

Makebot:

Beyond just a chatbot





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01 What Is a Chatbot?

Chatbot = Chat + Robot

A chatbot is a software application used to conduct an on-line chat conversation via text or text-to-speech, instead of directly contacting a live human agent.

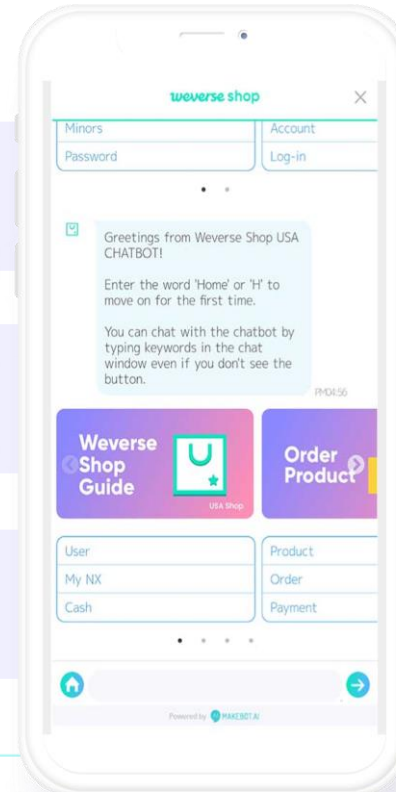


Helps Cut Down on Staffing Expenses

Reduce Repetitive Tasks

Solves Customer Inquiries and Problems Quickly

Call Center / CS



Customer Inquiries

Quick & Easy

Personalized Connection

Client / User



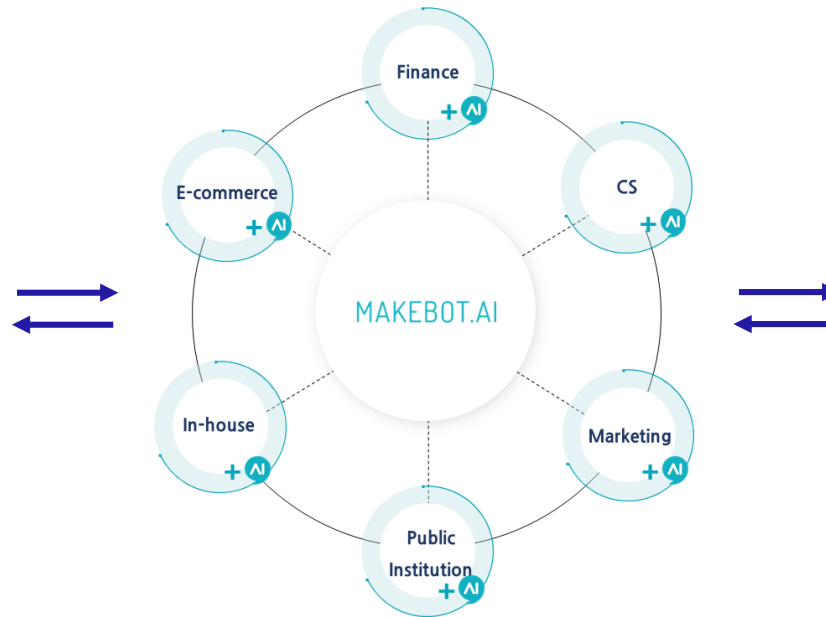


02 About Makebot

" Chatbot as a Solution "

- Based on our differentiated solution, we provide a customized chatbot to various industries.
- Our flexible Chatbot Builder provides multi-platform and multilingual services.
- Based on various successful chatbot-building cases, we are expanding so that we can offer our services to international companies.

- ✓ **Customized industrialized chatbot**
- ✓ **Integrated Solution SaaS in multi-platform**
- ✓ **Global Service – multilingual services**



Give a personalized solution to the customer



03 Mission & Vision

' The key to artificial intelligence has always been the presentation ' – Jeff Hawkins –



Mission I Dedicated to introducing A.I. to companies all over the world



Vision I To become a leading artificial intelligence company, starting a new era of bots beyond apps.

**' Beyond the app,
let announce the value of bots '**

Makebot has developed a highly scalable and flexible solution to ensure that there are no communication barriers between businesses and customers.



0%

Most users install 0 application in a month.



90%

Nearly 90% of users do not reopen the app.



97%

97% of users use chat service.



85%

From 2020, 85% of B2C communication will be done through A.I.



04 Strengths

a. Customization

' We understand customers needs first'

Makebot offers solutions to a wide range of industries.

