

Conversation type: Clickpath & Conversational both

Channel: FB messenger, Robin AS iOS app, Robin AS Android app

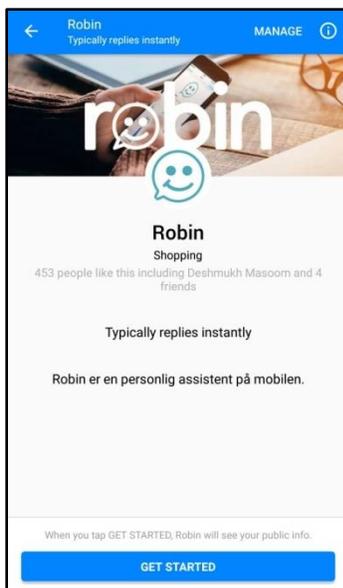
Try the bot [here](#)

Use-case

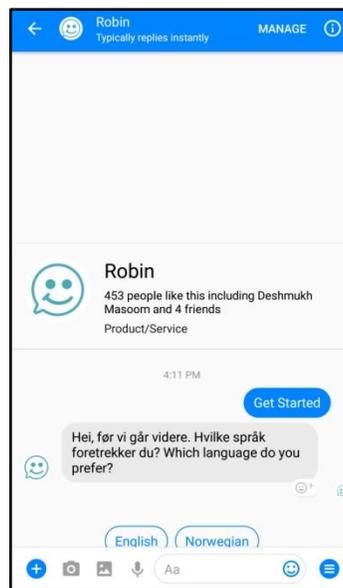
Robin is a startup from Norway born with an idea of providing concierge services through a chatbot. The USP of this business cum bot idea is that it actually has a live agent conversing with end users to assist them through their shopping experience.

Gupshup transformed this idea into a bot. The chatbot now helps users navigate and purchase items such as flowers, clothes, groceries, maid services right through the bot. They can even book movie tickets and cabs. Basis the conversation with the user, the virtual assistant can even suggest gift items the user might be looking for. Users can make payments and even chat with a live agent wherever they need human assistance.

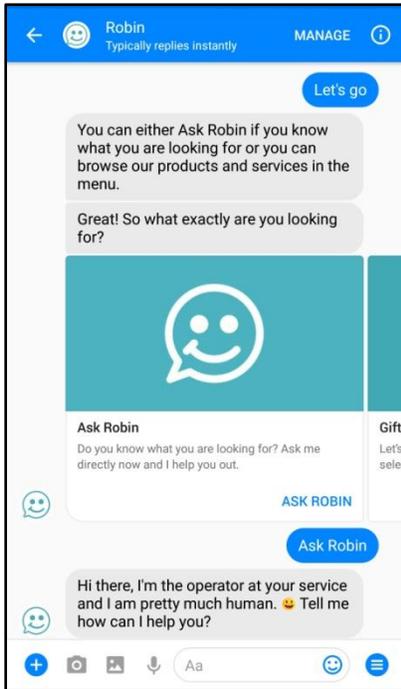
The bot is currently in 2 languages – English and Norwegian, and is shortly coming up in many more languages.



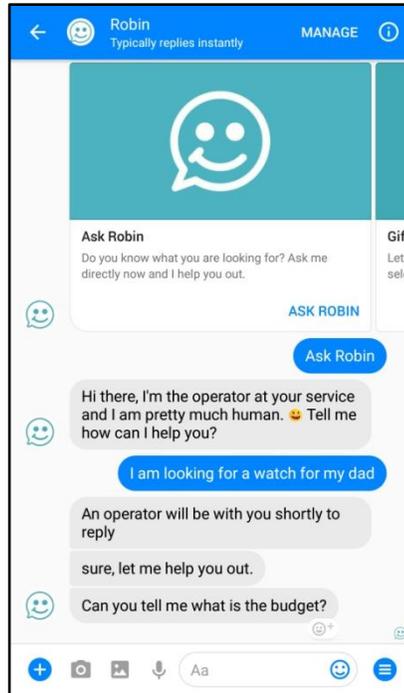
Getting started



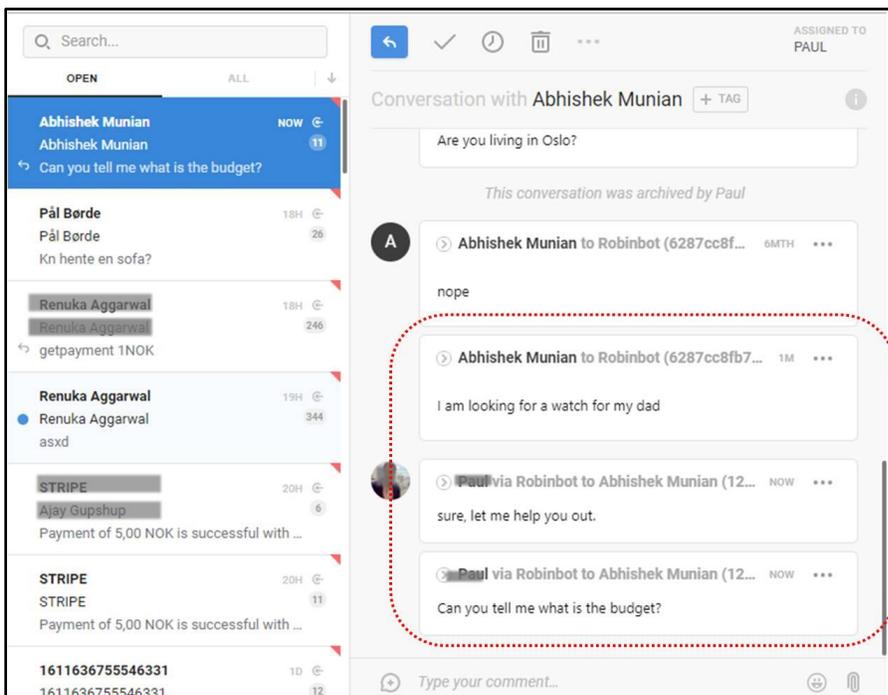
Dual language support



Getting connected to a live agent



A live agent providing assistance in real time



Front App integration allowing live agents to assist customers in real time

Through the help of the AI driven chatbot, the Robin team has been able to deliver a wide range of lucrative services to customers at their fingertips. Users have been able to interact with live agents to get additional queries and negotiate prices for products seamlessly. The bot has been the first of its kind and a trendsetter in the region.