

Chatbot Academy

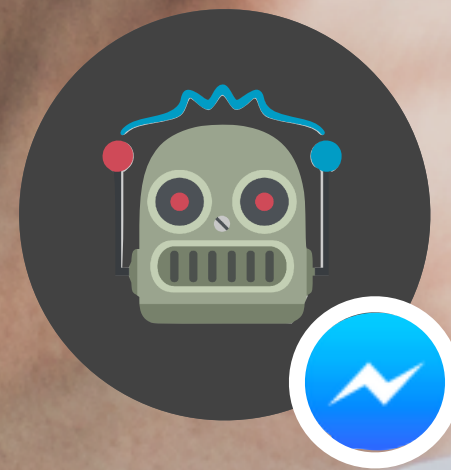
Services & Portfolio

[Chatbot-Academy.com](https://chatbot-academy.com)

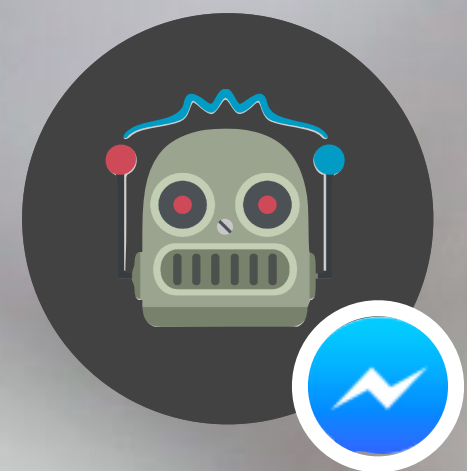
SHNUPS UG (haftungsbeschränkt), c/o WestTech Ventures GmbH, Saarbrücker Str. 36, 10405 Berlin



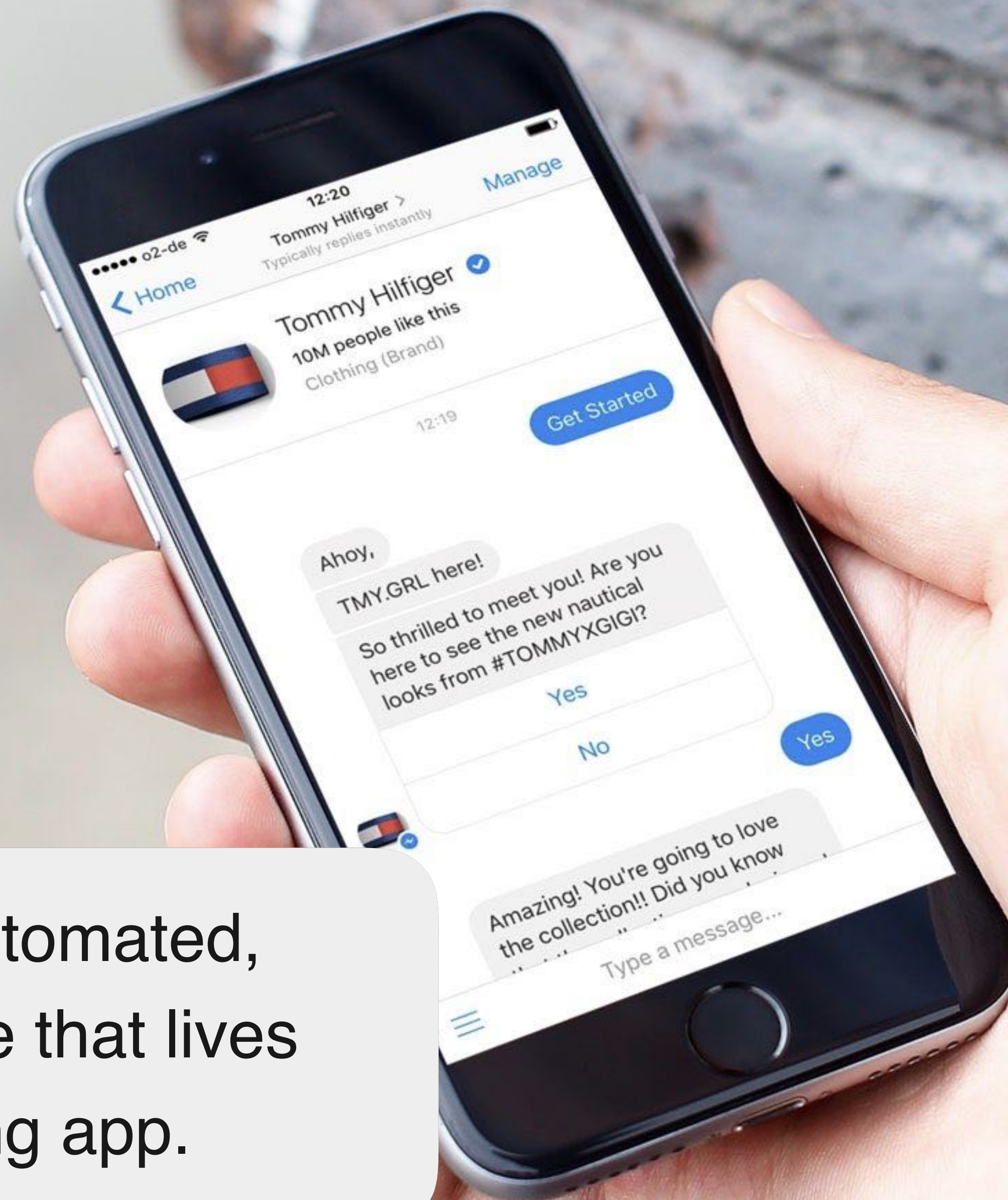
What is a chatbot?



