

# Tech Guide for IT

All you need to know when your service department implements Solvemate's chatbot

## Your Technical Introduction to Solvemate

When reading this, your service department is currently evaluating Solvemate's chatbot solution and you're part of this process. This guide gives you a quick overview of the technical capabilities of Solvemate and we've designed it to help you understand the IT requirements of this project (which are very little). We'll walk you through the most important elements of our platform as well as the respective needs from customer service and your end. Our platform is low-code and created to be implemented and used with no IT knowledge. There will only be a few touch points throughout the complete integration process where small action items with minimal effort are required from your side.

With Solvemate on your side you don't need to worry about high maintenance effort, data silos, data security, data compliance and costs. We're a 100% SaaS solution and will make life as easy as possible for you and your IT team. Let's get started.

**In case you need even more detailed information, check out our [Knowledge Base](#).**

# Solvemate Widget

## Easy Integration

Putting the Solvemate Widget on your website or app is as easy as copy-paste.  
Just paste our javascript code snippet to your website and you're all set.

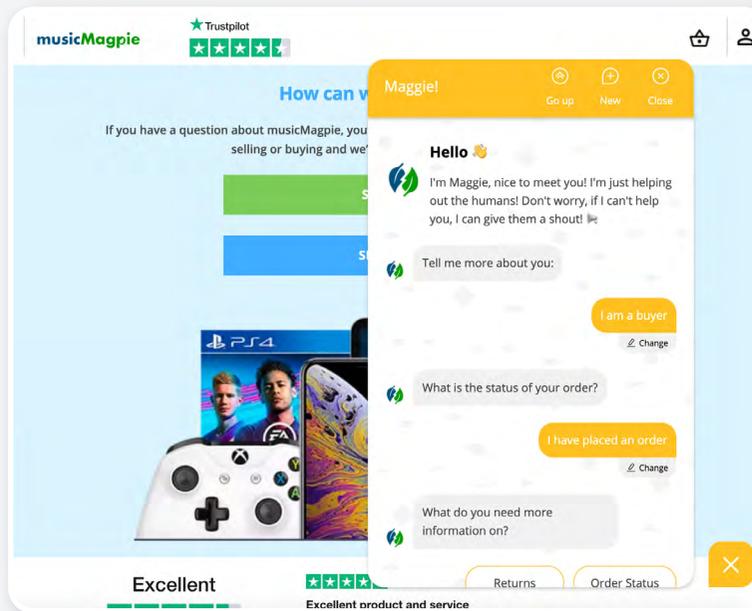
```
<!-- Solvemate -->  
<script>  
(function(s,o,l,v,e,m,a,t){t='solvemateConfig';s[e]=s[e]||function(x,y)  
{(s[t]=s[t]||{})[x]=y;};a=o.createElement(l);a.async=1;a.src=v;o.body.appendChild(a);  
})(window,document,'script','https://widget.solvemate.com/v2/init.js','solvemate');  
  
solvemate('projectID', '{{your_project_id}}');  
</script>  
<!-- End Solvemate -->
```

## One Widget - Unlimited Possibilities

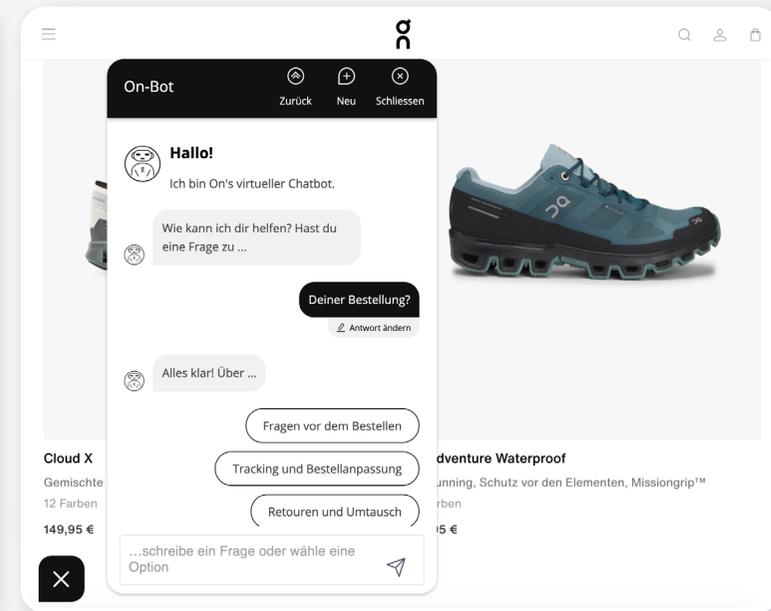
You can choose between several options to integrate the Widget in the best way possible across your website. Link it up from links and buttons, set up auto-open rules, display the chat directly on the page or bring it to an overlay. Additionally, you can show the Solvemate Widget in any mobile app.