- Makebot has experience in providing customized solutions to various industries with various functions.
- We provide solutions based on the management optimization of different industries.

b. Multi Platforms

' You can expand a platform with one chatbot '

Makebot's chatbot can connect various platforms together.

- Such as WhatsApp, Facebook, Line, Kakao Talk, and SMS at the same time.
- Beyond regional platforms, it is possible to link platforms that are used all over the world.

c. Multi Languages

' You can communicate in various languages with one chatbot '

Communicate with global customers through Makebot's Chatbot.

- Makebot has established the first chatbot engine in Korea that runs in multiple languages simultaneously.
- It has more than 10 languages including Korean, Japanese, and Chinese.
- Customers can address any problems in their mother tongue.



05 Value Proposition

Makebot's Three Values

Productivity



Makebot's automated booking process helps increase productivity by more than 80%

Retention Rate



Having a Chatbot with Makebot will help increase customer retention rate by up to 30%

Cost



An AI-powered chatbot system will help cut operational costs by 30%



06 MakeBot Clients

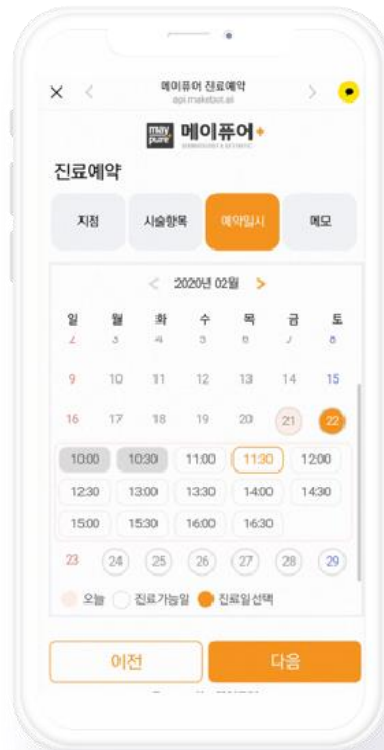
" Makebot is expanding the deployment of chatbot services in various industries
based on successful cases in the Korean and global market"

Transportation	Public Institute	University	E-commerce / Retail	Pharmaceutical	Finance	Entertainment
						
						
						
						
						
						
						



07 Business_Solutions

Hospital



Stay



Delivery

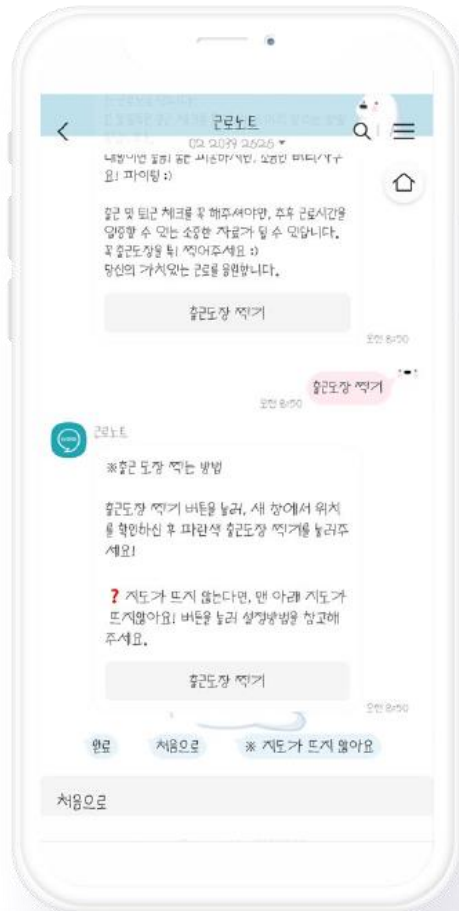


✓ **Operate your business based on our own chatbot solution**

- **Makebot H:**
Reservation management system of Hospital
- **Makebot S:**
Booking accommodation
- **Makebot D:**
Food delivery



07 Business_Solutions



Work Note | Messenger-based attendance and absence management system requiring no installation of devices or apps

- ✓ Clock-in/out, overtime, vacation, outside duty, and telecommuting management system.
- ✓ 52-hour work hour notification.
- ✓ Calculating working hours by providing commuting reports.
- ✓ Select the right program for your workplace in three versions (Basic, Pro, Remote)