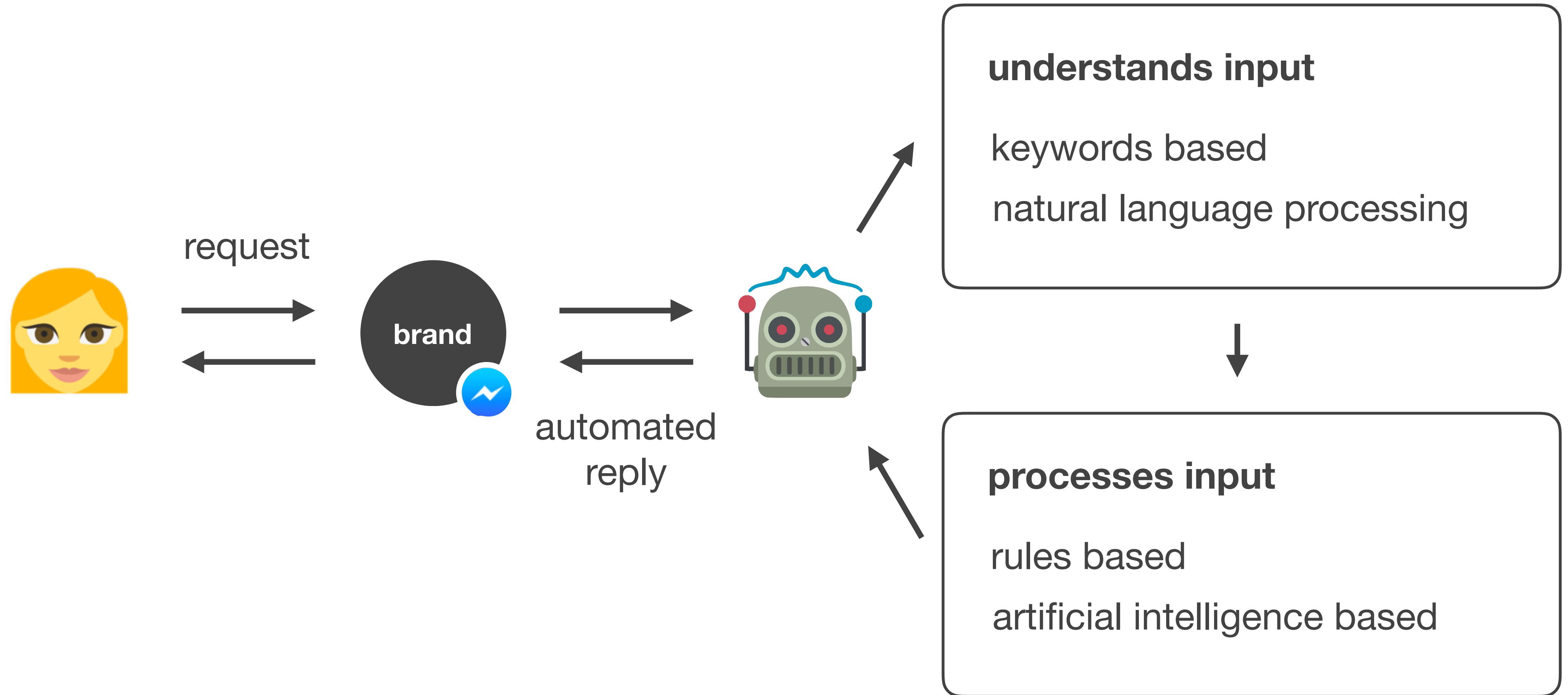
Hi there!
Let me help you with that...



