

### **AskMeChat**

AI chatbot system for customer care Messaging powered by Generative AI

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#### What is AskMeChat?

Do you want to revolutionize business communication and deliver an extraordinary customer service experience? Meet AskMe**Chat**, your ally for intelligent, integrated, and accessible messaging.

AskMe**Chat** is a complete messaging system that combines Native Artificial Intelligence technologies with Generative Language Models (LLM). These capabilities allow you to optimize customer response, improve internal and external communication, and automate business processes. With its intuitive and cutting-edge platform, AskMe**Chat** transforms your organization into a benchmark for customer care excellence.

With AskMe**Chat**, you can manage chat sessions with human agents or rely on a ChatBot, ready to answer customer questions quickly and accurately. This provides an optimized communication channel for customer care, ensuring immediate and personalized support to your clients.

Moreover, thanks to Native Artificial Intelligence, AskMe**Chat** automates support requests, helping you optimize resources and energy.



Do you often receive requests for similar issues and want to optimize responses - and therefore your support?

With AskMe**Chat**, you can leverage Artificial Intelligence to **streamline repetitive tasks**. The system learns from common issues and immediately provides accurate answers. You can also customize responses based on your customers' needs.

Would you like to introduce a customer care service that combines Artificial Intelligence with human-assisted support? Is it possible?

Absolutely!

AskMe**Chat** allows you to seamlessly combine AI with support delivered by your team. The ChatBot can handle routine requests automatically, while your employees can step in for more complex cases or those requiring human interaction. This hybrid model enables a more efficient and personalized customer care experience.

>130.000

man-hours saved by our clients 1.3 sec

is the average response time of the AI chatbot

4.3

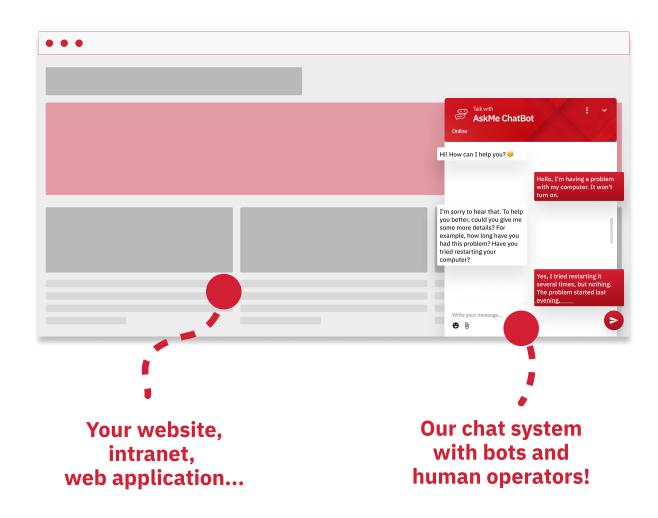
is the CSAT score of AI-powered interactions

#### Do you want to boost your team's or department's performance?

With AskMe**Chat**, you get a virtual assistant that goes beyond simply answering questions, it integrates directly into your business processes, delivering accurate and contextual responses.

It manages support requests, guides customers to the right solution, and identifies **upsell and cross-sell opportunities**, increasing revenue and customer satisfaction.

Every interaction with your users becomes an opportunity to build trust, strengthen brand loyalty and grow your business.



# Why choose AskMeChat?

AskMeChat simplifies business communication, enabling you to respond to cu stomers in real time and collaborate internally quickly and effectively.

Every request is managed with accuracy and precision, ensuring a timely, high-quality service.

#### Automate your processes

Thanks to Native AI and the integration of Large Language Models (LLM), AskMeChat can automate multiple processes such as request management, order processing, and meeting scheduling, saving time and reducing human error.

#### Improve your customer support

By providing contextual and specific responses, AskMe**Chat** enhances the effectiveness of customer interactions, delivering **targeted and** relevant answers. It improves the overall customer experience with a **timely and** personalized service, building stronger loyalty.