### Beacon

musicMagpie

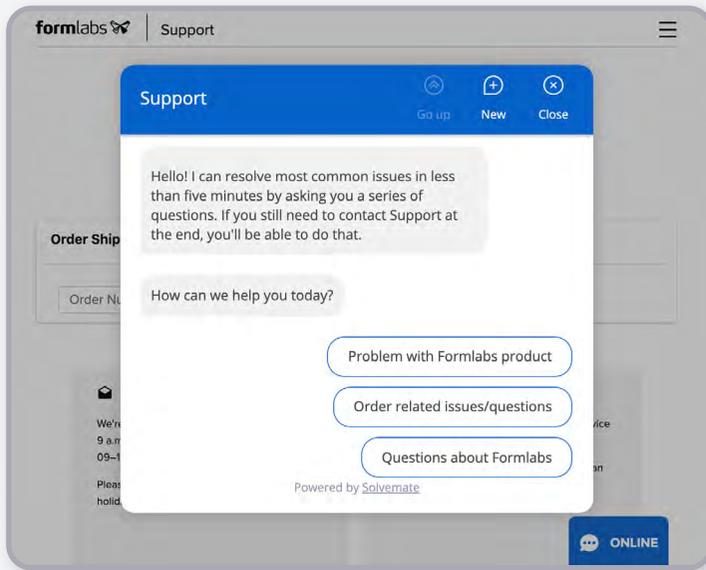


### On

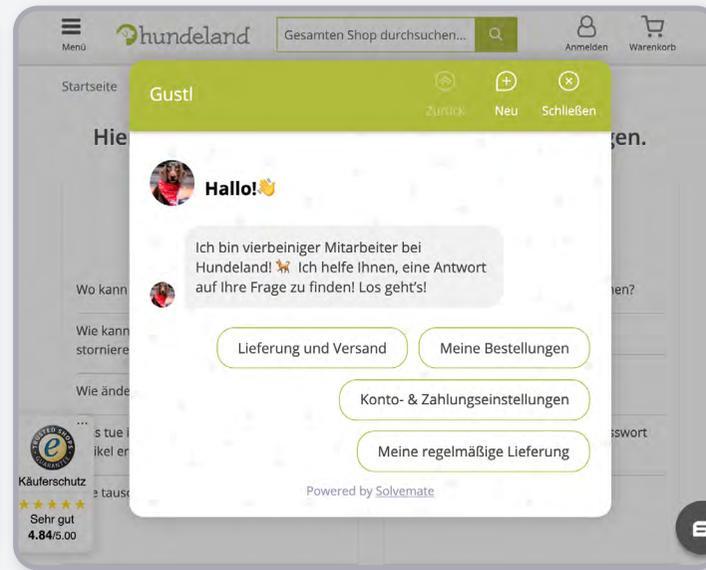


# Modal

## Formlabs

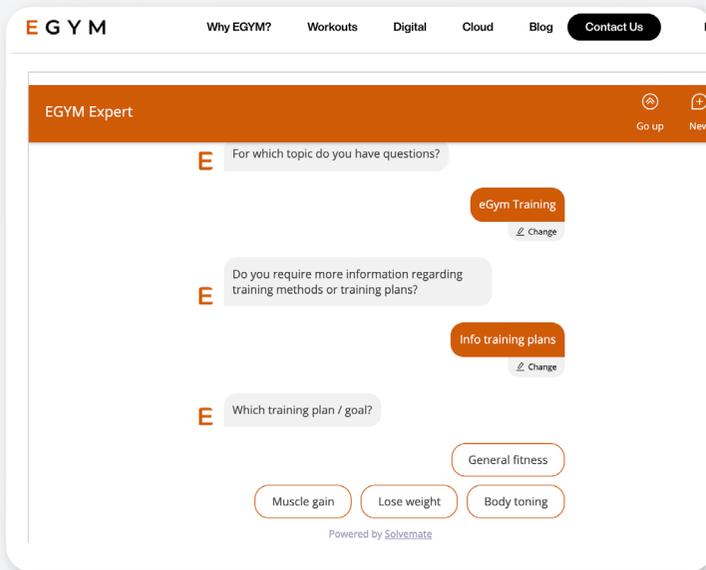


# Alphapet

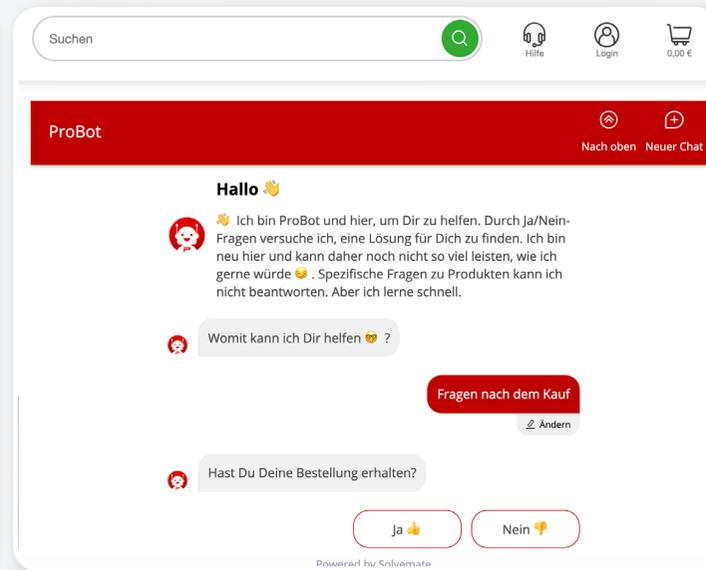


# Inline

## eGym

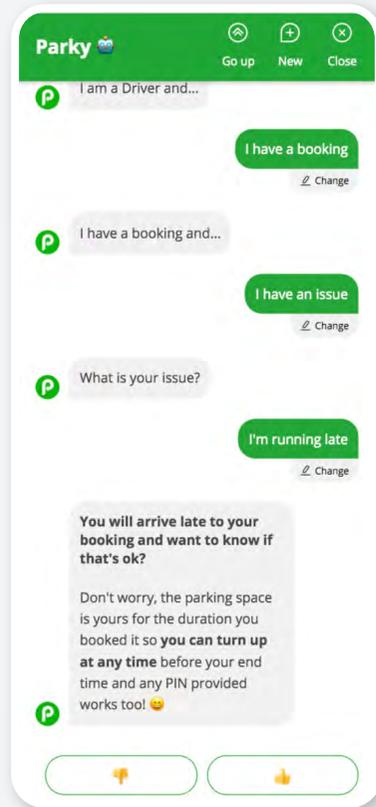


# Proshop



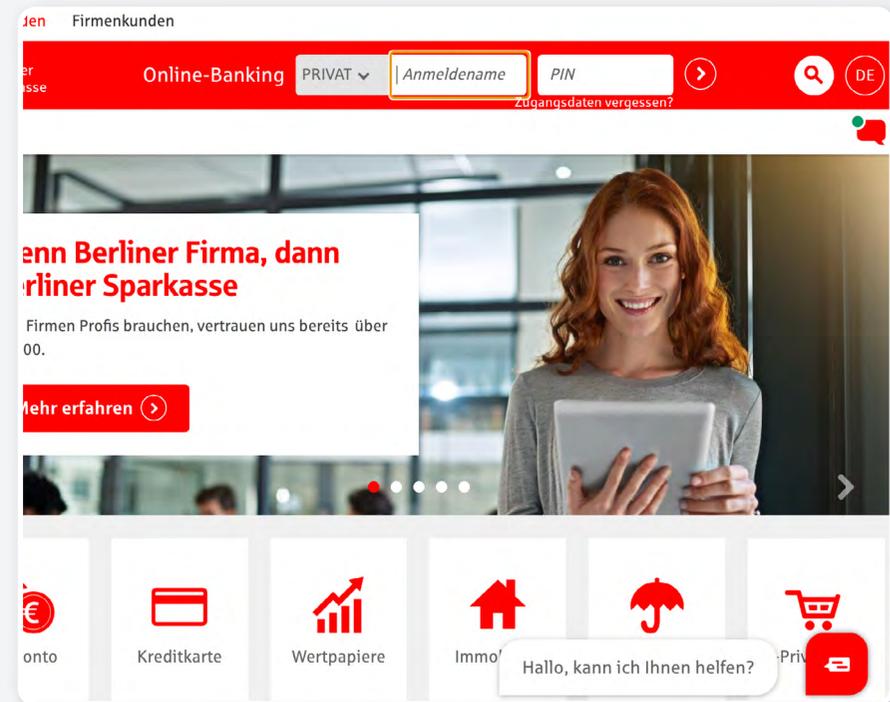
## In App

### JustPark



## Pop Up

### Berliner Sparkasse



Click here to try it out



## Codeless Customization

The appearance of the widget can easily be changed in