



Changing the way people store,
access and think about money.

Case Study

Bots for Bitcoin



An Emerging Market



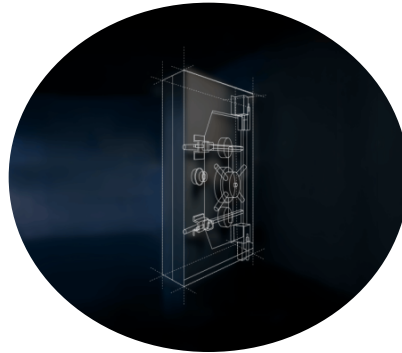
16 million



Bitcoin for everyday life



Manage



Store



Spend

xapo

Current Support Tools

in**b**enta



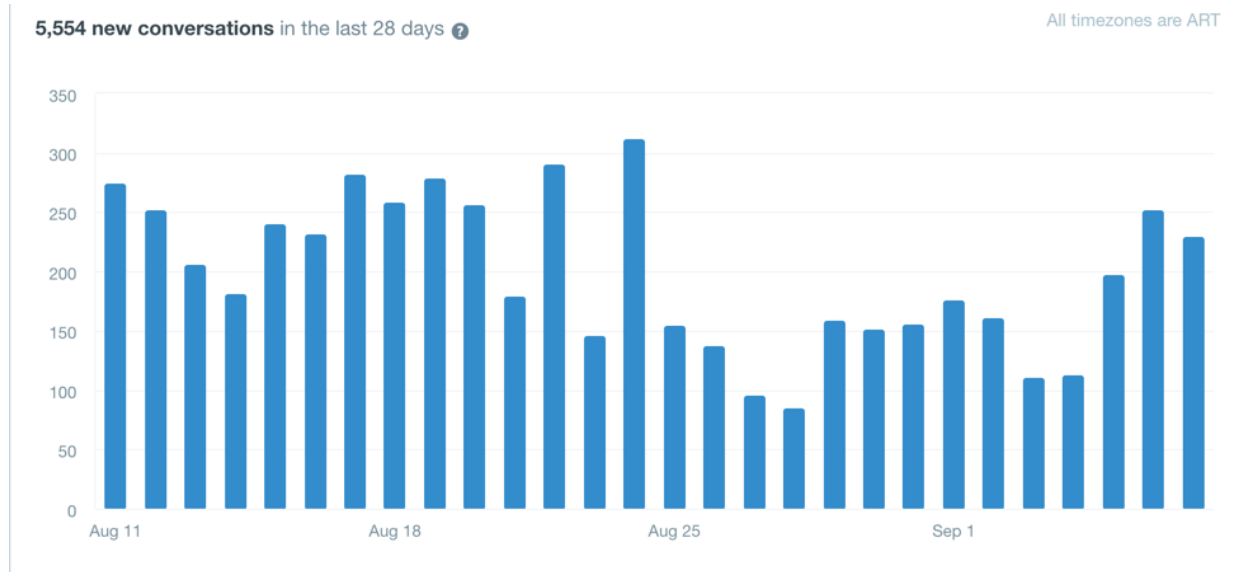
INTERCOM

facebook





Support Challenge



200
tickets/day

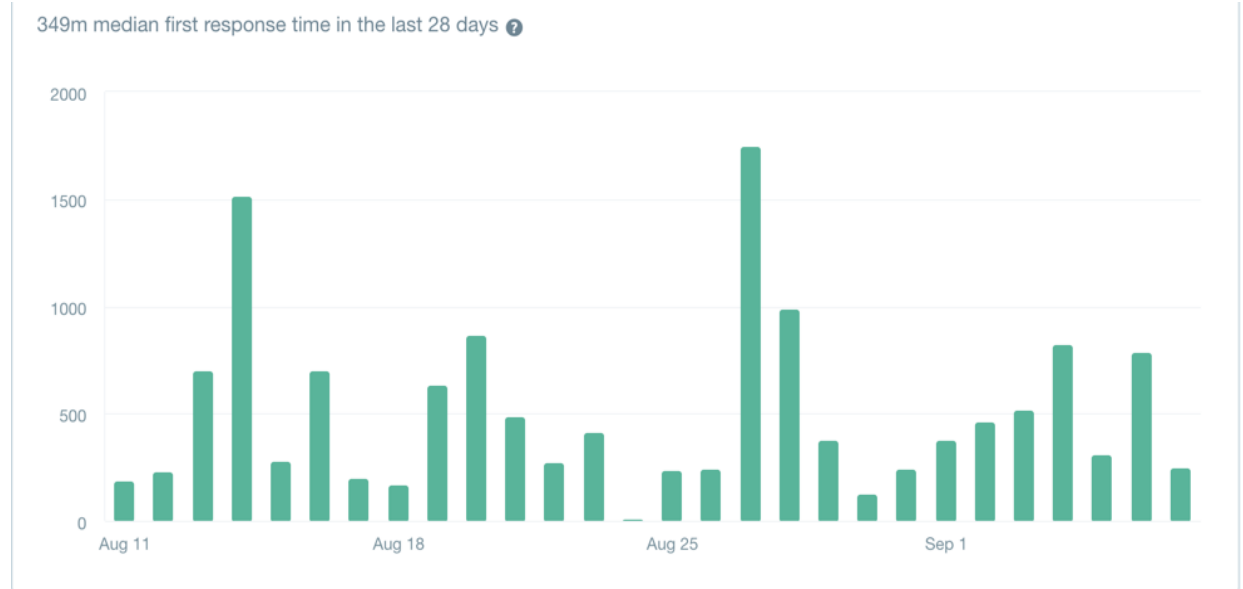
4 support
agents



Support Challenge

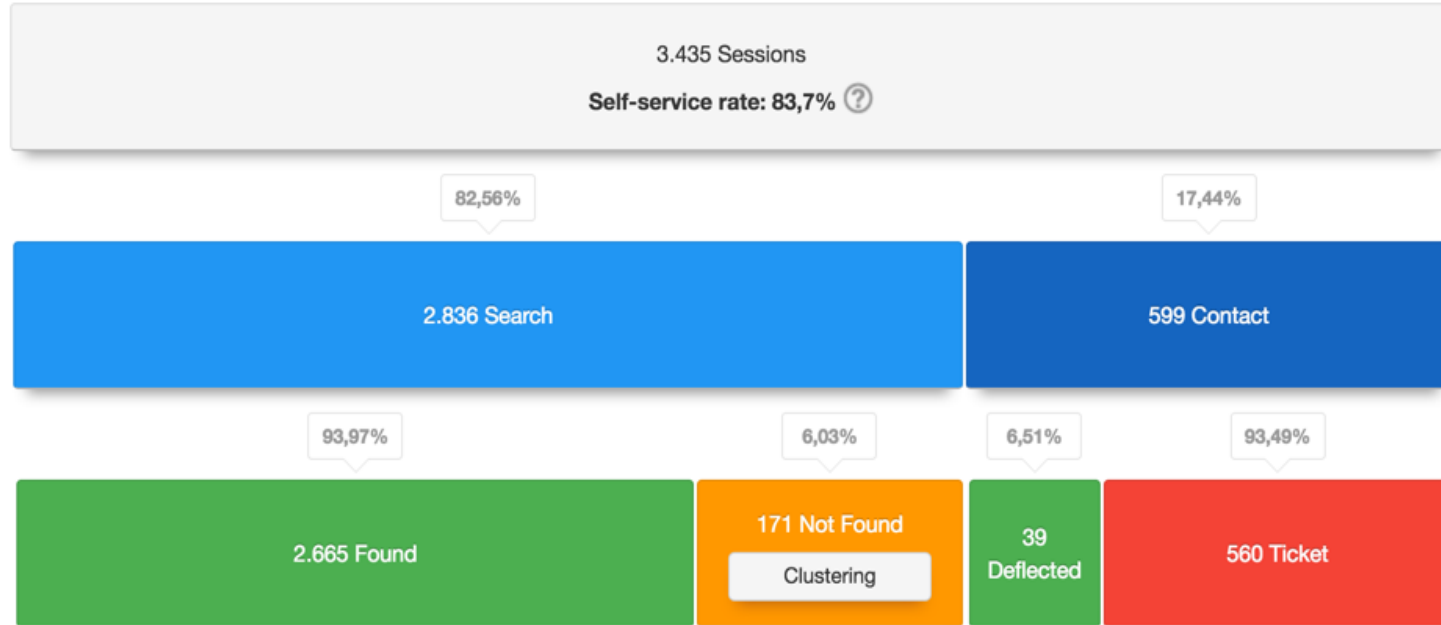
Average Response Time

349 minutes





Why Inbenta?



See everything



Why Inbenta?

Session Id	Date	▲ Duration	Type	Result	User information	Details
pt5j406jdhlv265a4snj4rvdd4	00:02:10 01/09/2016	7m 23s	Search	Not Found		🔍
e08lfh14bgcenqr0ugmbcr2ef5	00:04:21 01/09/2016	2h 46m 13s	Search	Found		🔍
qt8n0sme6ire542tc8sibte0i4	00:04:38 01/09/2016	2h 21m 42s	Search	Found		🔍