### Customize responses your way

The ability to define a workflow that combines procedural replies with LLM-based responses allows AskMeChat to deliver tailored support for your customers' specific needs combining the efficiency of automation with the adaptability of artificial intelligence.



Use it anytime, on any device

AskMeChat is available via web and mobile apps, offering full flexibility for your employees, who can communicate and collaborate while traveling or working remotely without compromising efficiency.

AskMeChat is also available as a JavaScript plug-in that can be embedded in any web interface and is mobile-ready out of the box.

wherever they are
AskMeChat integrates with
external messaging platforms
such as WhatsApp and
Telegram. enabling customers

Respond to your users

**Telegram**, enabling customers to reach your business through the channels they prefer, while your agents manage all interactions from a single interface.

This increases convenience for customers and efficiency for your team.

Advanced analytics and reporting

Track the performance and effectiveness of your business communications with detailed reporting tools.

Gain a complete view of trends, interactions, and key metrics to optimize your processes.

Support your users in multiple languages

AskMe**Chat** is designed to generate **responses in different languages**.

With AskMe**Chat**, your organization can effectively serve international users as well, delivering fast and accurate replies in their preferred language.



#### Maximum security

The chatbot has been developed with a **strong focus on user security**: AskMe**Chat** can be configured to ensure the compliance and reliability of interactions, while minimizing potential reputational risks.

Need further proof? The product has been awarded the **QC2 certification by the Italian National Cybersecurity Agency** (ACN).

### **Use Cases**

AskMeChat can be applied across multiple business areas, including:



#### **Internal Communication**

To streamline collaboration among employees, share information, and manage projects effectively.



#### **Customer Support**

To provide fast and efficient assistance to customers by responding to their requests directly through the messaging platform.



#### Sales & Marketing

To engage with customers, run marketing campaigns, and collect immediate feedback.



#### **Integration with Telegram and WhatsApp**

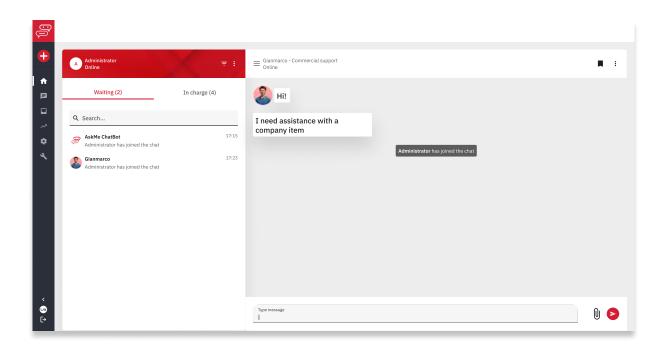
AskMe**Chat** can be seamlessly integrated with **Telegram** and **WhatsApp**, enabling your employees to use the messaging platform they prefer. This synergy provides greater flexibility and convenience in managing corporate communications.



## **Key Capabilities**

Provide instant contact with your users

With AskMe**Chat**, you enable a direct communication channel between your users and your agents, ensuring **real-time responses** and truly personalized assistance. It is the ideal solution for managing complex requests or maintaining a human touch when needed, raising the quality of service and strengthening trust in your organization.



#### Contextual responses with generative LLMs

With the integration of Generative Language Models (LLMs), AskMe**Chat** can **automatically respond to frequent questions**, adapting to the customer's context to deliver accurate and relevant answers. This enhances the customer experience with natural, precise interactions, improving overall satisfaction.

#### Personalize your response journey

The platform enables you to **create personalized conversation flows** that combine predefined procedural responses with customized replies generated by LLMs. This approach allows you to automatically address common requests while adapting the support journey to the customer's needs, offering highly targeted and flexible interactions.

#### Engage users through their preferred channels

AskMe**Chat** integrates seamlessly with **WhatsApp** and **Telegram**, giving customers the ability to contact your company through the channels they use every day.

