

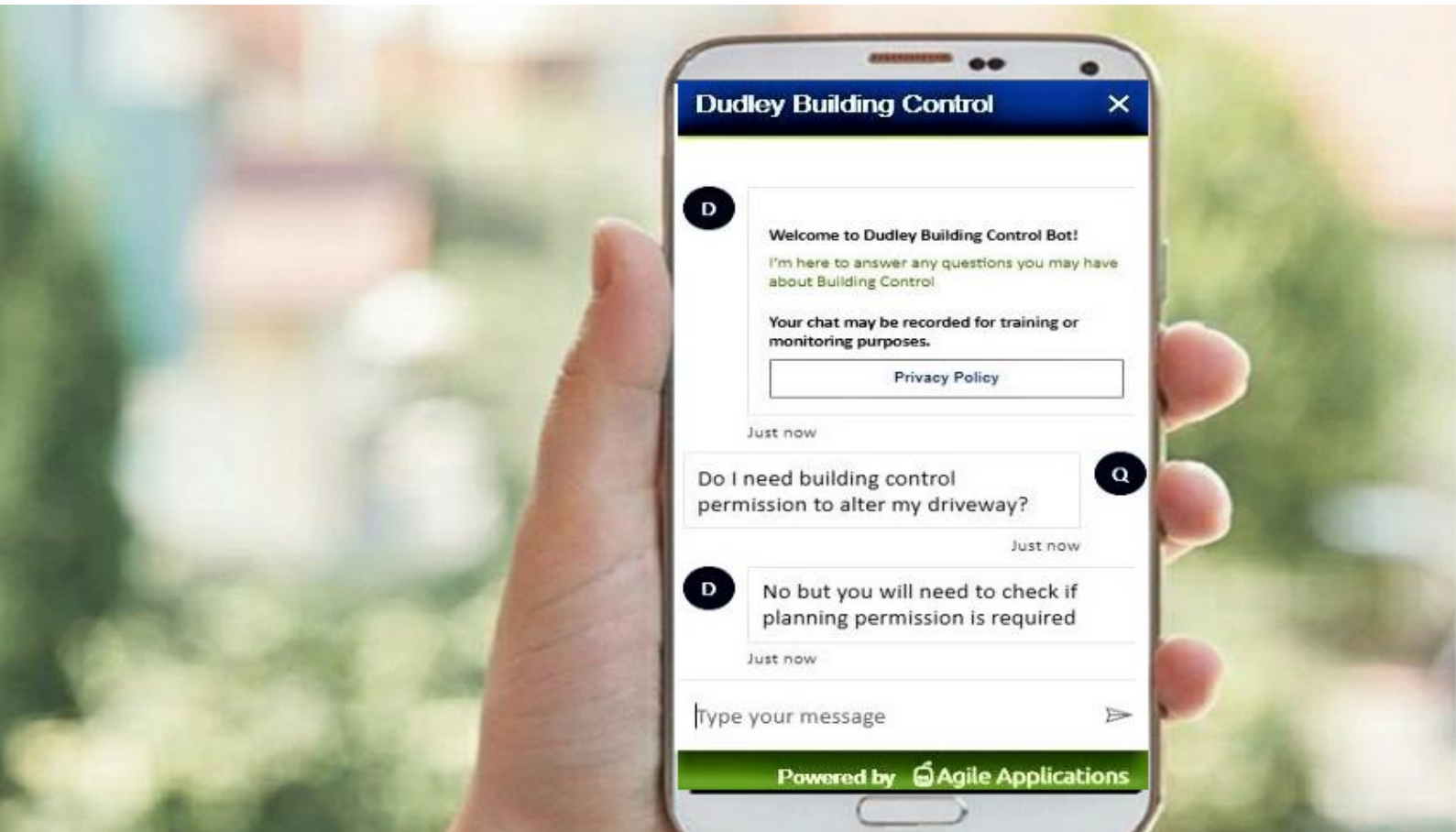
Agile and the Customer Experience

Chatbots



Agile Applications

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AI and the customer experience

In a 24 x 7 world, customers expect to have information at their fingertips. Searching through websites for answers can prove frustrating for customers and, for staff, second guessing what customers need to know in website FAQs is an imprecise, time consuming exercise. Factor in an overloaded call centre and your service users may feel that communication with your organisation is just too hard.

