

# **BOT RECOMMENDATION**

### COGNITIVE VALUE CHAIN

- Transaction data mapping
- Workflow design
- External Integration
- Business process management
- Knowledge repository access

- Transactional BOT Omni channel
- Natural language recognition and processing
- Screen Scraping data collection
- Ability to work with unstructured data
- Reading source data and processing

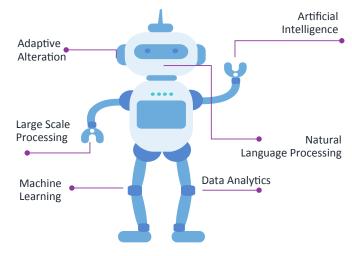


- Digestion of super data sets
- Machine learning capabilities
- Self-optimization/self learning
- Recommendation engine
- Sentiment analytics
- Predictive analytics/hypothesis generation
- Evidence-based learning





### **Self Service Cognitive BOT**







### COGNITIVE CAPABITIES

#### Omni Channel

Be available to your customers on their preferred channel of communication.

#### Conversational

Bots with capabilities to understand human conversations with natural language capabilities

#### Context Switching

**Transaction capability** 

Intelligent bots that understand the context of the conversation and the real intent of the user

Bots that can interact with external systems to generate transactions

#### Autosuggest

A smart bot solution that automatically suggests from FAQs based on intent of the user





### COGNITIVE CAPABILITIES

#### Sentiment analysis

Intelligent bots to detect user sentiment based on the tone of the interactions

#### Customer demographics

Identify customer demographics like region / day / time and tweak bot responses accordingly

#### Multiple language support

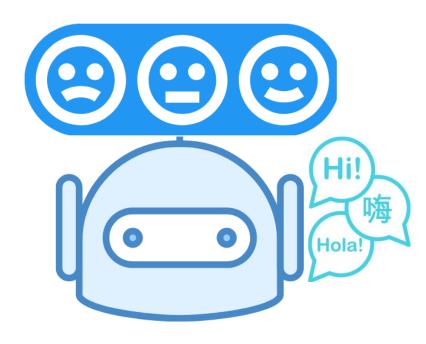
Provide regional support with capabilities to manage upto 120 different languages