Solvemate's Web App by your customer service team. **No developer is required** to configure things like colors, texts and the chatbot behavior.

## Lightweight & Accessible

Solvemate's Widget is lightweight and only adds 23kb of javascript to your initial page load. This will keep your SEO rankings up and not slow down page loads. It works even if cookies are disabled and it's accessible (WCAG 2.2) to allow the best experience for everyone.



# Handovers & Channels

## Handovers

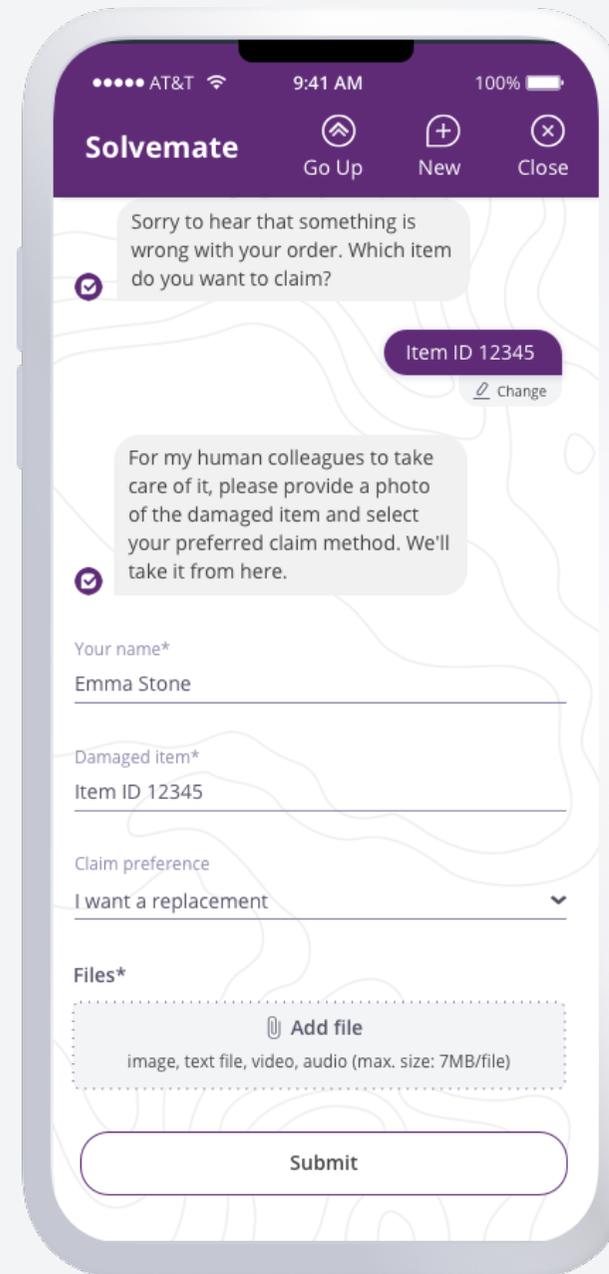
Loop in the right agent whenever needed without changing your existing setup. Solvemate integrates with the most common tools of the customer service tech stack and additional platforms can be added upon request. The chatbot can validate user inputs with predefined rules and regular expressions to match them against predefined fields in your CRM. With CRM Field Mapping you can set internal rules based on the customer data from which your service team will benefit as they will have all the information in the right place.

