

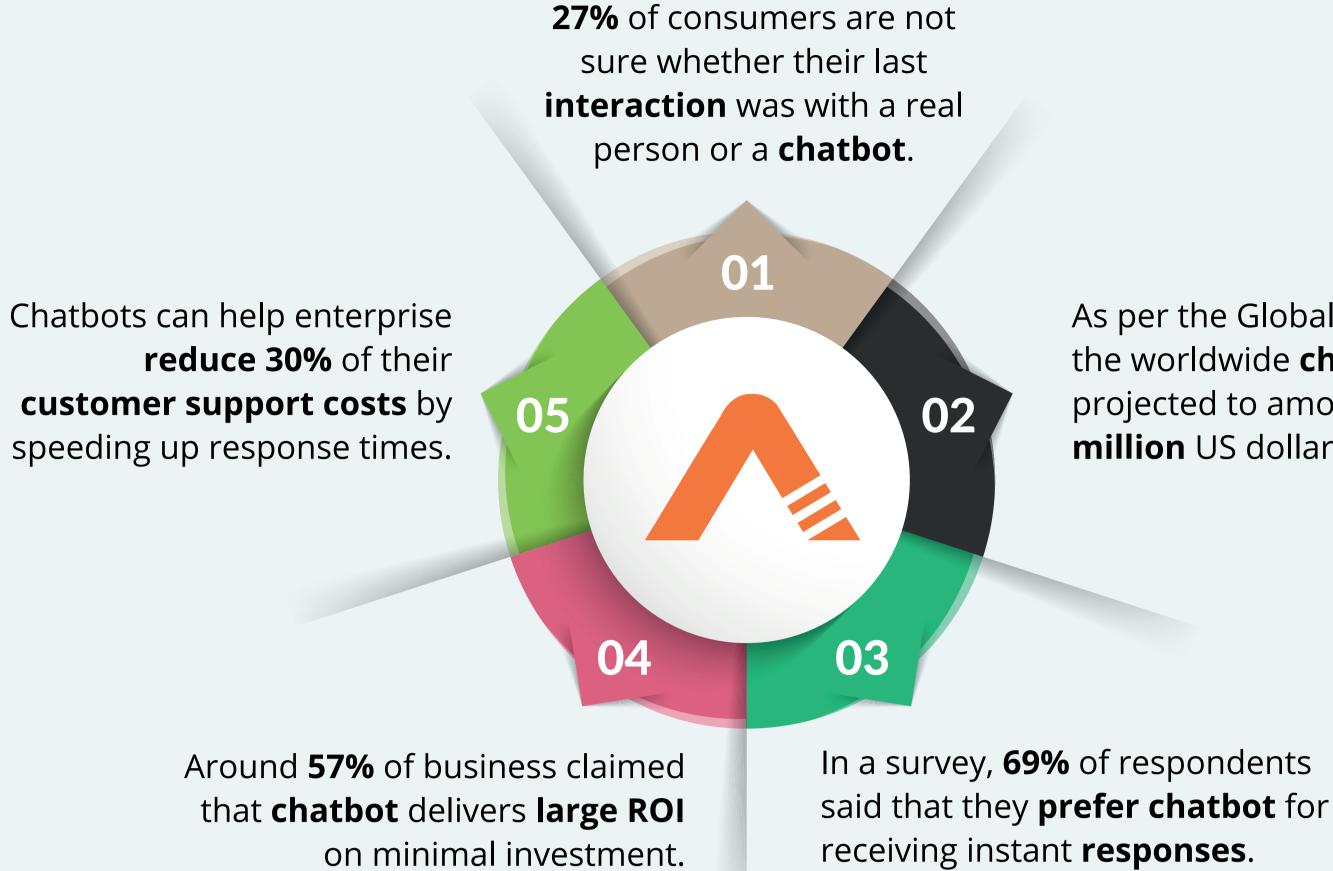
## **Chatbot Automation**

**Chatbot** is an Al program that **simulate a conversation** with user in natural language through messaging application web-based chatbot, and mobile applications.

