



MULTILINGUAL AI CHATBOT

Enterprise Conversational AI Platform

24/7 Multilingual Support | Advanced Analytics | Secure Integration

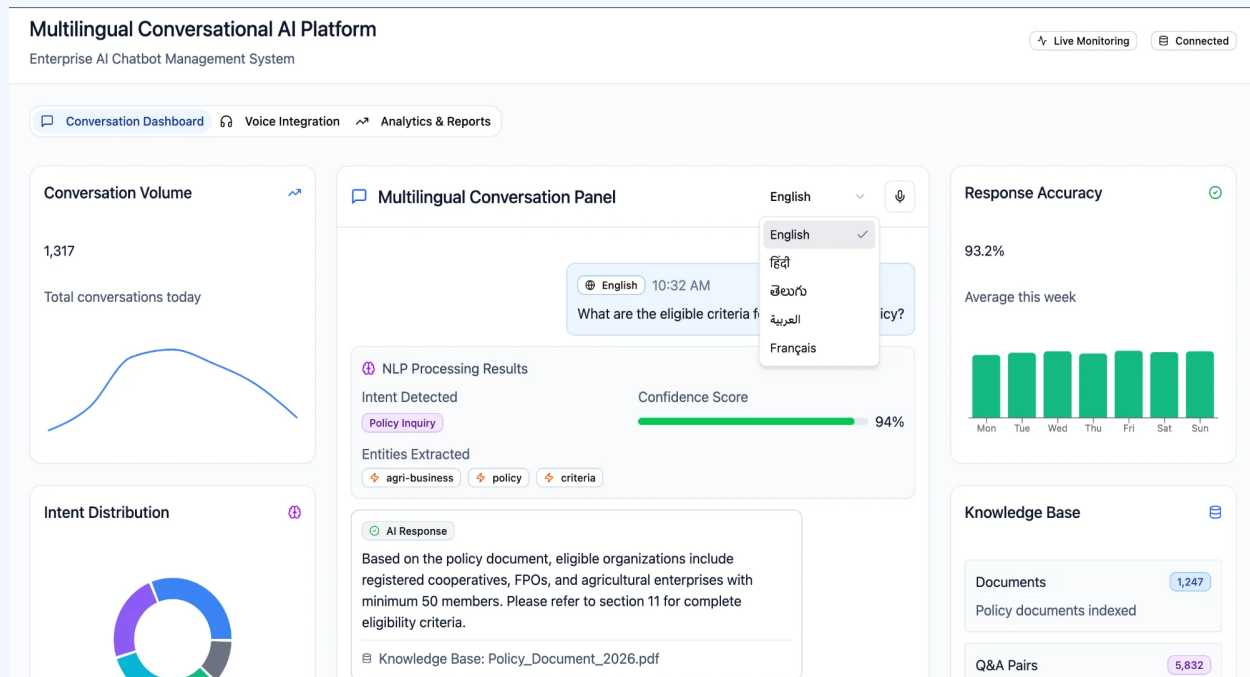
Transforming Customer Service for Banking, Finance & Government

Powered by Enterprise-Grade AI Technology

<https://carnotresearch.com/>

PRODUCT OVERVIEW

Our Multilingual AI Chatbot offers 24/7 automated support with powerful analytics and natural language processing capabilities. Designed specifically for banking, financial services, and government institutions, it provides seamless multilingual support while ensuring secure integration with existing enterprise systems.



KEY FEATURES

24/7 Automated Support

Available around the clock to handle routine queries, reducing response times and service load. Proven to cut call center volume dramatically while improving customer satisfaction.

Multilingual NLP Engine

Understands 15+ languages including English, Hindi, Telugu, Arabic, and French. Ensures inclusive access for all users with high accuracy natural language processing.

