

Enterprise Bot Development

Customized Chatbots

Case Study

The Challenge

- ▶ FAQ bot for providing instant responses to employees enquiring about compensation policies
- ▶ A digital assistant for employee's time management
- ▶ Multi-chat channel support for employees
- ▶ Streamline all chats from multiple channels into a single dashboard

Our Solutions

- ▶ Chatbot integration with Microsoft QnA maker which provides explanations for the corresponding Advisor Compensation policy.
- ▶ Providing chat and voice channels.
- ▶ Providing TimeSense chatbot with the cognitive capability to maintain their time management in an intelligent way.
- ▶ Enabling Microsoft Teams and Web Widget bot for multi-channel chat option.
- ▶ Rendering a robust management console to track the performance of Chatbot from both channels.

Outcomes

- ▶ 24/7 Self-service bot
- ▶ Proactive Customer Interaction
- ▶ Increased Customer Engagement
- ▶ Improved Resolution speed
- ▶ Provided Instant response
- ▶ Improved Consistency and accuracy
- ▶ Real Time Activity Tracking

Implementation Highlights:

- ▶ QnA Maker integration
- ▶ Voice and Chat channels
- ▶ TimeSense bot with value-added capabilities
- ▶ On-Premise implementation
- ▶ Implemented within 4 weeks