#### Speech recognition

Speech to text and response text to speech capabilities

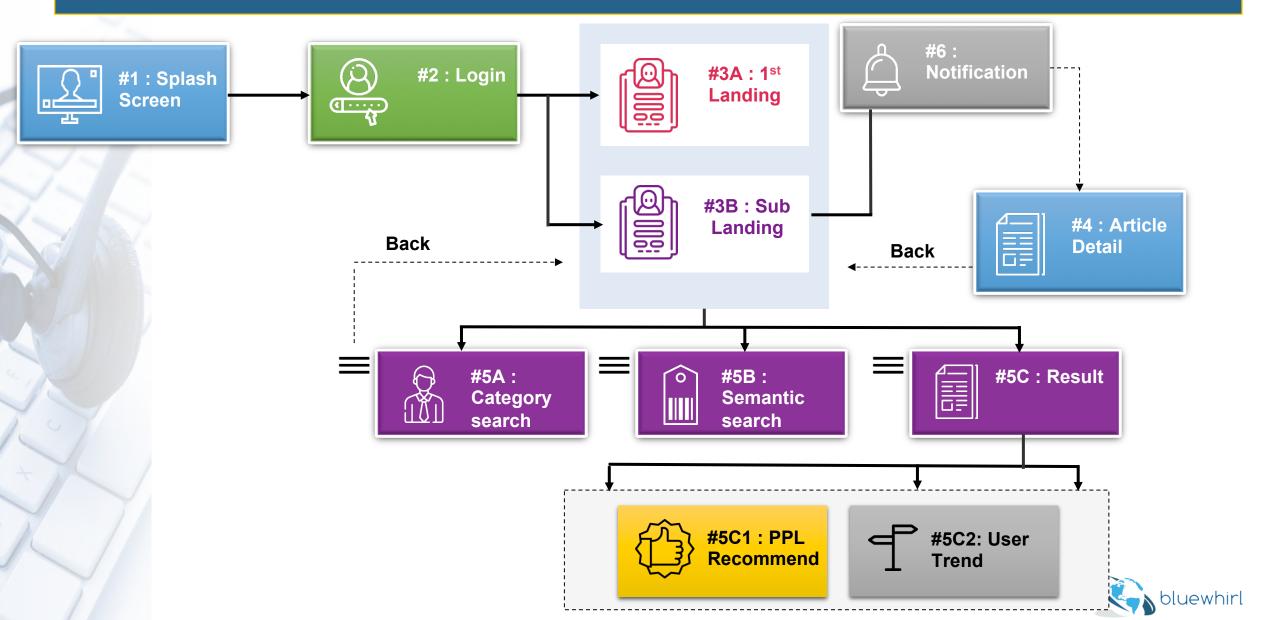
#### Unstructured data crawling

Responses based on any form of unstructured data like PDF / WORD/

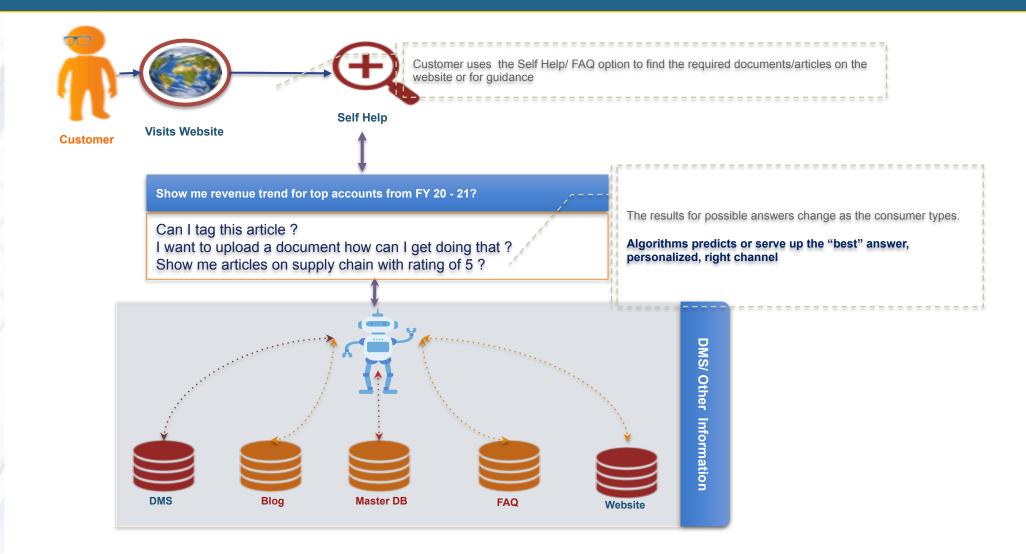




### BOT RECOMMENDATION FLOW



### ENHANCED CX



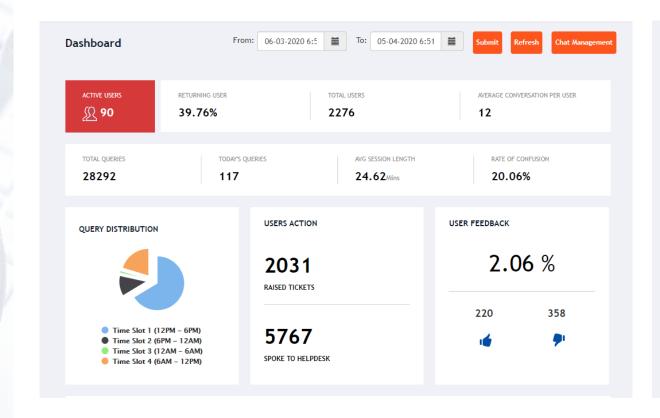


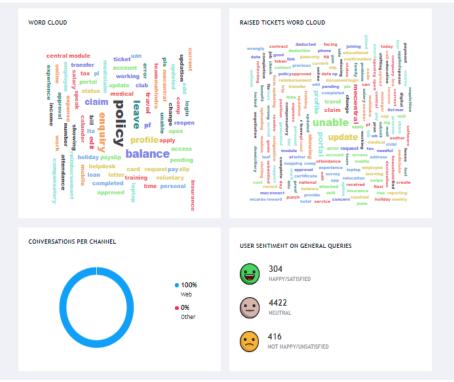
### REPORTS AND INSIGHTS

- Active Users The number of active users in Chatbot login.
- Return User Repeat Chat
- Total Users The total number of customers in the Chatbot.
- Average Conversation Per User Average conversational steps
- Total Queries No of queries handled.
- Today's Queries No of queries handled in a day.
- Average Session Length Time consumed for overall chat sessions.
- Users Action No of action by the BOT performed by users
- Time Slot wise Query distribution Customer traffic at different time intervals.
- User Feedback Customer Feedback.
- Word Cloud Customers asking intent related questions
- Raised Ticket Word Cloud-Intent based to raising of ticket
- Conversation per channel Channel wise conversation.
- User Sentiment on general queries Sentiment of user conversation



## SAMPLE DASHBOARD









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