Our platform is designed to ensure smooth handovers via email, live chat, phone and form submissions to your CRM or ticketing system, making sure no data silos are created. You can also allow customers to upload files and photos. Customers on their mobile phone can take and attach pictures from inside the chatbot.

For more detailed information, refer to [information on Handover set up](#).



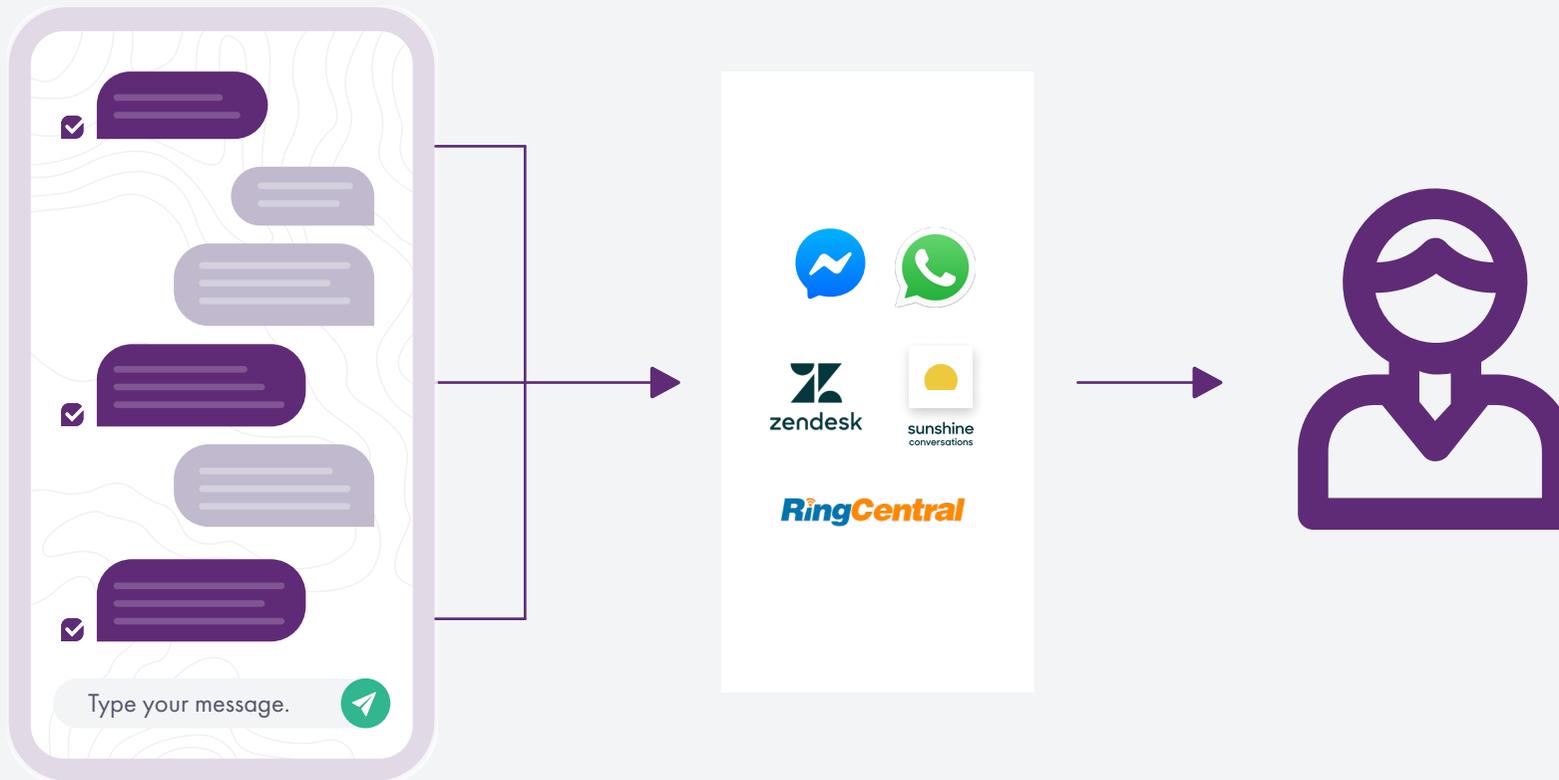
Additional platforms can be added upon request.