07 Business_Solutions

Airline



Health care



Public Institute



Education





07 Business_Solutions

Finance



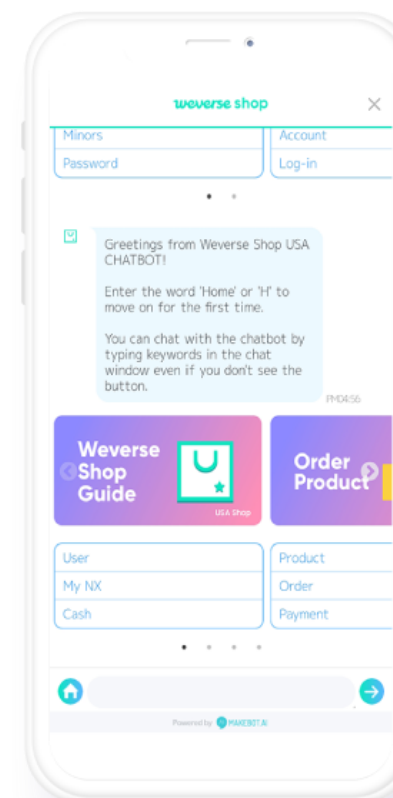
Insurance



E-commerce



Entertainment

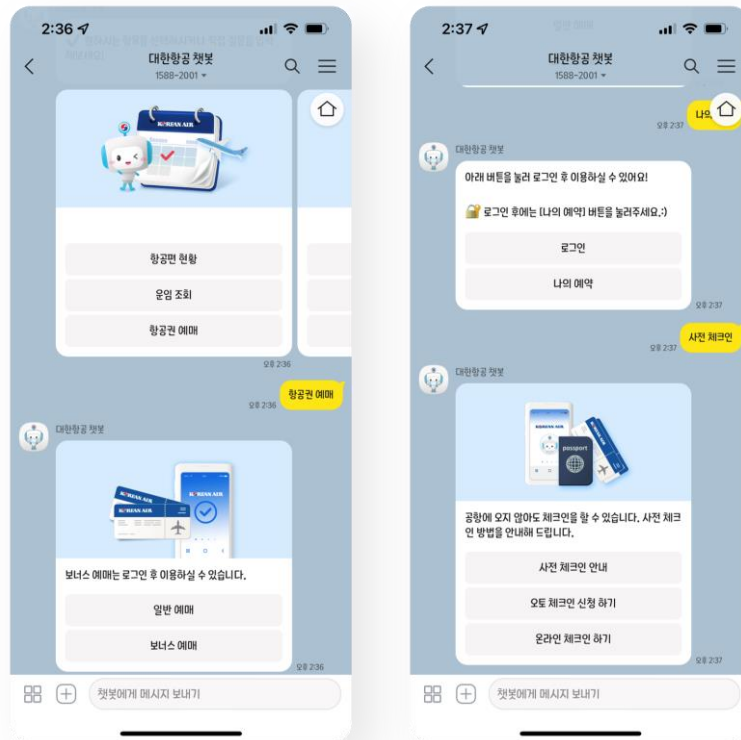




08 Makebot in Action

Real-time Chatbot Reservation

Makebot provides real-time reservation services via a chatbot throughout the transportation industry.



Aviation | Korean Air

South Korea's Number One Airline

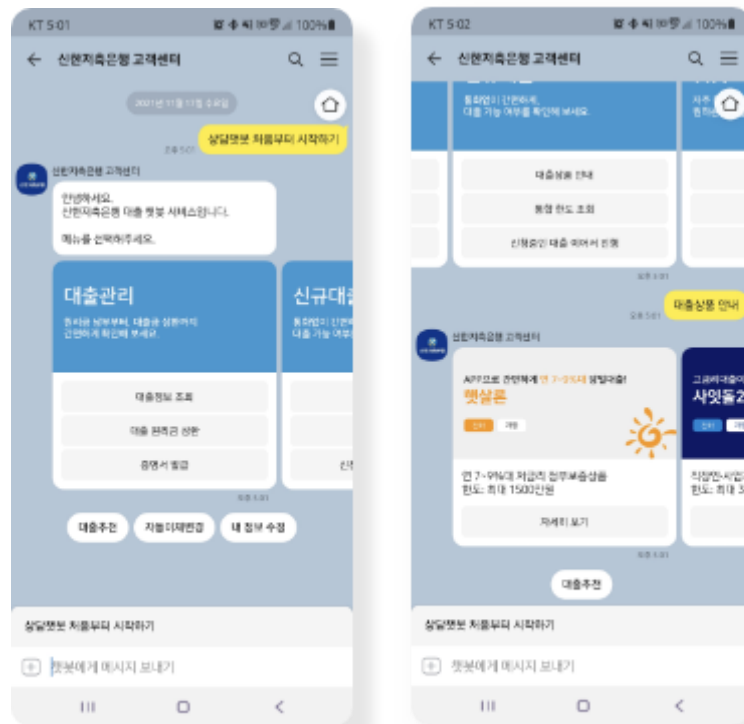
- Real-time flight reservation
- Check flight information
- Check Mileage Points
- Check in flight meals, entertainment options, and amenities



08 Makebot in Action

Real-time Chatbot Financial Consultant

Makebot provides real-time loan services and counseling via chatbot services.