rt43r8o3mb2falefqj2fv2jag3	00:10:38 01/09/2016	1m 26s	Search	Found		🔍
2sv0vvdsf14gpedog1ikiiprkh4	00:18:25 01/09/2016	15m 52s	Contact	Ticket Sent		🔍
32i7k2p9e3qpsgmhomk7hq9bb4	00:19:55 01/09/2016	1m 14s	Search	Found		🔍
b6eg20vpdb9hqhq5mmhffcuhb2	00:23:50 01/09/2016	5m 57s	Search	Found		🔍
2vvnvgrqt0j867388m3rntrdp4	00:23:55 01/09/2016	33s	Search	Found		🔍
tmpdfg0led3q36udr6smpd7of5	00:30:12 01/09/2016	1m 49s	Search	Found		🔍
8pafcmjtjhr9mhn0uaujht89gu3	00:34:32 01/09/2016	1m 41s	Search	Found		🔍
05836as533sb47vmsv2c5j59j1	00:35:41 01/09/2016	27m 47s	Search	Not Found		🔍
o49pk82homj0futj9o66b568k6	00:36:24 01/09/2016	2m 38s	Search	Found		🔍
fqmjmkggetkojus0sis8rk3gj76	00:39:27 01/09/2016	11s	Search	Found		🔍
ja37mc6i5tuh48ls191qrcal4	00:39:32 01/09/2016	2m 0s	Search	Found		🔍
3fvmop08mh59046leo6arsspo0	00:42:22 01/09/2016	20s	Search	Found		🔍
ofp3h4koa5vlud5195p99k3oi3	00:42:26 01/09/2016	1m 52s	Search	Found		🔍
aptd384rnmfj2ept819mlobhd0	00:43:45 01/09/2016	22m 26s	Contact	Ticket Sent		🔍
gdemjr4vqvipb8g5tvd7bf5nf3	00:44:21 01/09/2016	16s	Search	Found		🔍
4hno3ed1j111etb089fc19d206	00:46:06 01/09/2016	1h 48m 53s	Search	Found		🔍
q1u5r4b99r91n4rqa3bsnkqb32	00:51:05 01/09/2016	28s	Search	Found		🔍

Improve anything

Why artificial intelligence?



Facebook Chatbot Implementation

Answer +

← → 🔗 📷 📄 🔄 Source

B I U S T | 📌 📋 📄 | Format | **A**

Xapo aims to provide global banking services for bitcoin but is *not* designed to provide an anonymous service. Our users have the ability to easily transact, securely store, and even spend bitcoins with a swipe of a card - with such great power comes great responsibility! Find out [why we ask for personal information](#).

