



e-bot7

AI chatbot from the cloud

According to a survey by industry association Bitkom, one in four companies in Germany was using chatbots in customer communication in November 2020, and another 13 percent were already planning to deploy them. The advantage of chatbots is that they answer simple and recurring inquiries automatically and thus relieve customer communication staff; service processes run more efficiently, inquiries can be answered more quickly, and customers are more satisfied overall.

The bot from the Munich-based start-up e-bot7 does all of this. Since it is based on artificial intelligence (AI), it can do even more: The conversational AI does not have to be trained with test data, but rather learns independently during operation thanks to neural networks and machine learning (ML). The chats conducted by the bot serve as the basis for this. However, information from subsequent conversations with service employees is also incorporated. The scalable resources needed to train the algorithms accurately come from the Open Telekom Cloud. The software-as-a-service (SaaS) solution is operated there in a highly available and secure manner.

Deutsche Telekom and e-bot7

The Task: e-bot7's AI chatbot automates customer communication. In the process, the software collects personal data that has to be processed and stored securely and in compliance with data protection laws. In order to learn, the bot independently collects further data and evaluates it. This requires cloud resources that can be scaled as required.

The Solution: e-bot7 provides its conversational AI in a highly secure way via the Open Telekom Cloud and uses compute and storage resources such as Elastic Cloud Server and Object Storage Service. With powerful CPUs or GPUs, the algorithms can be trained based on neural networks and machine learning.

The Advantages: All personal data collected is located in the Open Telekom Cloud in a legally secure and GDPR-compliant manner. In addition, the algorithms can be trained flexibly thanks to scalable cloud resources, and the constantly growing data pools can be processed and stored in real time.



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The Customer: e-bot7 GmbH

We build the next generation AI customer service platform – this is the motto of e-bot7, a start-up that was founded in Munich in 2016. The company employs around 100 people at its locations in Germany, Benelux, France, and the UK. The AI specialist's customers are companies from various industries, including Audi, Deutsche Bahn, HDI, Miele, and Vaude.

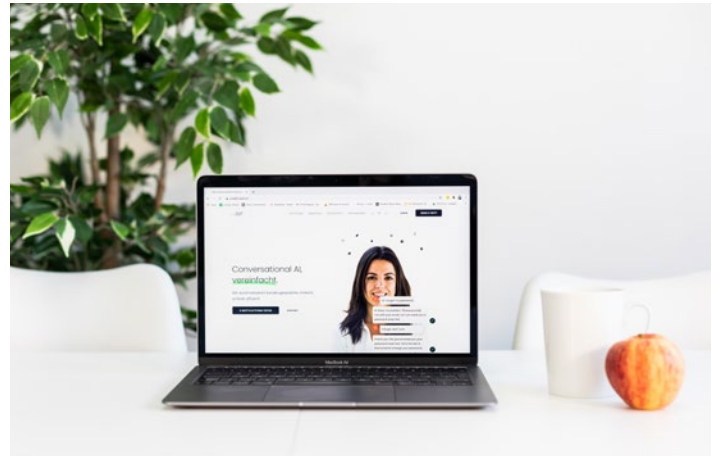
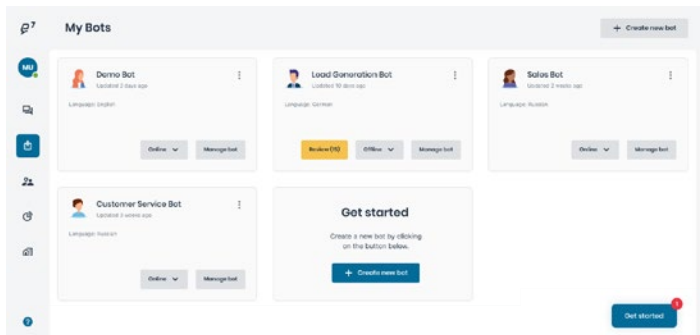
The Challenge

The AI chatbot from e-bot7 communicates automatically via many different channels. In apps, on social media such as Facebook, or messaging services such as WhatsApp, it answers numerous service requests. Beyond the pure chat function, it can also guide users through forms on company websites.

Companies can use the bot right away without pre-trained data or with the help of the existing knowledge database; over time, it will be fed internal materials such as FAQs or catalog data. In parallel, the bot trains its neural network itself. And it does so every time it matches a question with an answer. As a result, the bot must be able to process more and more data and draw the right conclusions from it. Scalability therefore plays an important role.

The Solution

The more queries it receives, the more computing power the bot requires to respond satisfactorily. e-bot7 gets the compute and storage resources it needs from the Open Telekom Cloud, using Elastic Cloud Server and Object Storage Service, for example.



The public cloud resources from the Open Telekom Cloud ensure the high-performance operation of e-bot7's AI platform. At the same time, high availability and data security are guaranteed. The Open Telekom Cloud offers the right cloud environment to provide AI solutions as software-as-a-service solutions in a scalable and secure manner. This is ensured by powerful CPUs and GPUs or features such as the ModelArts framework. On this platform, customers can develop and train their own AI models in a protected environment.

The Customer Benefits

With the Open Telekom Cloud, e-bot7 sees itself to be in an excellent position in terms of performance. In order to always offer high-performance public cloud resources, the Open Telekom Cloud uses the latest technologies, which e-bot7 can access accordingly at any time.

Since e-bot7's AI chatbot processes a lot of personal data, compliance with the General Data Protection Regulation (GDPR) plays an important role. Both the start-up and its customers must always know where data is located and how it is processed. That's an easy task with the Open Telekom Cloud: All data is located in the European high-security data centers in Germany and the Netherlands. This makes it possible to comply with the GDPR and guarantee the protection of personal customer data.

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