Agile Chatbots are an intuitive, interactive channel for communications that can help to boost the performance of your services with minimal impact on your teams. Using AI “conversational” processing, Agile Chatbots respond rapidly and directly to service users’ questions. Inbuilt intelligence allows the chatbot to identify and hand over more complex questions to a human for action.

Agile Chatbots can be customised to your brand and adapted to your business processes for a single or multiple operational areas through simple configuration changes - no development required.

- Agile Chatbots are a core component of our automation services
- Easily updated as information needs change via our Knowledge Admin tool – under your control
- Insight into service user concerns with text and sentiment analysis
- Optional upload of images to the chatbot for AI analysis and assignment for action
- Optional analysis of call centre queries to extend the chatbot’s knowledge
- Responsive design - delivers the same quality user experience across mobiles, tablets and laptops
- Rapid implementation, cost-effective and proven Microsoft technology



Chatbots and your team

How will your team react?

With staff pressed for time and resources often stretched to the limit, Agile Chatbots are a simple way to help boost productivity and, indirectly, help your teams to broaden their own knowledge along the way.

Here's what the London Borough of Redbridge say about their experience with the Agile Chatbot for Planning...

"It's been fantastic and instant. Staff have reported a marked increase in time available for dealing with complex cases as they're not distracted by basic, time-consuming administrative tasks – the chatbot handles these.

Another bonus is that the chatbot can be used internally by call centre staff to find technical information without the need for training. This means that queries requiring specialist knowledge don't get held up waiting for someone from a particular department to become available – customer call centre staff can look up what they need to know on the chatbot and relay this information to the customer. This is really useful if certain staff members are off sick or busy with other work. Overall, the chatbot has given our staff extra time, flexibility and capacity for dealing with requests"

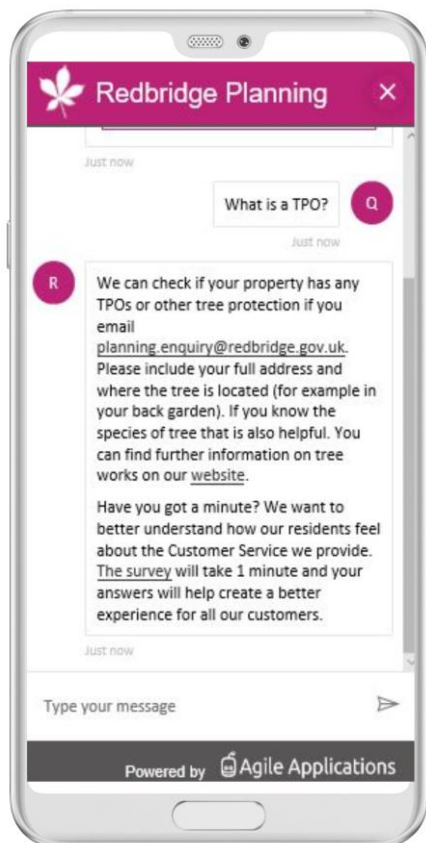
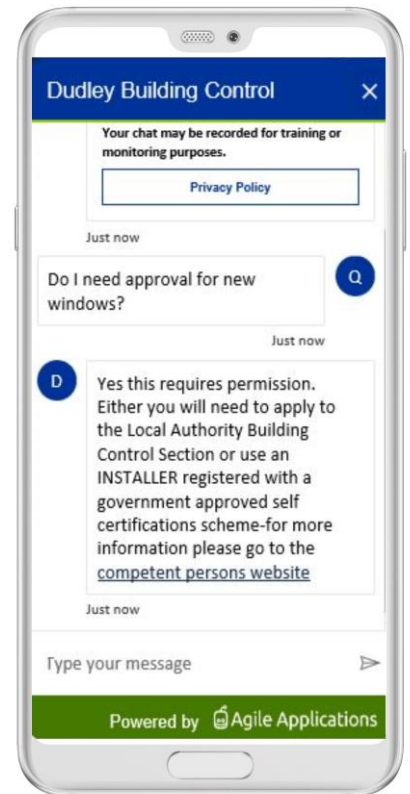


Deploy your Agile chatbot as:

- A rapid communication tool with video and image features
- A way for customers to report issues and get rapid replies
- A route to improved understanding of customer concerns
- A way to identify that information needs updating

