Asiabots

Conversational A.I. for Omni-Channel Customer Services

Empower businesses to connect with customers effortlessly and efficiently

對話式人工智能革新客戶服務新標準

Pitch Deck 2025

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About Asiabots

Artificial Intelligence Company

Located in HK, Asiabots Ltd. is a company focused on A.I. & voice technology development. It starts from 2017 deploying its technology in medical areas, and gradually expand on other industries such as banking, insurance, hospitality, property and more.

Technology

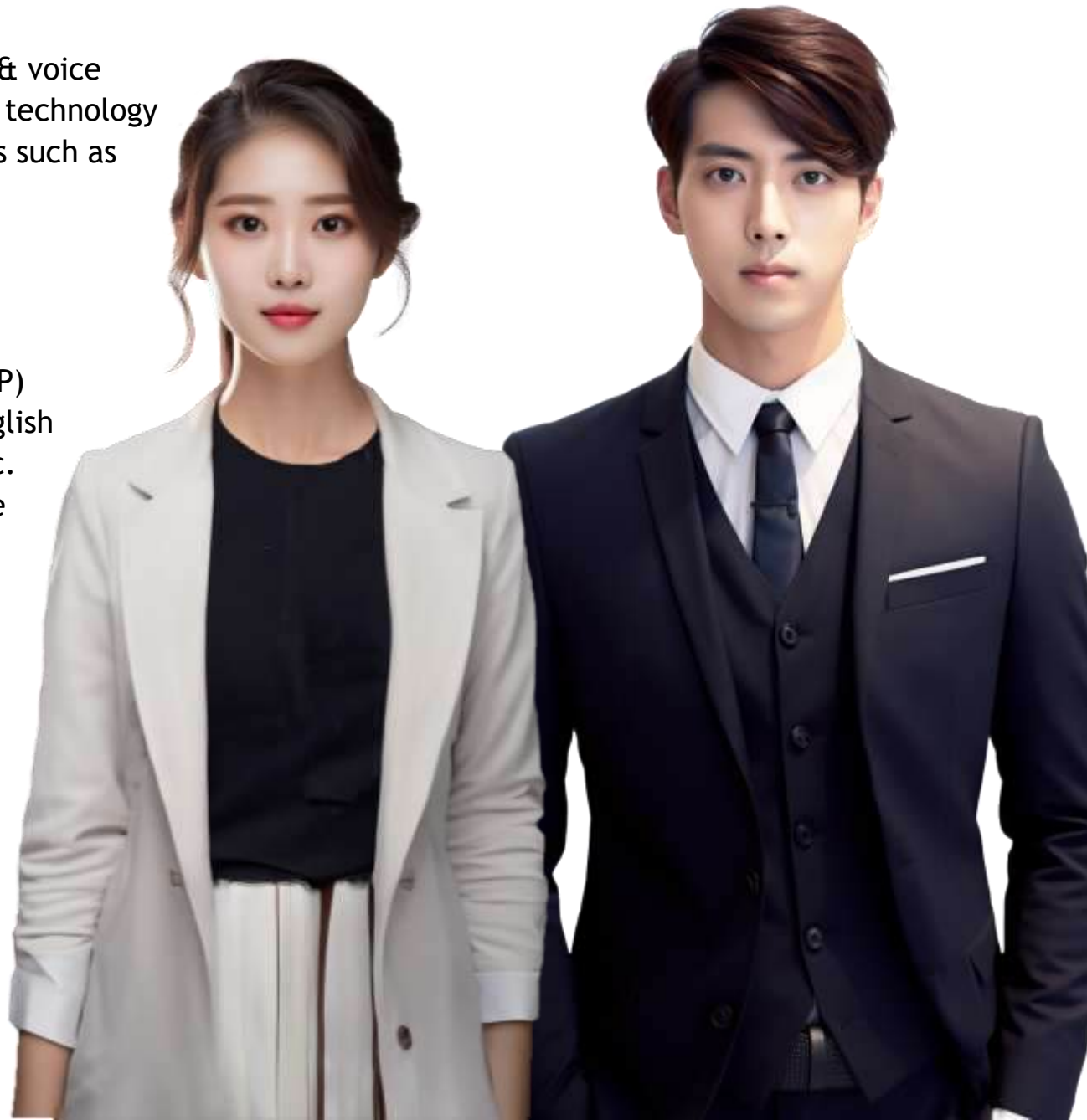
Asiabots is famous for its Natural Language Processing (NLP) Technology which can handles Cantonese, Chinese and English and South Asia Languages such as Bahasa, Thai, Malay…etc. Besides, its self-developed humanlike natural voice engine (TTS) with various styles of sounds are appreciated by industries.

