

Chatbots FAQ



How does the conversation flow with a Chatbot work?

Users can make conversation with a bot, that is in the form of a normal human conversation, called natural language processing. Conversation flow is two-sided; therefore, it is a back and forth conversation where you can ask the bot multiple questions. The bot will read your question, process a reply, and then give a timely response back to you. Bots can recognize your unique login, giving them access to your details and prior history, helping to facilitate the conversation.

What are some examples of interfaces that can be integrated with a Chabot?

- Slack
- Facebook Messenger
- Amazon Alexa
- Siri
- Twilio
- Google Home
- Employee Portal
- Supplier Portal

What are some PeopleSoft applications that can be integrated with a Chatbot?

- Campus Solutions
- ERP
- FSCM
- HCM
- Third Party Systems: Ex. Reporting System, BI System, On Prem. Legacy System

What is the value proposition/benefit of using Chatbots?

- Highly contextual and enhanced user experience since the chatbot can relate to a myriad of topics, instead of being topic agnostic
- More interactive than a limited self-service application
- Chatbots can be powered by machine learning and AI, therefore when you deploy chatbots the bot will be able to automatically learn from previous interactions with the end user and improve its responses
- Reduces the call volume of commonly asked questions, saving human effort and time
- Automation of repetitive tasks and questions
- Device independent that can be accessed through a mobile phone, tablet, ext.
- Anytime/Anywhere 24/7 access in an automated manor
- Chatbots are projected to be a multi-billion-dollar industry in the next 5 years

Why can Chatbots facilitate an employee's self-service needs?

- To avoid repetitive HR requests sent to HR professionals, by allowing for chatbots to answer these questions for them, so the HR staff can focus on building better relationships with their customers
- Automated and improved employee FAQ responses
- Employees feel more in control and in charge

What are the time metrics a user saves using Chatbots?

All Chabot interactions in terms of time, content, and response can be tracked using chatbots to better understand the user's/consumer's needs, therefore allowing for the delivery of faster and timely responses.

What are the best ways to get user adoption to Chatbots?

Start with a trial/POC and try and use plug and play solutions to get started to see firsthand what the advantages are.

What is the growth/ industry potential trends of Chatbots?

Key Statistics (Sources):

- **Oracle:** 80% of businesses want Chatbots by 2020
- **Gartner:** By 2020 natural language generation and AI will be a feature of 90% of BI platforms
- **Gartner:** By 2021 50% of enterprises will spend more money per year on Chatbot creation than mobile development
- **Gartner:** By 2021 most enterprise organizations will be looking at enhanced conversational user experience, that can be fulfilled through chatbots
- **Mindshare:** 63% of people would consider messaging with an online Chatbot to communicate with a business

What are some industry use cases related to Chatbots?

- **Education:** ex. College student portal information including student grades, class schedule, housing/dining services
- **Healthcare:** ex. Hospital supplier portals
- **Employers:** ex. Company payroll service, employee directory, time entry, travel, expenses

How can a Chatbot “plug and play” from prebuilt skills?

Chatbots can consolidate with hosted applications on the cloud and use its pre-built skills, as in buying any product from an online store.

What are Chatbot Skills?

Chatbots that are designed to fulfill a plethora of user specific tasks; including ordering food, making reservations, registering for classes, and updating contact information.