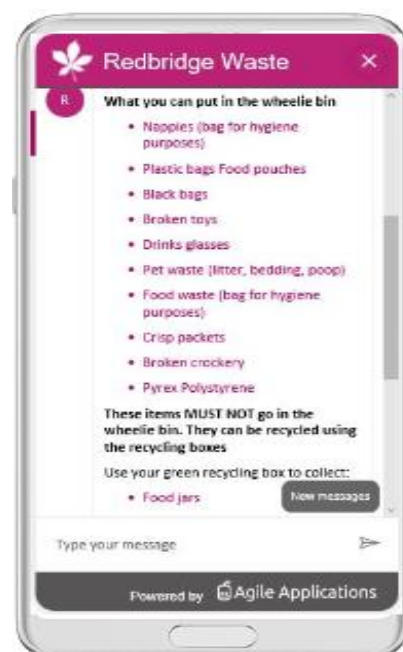
For one operational department...

- Set up a departmental knowledge base using our Knowledge Admin tool
- It's easy to keep the chatbot's knowledge updated as situations change
- A simple, 2 day Agile workshop will show you how



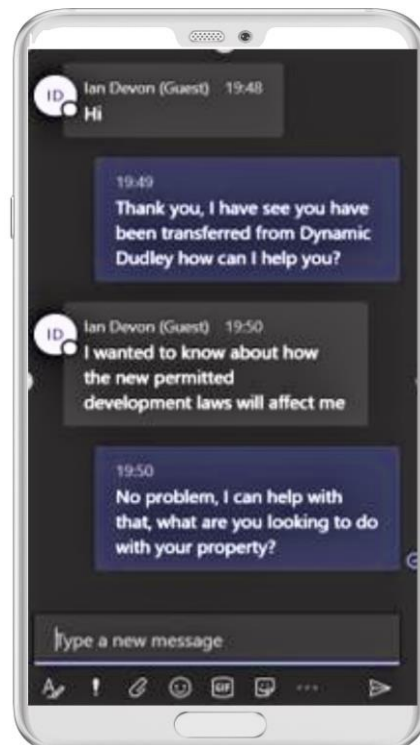
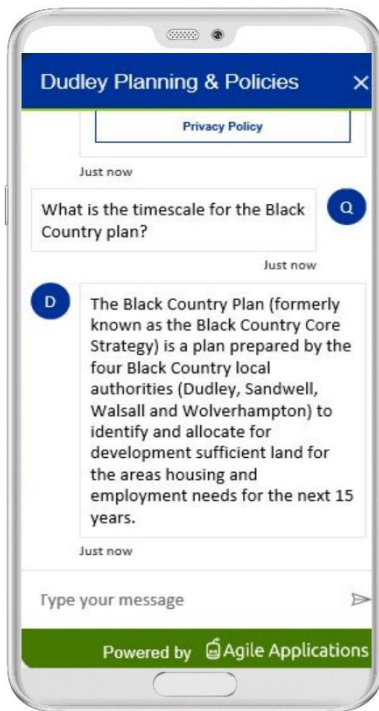
or multiple departments

- Expand your Agile Chatbot's knowledge – link multiple corporate sources of information to the chatbot
- The chatbot can respond to questions in its own "expert" field and recognises questions that need to be referred to its chatbot colleagues – or a human



Handover to a human

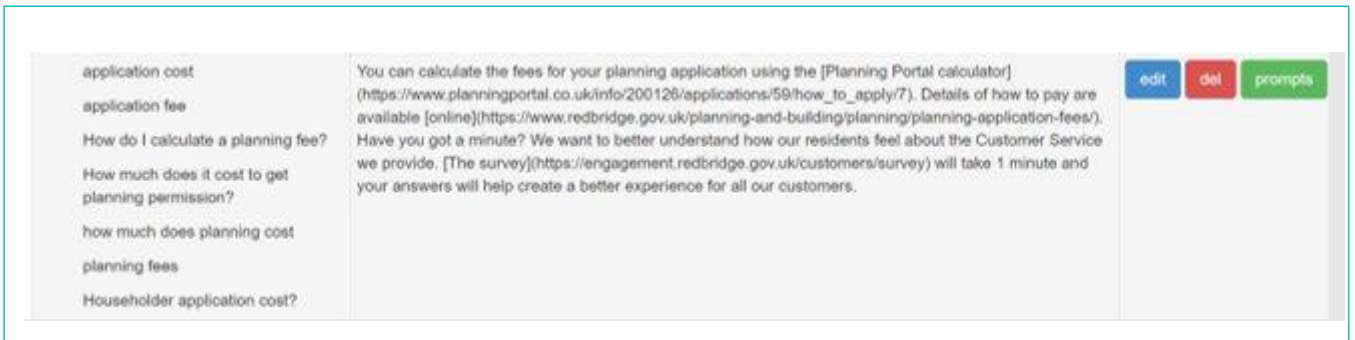
- Using mood analysis, the chatbot recognises when to hand over to a human
- The trigger for hand over can be set
- Handover can be to an individual, team or department to pick up the query
- Web chat links mean that the enquirer can speak directly to the responding team via video call



