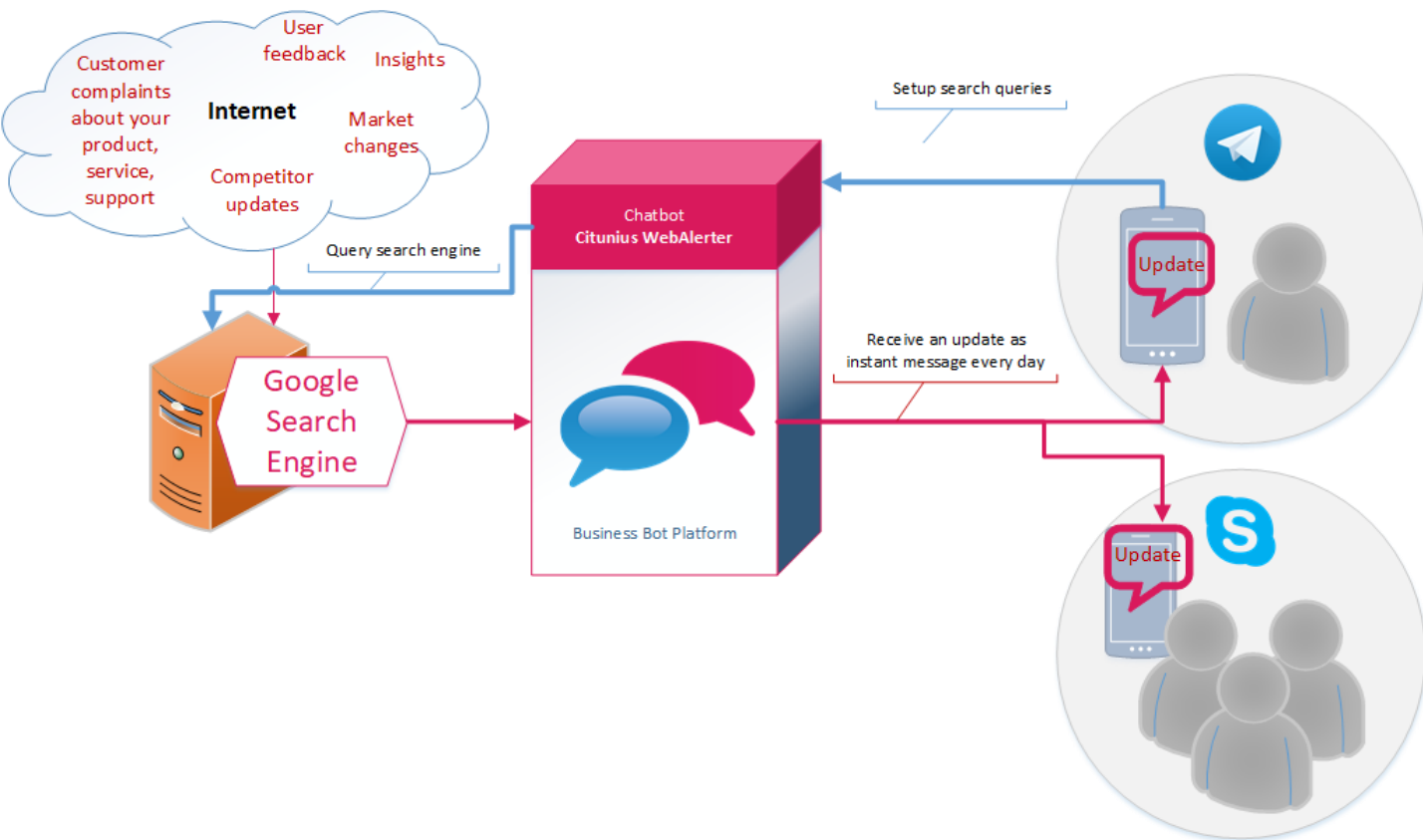# Citunius

Business Chatbot
Web Alerter

The chatbot Web Alerter allows you to monitor the web for interesting new content. As company, you want to know how your reputation is perceived on the Internet, which channels play a special role and how customers can be easily reached. Those responsible use a monitoring tool that monitors what is happening on the net. The chatbot supports you in compiling new content and sending it by instant message at a specified time to you. This not only saves valuable time for other activities, but also gives you the opportunity to proactively react to new entries in forums, interactions on blogs and articles.

You can easily manage your alerts through the Instant Messenger.

Keep track of market trends and perception of your brands and products. Let your business chatbot inform you immediately when positive and critical opinions are published on the web so that you can react faster to certain situations and react immediately.