Unique Products and Services

- A.I. Chatbot (text-based communication)
- A.I. Voicebot (voice-based in-bound and out-bound call)
- A.I. Ambassador™ (AI Generated Avator with a beautiful outlook and appearance)

(LLM Engine / Fine-tuning GenniChat™ Engine)

Conversational A.I. for Omni-Channel Customer Services

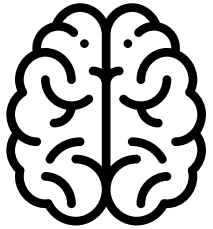


Outstanding Core Technologies and Strength

Solid and promising technology fundamentals

Automated Speech Recognition (ASR)

ASR, as well as known as Speech to text (STT) is the A.I. technology turning human voices into readable texts. Asiabots has ASR engine with proven accuracy and auto—correction ability



Natural Language Processing 7.0 (Geniichat)

The A.I. Core to understand and corelate the conversations with functional purpose in various languages including Cantonese (Mix language), Chinese and English. The input on development NLU and NLG create a profound fundament for business future.

Text-to-Speech (TTS)

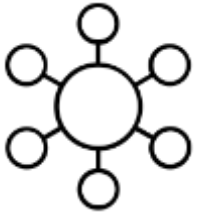
Humanlike voice engine creates next generation super high quality human speech generation. Voice can be exactly cloned by its voice cloning technology. Asiabots has created the voice of famous world leader such as Kobe Bryant, Donald Trump. They have the most numbers of A.I. voice in Asia.

Digital Human Animation Engine

Asiabots is the first company develop a face2face visual virtual avatar agent service called Asiabots A.I. ambassador ™Asiabot could create real time communication virtual agent to provide service.
www.aiambassadors.com

A.I. Voice engine (inbound/outbound)

Asiabots has sound engine and digital infra-structure in voice calling system called voicebots. Asiabots create very smooth, natural humanlike feeling, responsive and speedy communication experience with the best quality technology among the industry.



Omni-Channel Chatbot platform

The omni-channel coverage including most instant massager / social platform such as facebook massager, wechat, signal, website, app, teams, lines. It is a double sided where messages could be broadcasted as well as received and managed in one place.

Global Offices

Provide Global & Round the clock Support

Hong Kong | Taiwan | Macau | Singapore | Canada

Awards & Compliments

Highly Valued Across a Diverse Range of Industries

APICTA Asia Pacific ICT Alliance AWARDS

2024
1st Runner up
Government
Category

APICTA Asia Pacific ICT Alliance AWARDS

2023
Silver (Merit)
A.I. Category

APICTA Asia Pacific ICT Alliance AWARDS

2023
Silver (Merit)
Consumer Category

THE BEST PRACTICE OF eCOMMERCE ALLIANCE

Asia Best E-Tailing
Award 2024

THE UNIVERSITY OF HONG KONG
InnoValley
2024 HKU INTERNATIONAL TECHNO-ENTREPRENEURSHIP CHALLENGE

HKU International Techno-
Entrepreneurship Challenge
2024 Finalist

Asia Smart App Awards

2024
Public sector
Social innovation
Category

Smart City Smart Living Partnership Awards 2023/24

2023 Winner
傑出人工智能
數字人虛擬大
使服務

InnoVEX Innovation Hub of Asia
PLUGANDPLAY

Okinawa Japan
Innovation Award
2023 Top 1

Hinventions Hong Kong

2023
Gold Medal

K-STARTUP GRAND CHALLENGE 2023

2023 Finalist
2,500 applicants
among the
world

新北市政府 New Taipei City Government
K-STARTUP GRAND CHALLENGE
DRAPER UNIVERSITY
AppChallenge The leading digital innovation challenge for aviation
ASUS
XPITCH

Digital Citizenship Leadership 2024-2025 數碼公民領袖

RETAIL INNOVATION AWARD 2022
FET 遠傳
Smart City Smart Living Partnership Awards 2021
FINTECH IMPETUS AWARDS 金融科技發展大獎 2020
IFTA FINTECH ACHIEVEMENT AWARD 2018
AWARDS
TLF POLYU TECH LAUNCHPAD FUND

Inventions Geneva
亞太電信 5G加速器
SMART RETAIL TECH AWARD 智能零售科技獎
Smart City Summit Awards 18
PolyU Micro Fund Do Well Do Good
FA FINTECH AWARDS 2020
NTPC

Hong Kong Sustainable Development Innovation and Technology Awards
香港可持續發展
創新科技大獎

Large Language Model

Complete system for sophisticated usages

Meta

MISTRAL AI_

Asiabots

Fine Tuned LLM

ANTHROP\C

Large Model: 70 billion parameters and up

Middle size Model: 13 billion parameters

Small size Model: 7 billion parameters

Asiabots

GenAIChat

Azure

OpenAI
(ChatGPT series)

Google DeepMind

Gemini

商汤 sensetime

商量 sensechat

Large Language Model

百度智能云

Ernie Bot

TWS TAIWAN WEB SERVICE

福爾摩沙

HUAWEI

Fine-tuned LLM (On-premise capable)

Fine-tuned by Asiabots and able to be tweened and provide data for further training. Different size of models will be offered based on the requirements

Conversational AI Engine & Architecture (On-premise capable)

Trained by Asiabots and able to be updated and provide data for further training.

