AI SOLUTIONS

AI Customer Support Chatbot

এআই চ্যাটবট

An AI assistant that answers customers in Bangla and English on the Facebook page and website around the clock, using the business's own product, price and policy information, and hands over to a human when needed.



24/7	2	Auto	1-click
Instant replies	Languages	Lead capture	Human handover

The Challenge

Businesses receive hundreds of repeated questions on Messenger and the website about prices, delivery, availability and opening hours. Replies are slow outside office hours, customers leave, and staff spend the day copy-pasting the same answers.

Our Solution

An AI chatbot trained on the company's own FAQ, product list and policies. It replies instantly in Bangla or English, collects name and phone number as a lead, can check order status, and transfers the chat to a human agent for complex cases. All conversations are saved in an admin panel.

The Result

Common questions are answered instantly at any hour, new leads are captured automatically even at night, and the support team only handles the conversations that really need a person.

Key features

✓ Bangla & English
Understands and replies in Bangla, English and Banglish.

✓ Your own knowledge
Answers from your products, prices, FAQ and policies, not from guesses.

✓ Messenger + website
One bot for the Facebook page inbox and the website chat widget.

✓ Lead capture
Collects name, phone and need, and sends them to your CRM or by SMS.

✓ Human handover
Passes the chat to a staff member when the customer asks or the bot is unsure.

✓ Admin dashboard
See every conversation, update answers and track common questions.

Who is it for?

- E-commerce and F-commerce shops
- Hospitals, clinics and diagnostic centres
- Educational institutions
- Service companies and agencies

Industry: Customer Service

Technology & integrations

Large Language Model (LLM)

Retrieval from business knowledge base

Facebook Messenger API | Website chat widget | Laravel

Want a system like this?

Free consultation and live demo. Customised to your needs and budget.

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