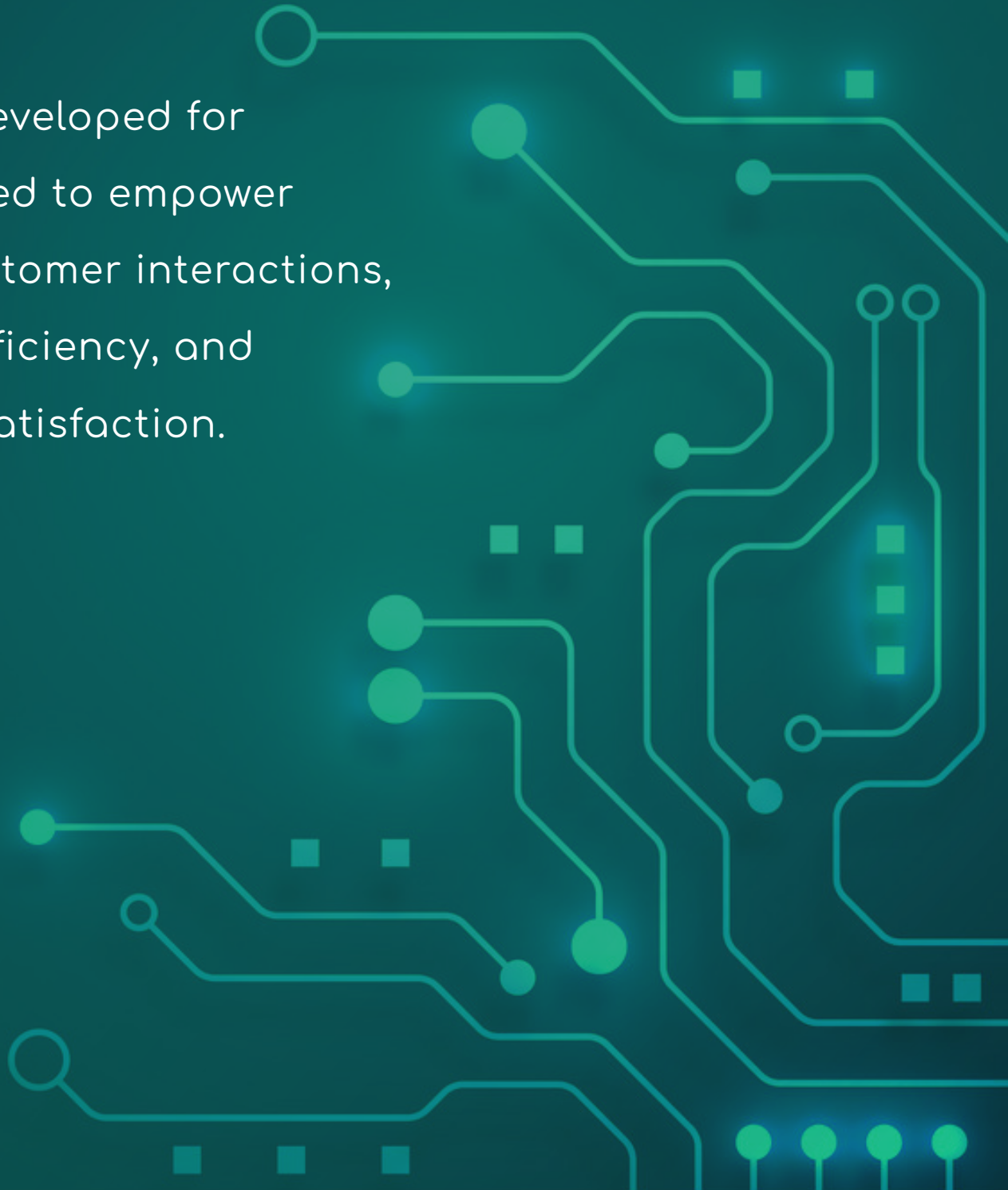


The chatbot platform we've developed for Telegram and Viber is designed to empower businesses by automating customer interactions, enhancing communication efficiency, and ultimately driving customer satisfaction.

tetrachat.tech



QAtronic
QUALITY IN EVERY STEP



- This platform integrates seamlessly with both Telegram and Viber, providing businesses with the tools to engage with their customers on the messaging apps they already use.
- It offers versatile use cases such as automated customer support, targeted marketing campaigns, lead generation, and even order processing, making it an essential tool for businesses of all sizes looking to improve their customer engagement and operational efficiency.

Project Scope and Objectives

Key features of the platform include automated responses for common queries, seamless integration with CRM systems for better customer management, multi-language support to cater to a global audience, and in-depth analytics to track performance and customer engagement. Additionally, the platform is designed to handle a variety of use cases such as marketing campaigns, lead generation, and order processing, making it versatile and adaptable to different business needs.

The intended audience for this platform includes businesses of all sizes — from small startups to large enterprises—that are looking to improve their customer service efficiency. It is particularly beneficial for customer service teams, marketing departments, and sales teams who need to engage with customers effectively and efficiently across different messaging platforms.


