

# Intelligent Chatbot Development

Intelligent Assistant is a virtual customer assistant that will engage your customers and prospects in automated conversation to answer their questions and complete transactions on their behalf. Utilizing the best of breed natural language (NLP) understanding and integration with backend systems and robotic processing, Intelligent Assistant uses the latest in AI Chatbot development in providing service to your customers that extends far past simple question answering.

## The Problem:

More than half of organizations that exist today are investing in bots of some sort. Due to costs constraints, it is no longer a viable option for organizations to continue to increase the number of human agents in a contact center as the organization increases in size.

Organizations are now able to provide automated humanlike conversational experiences at a fraction of the cost of staffing and growing a contact center. Improvements in Natural Language Processing, machine learning and intent discovery/matching has made way for a new era of customer service. Customer service functions that are entirely automated by virtual customer assistants.



Challenges with your call center and having difficulty providing prompt and accurate service to customers and prospects



Your organization currently has a need to hire and staff additional help in the contact center



Your organization is interested in improving the customer experience across all service channels

## Channels

Engagement with multiple channels is possible with the help of an Intelligent Chat Agent...

An AI chatbot platform that delivers intelligent communications across multiple channels in an Intelligent manner in Real-Time and is the key to such a Multi-Channel Intelligent Chat communication delivery.



Phone



Web/E-mail



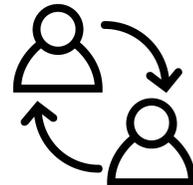
SMS



Consumer  
Messaging



Mobile Apps



P2P  
Communities



Voice Assistant



Kiosks

## The Solution

Utilizing the best of breed natural language understanding, an AI powered chat-bot framework approach and integration to all channels and enterprise systems, Intelligent Assistant is a fresh approach to deploying a virtual customer assistant for your customers. The Intelligent Assistant using AI, is always available to intuitively answer your customer's questions and even complete transactions on their behalf.

An Intelligent Chatbot Framework shall provide the following key features...

## **Provide humanlike conversational experience**

Intelligent Assistant will engage in conversation and the exchange of dialog with your customers and prospects to understand their current need and effectively automate the service provided.

## **Match Intent**

Match the intent of the customer with the corresponding solution, whether that be anywhere from a simple answer to their question to a detailed process to follow to resolution.

## **Complete transactions**

Integration with backend systems allows the Intelligent Assistant to handhold the customer through various interactions.

## **Contextually escalate to assisted-service**

If the Intelligent Assistant has not yet been trained on a particular scenario or encounters a roadblock during a customer interaction, contextual transfer to assisted-service ensures customer satisfaction remains high

An Intelligent Assistant hence powered by a Chatbot framework is built on few concepts as follows:

1. **Agents:** Agents corresponds to applications. Once we train and test an agent, we can integrate it with our app or device.
2. **Entities:** Entities represent concepts that are often specific to a domain as a way of mapping NLP (Natural Language Processing) phrases to approved phrases that catch their meaning.
3. **Intents:** Intents represents a mapping between what a user says and what action should your software take.

4. **Actions:** Actions correspond to the steps your application will take when specific intents are triggered by user inputs.
5. **Contexts:** Contexts are strings that represent the current context of the user expression. This is useful for differentiating phrases which might be ambiguous and have different meaning depending on what was spoken previously.

Thus allowing the Intelligent Agent to be integrated with many popular messaging, IoT and virtual assistant's platforms. Some of them are Actions on Google, Slack, Facebook Messenger, Skype, Kik, Line, Telegram, Amazon Alexa, Twilio SMS, Twitter, etc.

Technovature understands the domain on the AI based chatbots and the wide spectrum open-source and commercial chat-bot offerings and platforms available for development.

Consult with us today to engage with an expert world-class team that knows how to custom develop and deliver a truly next generation of AI powered communications for your Enterprise.

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