By leveraging **AI capabilities** like Machine Learning and NLP, chatbots can work as a digital assistants which interpret user intent, process their request and give **relevant resolution** without manul intervention.

For **example -** you are at your computer searching for a product and a window pop on your screen to **answer your** queries. Instead of human interaction bots can **interpret** user behaviour and recommends the preferred product.

## Why should your business consider a Chatbot?



As per the Global Statista report, the worldwide **chatbot market** is projected to amount to **454.8** million US dollar.

#### Reference

https://www.statista.com/statistics/1007392/worldwide-chatbot-market-size/ https://www.cognizant.com/whitepapers/the-future-of-chatbots-in-insurance-codex4122.pdf https://www.accenture.com/\_acnmedia/pdf-77/accenture-research-conversational-ai-platforms.pdf https://www.pwc.com/us/en/industry/entertainment-media/publications/consumer-intelligence-series/assets/pwc-botme-booklet.pdf https://www.ibm.com/blogs/watson/2017/10/how-chatbots-reduce-customer-service-costs-by-30-percent/

### How do Chatbots work?

Drive by Automation rules and AI or cognitive technologies, chatbots process data to deliver responses to request of all kinds

#### **Task-oriented Chatbots**

These are **single purpose program** that focus on performing one function by using rules and NLP to **generate** automated but conversational response to user queries. Task oriented chatbots can handle **FAQs**, common questions about hours of business and simple transactions.



#### **Data-driven Conversational Chatbots**

These chatbot are **digital assistants** more sophisticated, personalized and interactive. They are **contextually** aware and leverage NLP, Machine Learning(ML) to **learn from data** and interaction and offer **personalized** experience as per user behaviour.

## Al Chatbot and Automation- It takes two to tango

Who want to open a dozen of applications and enterprises systems each day? Want to give your people a **single** pane window for all their queries and instant resolution? Your answer is in Al Chatbot + Automation.

Using combination of AI chatbot and automation enable enterprises to **leverage** technologies like **Machine learning**, NLP, to uses existing information from multiple resources to give customer an **instant response** and resolution at their **preferred channel** and tone. Even if it saves them just **10 minutes** in an hour, it will a week full of hours for more complex and **innovative work**.

Al Chatbot + automation gives your organisation a major boost in





**Optimal data** collection

Higher agents efficiency



**Consistent customer** service





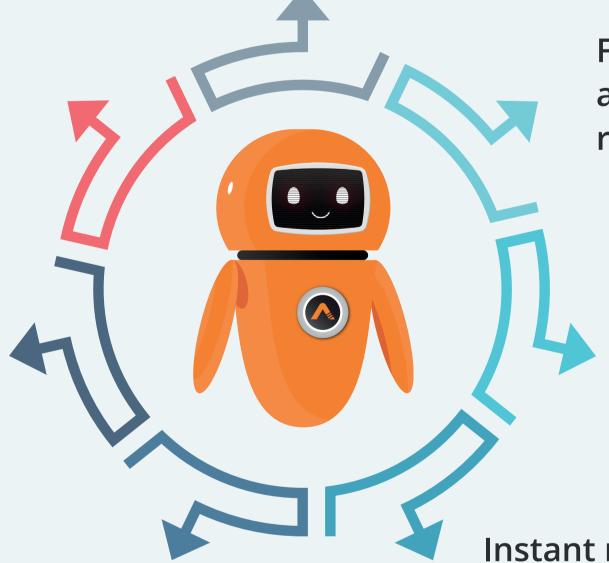
**Context driven** employee experience

# The value chatbot brings to customers and business

Monitors consumers data closely to gain insights and identify the possible issue employee might face and resolve them autonomously

Enables enterprises to engage with unlimited number of customers and offer agents assistance to employees for handling complex queries

Helps enterprise build awareness, creates brand loyalty, generate leads, and create delightful workplace experience