Cloud Based LLM Model

Generative Model such as ChatGPT (3.5/4.0) without training required. Screening mechanisms prevent from answering sensitive topic questions.

AI LLM Inference Engine (Premium)

Core Engine Platform for localized on premise AI service

MISTRAL AI_

Asiabots

Meta

ANTHROP\C

商汤 sensetime

Large Model:
70 billion parameters and up

Middle size Model:
13 billion parameters

Small size Model:
7 billion parameters

Multiple GPU units (Up to 8 GPU cards)

Reinforcement Training

An interdisciplinary approach in Machine learning to further enhance the performance by optimization with supervised training by newly generated data after a period of usage .

RAG

Retrieval-augmented generation (RAG) is a technique for enhancing the accuracy and reliability of generative AI models with facts fetched from external sources.

AI Summarization

Algorithm prioritizes core concepts, phrases, information based on relevance and frequency and requirement (e.g. prompt input) to provide extractive / abstractive summarization.

Innovative Interaction Design

The AI Ambassador revolutionizes interaction design through fluid conversations. Unlike scripted chatbots, it uses smart dialogue systems to maintain natural, context-aware discussions across multiple turns. By learning from interactions, it delivers personalized responses that build real connections. We created this AI not just to perform tasks, but to foster meaningful relationships that increase user engagement and loyalty.

Core advantage:

- Natural continuous conversation capability

Technical highlights:

- Contextual understanding and memory

User value:

- Upgrading the relationship from tool to partner

Creativity & Originality

Asiabots

Animation Style (2.5D)

2.5D Styles virtual avatar is the most easiest one to get onboard to use. Emphasis on design, customization, facial expression and fluency, perfect for long term as well as short term use such as events and promotions

Realistic Model (3D)

3.D Styles model bring user a better experience by its motion and lighting effect created by polygon modules. Two graded supported, including 1:3 cutie style as well as real human style. Co-work with prestige film maker – digital domain

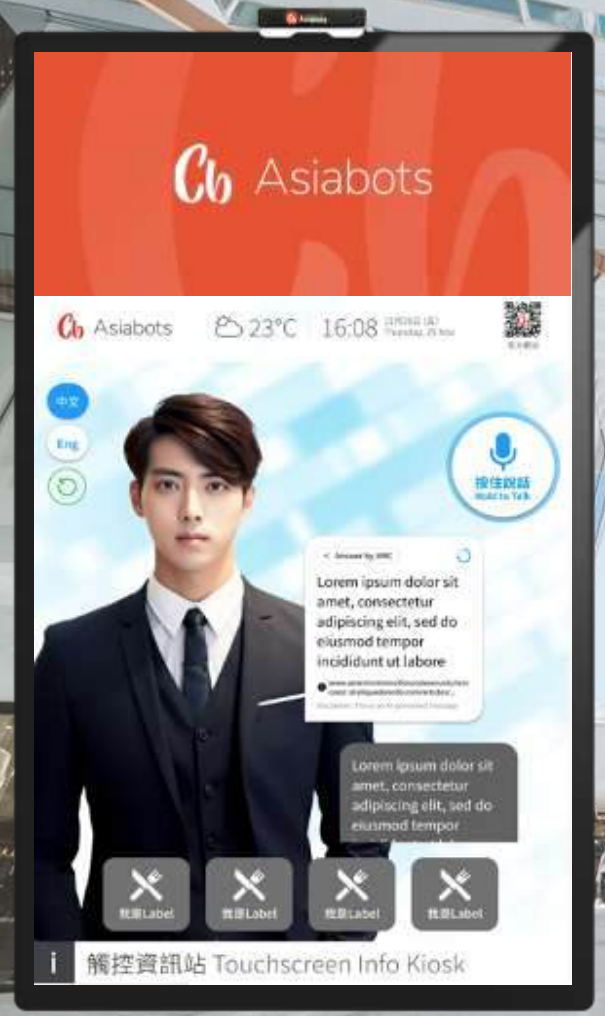
Digital Human (GAI + Deep Fake)

Powered by GAN model and lip syn technologies, Digital human graded ambassador provide an unprecedented experience by its real presence and smooth animations.