Finance | Shinhan Saving Bank

The First Contactless Chatboat Loan Service in Korea

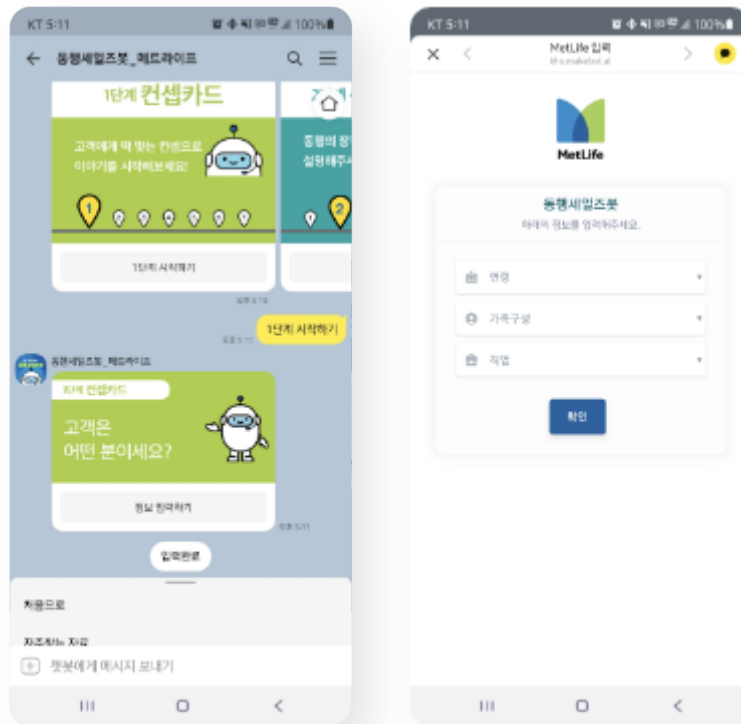
- Check real-time loan status
- Request loans in real-time
- Get counseling on savings accounts
- Verify personal information



08 Makebot in Action

Real-time Chatbot Financial Consultant

Makebot provides real-time loan services and counseling via chatbot services.



Finance | MetLife

An insurance company that developed and commercialized a chatbot for its clients

- Contactless insurance payments
- Virtual accounts issuance
- Modify contract details quickly
- Instant response to inquiries



08 Makebot in Action

Real-time Retail Service Chatbot

A chatbot from Makebot provide real-time services in the retail/distribution industry.



Distribution I Interojo Inc

The first instant messenger based response User Experience(UX)/Enterprise Resource Planning(ERP) linked chatbot in the distribution industry

- Provides reliable automation services via ERP
- Can order and exchange samples and parts in real-time
- Can offer payments and customization for each branch



08 Makebot in Action

Real-time Chatbot for Academic Institutions

Makebot provides a chatbot that gives students access to important information 24/7



Education | Yonsei University

One of Korea's most prestigious private institutions

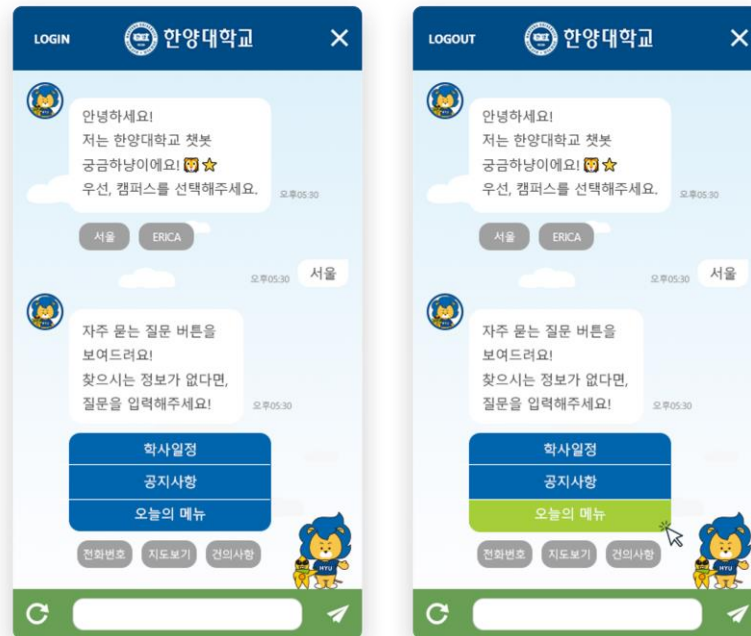
- FAQ for library facilities and academic services
- Thesis writing guide
- Information and contact details of major departments at the Educational Research Information Institute