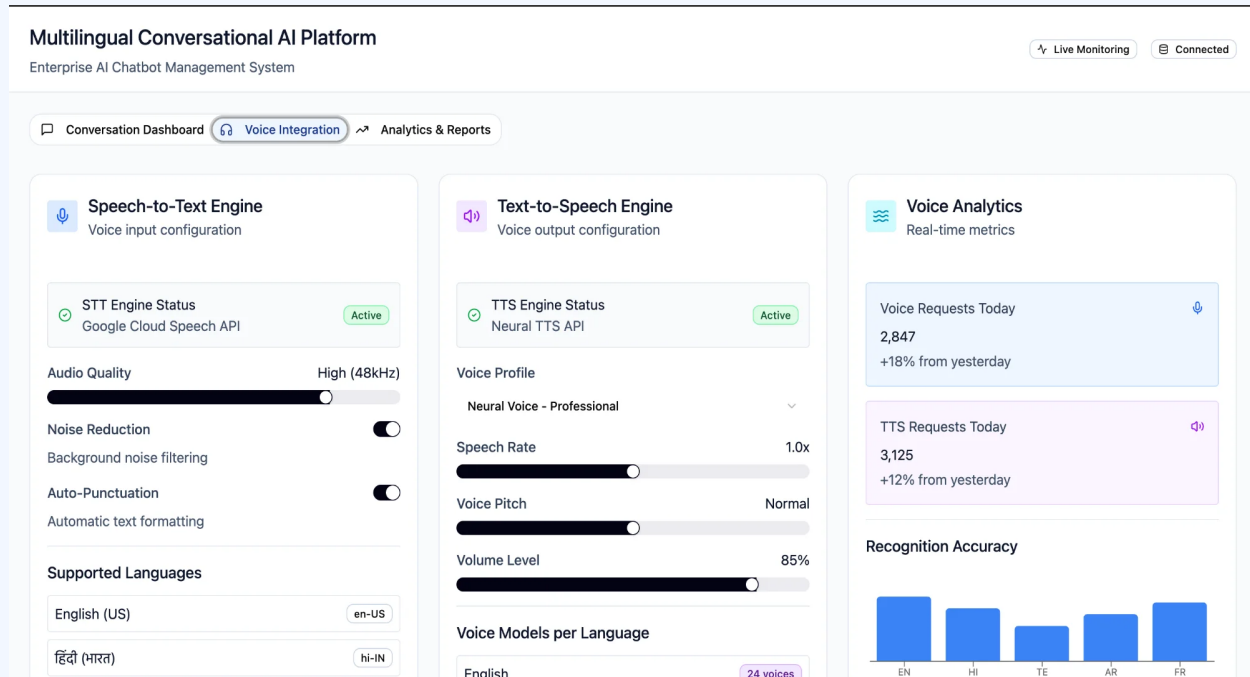
Advanced Knowledge Base

Custom domain FAQs covering banking regulations, company law, and policy documents. Delivers precise, context-aware answers with 93%+ accuracy.

Analytics Dashboard

Built-in reports tracking user volume, intent trends, satisfaction scores, and performance metrics. Turn conversation data into actionable insights.

SYSTEM ARCHITECTURE



Our platform is built on a modular, cloud-ready architecture that scales with your organization's needs. The system consists of four main components working seamlessly together:

Multilingual NLP Engine

Powered by state-of-the-art language models (Google Cloud Speech API, Neural TTS) for accurate intent detection and entity extraction across multiple languages.

Knowledge Base & Memory

Intelligent document management system with 1,247+ policy documents indexed and 5,832+ Q&A; pairs for instant, accurate responses.

Secure API Connectors

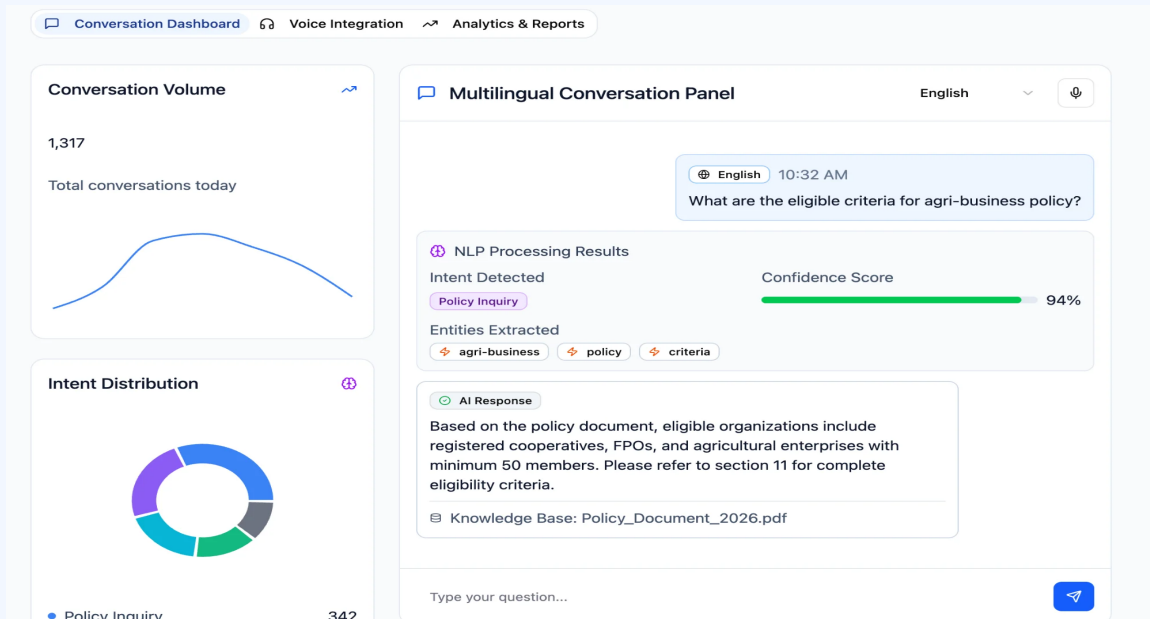
Enterprise-grade integration layer supporting REST APIs, webhooks, and function calls to connect with ERP, CRM, banking systems, and government databases.