Your company's digital entity

The look and feel in real life

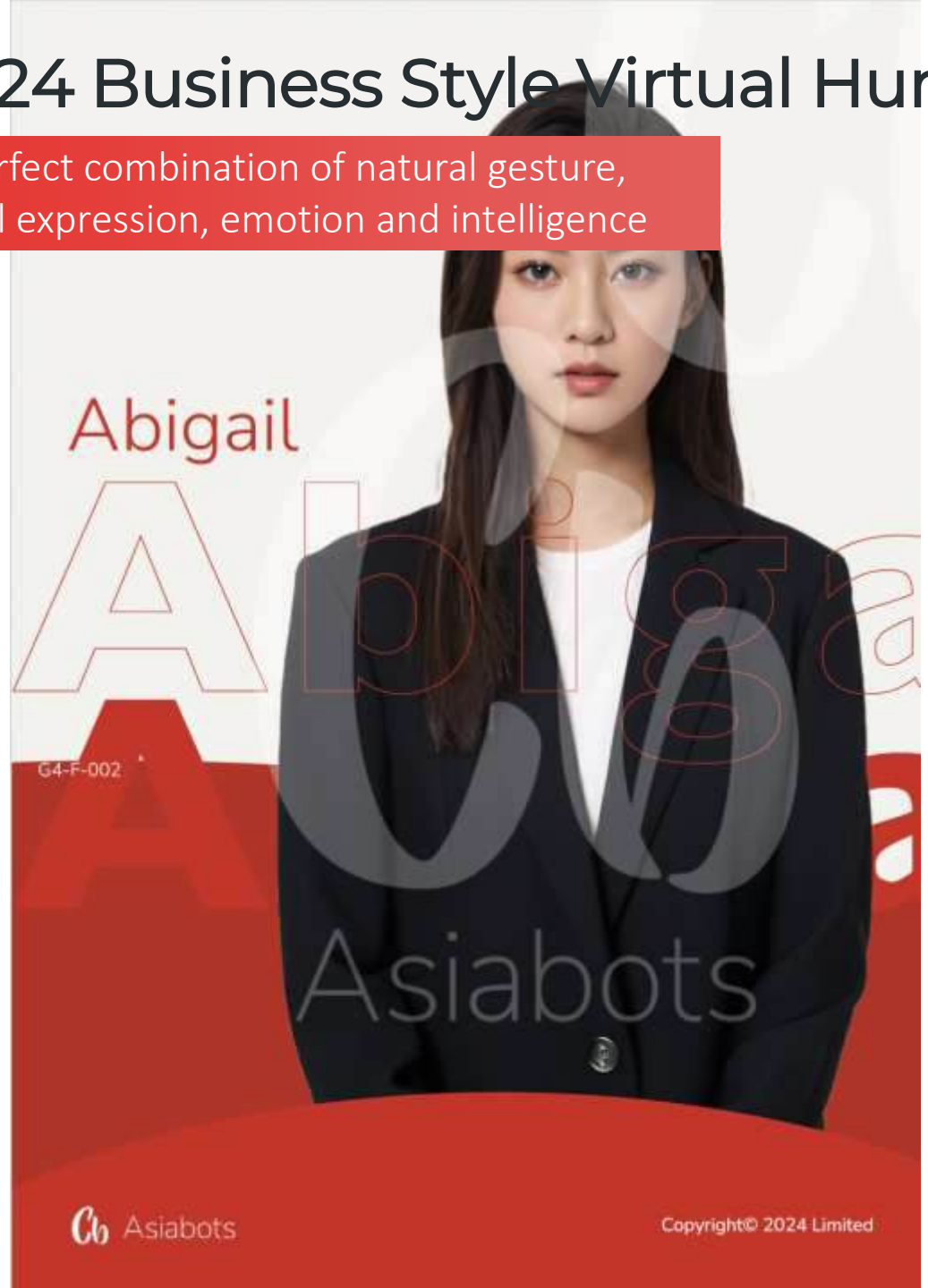
2nd Generation

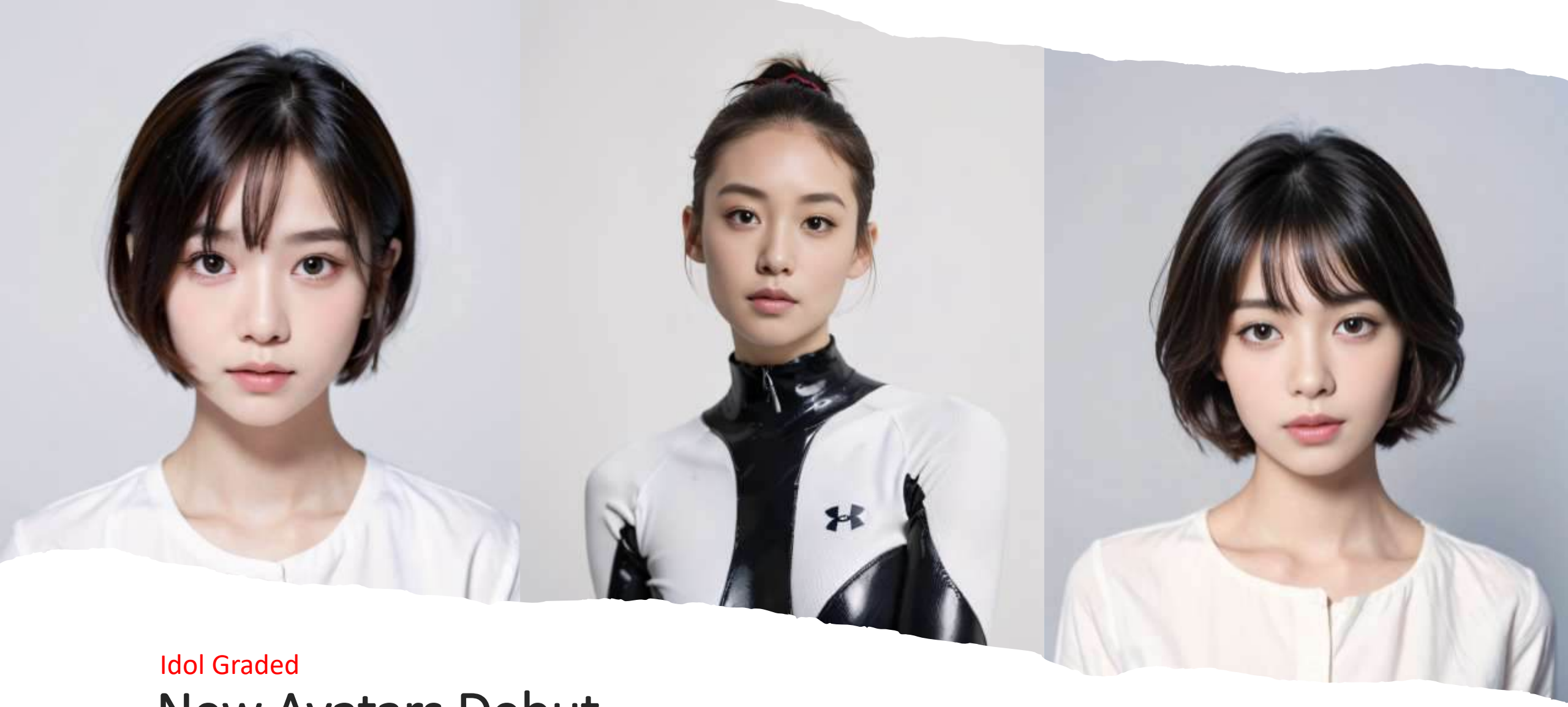


2024 Business Style Virtual Human

4th Generation

A perfect combination of natural gesture, facial expression, emotion and intelligence





Idol Graded

New Avatars Debut

The new generation of Ambassador in 2024 Summer

Asiabots

AI ambassador / Physical Robot

Job Reference

A.I. Automation
Setting a new standard for customer service

Asiabots

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Servicing Hong Kong, Taiwan, Macau, Singapore, Korea, United States and Canada

BFSI

Governments

Cb

Public Organizations

Property

Commercials

Technology Corporation Spoke person (Demo)

