The one for all Voice and Conversational AI platform

OmniBot is the first European Voice and Conversational AI platform vendor, offering advanced ChatBots and Virtual Assistants based on a complete set of proprietary speech, voice and natural language processing technologies.

OmniBot’s platform allows organisations to easily create, customise and integrate advanced voice enabled Bots & Virtual Assistants into any use case while maintaining complete control over their data privacy, security, brands and users. Once built, a bot can be integrated into any media channel (telephone, web, mobile apps, Skype, etc.) as well as other ecosystems (Alexa, Google Home, Facebook, etc.).

OmniBot.ai is one of the most flexible, customisable and scalable Voice and Conversational AI solutions in the market and has integrated several AI technology innovations, including unstructured NLP data query Q&A Answers Machine, automated language translation, autonomous self-learning and human supervised machine learning as well as optional voice biometrics and voice analytics features.
**Competitive Advantages**

- Complete voice support for all bot use cases, incl. telephone, mobile apps, browsers, IoT, etc.
- Custom trained speech recognition and branded voices
- Support for structured and unstructured data NLU query and searches
- Easy to build and maintain through human supervised tools & UI
- Highly customisable with process automation support
- Ecosystem platform: viable alternative to the largest US vendors
- Enterprise class features for collaborative teams
- Low cost of ownership.

**Target Markets**

- Contact center, CRM, eCommerce, sales enablement, customer support, Industry 4.0, automotive, healthcare & education and Robotic Process Automation
- Europe, US, Asia & South Africa.

**Use Cases**

- Conversational systems: Interactive Voice Response (IVR)
- Fully conversational Intelligent Virtual Agents (IVA)
- eCommerce bots: FAQ, appointment, online sales, etc.
- Sales and support training assistants, real-time sales and support virtual coaches: Contact center, enterprise, retail
- Interview bots: BPOs, large enterprise
- Command and control voice UI: software and IOT vendors
- Educational training assistants: Self-learning
- OEM platform alternative (i.e. private Alexa): Large OEMs and enterprises.

**References**

- Volkswagen
- Netcall
- IBB
- Deutsche Telekom
- Bigtincan
- Fernuniversität Hagen
- Deutsche Bahn

**Company**

- **Founded:** 2017
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**Connect**

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OmniBot is a scaleup proudly supported by EIT Digital Accelerator