Agents can manage all communications from a single interface, streamlining operations and increasing responsiveness across the organization.

#### Real-time collaboration with One-to-One Chat

AskMe**Chat** also supports direct communication between colleagues, making project management and **internal collaboration easier**. Employees can exchange messages in real time, share information, and resolve issues quickly and effectively, whether in the office or working remotely.

#### Native AI for process automation

AskMe**Chat** leverages artificial intelligence to **automate the most common processes**, such as handling requests and responding to FAQs, reducing the need for human intervention and optimizing business resources.

#### Improve responses with supervised training

With the supervised training option, you can **simulate questions** and define the chatbot's preferred responses. The system learns over time, enhancing the quality of answers and adapting to your company's specific needs.

#### Data security and protection

Security is a top priority for AskMe**Chat**, which ensures the protection and confidentiality of sensitive data through **advanced security features**, complying with the highest standards for information protection.

#### Easily customizable and integrable widget

The AskMe**Chat widget** is simple to install even as a WordPress plugin and fully customizable.

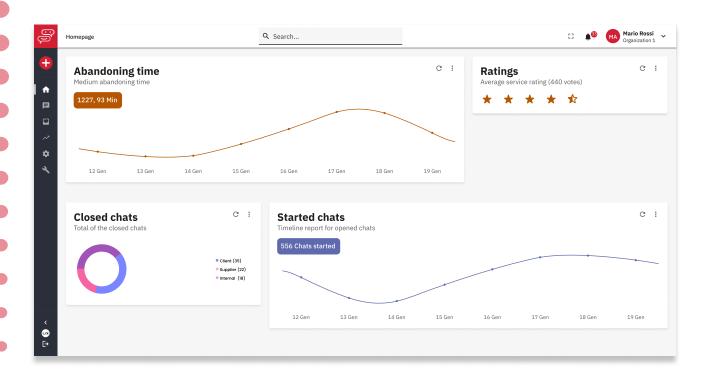
You can adapt it to your website's design and **personalize every aspect**, from notifications to colors, for a user experience consistent with your brand identity.

#### Performance analytics with detailed statistics

The platform allows you to capture **valuable insights**, such as interaction history, customer location, and message tracking. It analyzes trends, identifies areas for improvement, and helps optimize the customer experience with advanced analytics.

#### Monitor and manage your activities

AskMe**Chat** includes a **clear and intuitive dashboard** that provides a complete overview of performance, accessible to your operators at any time. Monitor conversations, analyze key metrics, and optimize business workflows.



#### Expand Support with AI-powered voice conversations

Leverage the power of artificial intelligence integrated into AskMe**Chat** through a simple phone call. End users can interact with a **voice chatbot**, gaining an additional channel to receive instant responses and complete their tasks intuitively.

This innovative feature ensures a personalized and seamless experience, bringing AI-driven interactions even closer to user needs.

#### Empower your team with an AI Agent

Enhance the operator experience with a dedicated AI-powered agent: in real time, an **AI agent**, trained on your corporate documents and internal knowledge base, supports operators in their daily activities.

This tool allows you to quickly retrieve useful information and suggest accurate and courteous responses, to deliver optimal customer support.

The conversation with AI remains completely invisible, enabling the operator to benefit from intelligent suggestions without interfering with direct interaction with the customer.

#### Smart integration with AskMeDesk

AskMe**Chat** communicates on your behalf with clients, employees, or citizens, while AskMe**Desk** enables you to manage requests and services. The integration of these two AskMe solutions allows you to easily capture user requests and seamlessly route them into your support processes.

When AskMe**Chat** cannot resolve a user issue through the knowledge base, it automatically creates a request in AskMe**Desk**, initiating an asynchronous and trackable workflow.



#### Integrated into your workflows

AskMe**Chat** integrates with your work tools to streamline client interactions and eliminate wasted time when switching across applications.