## Channels

Put your chatbot on Facebook Messenger and connect with communication platforms like Zendesk Sunshine or RingCentral Engage Digital to offer your chatbot also via WhatsApp. The integration is as easy as copy-pasting API tokens between the systems, which can be done by your customer service team. All conversations will be handled

by the bot and it connects your customers with agents when needed (see Handovers). Your existing channels are not removed, but funneled and prioritized based on various criteria to help your customer service team handle requests easily across all channels.



# Functions

Integrate your chatbot with your tech stack and any 3rd-party vendor with Solvemate Functions. A simple coding environment allows you to write custom code snippets that perfectly integrate with your chatbot flows. Code can be written in Python and Nodejs. All changes are versioned so that you can guarantee the best experience before activating them. All chatbot responses can be maintained and translated by the customer service team without touching your code.

```
def get_order_status(order_id, zip):
    try:
        token = get_token()
        headers = {
            'Content-Type': 'application/json',
            'Authorization': 'Bearer %s' % token
        }

        response = requests.get(order_status_url.format(order_
id=order_id, zip=zip), headers=headers)

        response.raise_for_status()
        return response.text
    except requests.exceptions.HTTPError as err:
        if err.response.status_code == 401:
            raise OrderVerificationFailed
        elif err.response.status_code == 404:
            raise OrderNotFound
```

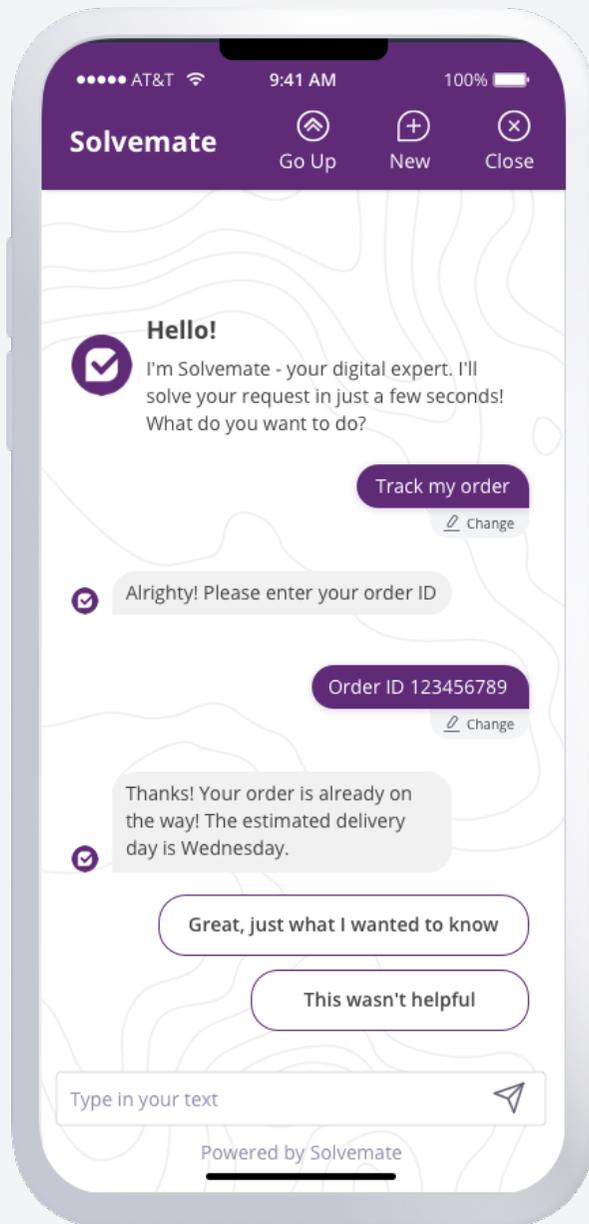
```
def handler(event, context):
    order_id = event['order_id'].strip()
    zip = event['zip'].strip()

    try:
        order_status = get_order_status(order_id, zip)

        text = event['REPLIES']['order_status'].format(order_
status=order_status)

        return text

    except OrderNotFound:
        return event['REPLIES']['order_not_found']
    except OrderVerificationFailed:
        return event['REPLIES']['zip_does_not_match']
    except Exception:
        return event['REPLIES']['generic_error']
```

