



MatrixForce

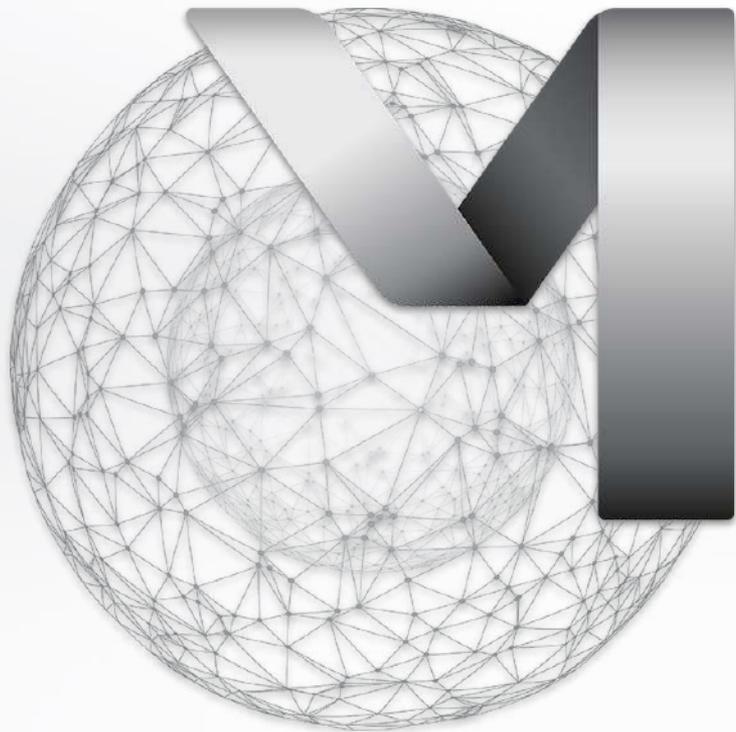
Unleash the power of RAG AI Chatbot CS Agent for omni-channels, e.g. Website, Mobile, Social

Group Members



Introduction

Who are we?



Over **10+ years of experience** in the innovative technology & digital entertainment industry



Solid **brand building** & R&D experience in Sales & Marketing Technology



Deep understanding of the **digital landscape** and **industry pain points**



Closely connected to **innovative solution** developers globally



100+ team members located in Hong Kong, Shenzhen, Guangzhou, Shanghai
50% Tech Team | 30% Project Team | 20% Content Team

Introduction

Our Awesome Group Clients Partners

Dior Cartier LVMH TIFANY&Co. DE BEERS JEWELLERS L'ORÉAL PARIS LANCÔME PARIS PANDORA MCM GIVENCHY Lane Crawford

周生生 Chow Sang Sang The MACALLAN HIGHLAND MALL WHISKY HIGHLAND MALL CHARLOTTE TILBURY CITY OF DREAMS 新濠天地 銀娛GEG ASTON MARTIN PORSCHE LEXUS MASERATI Audi VOLVO Volkswagen

HONG KONG SINO GROUP 信和集團 CHINACHEM GROUP 華懋集團 Hysan PLACE HYATT REGENCY Nike adidas PUMA

CLP 中電 MTR 港鐵 AIA 中國銀行(香港) BANK OF CHINA (HONG KONG) Fubon Bank 富邦銀行 中國建設銀行 China Construction Bank ICBC DBS 亞洲聯合財務 UA FINANCE ANTA Cyberport 數碼港

中國電信 CHINA TELECOM 中國移動 China Mobile SmarTone HGC GLOBAL COMMUNICATIONS 華城集團 WTT HUAWEI Canon K Maxon Colgate Coca-Cola

M&P SANOFI UBM HKTDC 香港貿易發展局 Messe Frankfurt informa JCDecaux ADSALE 雅式 DREAM CRUISES



Global Recognitions

2024 & 2025

Recognized by the **Tatler Gen.T** List in 2024 and honored as a **2025 Forbes Innovative Entrepreneur in Deed Tech**



2021

Infinity3D™ 3D imaging technology received the **Gold Award and Grand Award at the Hong Kong ICT Awards** (Entertainment Technology) which is an accolade officially recognized by the Hong Kong government and regarded as the highest honor in the tech industry.