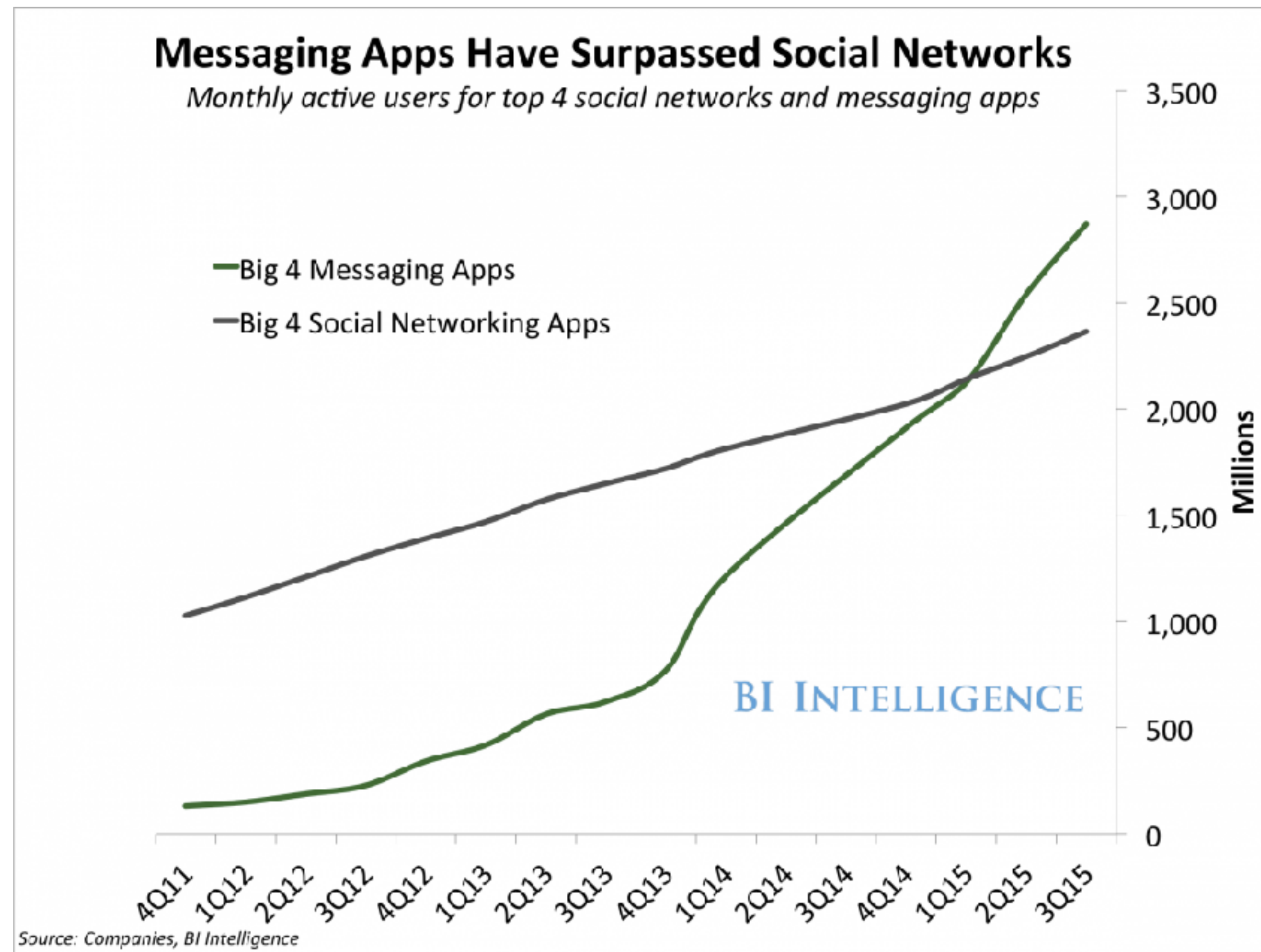
A chatbot is an automated, lightweight service that lives inside a messaging app.