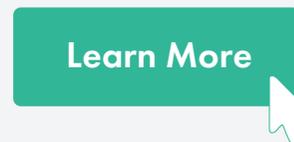


## Highest Security Standards

You can authenticate users to even allow sensitive automation flows within the bot (see User Authentication). All Functions are processed and executed in data centers located in Germany. And you can allocate an IP address to whitelist Solvemate on your firewall.

## Hands-Free Go-Live

To make your Functions go-live as easy as possible, Solvemate provides you a Solution Architect who can help with your technical integration and develop Functions for you. Reach out to your Account Executive to learn more about it.



# User Authentication

Even confidential transactions can be built into the chatbot. Solvemate's User Authentication allows you to authenticate users to perform highly personalized actions. Authentication is based on JSON Web Tokens (JWT) that you create for authenticated persons and the chatbot will pass on this JWT to your APIs. Solvemate does not store any tokens so that information from API endpoints can only be retrieved by actual chatbot users.

```
solvemate('userAuth', {  
  'userId': '{{user.id}}',  
  'token': '{{jwt}}'  
});
```

[Learn More](#)

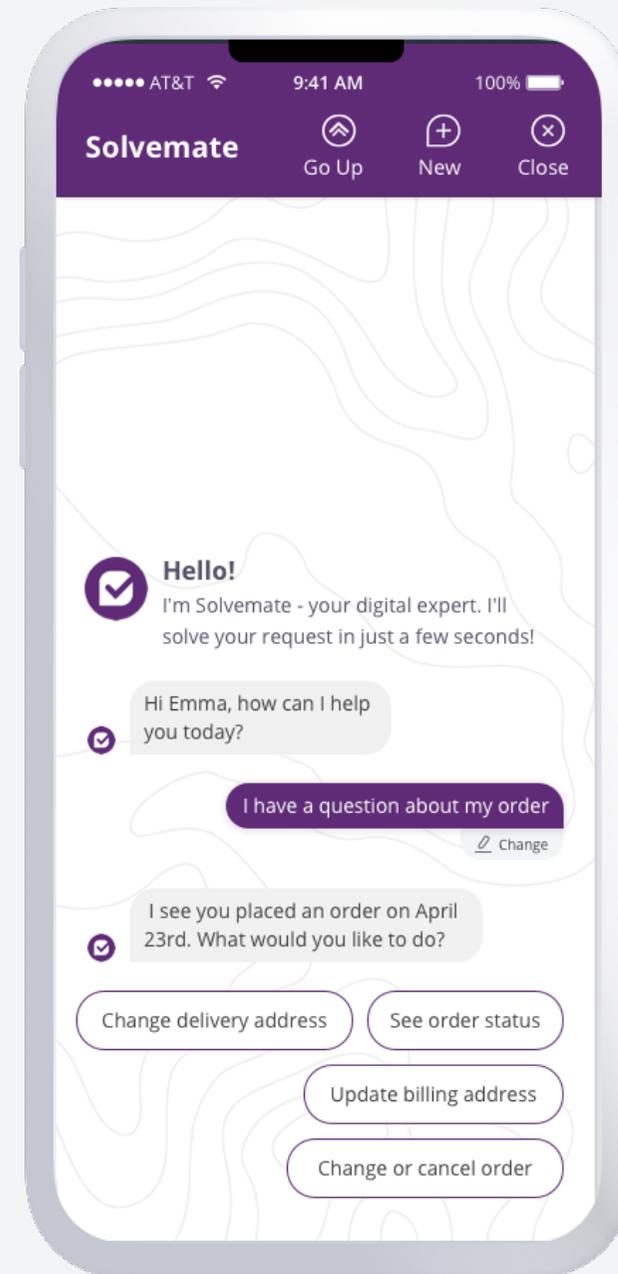


# Variables

Solvemate Variables can be set on the channel of your choice, for example the Widget. Variables can be used across the chatbot and they provide the context to personalize the experience: use them in any message. For example use them to greet the user, reference their latest order, adjust the chatflow the user, skip questions you know the answers to already, populate form fields, and pass the right data to your system. Using Variables will make the user's chatbot experience as personal and smooth as possible.

Learn More

```
solvemate('contextVariables', {  
  'country_code': countryCode,  
  'shop_is_open': true  
});
```



# Availability

The Solvemate Platform is hosted in Germany and is fully redundant across multiple data centers. Solvemate's CRM adapters work asynchronously and keep data copies to make sure that every contact is correctly handed over to your agents.

Solvemate's chatbots have an average availability of > 99.99% and we guarantee our uptime in SLAs as part of your contract.

Solvemate's Widget is distributed via Google's Content Delivery Network (CDN) and mirrored to edges across the world to guarantee the fastest loading times possible.

[Learn More](#)



