

# Multi-Tenant AI-Powered Chat Platform by Ecosmob



P r o j e c t —————  
Case-Study ∨



# Introduction

The client, a trusted name in the legal services industry in the United States, sought to reimagine how law firms connect with their clients.

Known for providing top-notch answering services, their vision was to create a multi-tenant AI-powered chatbot that could streamline lead collection, answer customer queries, and schedule appointments - all while reducing the need for human intervention.

To bring this ambitious project to life, the client partnered with Ecosmob Technologies, a leading provider of custom software solutions with a track record in delivering scalable and innovative systems.

## The Client

The client specializes in offering tailored answering services, including call and chat solutions, to law firms and other industries. The company has built a reputation for making customer interactions seamless and efficient by bridging the gap between busy legal professionals and their clients. With this new chatbot platform, they aimed to expand their services and offer greater value to their clients.



## Why The Client Chose **Ecosmob**

The client chose Ecosmob for its experience in custom software development and its record of delivering complex solutions with agility. Ecosmob's commitment to understanding client needs and delivering high-quality prototypes built trust, leading to a successful partnership.

### The onboarding process included:

A working prototype presentation.

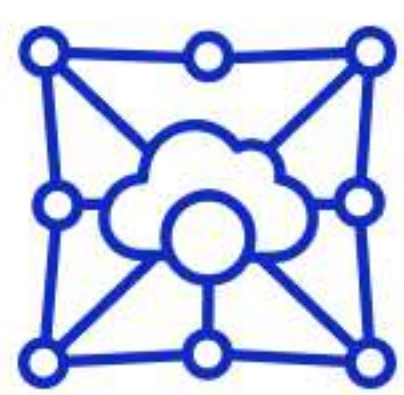
Scope finalization and mockup designs.

Step-by-step development with regular client feedback.



# Project Requirements

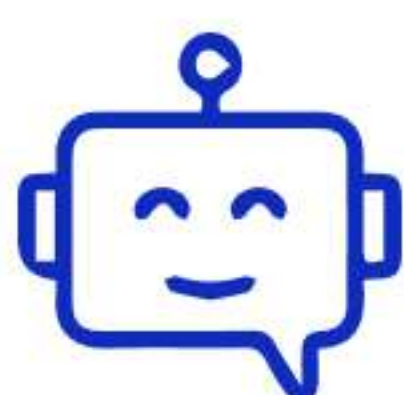
The client needed a cutting-edge, multi-tenant chatbot platform that could be adapted across industries while maintaining a seamless user experience. The solution needed to be white-labeled to allow branding flexibility and included a source code handover for complete ownership.



## Multi-Tenant Platform

A centralized admin portal for managing tenants (law firms and other service providers).

A tenant portal enabling individual clients to customize their chatbots.



## Customizable Chatbot

Advanced data collection capabilities via input forms, dropdowns, & validation tools.

AI-driven responses to handle customer queries effectively.

An appointment scheduling feature integrated into the chatbot.



## Integrations



**Watson AI:** For generating intelligent, context-aware responses.



**Xcally:** To seamlessly push lead chat data into the client's contact center solution.



**Calendly:** To enable hassle-free appointment booking.



**Mobile App:** To allow lawyers to access chat leads directly.



## Additional Features

Automated email transcriptions of completed chats.

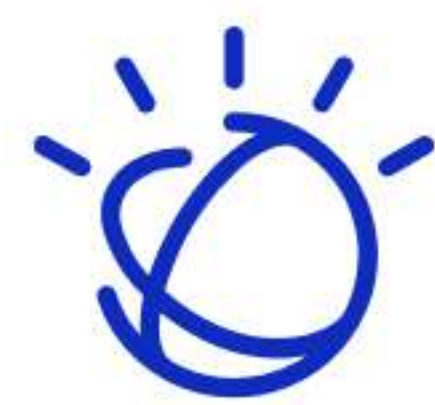
Branding options for chatbot fonts, colors, and overall design.

Misuse prevention features to restrict concurrent sessions and block multi-tab overuse.



# Challenges & How Ecosmob Addressed Them

Every project has its hurdles. For this project, Ecosmob’s team used a mix of technical expertise and agility to overcome obstacles.



## Watson AI Integration

**Challenge:** Compatibility issues while integrating Watson AI.

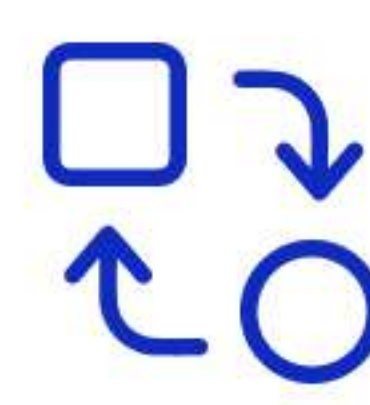
**Solution:** Ecosmob researched alternative methods to resolve compatibility issues and aligned Watson AI’s functionality with project requirements.