Analytics & Monitoring

Real-time dashboards tracking conversation volume, user satisfaction, workflow status, and language usage patterns for continuous optimization.

Voice Integration & Multi-Channel Support

The platform supports advanced voice integration capabilities with Speech-to-Text and Text-to-Speech engines powered by Google Cloud Speech API and Neural TTS. This enables natural voice conversations across multiple channels including phone systems, web chat, mobile apps, and voice assistants. The system handles 2,847+ voice requests daily with high recognition accuracy across all supported languages.



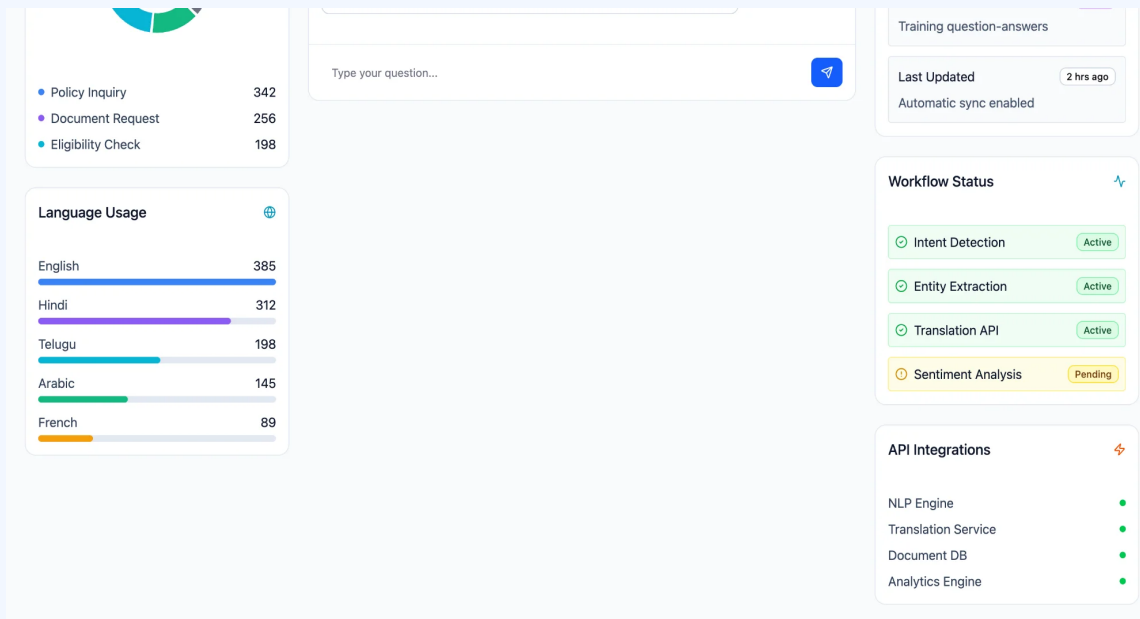
Security & Compliance

Enterprise-grade security with end-to-end encryption, SOC 2 Type II certification, and GDPR compliance. All data transmissions are secured via HTTPS/TLS protocols, and the platform supports role-based access control (RBAC) for fine-grained permissions management. Regular security audits ensure compliance with banking and government regulations.

Integration Capabilities

Seamlessly integrates with existing enterprise systems through RESTful APIs, webhooks, and function calls. Supports connections to major platforms including Salesforce, SAP, Oracle, Microsoft Dynamics, and custom government portals. The modular architecture allows for easy addition of new integrations without disrupting existing workflows.

SECTOR IMPACT & VALUE



Banking & Financial Services (BFSI)

Our AI chatbot drives efficiency improvements by automating balance inquiries, transaction history, fund transfers, and fraud alerts, enabling 24/7 service delivery. Financial institutions report 80% automation of Tier-1 questions and 30% cost savings.

Ministry of Corporate Affairs & Government Services

Serves as a unified communication channel for corporate stakeholders, answering compliance queries and filing procedures anytime. Ensures citizens access critical information in their preferred language, improving service delivery and regulatory compliance.

PROVEN RESULTS: 1,317+ conversations per day • 93.2% response accuracy • 30% reduction in support costs • 80% of routine queries handled automatically • Support for 15+ languages

Contact Us

- contact@carnotresearch.com
- +91 8449710411
- Office 2B-4A, Block B, Research and Innovation Park, IIT Delhi, Hauz Khas