



SmartBot360

SmartBot360 offers a platform to create and manage healthcare AI chatbots, to increase patient conversion and engagement.



Company Overview

SmartBot360™ is a University of California RIVERSIDE spin-off company. It has developed a platform to create, manage and share healthcare AI chatbots. The platform empowers customer agents to increase the number of reached patients, by offloading routine interactions to the AI-powered chatbots. Chatbots and agents work together through easy to define triaging handover protocols. The intuitive Web-based SmartBot360™ Management Dashboard™ is the control panel of the platform, which allows monitoring and analyzing ongoing sessions, starting new chatbot campaigns, and directly chatting with patients.

Problem

Healthcare customer relations, sales and service are inefficient, as staff members often perform repetitive tasks, such as answering FAQs, making appointments, collecting feedback, sending reminders, or making sale pitches.

Highlights

- 19 paying customers bringing about \$6.5K/month through monthly subscriptions
- Two awarded NSF SBIR grants, totaling \$500K, and one pending
- Located at ExCITE accelerator in Riverside
- Platform has gone through several iterations, is fully automated, trial accounts created online

Go-To-Market Strategy

We have been using inbound marketing strategies, like blogs and social media, to attract customers to our web site. There, they either schedule a demo or create a trial account. We are seeking funding to hire sales people to augment this strategy.

What Makes Us Special

- We have focused on healthcare from the beginning, so we have native HIPAA-compliance and also a large number of healthcare-targeted features.
- Team consists of AI experts, including UCR Professor Christidis, and is continuously advancing the state-of-the-art in goal-oriented chatbots and generating relevant IP.
- Unique experience on healthcare marketing chatbots, which balance HIPAA-compliance with marketing effectiveness.

Financial Info

Raising

\$300K

Valuation

\$2M

Business Stage

Paying Customers

Business Type

SaaS, Technology,
Healthcare

Meet the Team



Vagelis Christidis
CEO



Jorge Flores
Lead Technical Architect