Lenovo Event AI customer service

Asiabots

Lenovo

Cyberport

A.I. Ambassador Directory/Inquiry

Asiabots

Poly Technic University AI ambassador

Event AI customer service

Hong Kong Customs

A.I. Ambassador for Border

Asiabots

Hong Kong Custom and Excise

Transportation Hubs Enquiry services

Asiabots

Asiabots

Hong Kong Customs

A.I. Ambassador for Museum

A.I. ambassador for internal use

Production Time Est. 4 months

Custom and Excise Department

Business

Government

Deployed Date

Year 2021

Deployed Location

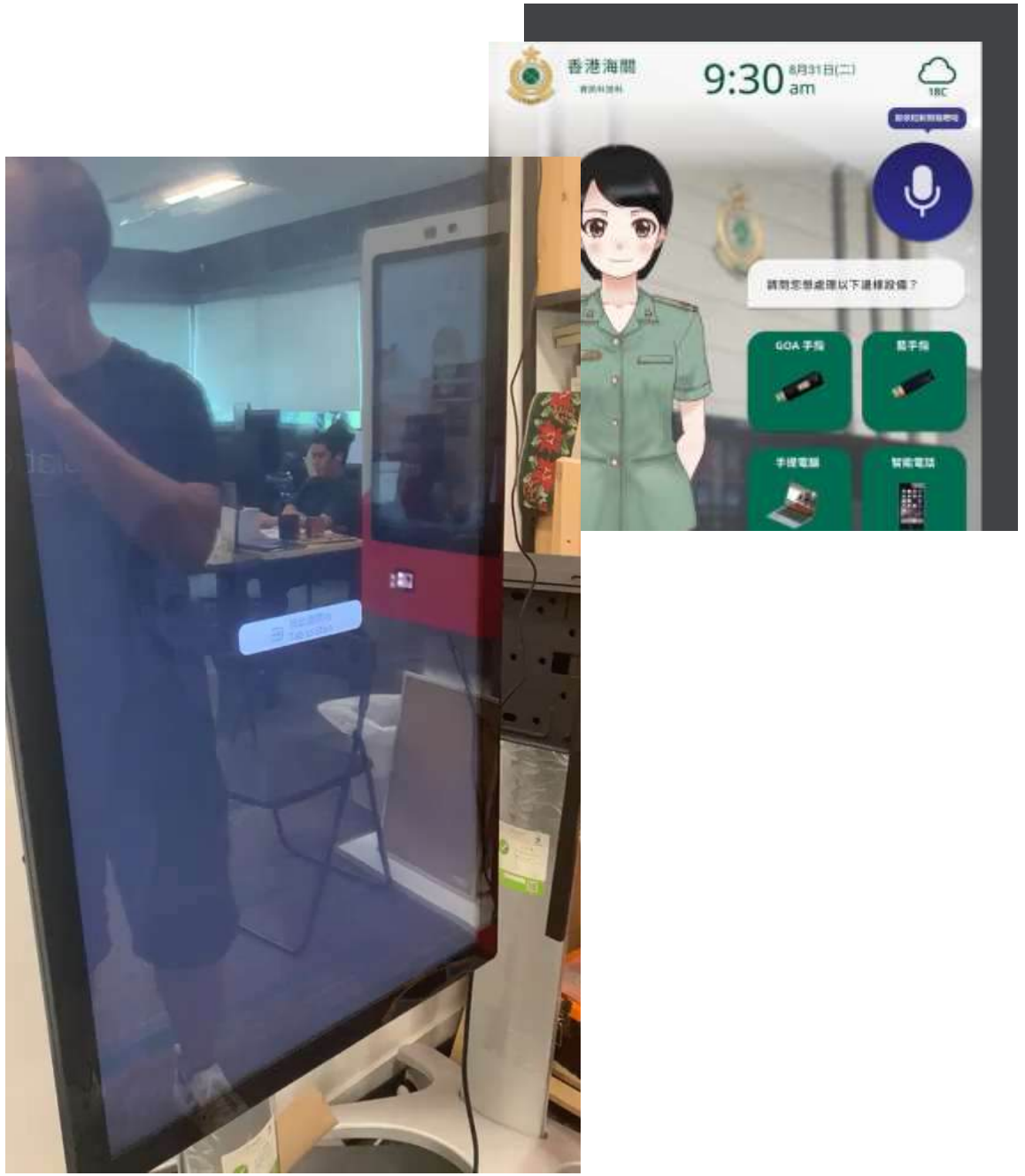
Customs Headquarters Building

Project Scope / Nature Location

The ambassador acts as a A.I. Concierge to server as a internal staff for equipment replacement automation

Asiabots Technology Used

AI Ambassador (ASR / NLP / TTS / Avatar Engine)



Portfolio

Custom Department

Internal Support

Custom Department will deploy A.I. ambassador in October. A.I. ambassador is first served internally for officer to facilitate their operation. They can save the man power for handling related service enquiry and guide the officer to related department / staff to provide assistance and service.

Manpower saving

This service requires two staffs previously to handle the counter service and now reduce to zero. In the past the officer takes long time to make phone calls and now it is automated by A.I. voicebot calls. It reduce manpower but at the same time enhance the service quality.

Outbound / Inbound call AI service

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香港科技大學
THE HONG KONG
UNIVERSITY OF SCIENCE
AND TECHNOLOGY

HKUST AI ambassador

A.I. Ambassador for administration

Production Time Est. 4 months

University campus

Asiabots

醫院管理局
HOSPITAL AUTHORITY

AI ambassador

- A.I. Ambassador for SOPD
- A.I. ambassador for Directory
- AI ambassador for elderly
- AI ambassador for mental assessment (Cognitive Training)

- Production Time Est. 2-6 months

AI Ambassador for SOPD

Enquiry for patients in specialist operation

PYNEH A&E

Business

Government

Deployed Date

Year 2021

Deployed Location

Wan Chai Immigration Tower

Project Scope / Nature Location

The ambassador acts as a A.I. Concierge to handle enquiry from the public and provide COVID-19 information

Asiabots Technology Used

AI Ambassador (ASR / NLP / TTS / Avatar Engines)

Proposition

Hospital Authority

Triage and Enquiry

Board-Casting

AI Ambassador will continuously display the latest update information & notice on the information window.

Triage

A.I. ambassador provide a quick triage by self-service. For confirmed case, (including Rapid Antigen Test +ve) and under certain criteria, As the waiting time for A&E consultation may take a very long time (hours) and currently there is huge demand for public hospital admission, those COVID-19 patients with mild symptoms as stated above is advised to make appointment in HA's designed clinics (DC) . Instructions and maps would provide to patients to indicate where they could get assistance and further registration.

Enquires

Some general but useful information would provide to patients. No personal data is required.

User case in hospital

Princess Margaret Hospital PMH

Asiabots

IVE

AI ambassador

- A.I. Ambassador for Q&A and directory
- Production Time Est. 3 months

User case in IVE

Health and Live Science

Asiabots

聖保祿醫院
St. Paul's Hospita

AI ambassador

- A.I. Ambassador for Way Finding and Information Desk
- Production Time Est. 3 months

Asiabots

AI ambassador

- A.I. Ambassador for Guidance，inquiries and assistance
- Production Time Est. 3 months

恒生銀行
HANG SENG BANK
Asiabots
歡迎向我查詢有關銀行交易及服務問題
Welcome to ask me about banking transaction & service enquiries.
22°C
14:36
觸控資訊站 Touchscreen Info Kiosk

