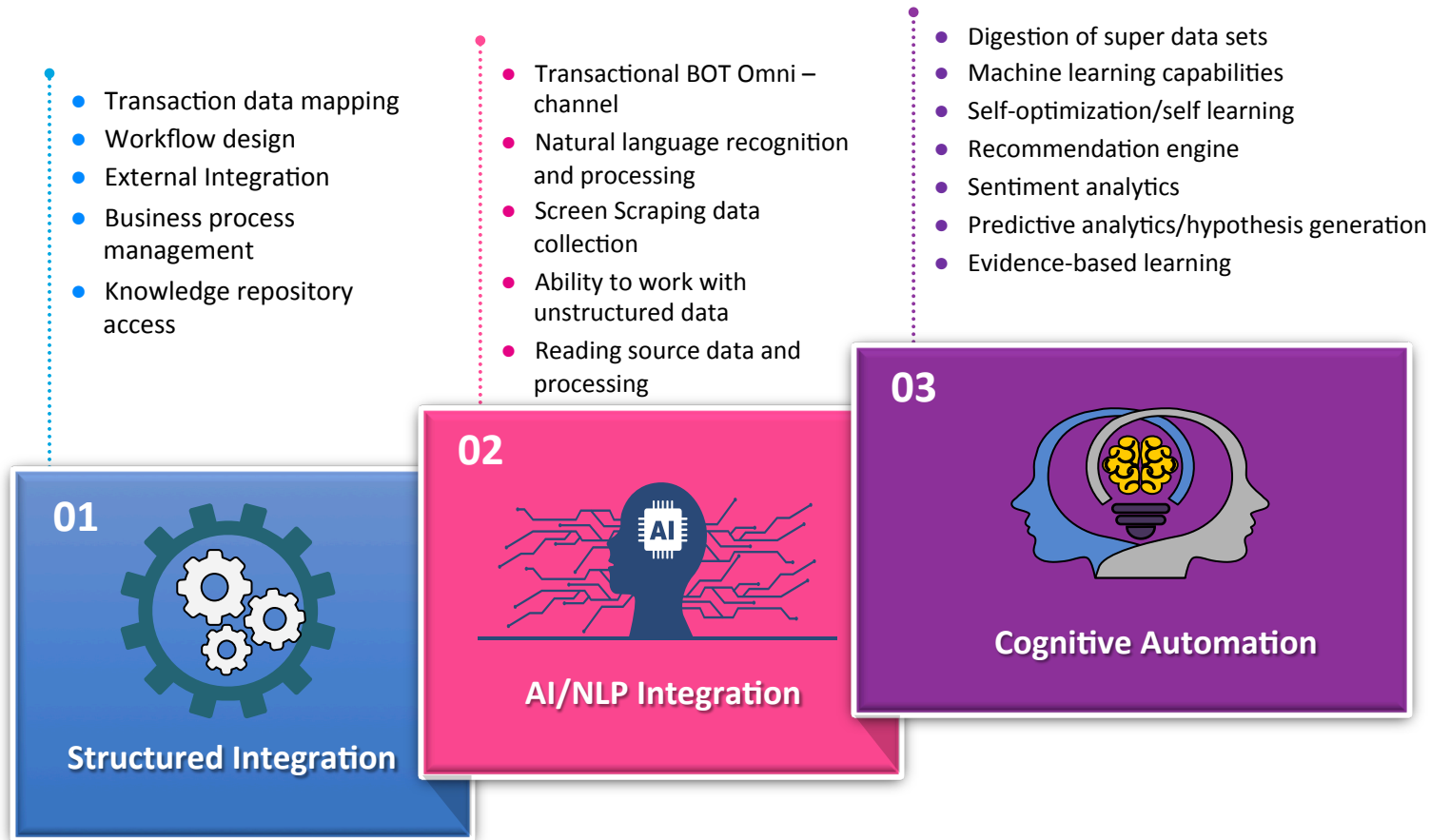


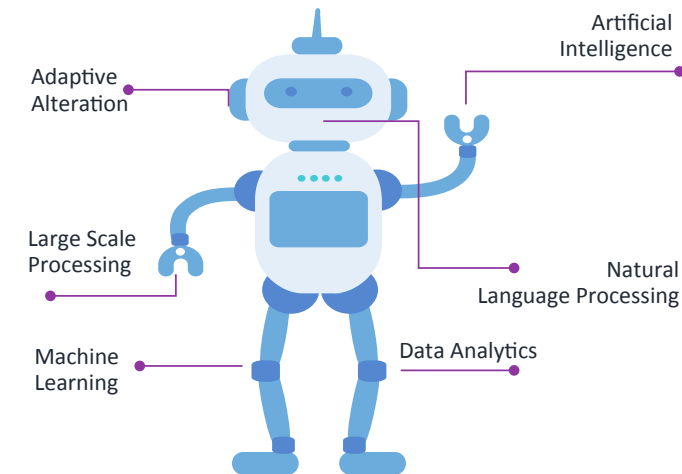


BOT RECOMMENDATION

COGNITIVE VALUE CHAIN



Self Service Cognitive BOT



COGNITIVE CAPABILITIES

- **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**