How chatbots work



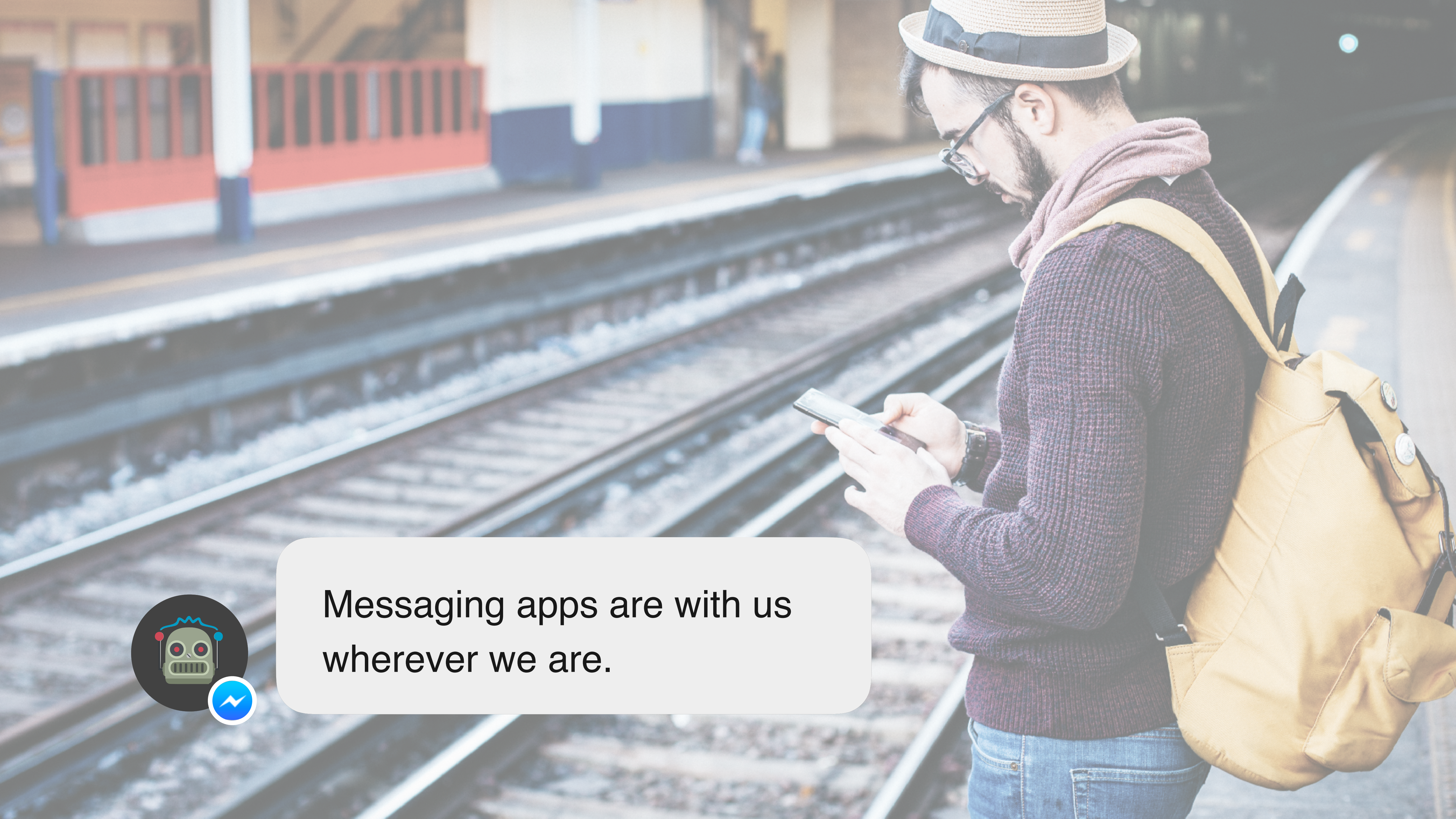
Why messaging apps?



