Appsin.Ai

SERVICE

AI Chatbot Development for Website, WhatsApp and App Support

Customer-facing AI chatbots on your website, WhatsApp and app that answer from your content, complete simple tasks and hand difficult conversations to your team.

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AI development for businesses in India, the GCC and the USA

OVERVIEW

AI Chatbot Development

We build AI chatbots that talk to your customers on your website, WhatsApp, mobile app and social channels. They answer from your own help content, product data and policies, take bookings and check orders, capture leads into your CRM, and pass the conversation to a person, with the details already collected, when a question needs one.

Unlike older rule-based bots, an LLM chatbot understands questions phrased in many ways and in several languages, including Arabic and English. We are not tied to one provider: depending on cost, quality, language and hosting needs, we use GPT, Claude, Gemini or open models such as Llama that can run on your own servers.

A good chatbot is mostly careful design: which questions it should answer, which it must refuse, when it hands over and how you check it is right. We test every bot against real customer questions before launch and give your team the tools to review conversations and fill gaps afterwards.

BUILT FOR

- Customer support and contact centre teams
- E-commerce and retail brands
- Clinics, hotels and service businesses taking bookings
- Banks, insurers and financial services firms
- Businesses serving customers in Arabic and English

FEATURES

What you get with AI Chatbot Development

01 **Website and in-app chat**
A chat widget in your brand that works on mobile, plus in-app chat for your Android and iOS apps, aware of the page or screen the customer is on.

02 **WhatsApp and social channels**
WhatsApp through Meta's WhatsApp Business Platform, plus Facebook Messenger and Instagram, with approved message templates for reminders and follow-ups.

03 **Answers from your own content**
Retrieval over your help centre, product catalogue, PDFs and policies, so replies come from your sources and stay current when the content changes.

04 **Handover to a person**
The bot passes the conversation to a live agent in your helpdesk or shared inbox with a summary of the issue, so the customer never has to repeat themselves.

05 **Bookings, orders and lead capture**
Book appointments, check order status, qualify leads and open tickets by connecting to your CRM, booking system, e-commerce platform or helpdesk.

06 **Your choice of model**
GPT, Claude, Gemini or a self-hosted Llama model, picked after testing on your questions, with simple queries routed to a cheaper model where it makes sense.

07 **Multilingual conversations**
Customers write in their own language, including Arabic and English, and the bot replies in kind using your approved product names and terms.

08 **Guardrails and safe refusals**
Topic limits, refusal rules, checks against prompt injection and no invented prices or promises. When the bot is unsure, it says so and offers a person.

09 **Conversation analytics and review**
A dashboard of conversations, handovers, unanswered questions and customer feedback, so your team can see where answers or content need fixing.

WHY IT MATTERS

The difference it makes to your business

01 **Answers outside office hours**
Customers get a useful reply at night and at weekends, and anything the bot cannot handle is waiting for your team in the morning.

02 **Fewer repeat questions for agents**
Routine questions about hours, prices, orders and policies are handled by the bot, so agents spend their time on conversations that need a person.

03 **More enquiries captured**
Visitors who would not fill in a form will often answer a few questions in chat, and those details go straight into your CRM.

04 **No lock-in to one AI provider**
The bot is built so the model can be changed, letting you switch providers as prices and quality move without rebuilding it.

HOW WE DELIVER

How we deliver AI Chatbot Development

01 **Map the conversations**
We review your support tickets, chats and FAQs to decide what the bot should handle, what it must not, and when it should hand over.

02 **Prepare the knowledge**
Help articles, product data and policies are cleaned up and connected, and the gaps the bot will hit are listed for your team to fill.

03 **Build and connect**
We build the bot, connect your channels and back-office systems, and set up handover to your helpdesk or inbox.

04 **Test with real questions**
The bot is scored against real customer questions, including awkward and off-topic ones, and your team tries it before any customer does.

05

Launch, review, improve

We launch on one channel first, review conversations each week, fix wrong or missing answers, then add more channels.

FAQ

Questions about AI Chatbot Development

How is an AI chatbot different from ChatGPT integration?

A chatbot is a customer-facing conversation on your website, WhatsApp or app, with handover to your team, and it can run on GPT, Claude, Gemini or Llama. ChatGPT integration puts OpenAI features inside your own product or internal tools, such as document extraction, summaries or search over your knowledge base.

Which AI model will our chatbot use?

We decide after testing on your own questions. GPT, Claude and Gemini are strong general choices with different strengths in tone, languages and price. Open models such as Llama suit cases where conversations must stay on your servers. The bot is built so the model can be changed later.

What happens when the bot cannot answer?

It says so rather than guessing, and offers a person. The conversation moves to a live agent in your helpdesk or inbox with a summary and the customer's details. Outside working hours it takes a message and opens a ticket. Unanswered questions are listed so your team can add the missing content.

Can the chatbot work on WhatsApp?

Yes. We use Meta's WhatsApp Business Platform, which needs a verified business number. Customers can message you at any time, and messages you start, such as reminders and follow-ups, use templates that Meta approves in advance.

How do you stop it from making things up?

Answers are drawn from your own content through retrieval, and the bot is told to say it does not know rather than guess. Prices, stock and order details come from your live systems, not the model's memory. We test against real questions before launch and review conversations afterwards. No chatbot is right every time, so customers can always reach a person, or leave a message out of hours.

How much does a chatbot cost and how long does it take?

It depends on the number of channels and systems it connects to, the languages, how much content needs preparing and the conversation volume, which drives model costs. A website bot answering from your help content can launch in a few weeks. One with bookings, payments and several channels can take a few months.

Will it connect to our CRM and helpdesk?

Usually, yes. We connect through their APIs so leads, tickets and conversation summaries land in the tools your team already uses. If a system has no API, we agree the least disruptive alternative, such as email or a scheduled export.

NEXT STEP

Plan a chatbot your customers will actually use

Send us a sample of your most common customer questions and we will show you how a bot would answer them, and where it should hand over to your team.

Book a free consultation: https://appsin.ai/book-a-consultation/

WhatsApp or call: +91-9025555584

About AppsInAi

AppsInAi Private Limited is an AI development company in Coimbatore, India. We build generative AI assistants, AI agents, chatbots, machine learning models, computer vision and data platforms on our clients' own data, from a first proof of concept to production, with monitoring and support after launch.

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