Chatbots
Better chatbots
thanks to artificial intelligence

Why are chatbots such a big opportunity for businesses?

A chatbot is a program or an artificial intelligence that conducts a conversation via auditory or textual methods. Social media and chat tools have formed the habits of users in recent years. A chatbot takes advantage of these habits by fulfilling the wishes of the users based on their short and precise requests. The lack of a traditional user interface very quickly reveals the advantages of a chatbot: the user no longer needs to download an app, but can request services (for example, change his seat on the plane or buy shoes) via his familiar chat tool.

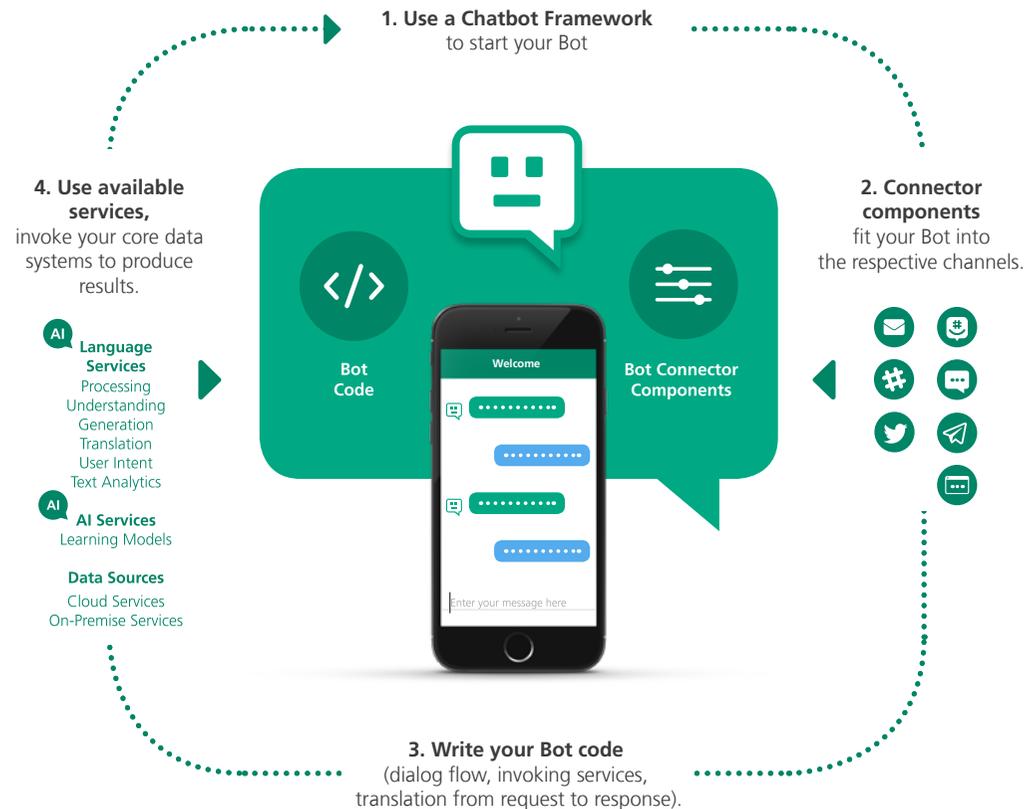### Benefits for business and their customers

A company can automate many processes more efficiently via chatbots as opposed to traditional resources. Many processes still need a human touch but simple requests such as appointments, product searches, or changing profile information of a customer can be automated using a chatbot. For users it allows for more efficient handling of small requests and on-demand services.

How AI adds value to a chatbot

The greatest potential of artificial intelligence (AI) for a chatbot lies in the process expertise that is reflected in the dialog. The better the chatbot is able to conduct a dialog, the more efficient the chatbot's use becomes and the more value it generates for the user. Since a chatbot has to connect the needs of the user with many different data sources and systems depending on the situation as well as with a process, a machine learning model has to be customized and integrated into the chatbot. The model interacts strongly with the chatbot's personality and the design of the dialog in order to realize the greatest possible benefit.

What are the next steps?

Would you like to know more about chatbots, how AI can improve them or how UX methodologies are key for future chatbots? Contact us! Our experts will be happy to work with you to create a new chatbot or to analyze and optimize your organization's chatbot in order to improve your customer's experience. We can take over the full responsibility to implement your chatbot, or we can support you in specific aspects as needed.

1. Use a Chatbot Framework
to start your Bot

4. Use available services,
invoke your core data systems to produce results.

AI Language Services
Processing
Understanding
Generation
Translation
User Intent
Text Analytics

AI Services
Learning Models

Data Sources
Cloud Services
On-Premise Services

Bot Code

Welcome

Enter your message here

Bot Connector Components

2. Connector components
fit your Bot into the respective channels.

3. Write your Bot code
(dialog flow, invoking services, translation from request to response).

Contact our experts
to learn more about chatbots or software projects that may benefit from the use of a chatbot.

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