



MatrixForce

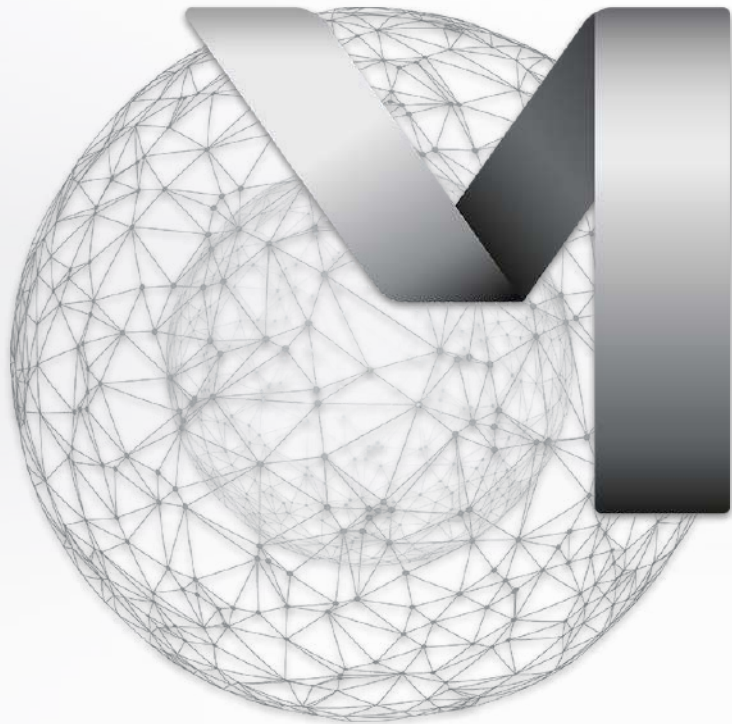
Unleash the power of RAG AI Chatbot CS Agent for omni-channels, e.g. Website, Mobile, Social

Group Members



Introduction

Who are we?



Over **10+ years of experience** in the innovative technology & digital entertainment industry



Solid **brand building** & R&D experience in Sales & Marketing Technology



Deep understanding of the **digital landscape** and **industry pain points**



Closely connected to **innovative solution** developers globally



100+ team members located in Hong Kong, Shenzhen, Guangzhou, Shanghai
50% Tech Team | 30% Project Team | 20% Content Team

Our Awesome Group Clients Partners



Global Recognitions

2024 & 2025

Recognized by the **Tatler Gen.T** List in 2024 and honored as a **2025 Forbes Innovative Entrepreneur in Deed Tech**



2021

Infiniti3D™ 3D imaging technology received the **Gold Award and Grand Award at the Hong Kong ICT Awards** (Entertainment Technology) which is an accolade officially recognized by the Hong Kong government and regarded as the highest honor in the tech industry.



2019

Infiniti3D™ 3D imaging technology won the **runner-up** award in the Hong Kong division of the IPIEC Global International SME Innovation and Entrepreneurship Competition. As the competition's **sole representative from China**, it was also named among the global top ten out of **3,800** patented projects.



Introduction

30+ Patents & Certificates



Invention Patent



Application Patent



Design Patent



Software Patents



Software Patents



Software Patents



CE Certificate



IEC Certificate



CB Certificate

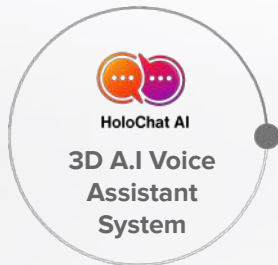


RoSH Certificate

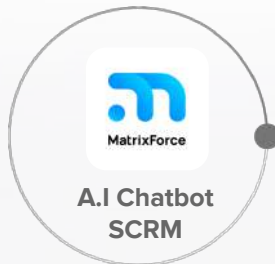
100+ Media Coverage & Awards



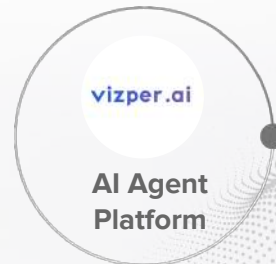
3 Unique Product Offering



Advanced, interactive virtual assistant combining **3D visuals** and **AI-driven voice interaction** for immersive experiences.