In particular, AskMe**Chat** can connect with the main business applications as well as widely used communication tools, including:

- WhatsApp
- Telegram
- CMS such as WordPress







# AI enhances interactions with your users

The Artificial Intelligence integrated into AskMe**Chat** enables you to transform conversation management into a seamless, fluid, and automated experience, drastically reducing response times and boosting operational efficiency.

The AskMeAI module, fully embedded in the AskMePlatform, combines Natural Language Processing with direct access to corporate data to deliver immediate, precise, and consistent support.

By leveraging advanced Large Language Models (LLMs), AskMeAI can understand user requests, consult enterprise knowledge bases, and generate tailored responses that comply with business rules and corporate policies.



With AskMeAI, AskMeChat becomes much more than a communication channel: it is an always-on virtual assistant, designed to provide personalized, scalable, and multilingual support, strengthening the relationship between users, operators, and the organization.

#### The main AI features include:



#### 24/7 Automated responses

AI ensures uninterrupted service continuity, even outside human working hours, guaranteeing constant interaction with users.



#### **Natural Language Processing (NLP)**

AskMeAI interprets request content in real time, identifying intents and key concepts to activate contextual and relevant responses.



#### Smart knowledge base access

AI leverages enterprise documents (manuals, PDFs, websites, text files, signed documents) to generate responses based on official content, reducing the risk of errors and misaligned information.



#### **Automated response drafting**

Based on available information, AskMeAI generates readyto-send drafts that can either be automatically validated or supervised by an operator.



#### **Consistency and standardization**

Automated response generation helps ensure communication consistency, strengthening brand identity and improving the user experience.



#### Continuous learning and improvement

The system evolves over time through operator feedback and user interactions, progressively refining the accuracy and relevance of responses.

# AskMe**Chat**is a product of...



**Lascaux** is an Italian software house, a leader in the **development of excellence-driven solutions for digital transformation**.

Founded in Arezzo in 2004, with **over 20 years of experience**, it has guided the digital evolution of hundreds of companies across multiple sectors, including Finance, Industry, and Public Administration.

Specialized in the optimization and automation of business processes, Lascaux combines cutting-edge technologies with a deep understanding of the needs of Italian enterprises. From this vision, the **AskMe.It** suite was born: a modular ecosystem designed for enterprises and public institutions, built to govern complexity and transform it into a competitive advantage through Artificial Intelligence.

Lascaux's commitment to excellence is proven by compliance with the **highest quality** standards and internationally recognized certifications:

- Qualification on the National Cybersecurity Agency (ACN) portal.
- ISO/IEC 27001 certification with ISO/IEC 27017 and ISO/IEC 27018 extensions.
- EN ISO 9001 certification.
- Compliance with the latest accessibility standards according to WCAG 2.2 guidelines.







# They already chose us...

By adopting AskMeChat, you join numerous organizations—medium and large enterprises, public institutions, and prestigious organizations—that already chose the AskMe.It suite of products.

The Made in Italy chatbot that meets every customer's needs: **smart conversations, immediate results.** 

Discover some of our clients:













































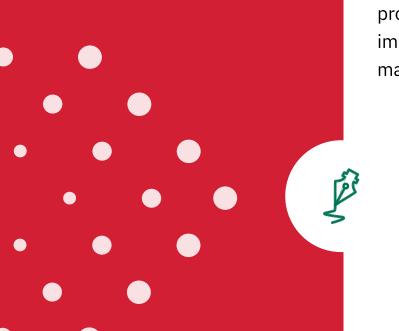












### **Our products**

AskMe**Chat** is part of the **AskMe.It** suite, products designed and developed by Lascaux to provide an integrated view of business processes, enhance operational efficiency, improve effectiveness, and optimize cost management.

AskMe**Sign**: Configurable and integrated signature processes for document management.



AskMe**Desk**: Multichannel service management, workflow-based, highly customizable.

# At the forefront of Digital Evolution improving your life, your work, your organization.

#### **Book a demo now!**





**AskMe.It:** www.askme.it **Lascaux:** www.lascaux.it