排隊唔知攞咩票？
恒生數碼虛擬KOL Hazel幫到您！
Which queue ticket number?
Hang Seng Virtual KOL Hazel is here to support!
恒生銀行 HANG SENG BANK
23°C
16:08
11月25日 (五)
Friday, 25 NOV
粵
普
Eng
按住說話
Hold to Talk
您好，我係恒身數碼虛擬 Hazel，請問有咩可以幫到您？
現金服務
非現金櫃檯交易
帳戶服務
數位銀行服務
一般銀行業務 (開戶, 保險, 貸款, 信用卡)
跨境服務
主要聯絡人
Key Contact
設施位置
Facilities Location
服務收費
Service Charge
觸控資訊站 Touchscreen Info Kiosk

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AIA

AI ambassador

- A.I. Ambassador for Q&A and Triage
- Production Time Est. 6 months

A.I. Customer Services

Guidance and triage for lounge users

First Generation

Second Generation

AIA

Business

Insurance

Deployed Date

Year 2022

Deployed Location

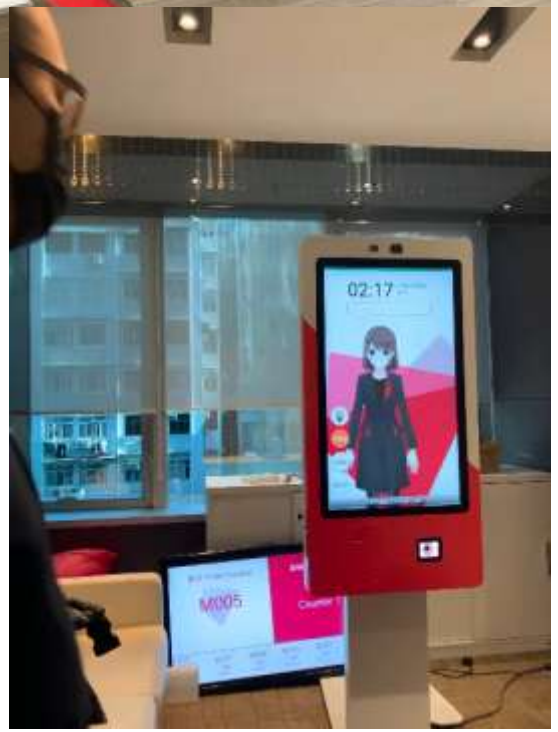
AIA Tower (Hong Kong)

Project Scope / Nature Location

Serve in luxury customer service centre for ticketing purpose

Asiabots Technology Used

AI Ambassador (ASR / NLP / TTS / Avatar Engine integrated with QR code and Printers for ticketing system)



Asiabots

機電工程署
EMSD

AI ambassador

- A.I. Ambassador for Q&A
- Production Time Est. 6 months

EMSD Fault Report AI Ambassador

機電工程署
EMSD

Business

Government

Deployed Date

Year 2022 (Undergoing)

Deployed Location

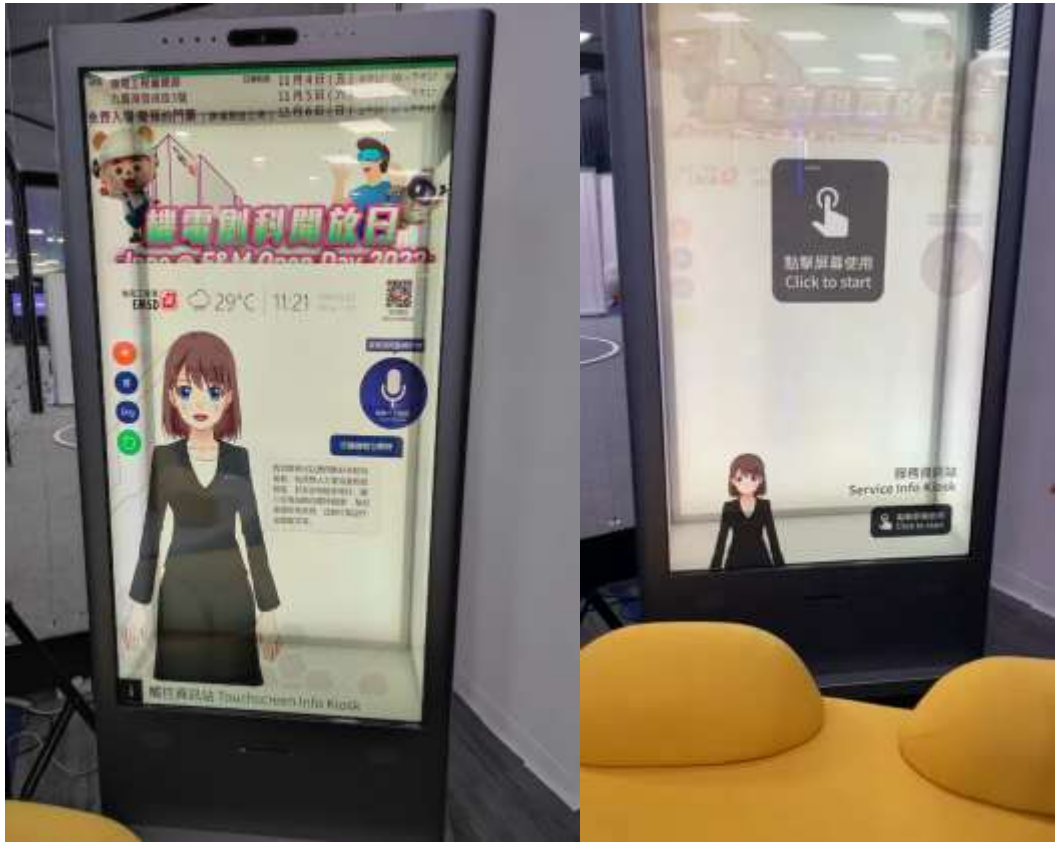
Electrical and Mechanical Services Department Headquarters, 3 Kai Shing Street, Kowloon, Hong Kong.