Unleash the power of RAG AI Chatbot CS Agent for omni-channels, e.g. Website, Mobile, Social



On-premise AI Agent Platform consist of 100+ agentic AI template to transform workflow of internal operations.

Meet the New AI Omnichannel Model

Enterprise Omnichannel RAG AI Chatbot Agents

With over 2 billion users globally, WhatsApp boasts a 96% penetration rate in Hong Kong. Leverage our Enterprise Omnichannel RAG AI Chatbot Agents to connect with customers directly— from order placement to final delivery—all through a seamless, one-stop solution.

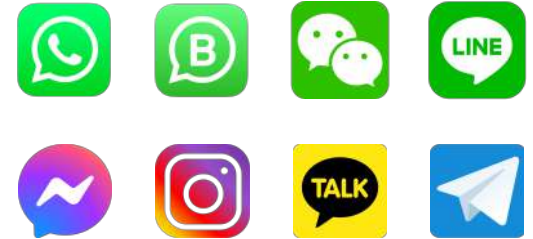
Build Your RAG AI Chatbot



MatrixForce AI bridges the gap

~1 billion
business users
connected to

~5 billion
clients on consumer
messaging apps

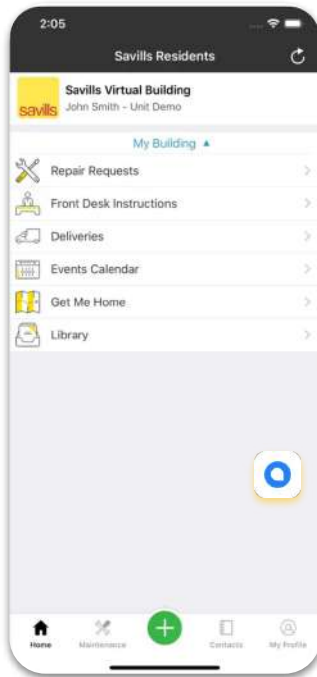


Omnichannel RAG AI Chatbot

Website



Mobile



Social

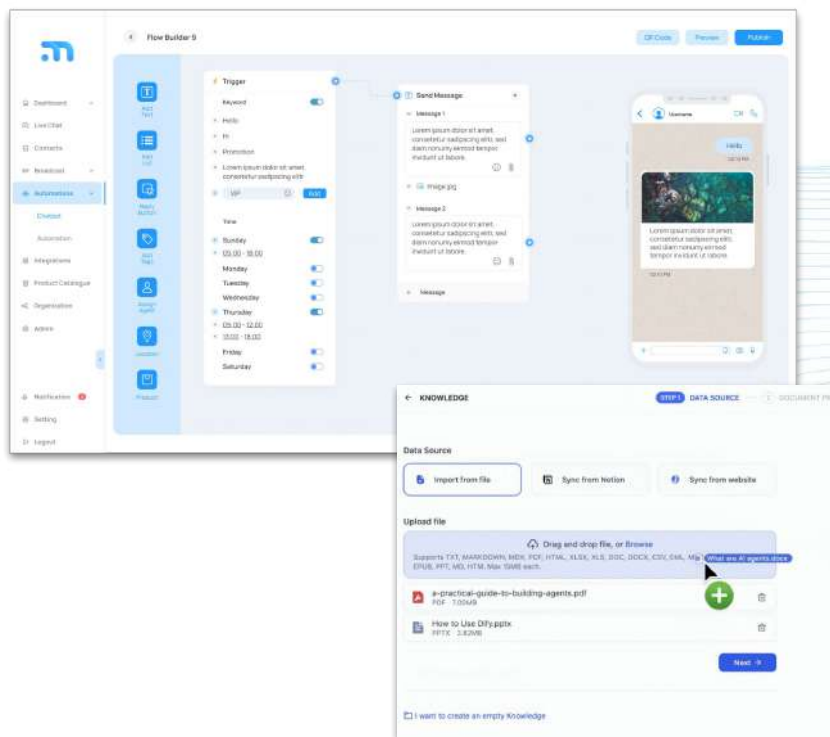


RAG AI Flow Builder & Chatbot

Key Feature:

- 7x24 automated Chatbot by non-code flow builder
- WA Interactive button enabled
- Integrate with existing service booking tools with enhanced function
- Integrate with CRM to check loyalty status, bonus points and check delivery status
- Auto-tagging of customers' conversations
- Auto-assign to agent

MF non-code based Flow Builder & Knowledge base Management

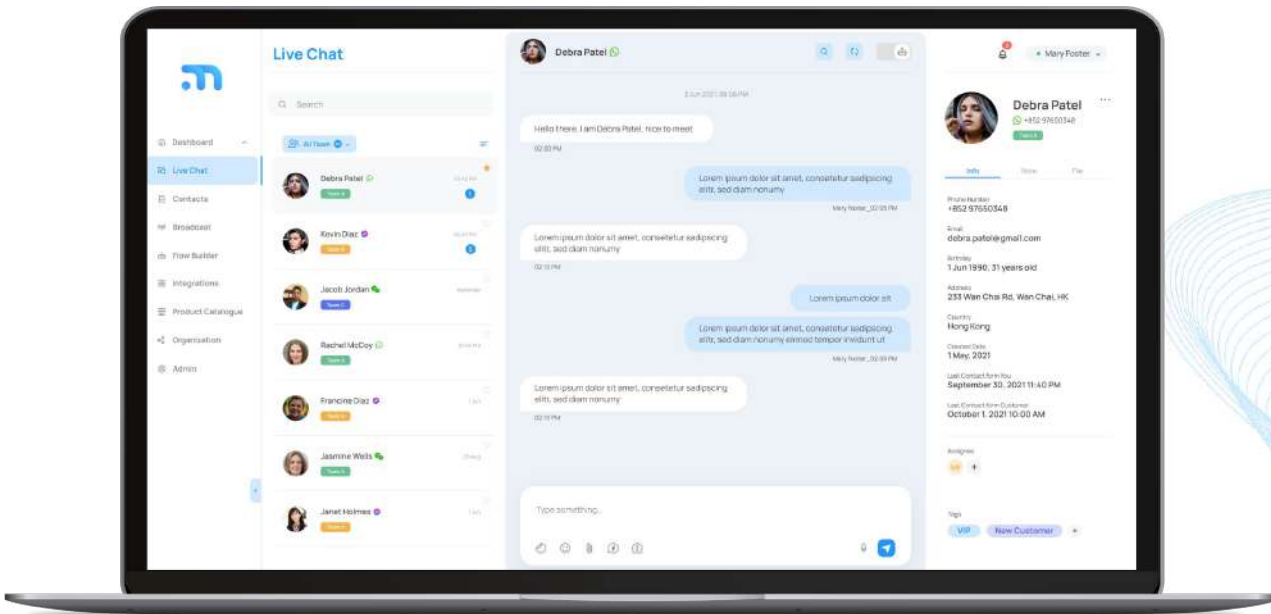


Omnichannel Live Chat Handover



Customer Service Agents & Frontline Representatives

End Customers



Broadcast & Promotions

Key Feature:

