data as file. You can even refine your export and adapt it to your personal requirements.
- 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 user is encrypted.
- We use servers that are operated in Germany to fully compliant with the new EU General Data Protection Regulation (GDPR)

Benefits for you and your customers

- The results of your surveys help you to initiate actions to increase customer and employee satisfaction.
- You always have an up-to-date view of your survey data in real time. So you don't have to wait until the end of a survey to see the first results. See trends and tendencies while you're watching.
- The evaluations contain important meta information about the current survey itself, such as how many participants have opened and filled out completely or partially the questionnaire. This evaluation also provides information on the completion rate, i.e. how many people started the survey but then no longer worked on it.



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

- Integration of external systems: All business systems with API interface via JSON

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 get started quickly and without 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 Survey Assistant, 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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