- Add-categories
- Add-positions
- Add-chatbots
- Add-content

Home

[Home](#)


0 pcs

Total users




100 %

Placed an order




0 pcs

Orders today




0 pcs

Total orders



exollaBot
Telegram bot



3,200


ORDERS

0

USERS

[GO](#)

exollaBot
Telegram bot



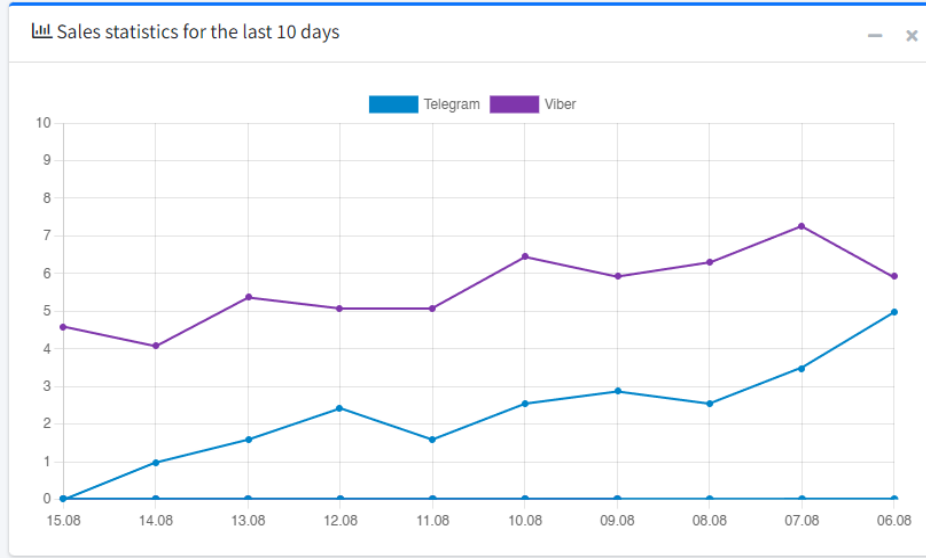
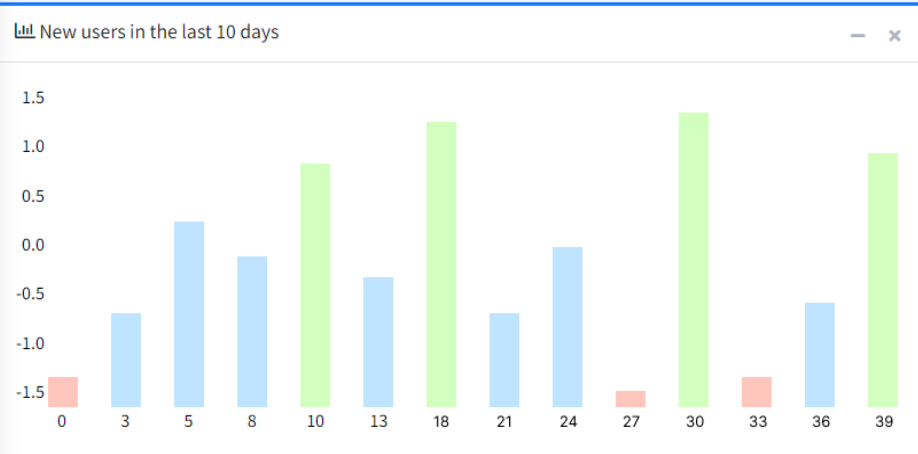
3,200

ORDERS

0

USERS

[GO](#)



Technology Stack

- **Frontend: JavaScript**

JavaScript was chosen for the frontend development due to its versatility and compatibility with various platforms, including web and mobile. It enables us to create interactive and responsive user interfaces, ensuring a seamless experience for end-users. JavaScript's vast ecosystem, including frameworks and libraries, allows for rapid development and easy integration with other technologies.

- **Backend: PHP**

PHP powers the backend of our platform, providing a robust and scalable foundation for handling business logic, data processing, and integration with third-party services like Telegram and Viber APIs. PHP is well-suited for web applications, offering stability and efficiency, especially in handling multiple simultaneous requests, making it ideal for a chatbot platform that requires real-time processing and quick response times.

- **Design & Prototyping: Figma**

Figma was selected for design and prototyping due to its collaborative capabilities, allowing our design team to work seamlessly together, even remotely. It offers real-time feedback, making the design process more efficient and ensuring that the user interface is both visually appealing and user-friendly. Figma's ability to create interactive prototypes also allowed us to test and refine the user experience before development, ensuring that the final product met all usability standards.

These technologies were chosen for their ability to provide a balanced combination of performance, scalability, and ease of use, ensuring the platform can grow and adapt to the evolving needs of businesses.