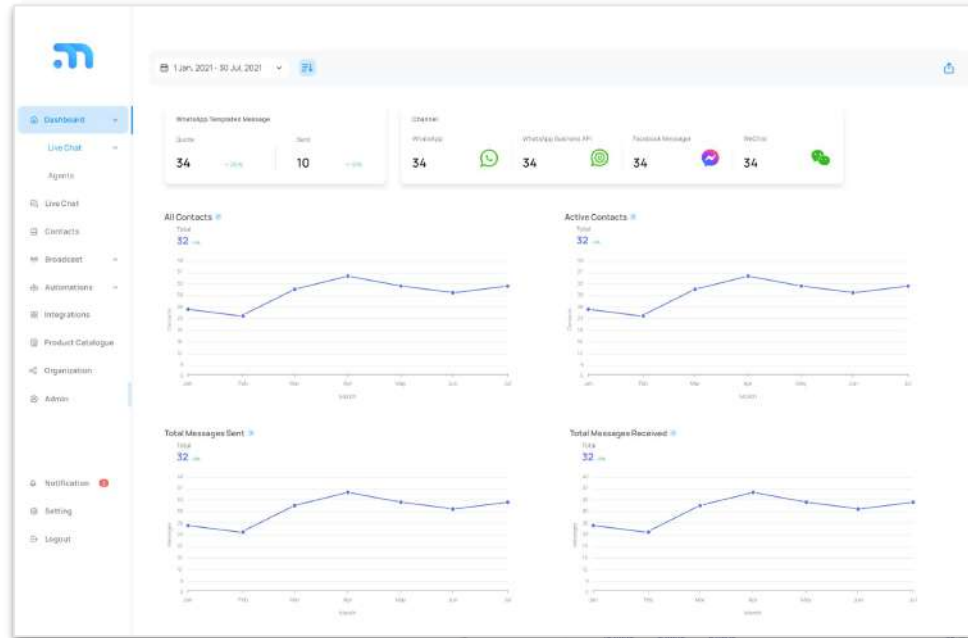
- Detailed real-time analytics on broadcast performance including **received rates, read rate, reply rate, interaction rate** including **button/link conversion**, on individual customer, etc.



Data Dashboard

Key Feature:

- Detailed real-time analytics on Sales chat performance including **total no. of contacts per channels, no of active contacts, Tags segmentation, most communication time, total message sent/received, etc.**



On-premise Agentic AI Platform

Solid AI Infrastructure for Enterprise Success

The AI transformation for enterprise requires not just tools, but grounded infrastructure. Dify offers a reliable platform to distribute AI capabilities across multiple departments for unparalleled efficiency.

Sophisticated Workflow in Minutes

Drag and drop to visually create AI apps and workflows that are capable of diverse tasks and evolving needs.