Users will be asked for the following information based off the historical transacting activity performed within a Xapo account:

Compliance Level	Require
------------------	---------

300 characters or less



Yes

Would you like to know what information Xapo requires from you?

Yes

No

Sent by Xapo Chat Bot [?]

Here is the information that Xapo requires from you and why!

Xapo aims to provide global banking services for bitcoin but is not designed to provide an anonymous service. By providing some basic information, our users will help Xapo and the Bitcoin community to create equally convenient security and consumer protection and ultimately bring more trust to bitcoin!

Users will be asked for the following information based off the historical transacting activity performed within a Xapo account:

Compliance Level	Requirements
Historical transactional activity: \$0 - 300 USD	First and last name Email address Mobile phone number Country Date of Birth
Historical transactional activity: \$300 - 3,000 USD	Full address ID type ID number Source of Funds
Historical transactional activity: > \$3,000 USD	Photo ID document Proof of Address document



Facebook Chatbot Implementation

Xapo aims to provide global banking services for Bitcoin but is not designed to provide an anonymous service. By providing some basic information, our users will help Xapo enable the Bitcoin community to create equally consistent security and consumer protection and ultimately bring more trust to Bitcoin.

Users will be asked for the following information based off the historical transaction activity performed within a Xapo account:

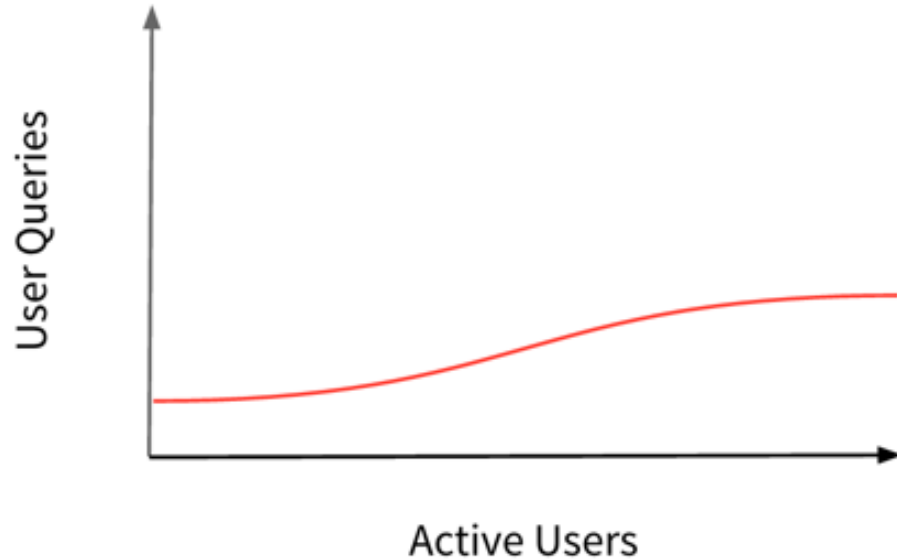
Compliance level	Requirements
Historical transaction activity: \$0 - 500 USD	First and last name Email address Mobile phone number Country Date of Birth
Historical transaction activity: 500 - 1,000 USD	Full address ID type ID number Source of funds
Historical transaction activity: 1-10,000 USD	Photo ID document Proof of Address document

These are the minimum requirements for all customers. Xapo may have to ask more information depending on certain risk factors, actions performed within an account (such as buying/selling) and/or to comply with applicable regulations in certain jurisdictions.

Users that do not want to comply with these requirements have the option to close the account and have the funds sent elsewhere. However, Xapo hopes that our users understand the need for this information and how it will be kept, just as well as your financial



Expectations



- Lower Response Time
- Real issue, real agent
- Improved UX

xapo

Questions?