08 Makebot in Action

Real-time Chatbot for Academic Institutions

Makebot provides a chatbot that gives students access to important information 24/7



Education | Hanyang University

One of the top private universities in Korea

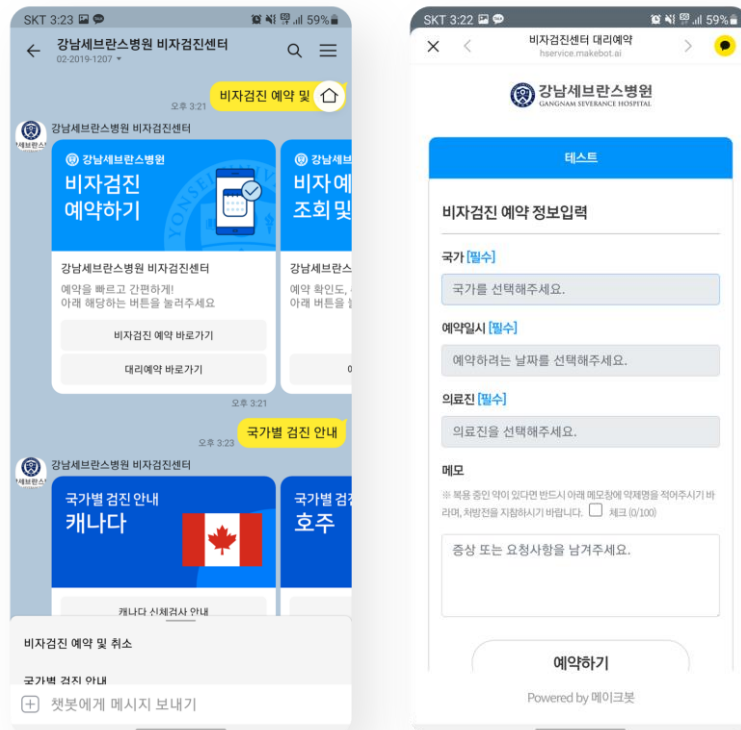
- Customized information based on student login information
- Campus and degree based personalized information
- Information and guide on the school cafeteria facilities – menu options, meal plans, and location



08 Makebot in Action

Real-time Healthcare Chatbot

With a chatbot from Makebot, hospitals and pharmaceuticals can easily answer customer inquiries



Hospital | Yonsei Severance Visa Examination Center/Yanggi Hospital

Chatbot provides answers to FAQ and allows users to make reservations

- Real-time appointment services
- Various medical services provided depending on visa type
- Medical staff and hospital information



08 Makebot in Action

Real-time Healthcare Chatbot

With a chatbot from Makebot, hospitals and pharmaceuticals can easily answer customer inquiries

The image shows two smartphone screens side-by-side, each displaying a chatbot interface for a different pharmaceutical company. The left screen is for GSK (GSK 회원정보 입력) and the right screen is for AstraZeneca (AZ 회원정보 입력). Both screens have a header with the company logo and a title. Below the header, there are several input fields for user information, including name, phone number, email, and address. There are also dropdown menus for selecting a region and a hospital. At the bottom of each screen, there is a red button labeled '가입하기' (Join).