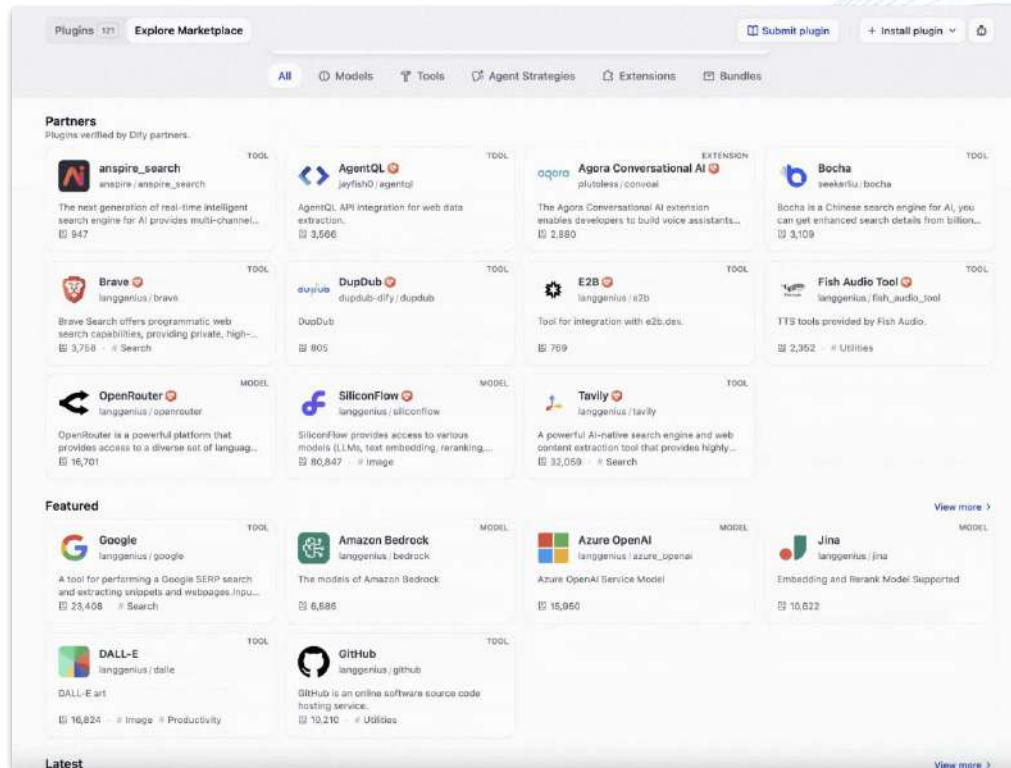


On-premise Agentic AI Platform

Supercharge AI applications with global large language models, RAG pipelines, tools, agent strategies, and more.

Add Wings with Tools

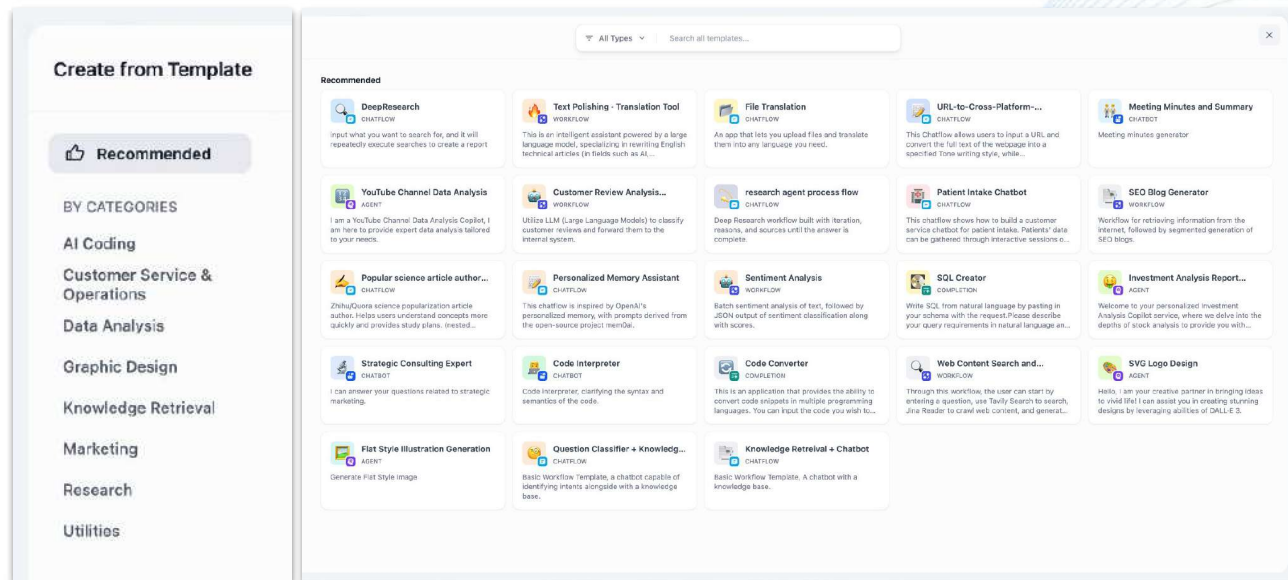
Expand capabilities of your AI application with a versatile set of plugins.