## Calendly Integration

**Challenge:** API limitations in embedding scheduling functionality.

**Solution:** Ecosmob’s developers created a customized integration for seamless appointment bookings.



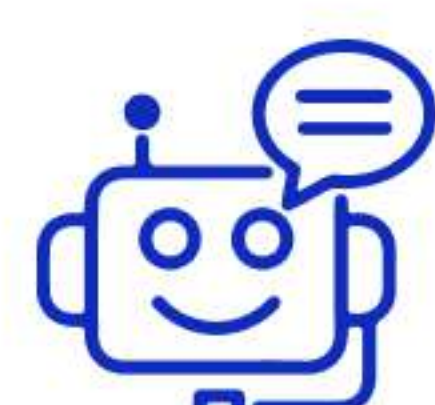
## Unforeseen Changes

**Challenge:** Adapting to changing requirements mid-project.

**Solution:** Smaller changes were incorporated within ongoing sprints, while larger requests were scheduled for future phases after discussing impacts with the client.

# Ecosmob’s Solution

Ecosmob delivered a robust, AI-driven, multi-tenant chatbot platform designed to meet the client’s efficiency goals. The solution was designed for scalability, ease of use, and seamless integration into the company’s existing services.



## Customizable Chatbot Capabilities

**Data Collection:** Flexible forms for lead generation with email and phone number validation.

**AI-Driven Responses:** Enhanced customer query handling (Phase 3 implementation in progress).

**Appointment Scheduling:** Calendly integration enabled smooth scheduling within the chatbot interface.

**Branding Flexibility:** Chatbot design options allowed tenants to align the look and feel with their branding.



## Seamless Integrations

**Watson AI:** For intelligent, context-aware customer query responses.

**Xcally Integration:** Pushed chat data directly into the client’s contact center.

**Mobile App:** Enabled lawyers to manage leads directly within their mobile app.

**Automated Transcription Emails:** Lawyers received chat session data immediately after completion, streamlining follow-ups.






## Secure Usage Control

To prevent misuse, the chatbot restricted concurrent user sessions and blocked multi-tab usage.



# Collaboration **Across Teams**

Delivering such a sophisticated solution required close collaboration across several teams from both sides. Ecosmob worked closely with:

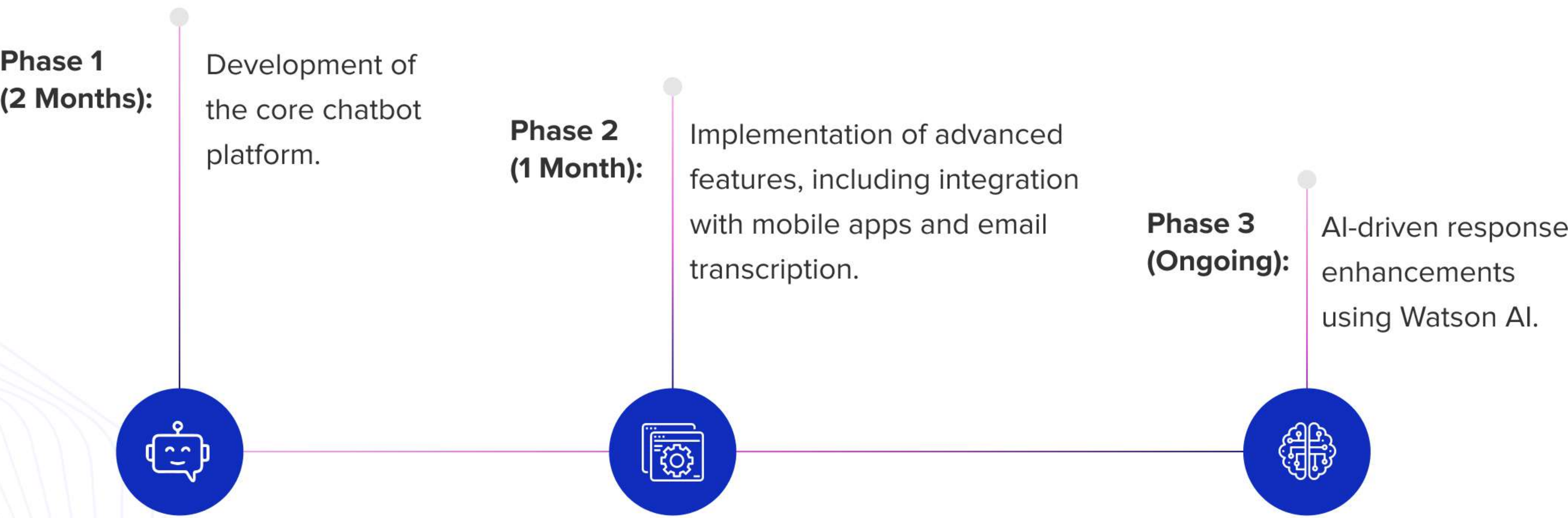
-  **Leadership Teams:** To ensure the project aligned with the client's business objectives.
-  **Technical Teams:** To address complex integrations and technical challenges.
-  **Marketing Teams:** To ensure the chatbot met branding and customer-facing expectations.

Weekly review meetings were critical in gathering feedback, tracking progress, and maintaining alignment throughout the development process.



# Project Phases & Timeline

The project was executed in three key phases:





# The Impact

The chatbot platform delivered by Ecosmob provided The client with a game-changing tool to enhance customer engagement. Key outcomes included:

## Improved Efficiency:

Automation reduced manual intervention, saving time and resources.

## Scalability:

The multi-tenant architecture allowed for easy expansion into other industries.

## Enhanced Customer Experience:

AI-driven responses and appointment scheduling improved user satisfaction.

## Productization:

The white-labeled platform enabled the client to market the solution under their brand.

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