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

- **Transaction capability**

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**

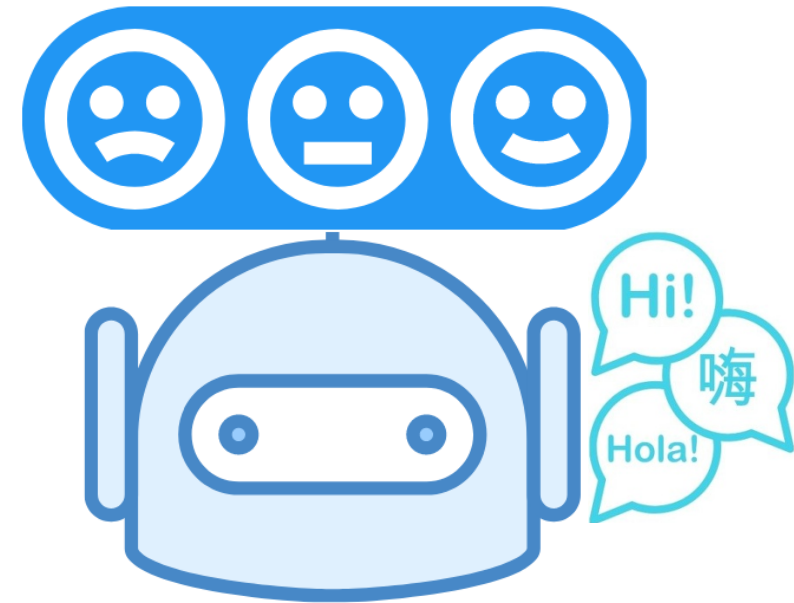
Provide regional support with capabilities to manage upto 120 different languages