We'll make it fitting

➢ Available as on-premise and cloud solution
➢ The Web Alerter can be integrated into existing systems and can be customized by our experts to meet your specific requirements
➢ Get scheduled search results by instant message when a new entry is found.
➢ Specify which result types you want to receive. For example, text-based results, PDF files or images.
➢ Get results only for a specific national language or in all languages.
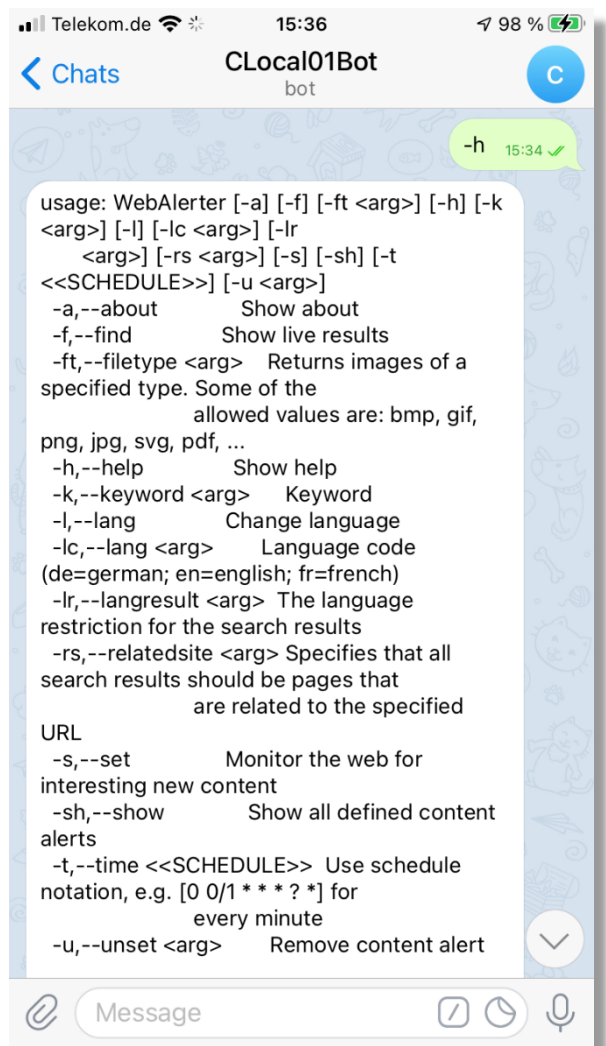
You have the choice

➢ Define the data source for you search query so that only search results are displayed from a specify web page.
➢ The chatbot supports several languages, including German and English but can be extended by any UTF-8 language.
➢ 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

➢ Participate early in the discussion about your brand and products in order to avoid potential shit storms early on. Even if you write guest contributions or even give interviews on the Internet, then it makes sense to monitor your own name.
➢ Real-time information enables you to take immediate action if customer complaints rise suddenly, if products do not work as desired and services are not available (e.g. web shop not accessible).
➢ Of course, you don't just want to keep an eye on your own brand, you also want to keep an eye on your most important competitors. This allows you to see immediately if your competitors are up to something and are mentioned in newspaper reports. With the data of the chatbots you won't miss anything. This gives you valuable time to take action.


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                      bot

                                      -h   15:34 ✓

usage: WebAlerter [-a] [-f] [-ft <arg>] [-h] [-k
<arg>] [-l] [-lc <arg>] [-lr
     <arg>] [-rs <arg>] [-s] [-sh] [-t
<<SCHEDULE>>] [-u <arg>]
 -a,--about          Show about
 -f,--find           Show live results
 -ft,--filetype <arg>    Returns images of a
specified type. Some of the
                 allowed values are: bmp, gif,
png, jpg, svg, pdf, ...
 -h,--help           Show help
 -k,--keyword <arg>      Keyword
 -l,--lang           Change language
 -lc,--lang <arg>        Language code
(de=german; en=english; fr=french)
 -lr,--langresult <arg>  The language
restriction for the search results
 -rs,--relatedsite <arg> Specifies that all
search results should be pages that
                 are related to the specified
URL
 -s,--set            Monitor the web for
interesting new content
 -sh,--show          Show all defined content
alerts
 -t,--time <<SCHEDULE>>  Use schedule
notation, e.g. [0 0/1 * * * ? *] for
             every minute
 -u,--unset <arg>        Remove content alert

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```

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 Web Alerter, 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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