On-premise Agentic AI Platform

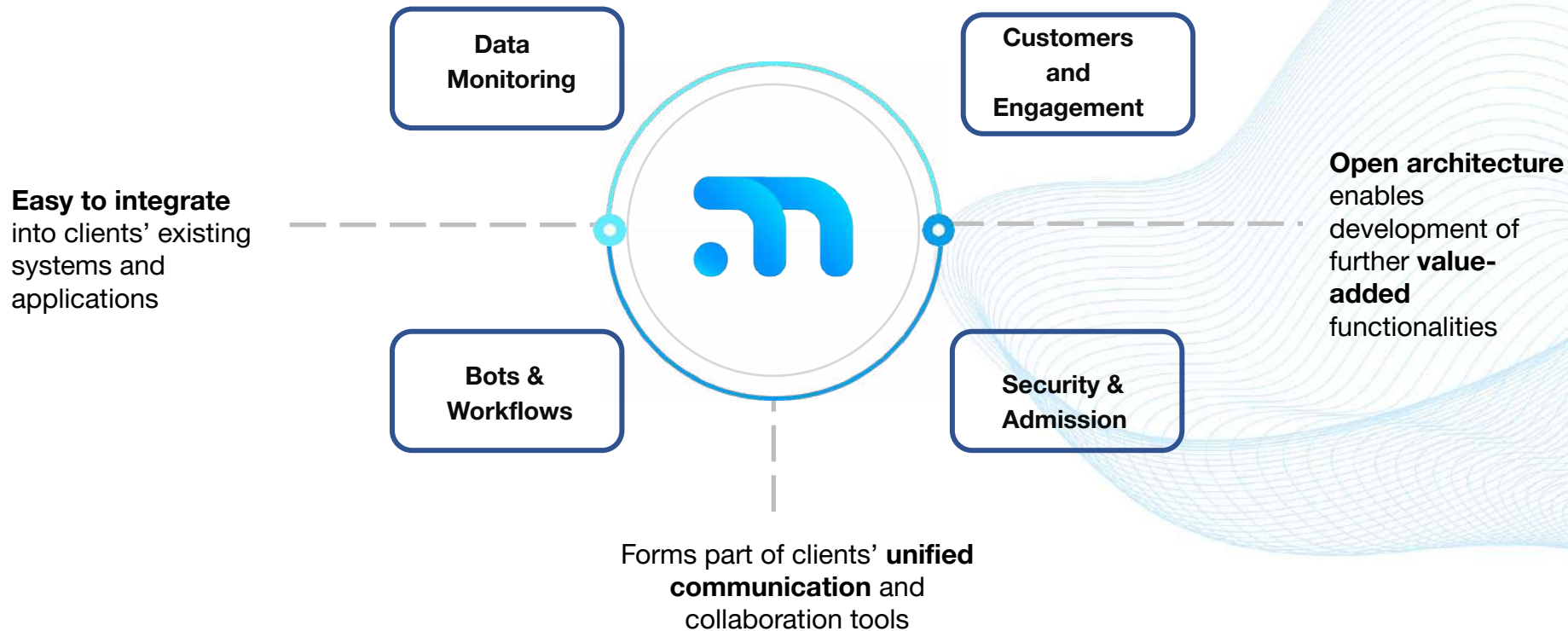
100+ Build-In Templates

Loop everyone in to build AI workflow: MF'sDSL format makes it easy to save, share, and contribute seamless for the entire team.



Enterprise Grade **Security**

Combined Power of Integrations



MatrixForce Solution Framework


FEDERATED B2B MESSENGERS


Leap Work
MOBILE APPLICATION


Leap Work
DESKTOP

ENTERPRISE
ARCHIVING

INTERNAL ENTERPRISE
SYSTEMS

APPLICATION
GATEWAY

ENTERPRISE
API GATEWAY



CALLING FRAMEWORK

AUDITING/COMPLIANCE FRAMEWORK

 FILE
SERVER

 DATABASE

 WECHAT
INTEGRATION

 WHATSAPP
INTEGRATION

 LINE
INTEGRATION

WECHAT

WHATSAPP

LINE LINE

Highly Secure Platform

User facing functionality

- Device management with revocable keys
- Multi factor authentication
- Sensitive transactions verification
- Multi-tenancy

Enterprise grade security

Under the hood

- RSA encryption key exchange mechanism, with optional FIPS 140-2 hardware crypto key security
- **Data in transit:** over encrypted channel with encrypted payloads
- **Data at rest:** encrypted on disk. Distinct encryption keys for different customers

Regular penetration testing by external security firms

**We see the future
AND we're capable to bring it forward
to you and to your customers**