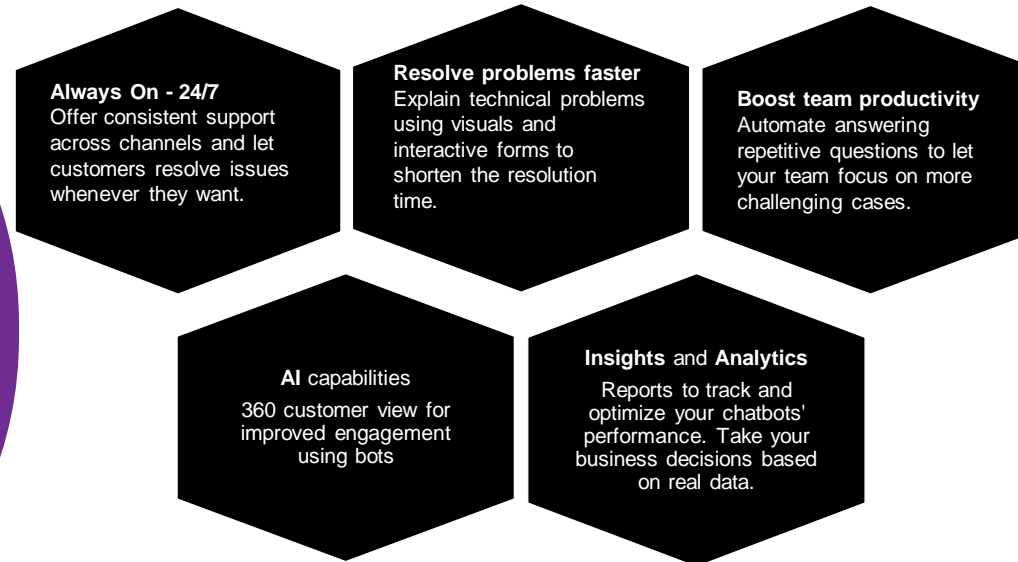# DXC Chatbot Framework

Solution Overview:

A complete scalable digital DXC Chatbot framework, Chatbots will become involved in all types of business-customer interactions by 2021. They are another way of streamlining communication with customers and agents, which needs to be timely, relevant, and personable. The app provides context rich multi-tasking experience across different customer sessions.

Solution:

- Platform empowering business users and developers to build intelligent chatbots using a simple intuitive, no code graphical experience

- Use a simple configuration wizard experience to seamlessly hand-off to human agents in the DXC Customer Engagement Center

- Effective Customer Service by using chatbots can answer simple questions and help customer create cases or buy products. Having a chatbot expedite these tasks frees human agents to focus on more complex problems.

Benefits:

Always On - 24/7
Offer consistent support across channels and let customers resolve issues whenever they want.

Resolve problems faster
Explain technical problems using visuals and interactive forms to shorten the resolution time.

Boost team productivity
Automate answering repetitive questions to let your team focus on more challenging cases.

AI capabilities
360 customer view for improved engagement using bots

Insights and **Analytics**
Reports to track and optimize your chatbots' performance. Take your business decisions based on real data.

What we deliver:

Partnerships

- Established partnerships with best-of-breed specialist firms for end-to-end program support

Artificial Intelligence

Global

- Global coverage
- Contact Center Services transformation

Investment

- Investment with partners, in a pre-built solution available today

Microsoft Cognitive Services — Language Understanding Intelligent Service (LUIS)

Microsoft Bot Framework — Your Bot Web API, Bot Connector

Message / Intent & Entities
- Dialog
- Form Flows
- Message routing
- Conversation state
- Services (translation...)

Human Agent

Channels

Customer

No-code graphical experience

Integration with Omnichannel

Implementation:

Rapid deployment < 6 weeks*

DXC.technology   @ £25k

* May vary depending on size and complexity