Pharmaceutical | GSK, Pfizer, AstraZeneca, Novo Nordisk, Celgene

A chatbot that provides individuals with product recommendations

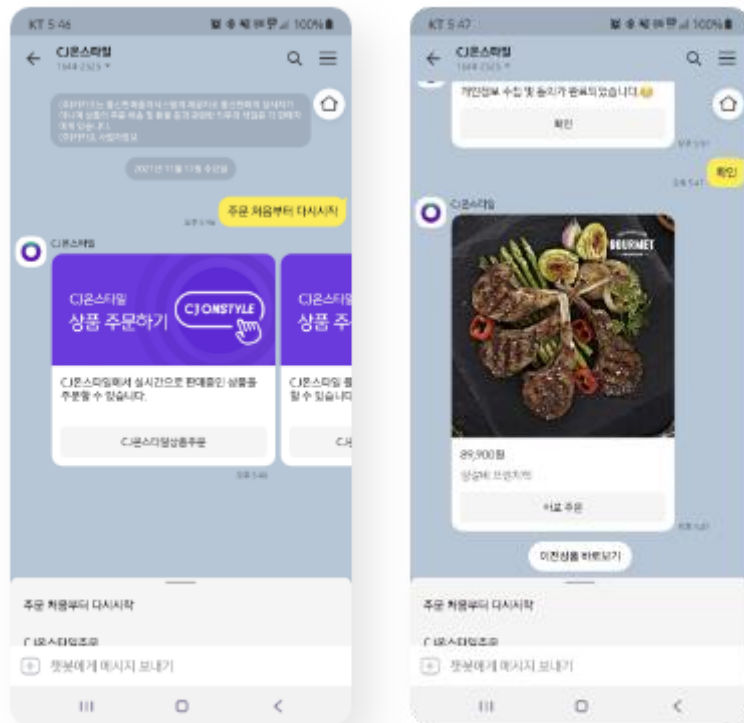
- Real-time HCP member authentication
- Customized product recommendations
- Introduces pharmaceutical and seminar information



08 Makebot in Action

Real-time Ecommerce Chatbot

Makebot's ecommerce chatbot makes it easier for consumers to purchase products



E-Commerce | CJ Onstyle

A leading shopping brand that integrates television and online shopping

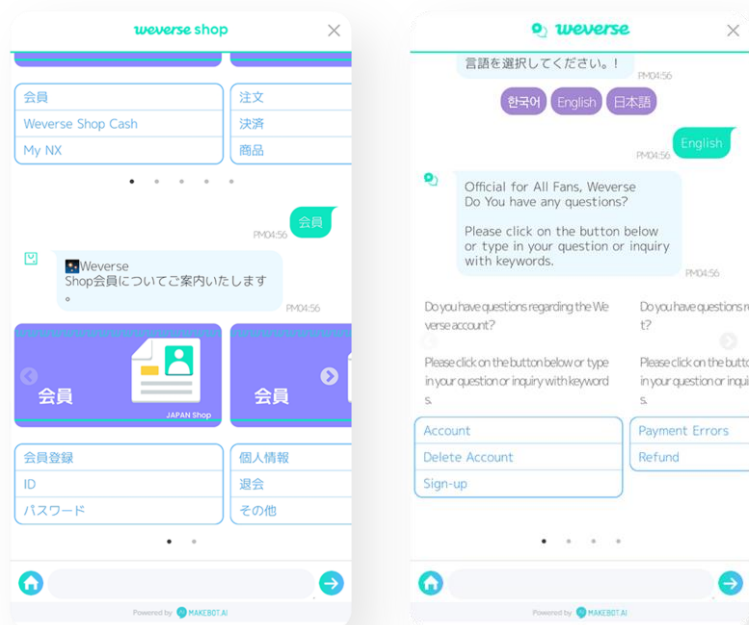
- Able to buy as seen on tv products via chatbot
- Can make inquiries on delivery, product tracking, and product returning
- Sophisticated system that processes orders and payments



08 Makebot in Action

Real-time Multimedia Chatbot

Makebot provides a chatbot with multilingual services to users who wish to get closer to their favorite musicians.



Multimedia | Weverse & Weverse Shop

A leading platform that hosts multimedia content and artist-to-fan communication services for musicians

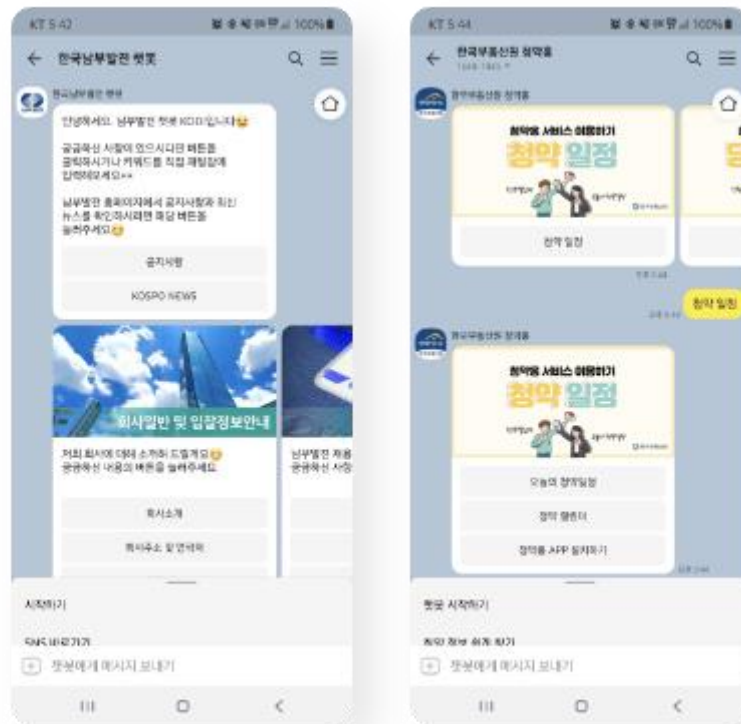
- Accurately answers FAQ users may have
- Users can shop and order products via the chatbot
- Multilingual function allows users to use the chatbot services in three different languages



