

Devexa's Functionalities

This description below represents the general overview of Devexa functionalities. Please check exact functionalities available to you in the documents executed between you as a customer and Devexperts as a provider.

Devexa, aka Devexa Chatbot, is an assistant that provides information for trading and investment decisions and connects users to support service. Additionally, Devexa offers a set of functionalities designed to enhance communication for brokers and prop trading firms.

One-on-One Communications

Devexa offers robust one-on-one communication capabilities between users and operators. Users can engage in real-time text-based conversations and send voice messages for enhanced communication clarity.

The platform supports media sharing, allowing users to share images, videos, and other multimedia files during interactions. Additionally, Devexa supports both audio and video calls, enabling more personal and effective communication.

Users can also share their screens with operators, getting visual assistance. Operators make it easier to guide users through complex processes.

Broadcasting

Operators can leverage Devexa's broadcasting features to send bulk text messages to multiple users simultaneously, facilitating announcements or updates. Additionally, trading signals can be broadcast to users, aiding them in making informed trading decisions.

Reporting

Devexa includes comprehensive reporting features. Operators can generate detailed reports on user activities, collect and review feedback, and export dialog histories for record-keeping and analysis. These capabilities ensure that all interactions are well-documented and that user feedback is systematically gathered and utilized for service improvements.

Automated Scenarios

The platform supports various automated scenarios through its chatbot. The chatbot can provide real-time market data and historical prices upon request. It also guides users through Know Your Customer (KYC) processes using predefined questionnaires.

Additionally, subject to integration and regulatory approval, the chatbot can assist with trading operations. It can also respond to user queries based on a predefined questions-answers dataset, making interactions more efficient and consistent.

Settings and Configurations

Devexa allows for extensive settings and configuration management. Operators can create, read, update, and delete bot configurations, manage communication channels, and configure user groups based on specific criteria.

Operator accounts and permissions can also be managed efficiently. Furthermore, operators can integrate and manage news sources, connect and configure market data providers, manage and enforce legal documents for user compliance, and implement supervised machine learning models based on provided datasets.

Interoperability

Devexa's interoperability features include a Conversational API for integrating external systems with Devexa for seamless conversational interactions.

A Management API is also available for programmatically managing and configuring various aspects of the platform, providing flexibility and ease of integration.

Supported Channels

The platform supports multiple communication channels, including Telegram, Viber, WhatsApp, and Facebook Messenger. Additionally, Devexa's proprietary Conversational API (used by widget) can be used for custom integrations.

Widget

Devexa offers a versatile widget that includes core messenger features such as text, media, voice messages, and calls. The widget also supports co-browsing, allowing operators to share and annotate screens in real-time to assist users. News feed, Feedback collection and analysis tools are integrated directly within the widget interface, enhancing the user experience.