- **Speech recognition**

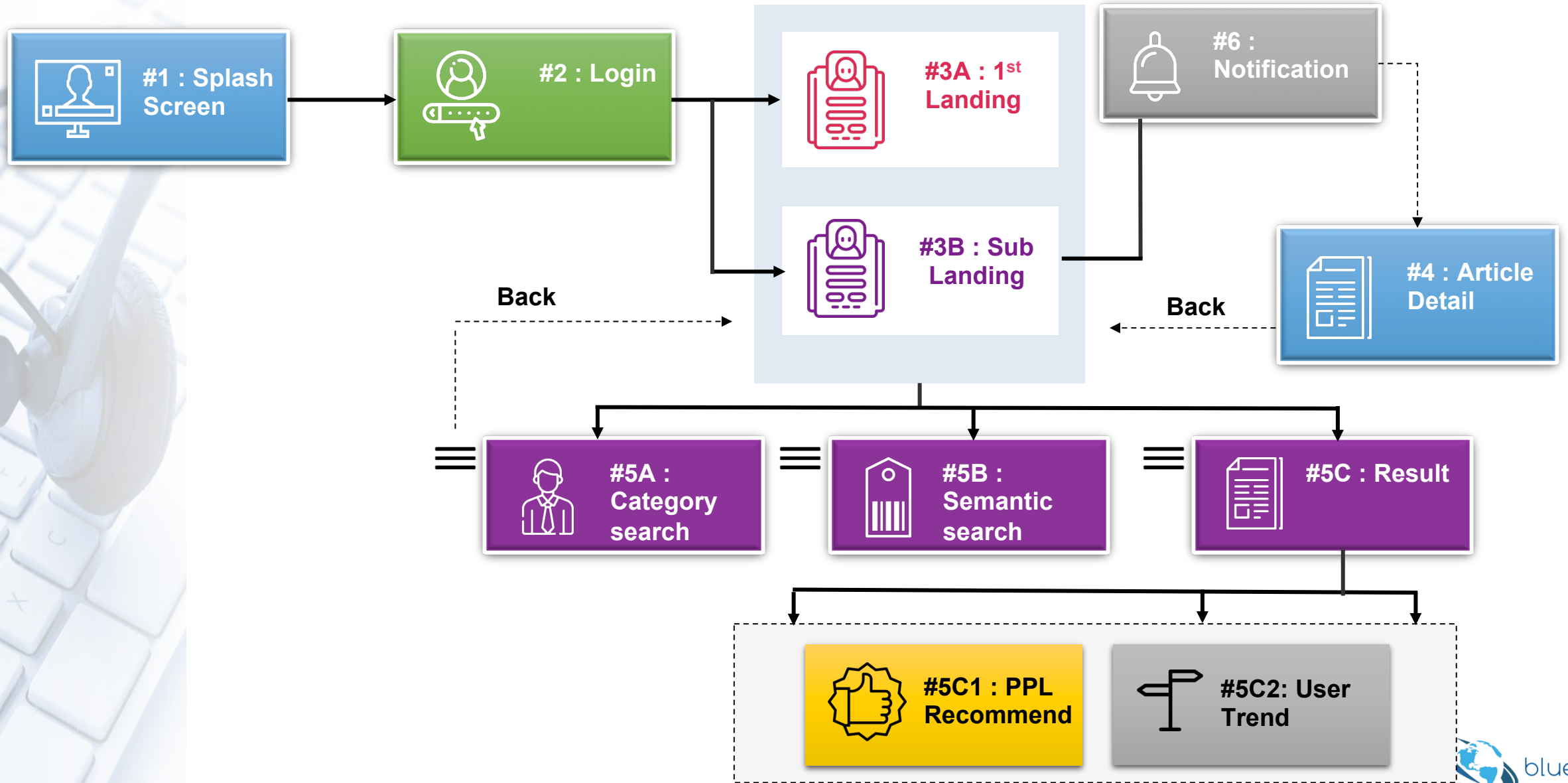
Speech to text and response text to speech capabilities