“Messaging apps are the platforms of the future and bots will be how their users access all sorts of services.”

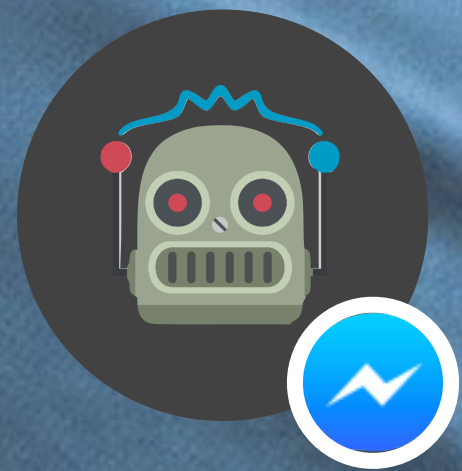
—Peter Rojas, betaworks

Facebook Messenger now has more than 1 billion users.

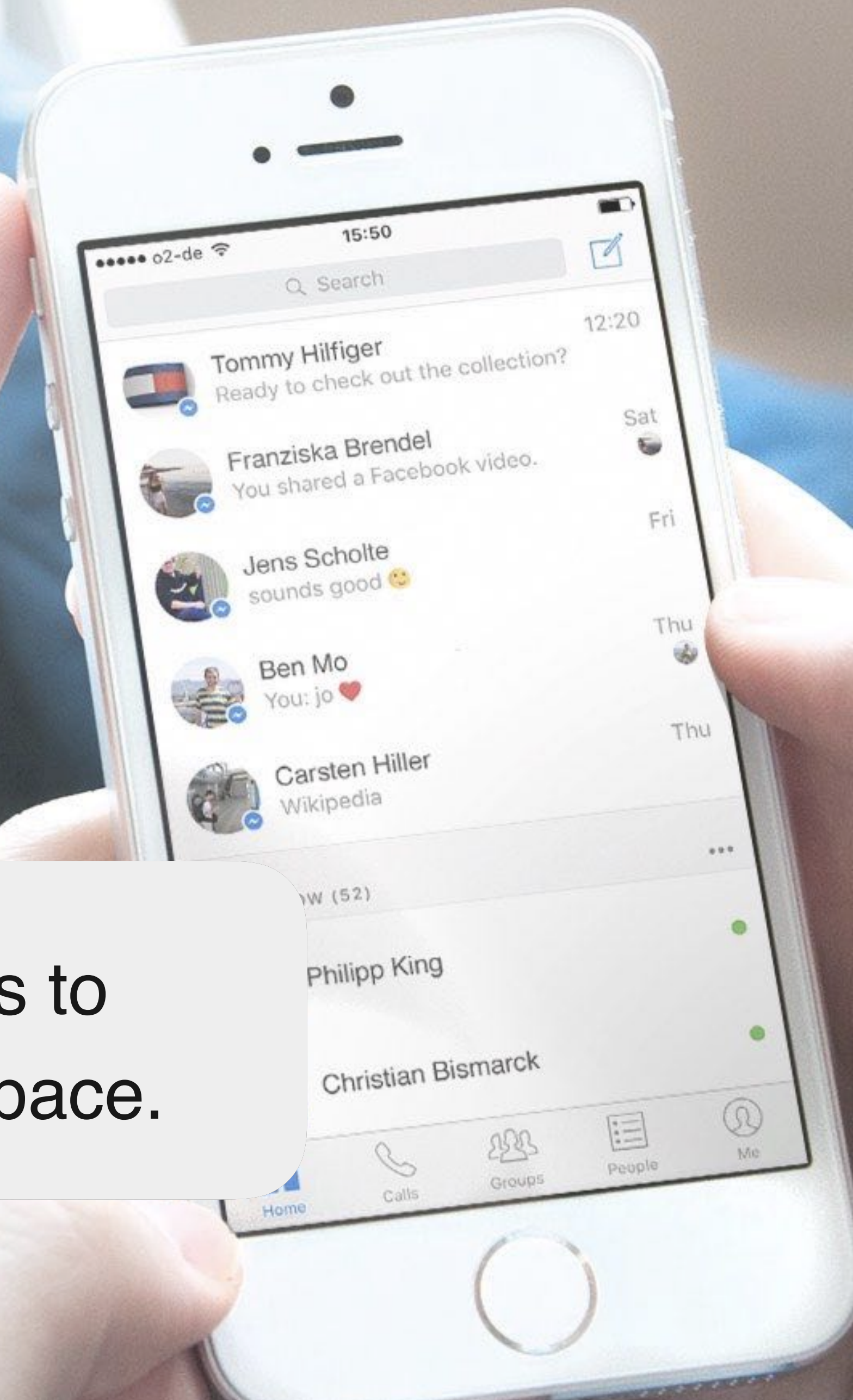


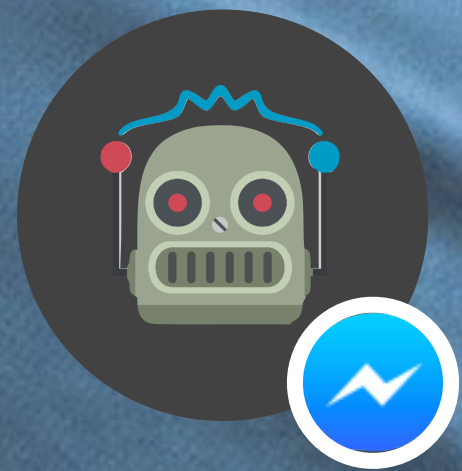
Messaging apps are with us
wherever we are.





And chatbots allow brands to enter this very personal space.





Right next to a person's friends.



Benefits of chatbots



24/7 Availability

Instantly reply to customer requests at any time



No Download, Familiar Interface

Be where your customers already are, on any device



Interaction & Personalization

Use chat history for segmentation



One-to-one communication

Talk to your customers like a friend

Areas that benefit from chatbots



E-commerce & Sales

A more personal shopping experience



News & Media Distribution

Help people personalize their media consumption



Customer Service & Support

Immediately react to customer requests



Personal & Business Services

Concierge chatbots that help with everyday tasks

We're a chatbot agency that specializes on developing conversational brand experiences for Facebook Messenger.

Our services



**Ideation &
Conversational
UX**



**Prototyping &
Custom
Development**



**Testing,
Monitoring &
Maintenance**

Our team



Alexander Swetlow

full stack developer,
15 years in web and software
development

Software Development



Web Development



Education



Jan König

full stack marketer,
5 years in product management
and marketing

Product Marketing



Product Management



Education



We previously founded [HashtagNow.co](https://hashtagnow.co), a media tech company that uses social media data to discover topics people talk about on the web. While working on #Now, we discovered the huge potential of chatbots.

Get in touch

Let's figure out what you need and how we can help you

Jan König

jan@chatbot-academy.com

+49 176 2333 4651