Optional AI image recognition

- Give your service users the option to upload images to the Agile chatbot
- Images are analysed using AI techniques
- Through integration APIs, the chat and image can be passed to the relevant team for action

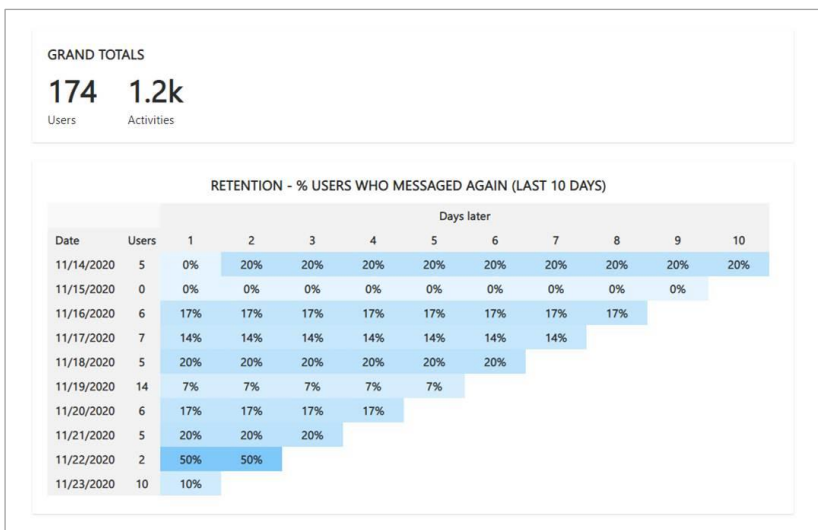
Keep your chatbot in the loop



The Agile live Knowledge Admin tool, available to the user department and the council’s digital team

- An easy way to keep your Agile Chatbot updated with the latest information
- Questions and responses can be added, deleted or amended
- Prompt management supports “self-learning” i.e. the development of new conversations
- Standard Power BI reports show the frequency of questions and topics

Insight and customer concerns



- Agile Chatbots recognise the sentiment of the person they’re “speaking with” and can be configured to respond with pre-defined phrases if the tone of the interaction becomes angry for example.
- This type of interaction triggers the “handover to a human” function

- Standard Microsoft Power BI reports let you see and understand what topics are of most concern to your service users
- Optional services include in depth analysis of your contact centre data to identify core, underlying issues and extend the chatbot’s knowledge



Microsoft Collaborative working with Microsoft tools

Integration between Agile Chatbots and Microsoft Teams means that your chatbot becomes an internal team member. Any authorised team member can access the chatbot's knowledge base to check on any information sources available to the bot – for example your Planning or Waste systems - via industry standard APIs.

Getting going with Agile Chatbots

Once you're familiar with the Agile Knowledge Admin tool, day-to-day use and chatbot "information maintenance" is very straightforward. You'll need our assistance at the outset to:

- Set up the Agile Chatbot with your branding and any API connections needed to create a multi-departmental chatbot service and then configure user access
- The Agile Chatbot is extremely intuitive so training takes just 2 days
- Performance/sentiment reports are standard - just ask if you need additional MS Power BI reports
- Optional analysis of contact centre data to extend the chatbot's knowledge

Stay secure

- The Agile Chatbot is delivered via the Microsoft Azure cloud from Microsoft-owned UK data centres
- The Agile Chatbot stores only the conversation for later analysis, not individual users' details
- All data is encrypted in transit

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