

TOP 5 KEY CONSIDERATIONS WHILE DEPLOYING CONVERSATIONAL AI

Conversational AI is the technology that makes machine capable of understanding processing, & responding to human language.

Think of Conversational AI as a brain that powers the chatbot and virtual assistant and encompass a variety of technologies like Machine Learning(ML), NLP, and OCR to make an efficient and automated communication via speech by understanding customer intent and responds with human touch.

Interesting Facts



5 Key Considerations While Deploying AI

Deploying Conversational AI is a risky business considering the steps and processes involved in the implementation. Any step or process that goes awry, might hit the core business and deter the bottom line. Hence, to avoid a setback its important for organisations to consider the following key considerations before putting technology in the hands of people.

- ### 1 Align Conversational AI as per Business Goals

Adoption of Conversational AI requires a strategic approach at enterprise level. Without understanding how technology can help your business may fail the implementation. Hence, aligning Conversational AI along with business objectives is must to target biggest area of improvement like increasing NPS, improving retention rate, and high customer service and reduce costs.
- ### 2 Identify the right business use cases

The right business use cases for the organisations are the one that make customer experience better. Enterprises that are on edge of implementing Conversational AI must understand the customer pain points and create a frictionless journey for customers and develop evidence based recommendation on improvement.
- ### 3 Identify, cleanse, and resolve data issues

Conversational AI require data to learn and work well to offer best resolution. So , select appropriate data sets that is important to add contextual messaging to your bots and virtual assistants. More accessible the data is, easier it is to produce models that can understand and interpret conversations.
- ### 4 Educate team to support culture transition

To increase the adoption of Conversational AI within organisation, educate your employees the potential of Conversational AI, its capabilities, benefits, and future role in business transformation. Invest more time with your leadership team and help them navigate the intricacies of Conversational AI.
- ### 5 Start Small and then scale big

While deploying Conversational AI, make the first implementation small and focused. Start with customer support materials, FAQs, and others, then move on to developing scripts by creating context driven conversations for significant customer experience and better engagement.

Why Choose AutomationEdge Conversational RPA?

Conversational RPA

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

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- RPA capability
- 400+ ready integrations
- Low Code/No code platform
- Intelligent Document Processing Solution
- Consumption/ subscription-based Pricing

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