2019

Infinity3D™ 3D imaging technology won the **runner-up** award in the Hong Kong division of the IPIEC Global International SME Innovation and Entrepreneurship Competition. As the competition's **sole representative from China**, it was also named among the global top ten out of **3,800** patented projects.



Introduction

30+ Patents & Certificates



Invention Patent



Application Patent



Design Patent



Software Patents



Software Patents



Software Patents



CE Certificate



IEC Certificate



CB Certificate



RoSH Certificate

100+ Media Coverage & Awards



3 Unique Product Offering



Advanced, interactive virtual assistant combining **3D visuals** and **AI-driven voice interaction** for immersive experiences.



Unleash the power of RAG AI Chatbot CS Agent for omni-channels, e.g. Website, Mobile, Social



On-premise AI Agent Platform consist of 100+ agentic AI template to transform workflow of internal operations.

Meet the New AI Omnichannel Model

Enterprise Omnichannel RAG AI Chatbot Agents

With over 2 billion users globally, WhatsApp boasts a 96% penetration rate in Hong Kong. Leverage our Enterprise Omnichannel RAG AI Chatbot Agents to connect with customers directly— from order placement to final delivery—all through a seamless, one-stop solution.

Build Your RAG AI Chatbot



MatrixForce AI bridges the gap

~1 billion
business users
connected to

~5 billion
clients on consumer
messaging apps

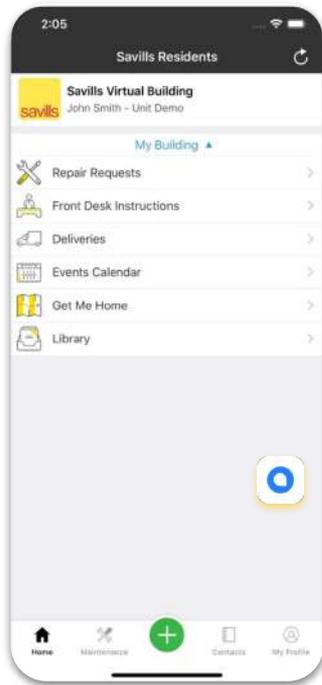


Omnichannel RAG AI Chatbot

Website



Mobile



Social

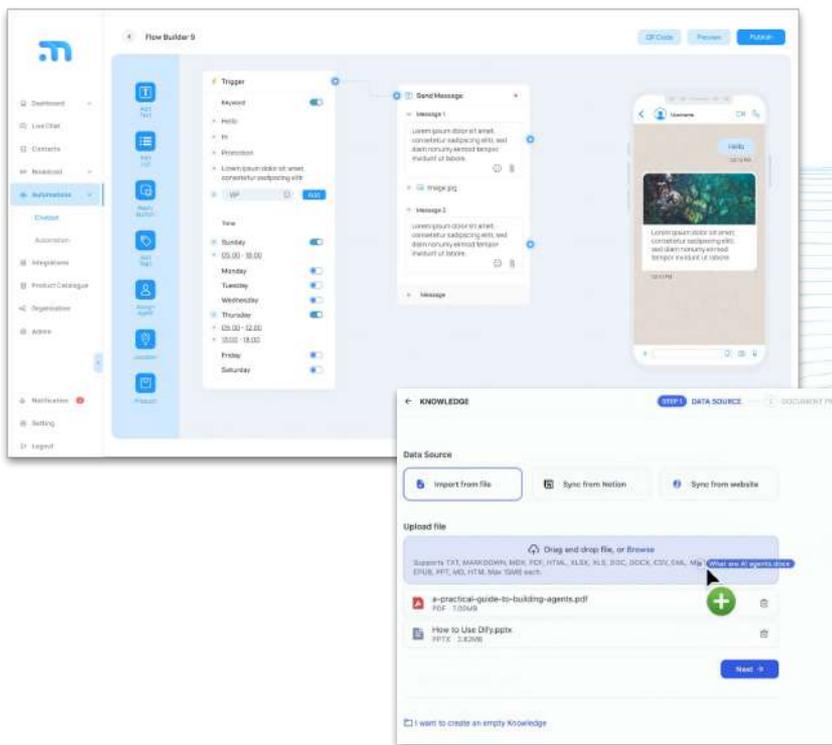


RAG AI Flow Builder & Chatbot

Key Feature:

- 7x24 automated Chatbot by non-code flow builder
- WA Interactive button enabled
- Integrate with existing service booking tools with enhanced function
- Integrate with CRM to check loyalty status, bonus points and check delivery status
- Auto-tagging of customers' conversations
- Auto-assign to agent

MF non-code based Flow Builder & Knowledge base Management

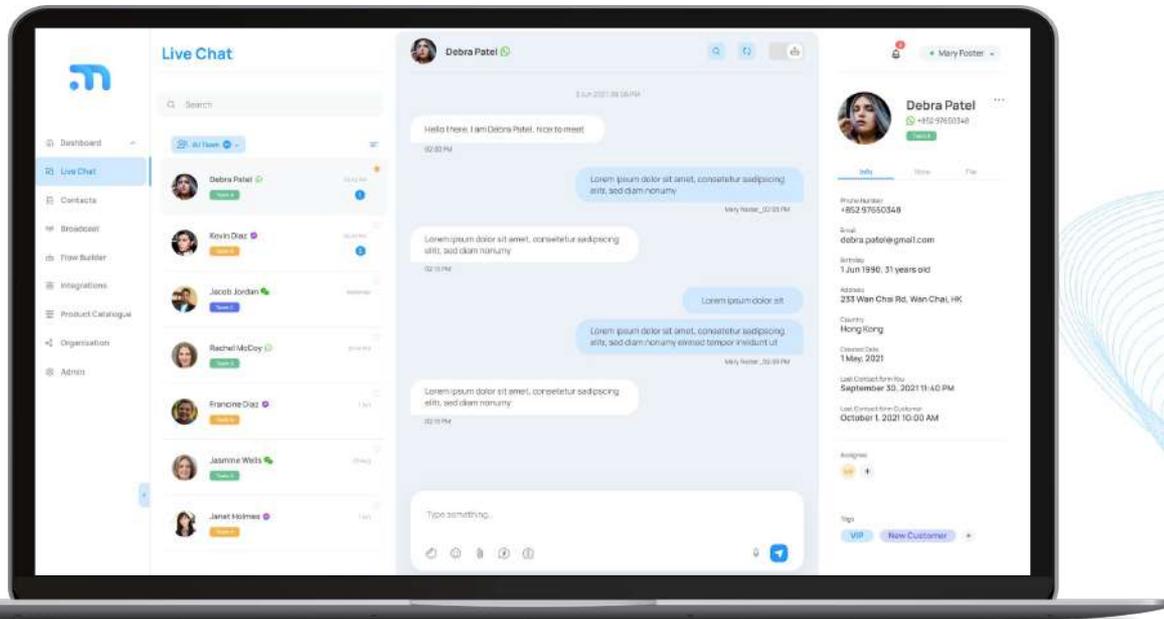


Omnichannel Live Chat Handover



Customer Service Agents & Frontline Representatives

End Customers



Broadcast & Promotions

Key Feature:

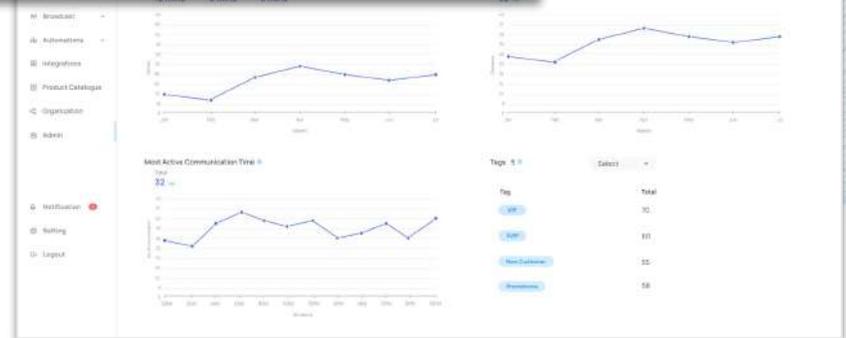
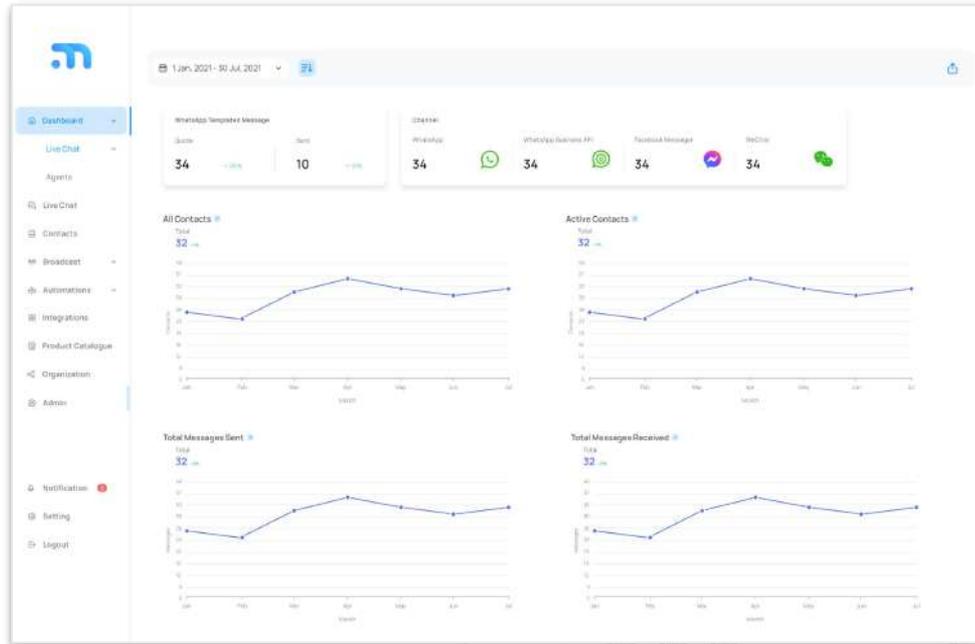
- Detailed real-time analytics on broadcast performance including **received rates, read rate, reply rate, interaction rate including button/link conversion**, on individual customer, etc.



Data Dashboard

Key Feature:

- Detailed real-time analytics on Sales chat performance including **total no. of contacts per channels, no of active contacts, Tags segmentation, most communication time, total message sent/received, etc.**



On-premise Agentic AI Platform

Solid AI Infrastructure for Enterprise Success

The AI transformation for enterprise requires not just tools, but grounded infrastructure. Dify offers a reliable platform to distribute AI capabilities across multiple departments for unparalleled efficiency.

Sophisticated Workflow in Minutes

Drag and drop to visually create AI apps and workflows that are capable of diverse tasks and evolving needs.