08 Makebot in Action

Real-time Chatbot for Public Institutions

A chatbot from Makebot can provide information about various public institutions



Public Institutions | KEPCO / KOSPO / KREB / Independence (Memorial) Hall of Korea

Improved overall quality of services by implementing contact less services and customer service automation

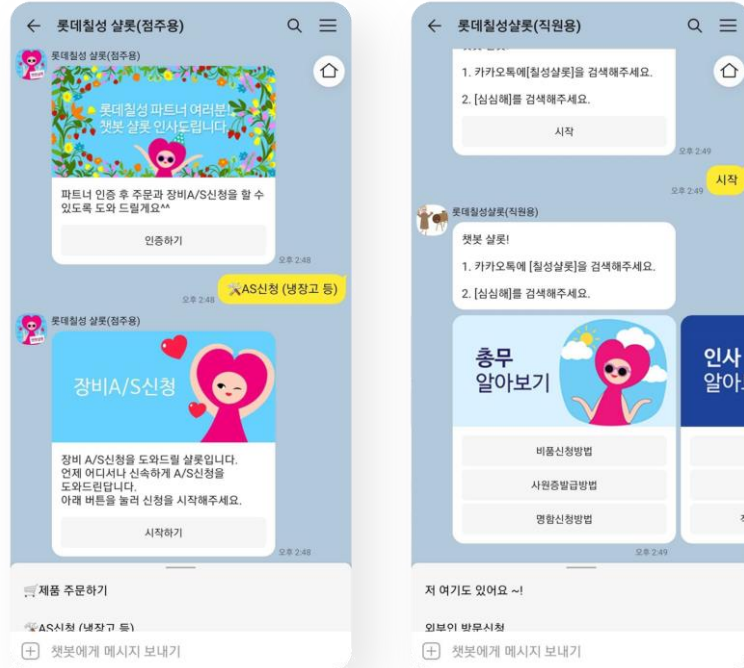
- **KEPCO (Korea Electric Power Corporation)** : PPA information and specialization in the energy efficiency improvement project
- **KOSPO (Korea Southern Power Co. LTD)** : Gives users business guidance, public announcements, messages on employment opportunities, and visiting applications
- **KREB (Korea Real Estate Board)** : Provides users with information on different types of subscriptions
- **Independence (Memorial) Hall** : Provides users with information on facilities, times of operation, camping sites, and events



08 Makebot in Action

Real-time In-House Information

A chatbot from Makebot can provide real-time in house information



In-house | Lotte Chilsung Beverage Co., LTD

A multi channel based in-house chatbot with employee identification functions

- Provides general information about in-house affairs
- Employees can verify their identities and request time off



09 Press Release

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Finance Watchlists My Portfolio Screeners Premium Markets News Personal Finance Videos


Makebot Publishes 2021 Asia Chatbot Trend Report

January 27, 2021 · 3 min read

~ AI Chatbot, The No. 1 Choice for Leading Corporations in the Post-COVID-19 Era

Makebot, the company building fully customized chatbot services for global corporations, announced that it has published the 2021 Asia Chatbot Trend Report on January 26.

This press release features multimedia. View the full release here:
<https://www.businesswire.com/news/home/20210126006191/en/>



The customized AI chatbot building company Makebot published the 2021 Asia Chatbot Trend Report. Since 2018, it has published a chatbot trend report annually. In the 2021 edition, it selected five countries in Asia including Hong Kong, Singapore, India, Japan, and Korea to highlight the perception toward chatbots in these countries. You can download the report at <http://makebot.ai/>. Makebot provides an AI-powered chatbot service. With a single chatbot, it can link with various social networking platforms including Facebook, WhatsApp, and Line. It can also offer multi-language services on its chatbot. Makebot has attracted attention in the chatbot market with numerous international clients in diverse industries including financial services, healthcare, retail, eCommerce, education, and tourism.

