

From Chatbot to Conversational AI Excellence



WHAT IS A CHATBOT?

“A computer program that allows humans to interact with technology using a variety of input methods such as voice, text, gesture and touch, 24/7 365”





“Your customer expectations are changing...

...fast!”



“Conversational platforms will drive a paradigm shift in which the burden of translating intent shifts from user to computer”

Gartner®



“By 2020, 25% of customer service and support operations will integrate virtual customer assistant technology”

GLOBAL RESEARCH STUDY: VOICE-BASED ASSISTANTS

68%

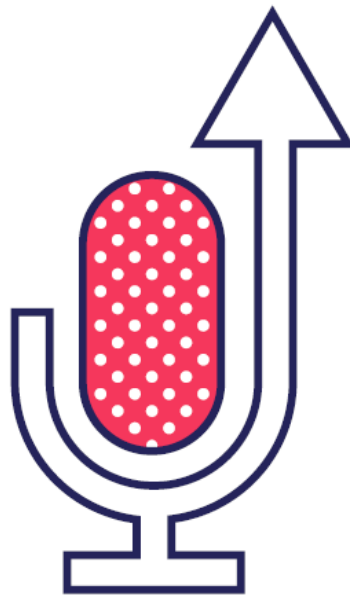
already enjoy using a voice assistant service.



However 90% wanted to know if they were speaking to an automated service. Disclosure is vital.