- **Unstructured data crawling**

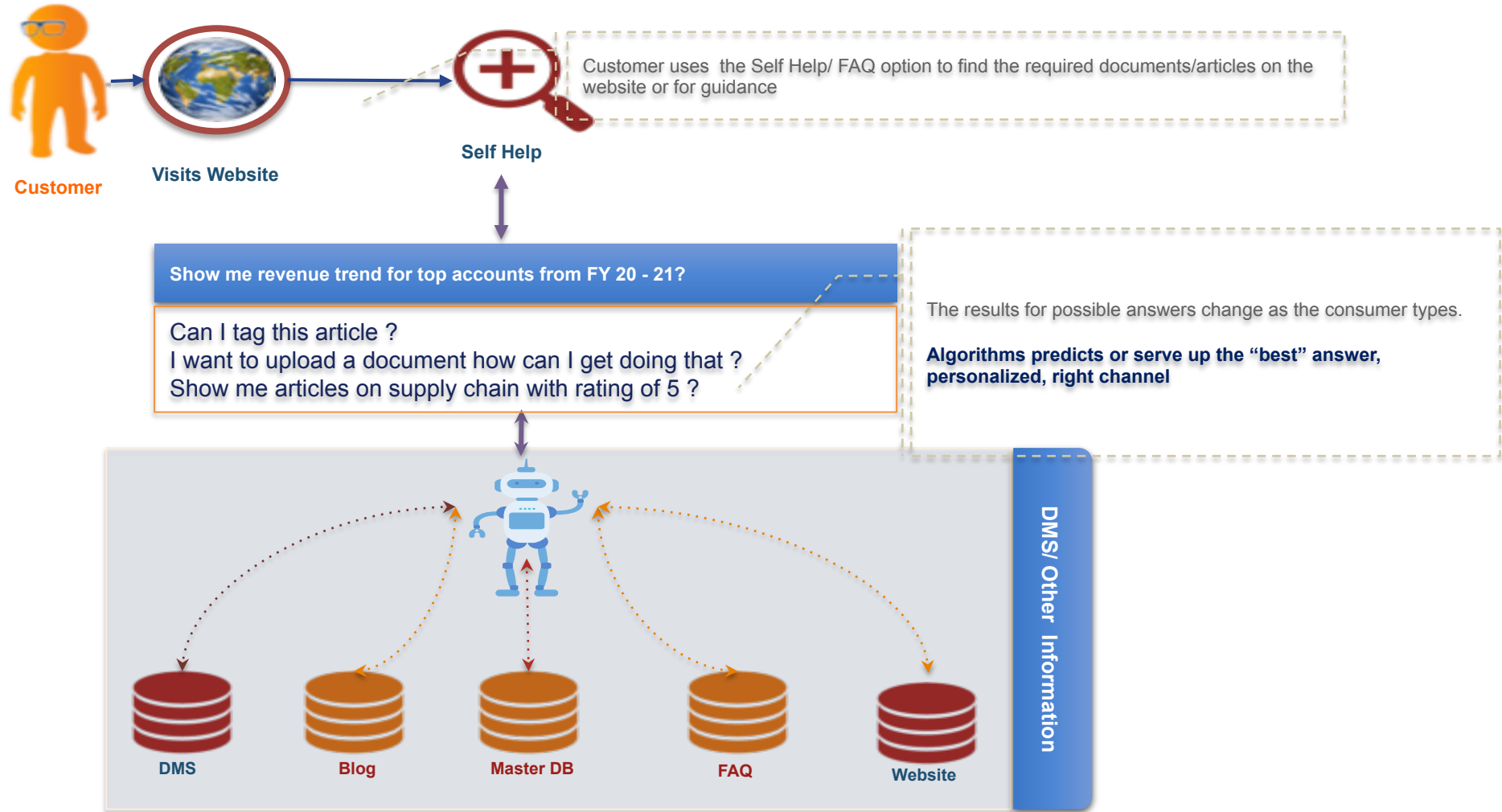
Responses based on any form of unstructured data like PDF / WORD/ HTML



