

How to build an intelligent chatbot?

Basic steps you should follow:

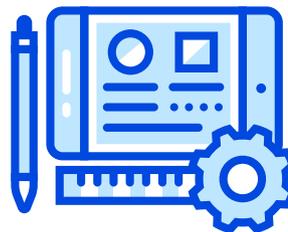
- 1 Identifying opportunities**
Business use case: What are the benefits that a chatbot could bring me?
- 2 Setting the goal**
Who are the users?
What purpose is the bot going to serve?
What is a must-have?
- 3 Designing the conversation**
What is the tone of the conversation?
What is the "personality"?
- 4 Designing the framework**
Step-by-step scenario containing all possible conversation flows.
- 5 Developing the bot**
Choosing the right technology that suits best your needs.

How can NLP technology help:

Understanding the target audience:
What are my customers really talking about?



Mining historical data:
Make the most of our know-how. Talk to customers on their own terms.



Our tailor-made solution uses NLP technology to design the chatbot in three consecutive stages:

1 Data analysis

To begin with, our tool needs to be **trained to understand the specific language** that your clients use. To do so, we use **historical data from previous conversations** (i.e. emails, client feedback, online chat). The more data you can use for, the better. Once the machine has learned to understand the given text and understand the context of historical data, it can efficiently process new data and actively engage in conversation.

2 Chat assistant

At this stage, the tool will primarily **improve its ability to understand the text** it learned on historical data. Thanks to the acquired knowledge, it will be able to correctly recognize the intents and key aspects of conversation. Based on such analysis, it will choose the most appropriate answers, which will be offered to the live operator in response to the question asked. The machine will remember the answer the operator selects and sends as the right one for the specific situation. With each experience gained, its algorithm will be continuously improving.

3 Autonomous chatbot

Finally, the computer is already so experienced that **it can answer the vast majority of the questions autonomously**. Thanks to the assisted learning that happened in the first phase, it can recognize the tiny nuances in the questions asked. Most chatting will be completely autonomous. However, the environment in which chatbot works is constantly evolving. New products are coming up and new situations that have not been solved before can occur. Therefore, it is also possible at this stage to switch the conversation to a live operator to help the machine find the right answer to a new question or a topic that has emerged in a new context. The machine could also ask the operator for assistance if the client needs to confirm the transaction and so on.



Multilingual

Our solution can easily handle any language your customers use



Tailor-made

Explore real conversations and establish sector-specific guidelines



Knowledge base

Connecting knowledge base to customer chat



Machine learning

Self-improving tool helping to bring the right answers

Innovator / Technology evangelist

Artificial intelligence and machine learning are powerful tools that can help you identify potential for innovation, formulate strong arguments for your business case and support your decisionmaking processes.

Tailor-made AI for customer-generated text

What are you interested in?

- new ideas
- trends
- competitors

When do you need good data?

- decision-making support
- business case evaluation
- marketing analysis

Where innovation potential can be sought? Let us have a look at your data and your processes and be sure we'll find it.



SentiSquare_