- Add categories
- Add positions
- Add chatbots
- Add content

- Home
- Categories
- Positions
- Reviews
- Promo codes
- Newsletter
- FAQ
- Settings**
- Global
- Content
- LiqPay
- Orders

Global Settings

Settings > Global

Telegram



exollaBot

Telegram bot

Status: Inactive



Activate



Token



Go

Viber



exollaBot

Viber bot

3,200
ORDERS

0
USERS



GO

Buttons

Save

Main menu

Категории	Корзина
Доставка и оплата	Мои заказы
Оставить отзыв	Контакты
Пользовательское соглашение	

Main menu

Категории	Корзина
Доставка и оплата	Мои заказы
Оставить отзыв	Контакты
Пользовательское соглашение	

Main menu

Категории	Корзина
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Development Team

Our development team was composed of dedicated professionals who each played a crucial role in bringing the chatbot platform to life. The team included 2 Full-Stack Developers, who managed both the front-end and back-end development, ensuring a seamless and functional integration of all platform components.

Our Tester rigorously evaluated the platform to guarantee it was bug-free and user-friendly, while our Designer crafted an intuitive and visually appealing user interface using Figma. The project was spearheaded by our CTO, who made key technical decisions and coordinated the team, ensuring that all aspects of the project were aligned with our strategic goals.

- Add categories
- Add positions
- Add chatbots
- Add content

Categories

[Home](#)

i Clue!

Before launching the bot, add at least one category

All categories

[+ Add](#)

#ID	Category	Number of positions	Control
4	Food	312	+ Add Edit Delete
6	Travel	10	+ Add Edit Delete
7	Technology	411	+ Add Edit Delete
9	Health & Wellness	431	+ Add Edit Delete
12	Entertainment	64	+ Add Edit Delete
16	Fashion & Style	231	+ Add Edit Delete
19	Education	63	+ Add Edit Delete
21	Sports	42	+ Add Edit Delete

Development Process

- **Phase 1: Planning & Design**

The project began with comprehensive research and planning to define the platform's scope and objectives. Our team then proceeded with wireframing and UI/UX design in Figma, focusing on creating an intuitive and user-friendly interface that aligned with the platform's goals.

- **Phase 2: Development**

In this phase, the frontend and backend were developed using JavaScript and PHP, respectively. The team worked on building a responsive user interface and a robust backend that could handle real-time interactions. This phase also included the integration of Telegram and Viber APIs to enable seamless communication through these messaging platforms.

- **Phase 3: Testing & Quality Assurance**

The platform underwent rigorous testing by our QA engineer to identify and resolve any bugs or issues. This phase also included user acceptance testing, allowing us to gather feedback and make necessary iterations to improve the platform's performance and usability.

- **Phase 4: Deployment & Maintenance**

After thorough testing, the platform was deployed in the production environment. The team continues to provide ongoing support and updates, ensuring the platform remains reliable, secure, and up-to-date with any new features or changes in messaging app APIs.

Key challenges & Solutions

During the development of the chatbot platform, we encountered several technical and logistical challenges. One major hurdle was the integration of APIs for both Telegram and Viber, as each platform has its unique protocols and requirements. Ensuring cross-platform compatibility was also challenging, especially in maintaining a consistent user experience across different devices and messaging apps. Additionally, optimizing the platform's performance to handle real-time interactions without delays posed a significant challenge.

To overcome these challenges, our team implemented a strategic approach. We conducted thorough research on both Telegram and Viber APIs, allowing us to effectively navigate their differences and integrate them smoothly into the platform. For cross-platform compatibility, we employed responsive design techniques and extensive testing across various devices to ensure a uniform experience. To address performance issues, we optimized our backend architecture, focusing on efficient data handling and server response times. These solutions enabled us to deliver a robust and reliable chatbot platform that meets the diverse needs of businesses.

Results and Impact

The initial deployment of our chatbot platform has yielded impressive results, with businesses reporting significant improvements in customer engagement and operational efficiency. Metrics from early users show a 30% reduction in response times and a 25% increase in customer satisfaction scores, highlighting the platform's effectiveness in automating customer interactions.

Businesses using the platform have benefited from its ability to handle high volumes of customer inquiries without additional staffing, leading to cost savings and increased efficiency. The platform's integration with CRM systems has also enhanced customer relationship management, providing businesses with valuable insights into customer behavior and preferences.

Overall, the platform has empowered businesses to engage with their customers more effectively, resulting in stronger customer relationships and improved business outcomes.

Conclusion

In summary, our chatbot platform for Telegram and Viber was developed with the goal of empowering businesses to automate and enhance customer interactions. Leveraging a robust technology stack, a skilled development team, and a thorough development process, we successfully created a platform that is both scalable and user-friendly. The platform has already shown significant impact, improving customer engagement and operational efficiency for businesses that have adopted it.

The success of this project underscores our commitment to delivering innovative solutions that meet the evolving needs of businesses. As we continue to support and enhance the platform, we look forward to helping more businesses achieve their customer engagement goals. We welcome any questions and are excited to discuss how our platform can benefit your business.

Thank you
for your attention!