# Security

Solvemate is fully committed to complying with GDPR. We only collect and store information that is necessary to offer our service, and we do this with our customers' consent. Our approach towards privacy, security, and data protection aligns with the goals of GDPR.

Along with a highly secure and robust system architecture, we have in place a variety of security measures that prevent unauthorized access and processing of personal data. To know more about our technical and organizational security measures, check out our [Security Policy](#).

For more information, refer to the [Solvemate GDPR Guide](#).

## Web App

- User roles to control access to your chatbots on your organization
- 2-factor authentication
- All content changes are versioned and need to be published before they become available
- All content changes can be reverted
- 4-eye edit and publish flow if needed

## Platform

- Solvemate is GDPR compliant
- All data is
  - processed, stored and backed up in Germany
  - transferred securely via TLS 1.2
  - encrypted on-rest with keys managed by Solvemate
- Solvemate runs security audits twice a year and all employees regularly attend security workshops

## Cloud

- The Solvemate Platform is completely managed so that you can focus on what's most important for your business.
- All services are monitored 24/7 and irregularities are automatically escalated to the technical teams.

# Questions?

Your Account Executive, Customer Success Manager and Solution Architect will guide you towards a smooth chatbot implementation.

Let's automate and enable meaningful conversations!

[Get in Touch with Us](#)



## About Solvemate

Solvemate enables brands to deliver quality customer service through meaningful conversations. Our customer service automation platform is powered by smart conversational AI that allows companies to create chatbot conversations so service teams can focus their expertise where it matters most. Solvemate's unique contextual conversation engine learns more quickly, integrates more easily and resolves requests faster and more reliably than any other chatbot on the market. Brands benefit from a personalized, real-time self-service experience that increases customer satisfaction, reduces costs, and offers actionable customer service insights.

© 2021 Solvemate. All Rights Reserved Worldwide.

[www.solvemate.com](http://www.solvemate.com)