<Yahoo Finance> 2021.01.27

yamNews 聯合雙頻道 熱門：元宵節、黃佑寧、蔡依林 語輸入關鍵字

MAKEBOT發表《2021年亞洲聊天機器人趨勢報告》

中央社 / 2021.01.27 18:01

(中央社訊息服務20210127 18:01:43)-後疫情時代，AI聊天機器人是領先企業的選擇。韓國首爾--(美國商業資訊)--為全球性企業建構客製型聊天機器人服務的MAKEBOT於26日發表了《2021年亞洲聊天機器人趨勢報告》。

本新聞稿包含多媒體，此處查看新聞稿全文：<https://www.businesswire.com/news/home/20210126006199/zh-CN/>

自2018年以來，MAKEBOT每年都發表《聊天機器人趨勢報告》，不斷尋求改變人們對聊天機器人的認識和聊天機器人產業應前進的方向。在此份報告中，選取了香港、新加坡、印度、日本、韓國等5個亞洲國家或地區，調查了各個國家或地區對聊天機器人的認識，引起了各界關注。

根據此報告，5個國家或地區66%的受訪者回答「聽說過聊天機器人」，其中的85%回答，過去6個月內曾經使用過聊天機器人，尤其是大多數受訪者回答，即使新冠疫情平息，也將使用無接觸服務。這表明由於新冠疫情，為許多人提供了體驗無接觸服務的機會。

此外，與機器人將搶走人類就業機會的推測相反，許多人認為，數位化的聊天機器人並不會成為搶走就業機會的競爭者，而是將扮演人類助手角色。

同時，對於「您對企業引進聊天機器人有何看法」的問題，50%以上的受訪者回答「時機合適」。許多人認為，引進聊天機器人的企業讓人聯想到其在數位化上取得成功的形象。這表明引進聊天機器人可為企業帶來正面形象。

<YamNews> 2021.01.27

財經新聞 2021年01月28日 (四)

Home 經濟・ビジネス・企業・産業・経済・マーケット・政治・社会・主業・中小・ベンチャー・環境・エコ・国際・動向・最先端情報・企業リサーチ・企業プレスリリース

Makebot, 「2021 アジアチャットボットトレンドレポート」を発表

プレスリリース発表元企業: Makebot, Inc.

Makebot, 「2021 アジアチャットボットトレンドレポート」を発表

〈韓国ソウル〉(ビジネスワイヤ)ーグローバル企業にオーガニク型チャットボットサービスを構築するMakebotは、26日に「2021 アジアチャットボットトレンドレポート」を発表した。

本プレスリリースではマルチメディアを使用しています。リリースの全文はこちらをご覧ください：
<https://www.businesswire.com/news/home/20210126006197/ja/>



Makebotは、2021 アジアチャットボットトレンドレポートを発表した。2018年から毎年チャットボットトレンドレポートを発表している。今回のレポートでは、香港、シンガポール、インド、日本、韓国のアジア5か国を調査して、各国におけるチャットボットに対する認識について調査し、注目集めた。レポートのダウンロードはMakebotのウェブサイト <http://makebot.ai/> から行うことができる。MakebotのAIチャットボットサービスは一つのチャットボットでFacebook、WhatsApp、LINEを含む様々なプラットフォームと連動することが可能であり、また、チャットボットによって多言語で同時にサービスを提供できる。Makebotは金融、ヘルスケア、流通、Eコマース、教育、旅行産業などにおいて多くのグローバル企業にチャットボットサービスを提供してチャットボット市場で期待を

<Zaikei> 2021.01.27



10 Why Makebot Would Be Beneficial to Your Business

✓ **Makebot offers**

1. Makebot's multilingual function can support up to 20 languages including but not limited to Korean, Malay, Chinese, and English
 2. Makebot uses ML (Machine Learning) and NLP (natural language processing) technologies for its chatbots to constantly improve in recognizing not only words, but regional dialects
 3. Makebot's chatbots can be integrated into websites and instant messaging applications, such as WhatsApp, Facebook Messenger, Line, Telegram, WeChat, and more!
 4. Through chatbots provided by Makebot, users can get answers to inquiries and personalized solutions to problems 24/7 from anywhere in the world!
 5. By using Chatbots, businesses can reduce operational costs
-

**THANK
YOU**