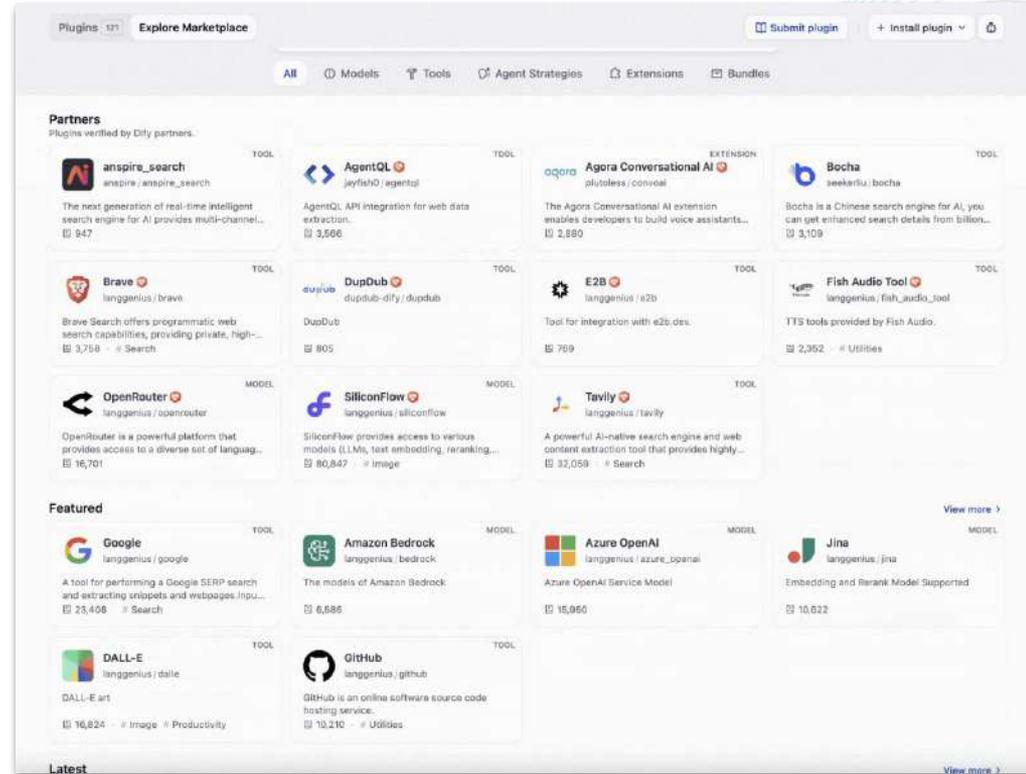


On-premise Agentic AI Platform

Supercharge AI applications with global large language models, RAG pipelines, tools, agent strategies, and more.

Add Wings with Tools

Expand capabilities of your AI application with a versatile set of plugins.



On-premise Agentic AI Platform

100+ Build-In Templates

Loop everyone in to build AI workflow: MF'sDSL format makes it easy to save, share, and contribute seamless for the entire team.

The screenshot displays the 'Create from Template' interface. On the left, a sidebar lists categories: Recommended, BY CATEGORIES, AI Coding, Customer Service & Operations, Data Analysis, Graphic Design, Knowledge Retrieval, Marketing, Research, and Utilities. The main area shows a grid of 20 templates, each with an icon, title, and brief description. A search bar at the top right of the grid contains 'All Types' and 'Search all templates...'. The templates include:

- DeepResearch** (CHATFLOW): Input what you want to search for, and it will repeatedly execute searches to create a report.
- Text Polishing - Translation Tool** (WORKFLOW): This is an intelligent assistant powered by a large language model, specializing in rewriting English technical articles (in fields such as AI...
- File Translation** (CHATFLOW): An app that lets you upload files and translate them into any language you need.
- URL-to-Cross-Platform...** (CHATFLOW): This Chatflow allows users to input a URL and convert the full text of the webpage into a specified tone writing style, while...
- Meeting Minutes and Summary** (CHATBOT): Meeting minutes generator.
- YouTube Channel Data Analysis** (AGENT): I am a YouTube Channel Data Analysis Copilot, I am here to provide expert data analysis tailored to your needs.
- Customer Review Analysis...** (WORKFLOW): Utilize LLM (Large Language Models) to classify customer reviews and forward them to the internal system.
- research agent process flow** (CHATFLOW): Deep Research workflow built with iteration, customer reviews and sources until the answer is complete.
- Patient Intake Chatbot** (CHATFLOW): This chatflow shows how to build a customer service chatbot for patient intake. Patients' data can be gathered through interactive sessions e...
- SEO Blog Generator** (WORKFLOW): Workflow for retrieving information from the internet, followed by segmented generation of SEO blogs.
- Popular science article author...** (CHATFLOW): Zhihu/Quora science popularization article author. Helps users understand concepts more quickly and provides study plans. Inested...
- Personalized Memory Assistant** (CHATFLOW): This chatflow is inspired by OpenAI's personalized memory, with prompts derived from the open-source project 'mem0ai'.
- Sentiment Analysis** (WORKFLOW): Batch sentiment analysis of text, followed by JSON output of sentiment classification along with scores.
- SQL Creator** (COMPLETION): Write SQL from natural language by pasting in your schema with the request. Please describe your query requirements in natural language an...
- Investment Analysis Report...** (AGENT): Welcome to your personalized Investment Analysis Copilot service, where we delve into the depths of stock analysis to provide you with...
- Strategic Consulting Expert** (CHATBOT): I can answer your questions related to strategic marketing.
- Code Interpreter** (CHATBOT): Code interpreter: clarifying the syntax and semantics of the code.
- Code Converter** (COMPLETION): This is an application that provides the ability to convert code snippets in multiple programming languages. You can input the code you wish to...
- Web Content Search and...** (WORKFLOW): Through this workflow, the user can start by entering a question, use 'Webly Search' to search, Jina Reader to crawl web content, and generat...
- SVG Logo Design** (AGENT): Hello! I am your creative partner in bringing ideas to life! I can assist you in creating stunning designs by leveraging abilities of DALL-E 3.
- Flat Style Illustration Generation** (AGENT): Generate Flat Style image.
- Question Classifier + Knowleg...** (CHATFLOW): Basic Workflow template, a chatbot capable of identifying intents alongside with a knowledge base.
- Knowledge Retrieval + Chatbot** (CHATFLOW): Basic Workflow template. A chatbot with a knowledge base.

Enterprise Grade **Security**



Combined Power of Integrations

Easy to integrate
into clients' existing
systems and
applications

**Data
Monitoring**

**Customers
and
Engagement**

**Bots &
Workflows**

**Security &
Admission**



Open architecture
enables
development of
further **value-
added**
functionalities

Forms part of clients' **unified
communication** and
collaboration tools

MatrixForce Solution Framework



FEDERATED B2B MESSENGERS



Leap Work
MOBILE APPLICATION



Leap Work
DESKTOP

ENTERPRISE
ARCHIVING

INTERNAL ENTERPRISE
SYSTEMS

APPLICATION
GATEWAY

ENTERPRISE
API GATEWAY



CALLING FRAMEWORK

AUDITING/COMPLIANCE FRAMEWORK



FILE
SERVER



DATABASE

WECHAT
INTEGRATION

WHATSAPP
INTEGRATION

LINE
INTEGRATION

WECHAT

WHATSAPP

LINE
LINE

Highly Secure Platform

User facing functionality

- Device management with revocable keys
- Multi factor authentication
- Sensitive transactions verification
- Multi-tenancy

Enterprise grade security

Under the hood

- RSA encryption key exchange mechanism, with optional FIPS 140-2 hardware crypto key security
- **Data in transit:** over encrypted channel with encrypted payloads
- **Data at rest:** encrypted on disk. Distinct encryption keys for different customers

Regular penetration testing by external security firms

**We see the future
AND we're capable to bring it forward
to you **and to your customers****