Project Scope / Nature Location

The ambassador acts as a A.I. Concierge to handle fault reporting from EMSD innozone center.

Asiabots Technology Used

AI Voicebot (ASR / NLP / TTS / Avatar Engine)



A.I. ambassador for exhibition

EMSD Demonstration Site

1st Generation

2nd Generation

Asiabots

Immigration Department

A.I. Ambassador

Production Time Est. 4 months

Portfolio

Immigration Department

Enquiry Service

Immigration department has deployed A.I. ambassador in Wan Chai building in year of 2021. It is the first step of them to use A.I. for customer service. A.I. ambassador is a pilot service and trained with 40 areas of enquires. They will expand its answer scope and more functions in the coming future soon.

2x Performance

The venue of A.I. ambassador placed is a very noisy and crowdy areas. Besides, the WIFI signal is very bad and unstable. Asiabots has worked with Immigration Department to enhance the noisy cancellation and solve the signal problem. The overall performance is optimized to satisfactory.

Engagement

It brings convenience to visitors for quick and responsive answers. The first week of enhancement is nearly 8000 conversations which proofs the usefulness of its service. It reduce the burdens of staffs in frontier which is believed that more and more Q&As would be handles of A.I. in the coming future.

香港開電視
入境事務處
Immigration Department
12:48
廣東話
普通話
ENGLISH
請保持
社交距離
Social Distance
你好，我是入境處智能服務大使

Immigration Department is looking for a directory customer service robot to provide assistance. They expect the robot could provide way finding service and handle some simple questions.

Highlight Feature

- Answer users’ enquiries with pre-input answers
- Provide way finding services

Visitors could ask A.I. Ambassador some simple questions, the ambassador could handle instantly. Meanwhile, if the users to wish to find the relative services or departments, they could ask for assistance from the ambassador also.

Asiabots

IVE

Hong Kong Institute of Vocational Education

A.I. Ambassador | Chatbot

Production Time Est. 1 month

Vocational Training Council Ambassador

Campus Way-finding and Enquiry

IVE (VTC) Ambassador

Business

Education

Deployed Date

Year 2019

Deployed Location

IVE Campus Shatin, Tuen Mun, Kwai Chung

Project Scope / Nature Location

An AI Chatbot for campus wayfinding and O2O transition of AI Ambassador to users' smartphone via QR code scanning

Asiabots Technology Used

AI Ambassador (ASR / NLP / TTS / Avatar Engine)

IVE (VTC)

Location

IVE Campus Shatin, Tuen Mun, Kwai Chung

Campus Enquiry service

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VERSION 1

Cyberport Way-finding / Inquiry
AI ambassador
All round customer service
VERSION 2

Latest Applications SAMSUNG
Customer Centre unprecedented experience

Hong Kong Custom and Excise
Transportation Hub Inquiry services

A.I. Customer Services
Guidance and triage for lounge users
AIA TOWER
9:30

Government Services
Guidance - enquiries and assistance

Technology Corporation
Spoke person
Lenovo Event AI customer service
Lenovo

Coming Highlights
Automated Sales Bot at Mazda Showroom

Taipei City Hall Bus Translator
Live translation for transport

Smart Hospital
Way Finding and Information Desk
St. Paul's Hospital

Taiwan Rail Way AI ambassador (Demo)
Self Serve Directory AI Service Kiosk

Asiabots x Family Mart
A.I. Automation on convenient store
FamilyMart

Princess Margaret Hospital PMH
觸控資訊站 Touchscreen Info Kiosk

Health Clinic Head Quarter
HEALTHY SQU

Family Mart Demo
Family Mart AI Store
廣告投放興趣主題與目標參數生成

Poly Technic University
ambassad
Event AI customer

Taipei City Hall Bus AI ambassador
AI Customer Service for transport
市府轉運站服務台

Asiabots
Home
Voicebot
Ai Ambassador
Chatbot
Technology
Career
Blog
Contact us
Official website renewal 2024 October
Thank you !
Voicebot Cloud/Online and Offline Fully Automated Phone System
AI Intelligent
Voice Phone Robot
Leading in Asia with Large Language Model (LLM) Integration for
Enhanced Human-like Customer Service Simulation
Visit Voicesbot.com
www.asiabots.com
www.voicesbot.com
www.aiambassadors.com
Email: info@asiabots.com