BOT RECOMMENDATION FLOW

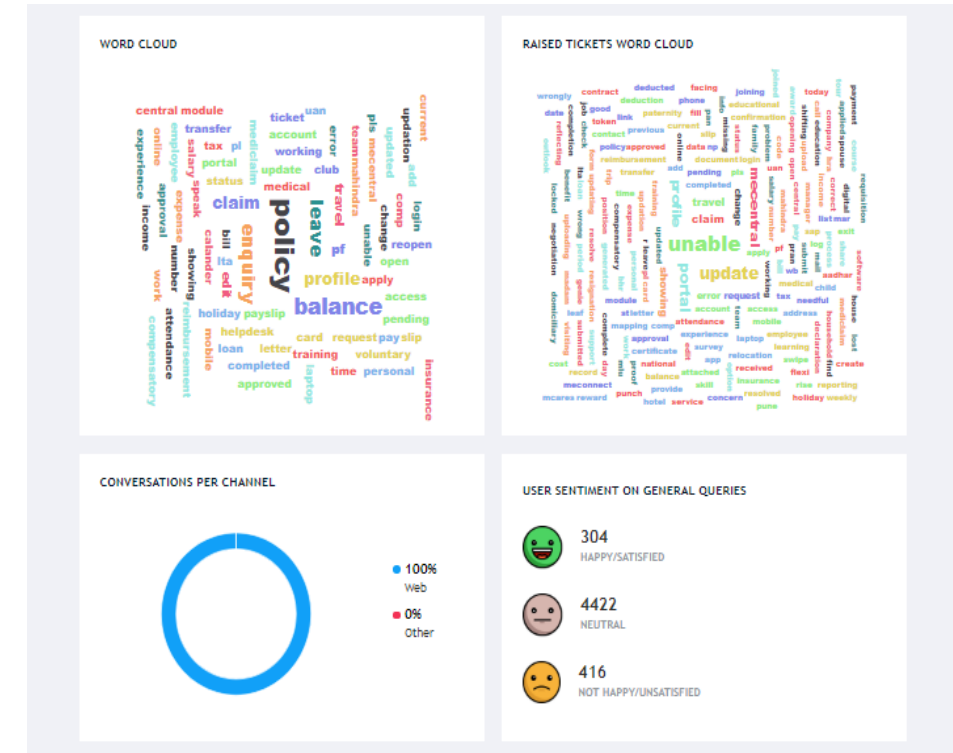
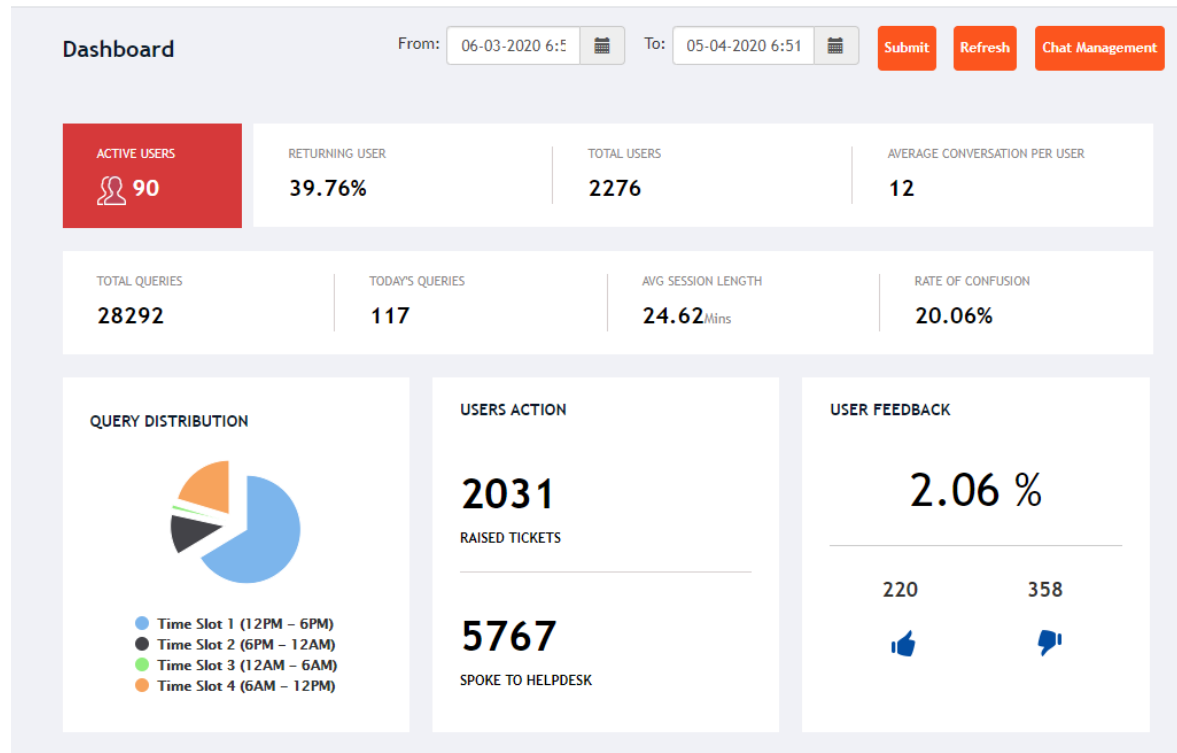


ENHANCED CX



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





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