

Official Use Case Document

Company: Sologenius Tech Private Limited

Website: <https://sologeniustech.com>

Industry: SaaS, API Integration, Customer Support Automation

Use Case Title: Unified Chatbot & Support API Platform for Digital Businesses

1. Problem Statement

Modern digital businesses—especially e-commerce, fintech, healthcare, and logistics platforms—struggle with:

- Managing high volumes of customer queries
- Providing fast and personalized support across channels (Web, WhatsApp, Email)
- Integrating chatbot automation with human agent workflows
- Scaling support systems without increasing headcount

They also lack a unified API to plug into their own systems, apps, or ERPs.

2. Sologenius Tech Solution

Sologenius Tech provides a modular, cloud-based platform offering:

- Chatbot-as-a-Service (CaaS)
- Live Agent Chat System
- Support Ticket Management
- API Integration Layer

3. Target Users / Industries

E-commerce, Fintech, Healthcare, Logistics, SaaS Startups. Use cases include order tracking, refund requests, appointment bots, delivery support, and in-app support chat.

4. Key Features & Modules

A. User Roles

Admin - Full platform access, billing, analytics

Manager - Agent management, chatbot flows

Agent - Respond to customers, close tickets

Developer - API key generation, webhook setup

B. Billing & Subscription

Monthly tiered plans (Starter, Pro, Enterprise)

Usage-based pricing (chats, agents, API calls)

Automatic invoicing and reminders

5. Technology Stack

Frontend: React.js, Next.js, TailwindCSS

Backend: Node.js, FastAPI (Python), MongoDB/PostgreSQL

Realtime: Firebase, WebSockets, Redis Queue

AI/NLP: OpenAI API, Rasa, Dialogflow

Integration: WhatsApp Cloud API, SendGrid, Zapier, CRMs

Deployment: Docker, Kubernetes, AWS/GCP, CI/CD pipeline

6. Benefits to Businesses

- Reduce support team workload by up to 60%
- Cut average response time from 5 minutes to 30 seconds
- Improve CSAT scores by 25–40%
- Fully scalable with plug-and-play API usage
- Save up to ₹10–25 lakh annually in manual support costs

7. Go-To-Market Strategy

- Launch a freemium chatbot API for developers
- Partner with digital agencies for white-label licensing
- Inbound SEO content marketing
- Paid campaigns targeting SaaS and Shopify merchants
- App integrations: Shopify, Wix, WooCommerce, Zapier

8. Security & Compliance

- Role-based access control (RBAC)
- GDPR-compliant data handling
- End-to-end encryption on all messages
- Audit logs and API rate limits
- ISO/IEC 27001-aligned policies (roadmap)

9. Future Roadmap

- AI Assistant Builder (drag & drop + prompt builder)
- Multilingual NLP models (Hindi, Arabic, Spanish)
- Self-hosted Enterprise edition
- Predictive support routing via ML
- Marketplace for chatbot templates

Summary

Sologenius Tech is building the next-gen customer support automation platform for growing businesses by combining chatbot intelligence, agent workflows, and a developer-first API ecosystem—ready to plug into any app or website in under 5 minutes.