master.of.code
GLOBAL

Your Ultimate Conversation AI Platform Checklist
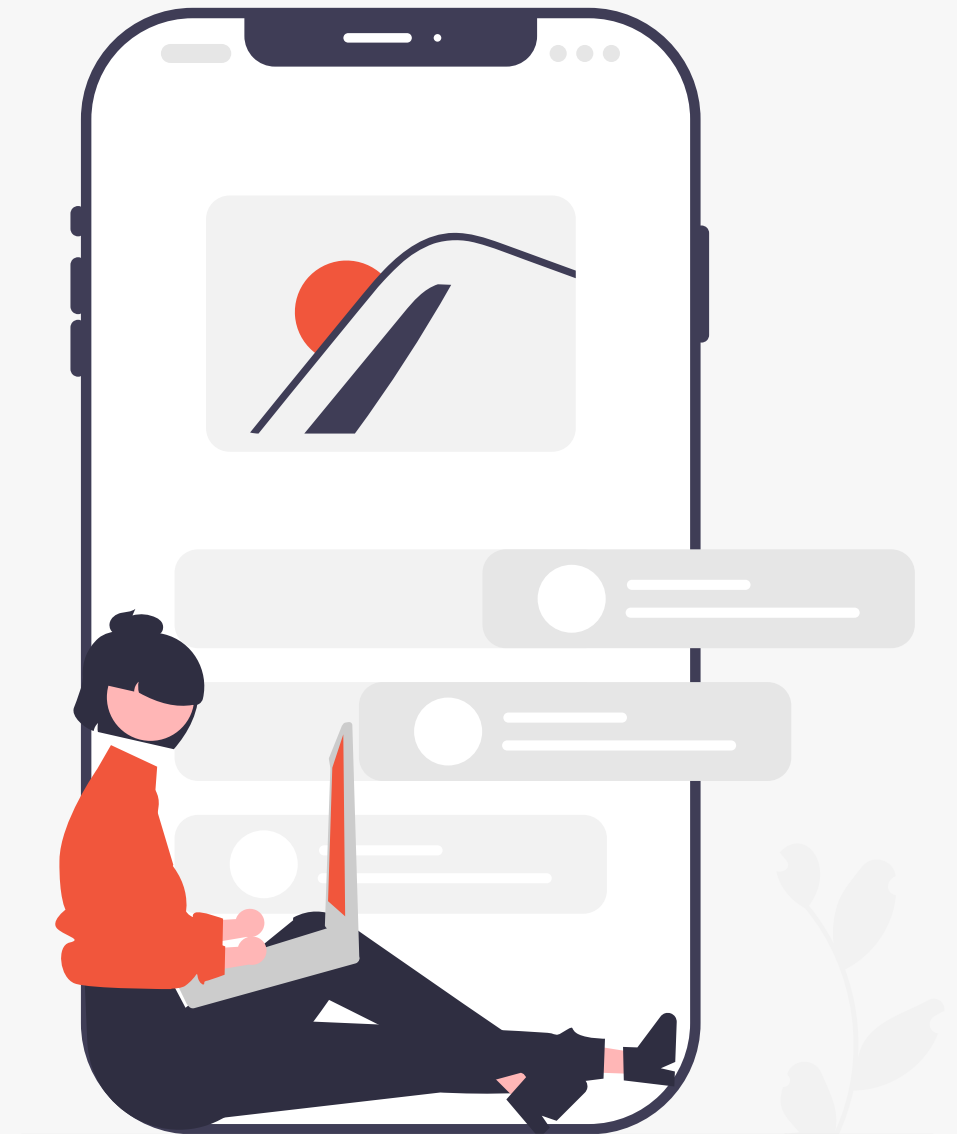
Choose wisely to avoid hidden costs and common mistakes

Ready to begin the journey?

Is this platform developer-friendly?

- ☐ Pre-built integrations (# of integrations)
- ☐ Pre-built chatbot components
- ☐ Bot marketplace and/or template library
- ☐ Depth of developer documentation
- ☐ Developer community program
- ☐ Academy certification program
- ☐ Open API
  - ● Well-documented
  - ● Fully-secured RESTful API
  - ● % of feature coverage
- ☐ Integrated developer toolkit
- ☐ Integration framework with IDE support
- ☐ Platform extensions, translations, and transformations
- ☐ Customizable environment configuration
- ☐ Robust testing functionality and testing metrics
- ☐ Range of options for ingesting and exporting data from the platform

As a Solution Architect, will this product meet the needs of our enterprise customers?

☐ **Enterprise-level architecture, operations, and scalability**
- Ability to deliver across multiple geographies
- Ability to scale up to meet high traffic demand
- Open-source architecture
- Customizable infrastructure
- Modular, extensible architecture
- Powerful built-in and custom integrations
- Containerized microservices architecture

☐ **Omnichannel (# of channels) & multi-channel deployment**
- Includes voice
- Endpoints for custom channels

☐ **Multilingual support (# of languages)**

☐ **Security & Compliance**
- Management console supporting administrative functions
  - Version management
  - Built-in logging to access application and system logs
  - Manage platform access and user accounts and security
    - Single sign-on (SSO) experience
    - Authorization with user-level access defined
- Data hosting
  - Private cloud, on-premise
- Data management
  - Data security package
  - End-to-end encryption
  - Chat history storage control options
- Compliance
  - ISO Certification(s)
  - SOC2 Certification
  - HIPAA
  - GDPR-compliant

As a Conversation Designer, does the platform offer industry-leading design tools?

- [ ] Interactive flow builder visualizations
- [ ] Low or no-code builder and graphical design tooling
- [ ] Drag and drop interfaces
- [ ] Pre-built template library
- [ ] Automated testing capabilities
- [ ] **Analytics and Reporting**
  - **Analytics on automation performance**
    - Out-of-the-box reporting dashboards
    - Custom dashboards
  - **Visualization of users, flow, and interaction metrics**
  - **Pre-built integrations with external data and visualization tools**
  - **Data export to custom dashboards**

- [ ] **AI & ML**
  - **State-of-the-art BERT-based (NLU) models**
  - **NLU engine agnostic**
    - Compatible with third-party NLU engines
    - Out-of-the-box integrations with major NLU engines
  - **Speech recognition and speech synthesis models**
  - **Intent management tools**
    - Intent and entity definition
    - Intent analyzer
    - Managing large intent models
    - Intent training tools
  - **Sentiment analysis capabilities**
  - **Level of control with user training data and models**

Excellent
Client Feedback

81NPS   **9.2**CSAT

400+

Projects delivered

Founded in

2004

250+

Masters

5

**Offices
Worldwide**

USA
Seattle

CANADA
Toronto, Winnipeg

EUROPE
Poland, Ukraine

REVIEWED ON
Clutch

★★★★★

4,7/5 Rating

ISO

ISO 27001

Information security,
cybersecurity and privacy
protection

1+ **Billion
Users**

engaged by our chatbots

Microsoft Conversational AI

Partner Advisory Council

Microsoft

Certified Delivery Partner

Certified Delivery Partner

LIVEPERSON

Official Partner

Conversation Design Festival

Conversation Design Institute

Consulting Partner

Partner Network

aws

sinch
cohere
chatfuel
LIVEPERSON®
infobip
Voiceflow
ada

boost·ai
HumanFirst
glia
botpress
Quiq
nylas
VERINT
VONAGE

master.of.code

GLOBAL

Let us help you connect your brand with customers where they communicate today. Chat or voice

Contant our team