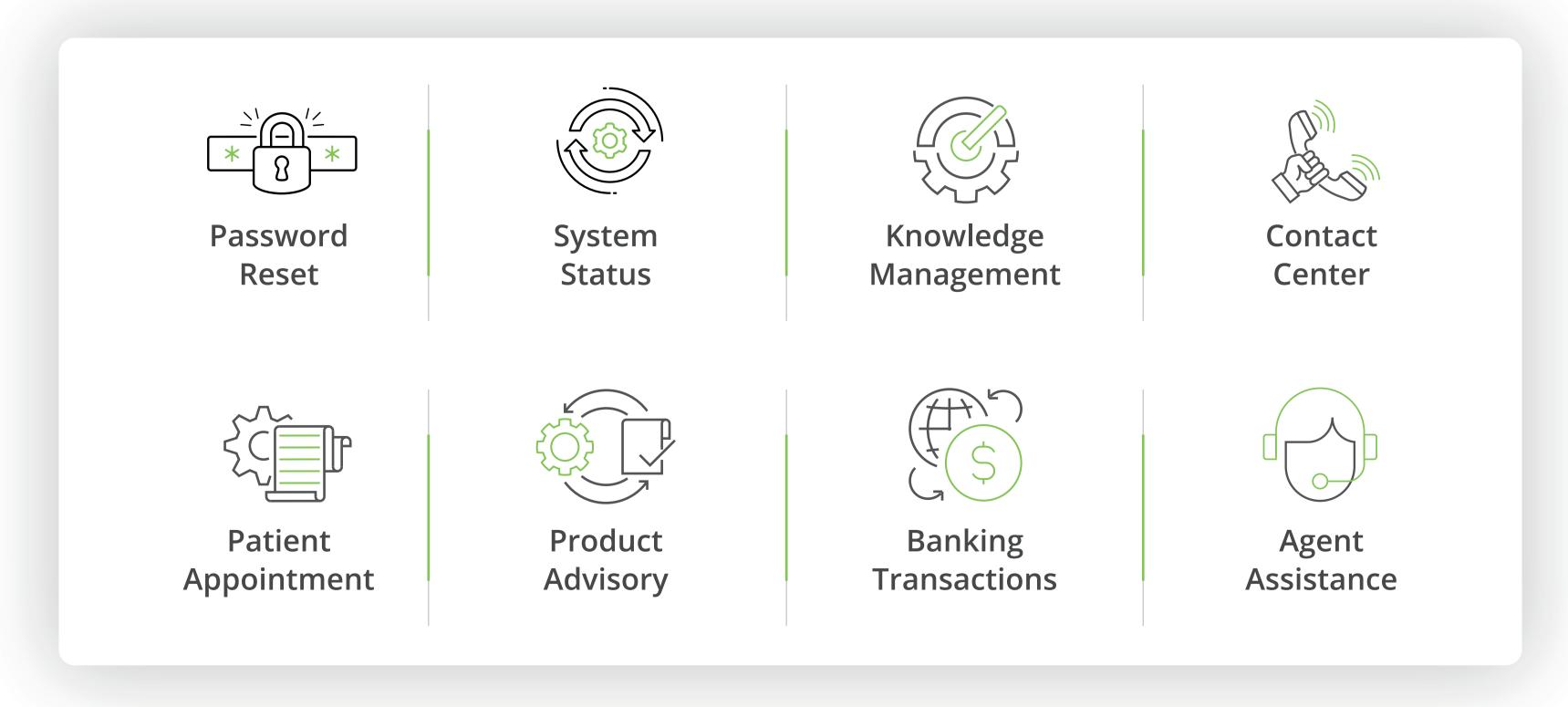
Flexible connectivity with live chat, and omnichannel experience for real time insights

Self service options and 24/7 interaction from the chat channel of your choice

Instant resolution to customer queries by understanding natural nuances of context and language

**Constant learn from each interaction** using Machine Learning(ML) technologies to create a personalized experience

## **Chatbot Use Cases**



## Why Choose AutomationEge Conversational RPA?

#### **Conversational RPA**

AutomationEdge's Conversational RPA offers an end-to-end automation platform for more competent resolution with AI, RPA, and OCR.



**AI-Powered** Chatbot



**RPA** 400+ ready capability integrations



Low Code/No code platform



Intelligent Document **Processing Solution** 



Consumption/ subscription-based Pricing