Usage of voice-based assistants is growing at

49%



which means it is fast becoming a critical technology



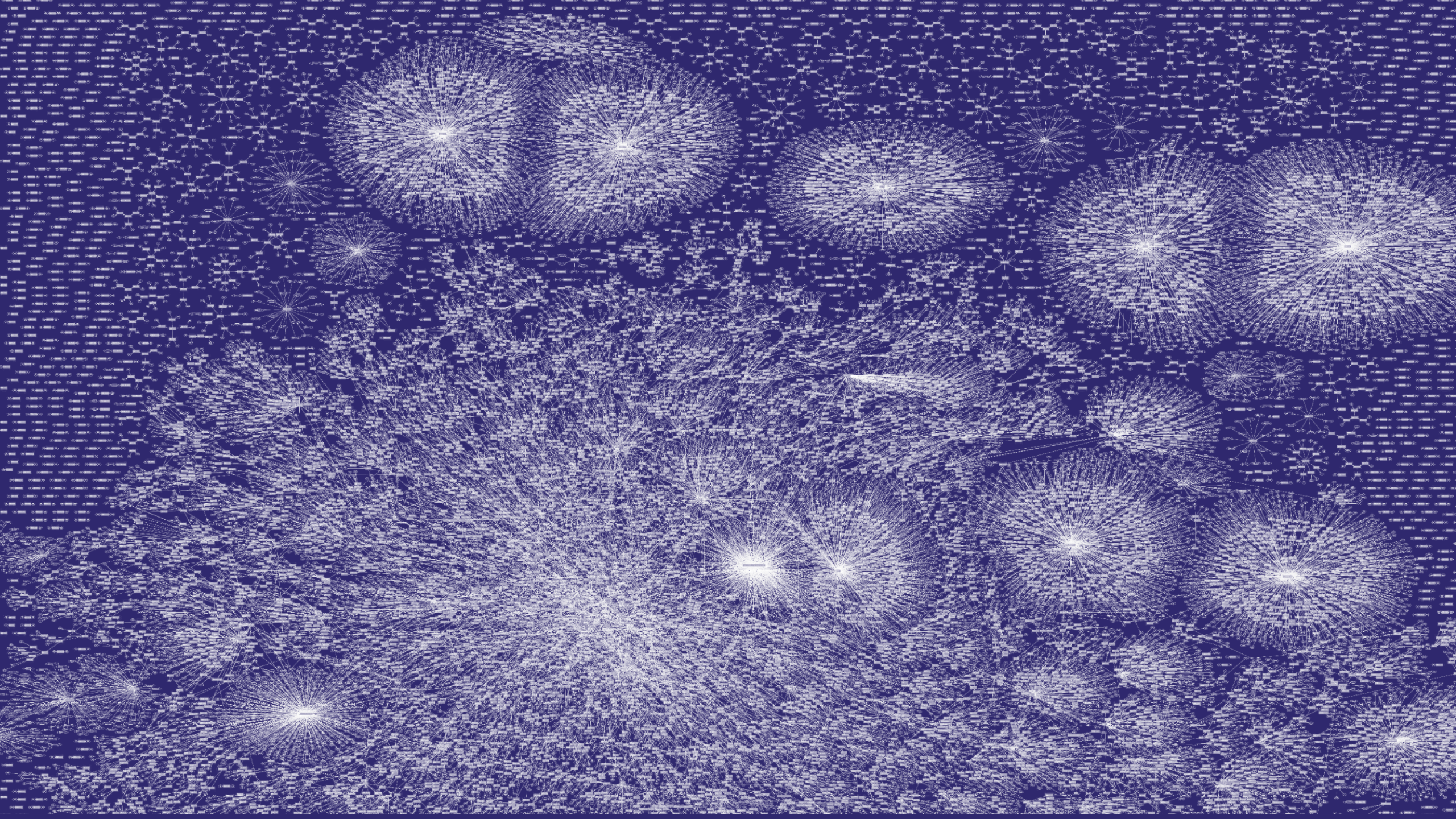
70%

wish it understood them better

Systems must be conversational, humanlike and intelligent

#1

Make Them Conversational



OBJECTIVE

An intelligent interface to drive CX of smart home tech

TENEO SOLUTION

A speech-enabled app & intelligent assistant for customer service



KEY METRICS

100% tasks completed successfully

80% First Call Resolution

'Better than humans'

'Strongest VA in the company'

#2

Don't Experiment on Your Customers

OBJECTIVE

Build loyalty
through innovation

TENEO SOLUTION

Highly advanced,
conversational, multilingual



KEY METRICS

97% answer accuracy

98% end-user approval

40% reduction in live
call volume

Position as innovator
through use of AI to
improve CX

#3

Treat Data Privacy as an Insurance Policy

TREAT DATA PRIVACY AS AN INSURANCE POLICY



If data is the new oil, then *conversational* data is the new *golden* oil!



Data Privacy and Security
is critical

#4

Have a clear business case

PRIORITIZE THE BUSINESS CASE

**“Make the business case
the center of the project.**

**If you can’t articulate it -
don’t start”**



OBJECTIVE

Provide superior user experience and improve test drive conversion rates

TENEO SOLUTION

Intelligent web VA to proactively drive customer journey



ŠKODA

KEY METRICS

400% increase in conversions



Increased customer engagement



24/7 availability



Rapid implementation

#5

Flexibility Through a Platform

CHOOSE A SCALABLE PLATFORM



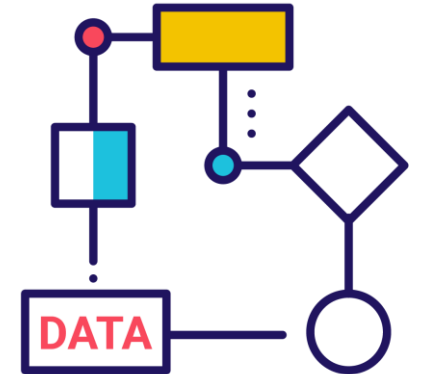
Languages



Enterprise



Conversational



Channels



Developers



Hosting



Domain

5. GOLDEN RULES

1

Make
Them
Human-
like



2

Don't
Experiment
on Your
Customers



3

NEVER
compromise
customers
data



4

Clear Business
Case



5

Choose a
Scalable
Platform



CHATBOTS CONVERSATIONAL UI PROVEN
NLI ANALYTICS ENTERPRISE CAPABLE
NATURAL LANGUAGE ARTIFICIALLY WEARABLES E2E4E
INTELLIGENT SEARCH IoT
VIRTUAL ASSISTANT MACHINER
BIG PERSONALIZATION BOTS LEARNING
DATA PLATFORM CONVERSATIONAL AI

www.artificial-solutions.com
www.nlinews.com
info@artificial-solutions.com