MGCL
Miraloyd Global Consult Limited
Communicate. Connect. Build. Transform.

AI Chatbot Automation



Help customers get the answers they need.

Help customers with everyday questions, and give your team time for more.

Industry forecasts

Earlier studies forecast significant time and cost savings as more businesses adopt chatbots.

2.5 billion

customer service hours

Forecast time savings for businesses and consumers across retail, banking and healthcare by 2023.

US$11 billion

annual cost savings

Forecast annual business savings across retail, banking and healthcare by 2023.

23.8%

projected annual growth

Forecast compound annual growth rate for the global chatbot market from 2023 to 2030.

Historical forecasts. Sources: Juniper Research (July 2018); MarketDigits (December 2023).

Chatbot services

We help you set up, maintain and improve your chatbot as your business needs change.

Initial setup and configuration

Set up your chatbot for the channels and tasks your business needs.

Knowledge base reviews and updates

Update the information your chatbot uses to answer customer questions.

Conversation history and continuous improvement

Review past conversations to improve answers and resolve common issues.

Platform upgrades and migration

Manage updates and help you move platforms when your needs change.

Technology and deployment

The technology behind your chatbot

Component	Technology
Chatbot framework	Rasa open-source framework
Channels	Web, Facebook, WhatsApp and Instagram
Language processing	spaCy and GPT-based language models
Hosting	*astTECS Cloud, with AWS as an option

The final setup depends on your business requirements.

Three chatbot approaches

Choose the right chatbot for your customers.



Menu-based chatbot

Helps customers find answers by choosing from a menu of options.



NLP-based chatbot

Understands what customers are asking and selects a relevant response.



ChatGPT-powered chatbot

Uses a language model to answer questions in a conversational style.

Menu-based chatbot

Find answers from a menu

Customers choose from a menu of options to find the information or service they need. Each choice guides them to the next step.

A practical option for common questions and straightforward requests.

Example menu

Welcome. How can we help?

- Book an appointment
- Opening hours
- Nearest location
- Our services
- Customer support

NLP-based chatbot

Natural language understanding

Customers can type questions in their own words. Natural language processing (NLP) helps the chatbot understand what they need.

It then selects a response that matches the request.

Example conversation

Customer

“I need to speak to sales.”

Chatbot

“What product would you like to ask about?”

ChatGPT-powered chatbot

Conversational AI responses



A GPT-based chatbot understands questions and generates replies in a conversational style, making it easier for customers to ask follow-up questions.

Built around your business

We configure the chatbot for your chosen channels, using the information and requirements you provide.

Who can use a chatbot?

Adapt your chatbot to the questions your customers and employees ask.

Healthcare

Travel agencies

Automotive

Media

Banking, financial services and insurance (BFSI)

E-commerce

Customer service

Hospitality

HR services

Chatbot use cases

Help customers and employees with everyday questions.

Sales bot

Handle product enquiries and connect customers with sales.

Support bot

Provide an initial response to common problems.

Travel agent bot

Assist with reservation and destination enquiries.

HR bot

Answer employee questions and provide HR information.

Service bot

Answer FAQs and route enquiries for further help.

Onboarding bot

Collect documents and guide new employees.

Hotel information and reservations

- Hotel information and amenities
- Check-in and check-out guidance
- Restaurant, spa and gym information
- Book rooms through a menu
- 24/7 assistance for routine enquiries
- Speak to staff or request a callback



Customer service chatbot



- Answers frequently asked questions
- Offers first-line help with common problems
- Can be trained for more complex enquiries
- Uses information you can review and update
- Handles routine enquiries for your support team
- Available 24/7

HR support chatbot

- Answers job-related questions from new recruits
- Connects to your employee directory
- Passes unresolved issues to the right team
- Helps employees access documents and records
- Records and routes internal complaints



Document examples may include Form 16 and PAN card records, where applicable.

Employee onboarding chatbot



Help new employees settle in from day one

- Collects required employee information and documents
- Explains office rules and procedures
- Answers common onboarding questions

Travel assistance chatbot

- Assists with flight reservations
- Answers questions about baggage allowance and boarding times
- Keeps travellers informed of flight changes
- Suggests hotels, restaurants and places to visit
- Shares destination guides



Give your team more time for customers.

Let a chatbot answer everyday questions so your team can spend more time helping customers who need personal support.

Talk to Miraloyd about a chatbot for your business.

ABOUT US

ABOUT MIRALOYD

INTEGRATED TECHNOLOGY SOLUTIONS

Miraloyd Global Consult Limited is an integrated technology solutions provider that designs, deploys and supports communication, connectivity, software and IT infrastructure for businesses, institutions and public-sector organisations. Our work helps people communicate better, keeps offices and remote locations connected, supports the development of digital systems and strengthens the IT infrastructure behind everyday operations.

Services include unified communications, internet connectivity, software and digital solutions, cloud and data centre infrastructure, cybersecurity, backup and disaster recovery. We also provide managed IT services and technology consulting.

Communications is a core part of our work. Our services cover cloud and on-premises IP telephony, contact centre solutions, customer engagement platforms and mobile communications. We also provide IVR, voice services, AI-powered communication and collaboration tools.

We provide the networks and infrastructure that keep offices, staff and systems connected. We also develop and integrate software, digital tools and AI solutions to improve business processes and connect the systems an organisation uses.

COMMUNICATE

Unified Communications

CONNECT

Connectivity & Internet

BUILD

Software, Digital & AI

TRANSFORM

Cloud, Infrastructure & IT

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Communicate. Connect. Build. Transform.

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