REIMAGINE SUPPORT EXPERIENCE
Using Conversational Interfaces

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The Next Applied

REIMAGINE SUPPORT EXPERIENCE
The Problem

Reimagine support experience of an organization by introducing a Conversational Channel **for enterprise users and its customers to interact with Bots and Human Agents** so that there is at least a 30% drop in the number of requests handled by Human Agents and **a marked improvement in the NPS score on the support experience**

PERSONAS

CIOs, President, VP of Support Services of mid-size and large enterprises
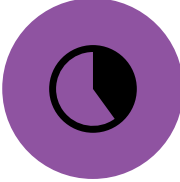
MARKET SEGMENT

Mid-size & Large Enterprises across domain already using Cloud IaaS, PaaS or SaaS services

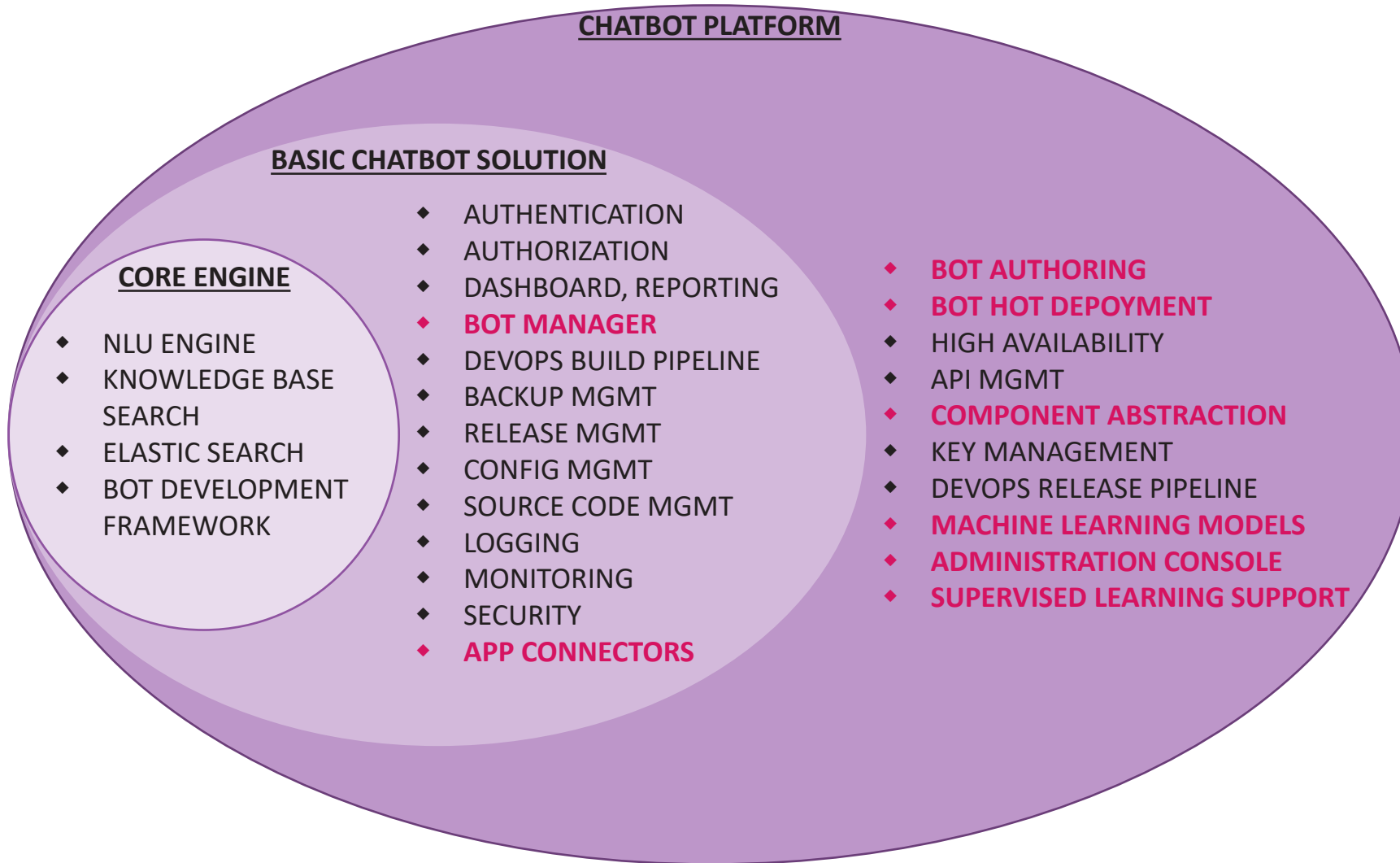### KEY PROCESS INDICATORS

Operational Cost, Net Promoter Score, Time To Resolve, Call Wait Time

CURRENT SERVICE MODEL

Insourced or Outsourced, coming up for renewals or looking for a disruptive offering

Components of a ChatBot Solution

CHATBOT PLATFORM

BASIC CHATBOT SOLUTION

CORE ENGINE

- NLU ENGINE
- KNOWLEDGE BASE SEARCH
- ELASTIC SEARCH
- BOT DEVELOPMENT FRAMEWORK

- AUTHENTICATION
- AUTHORIZATION
- DASHBOARD, REPORTING
- **BOT MANAGER**
- DEVOPS BUILD PIPELINE
- BACKUP MGMT
- RELEASE MGMT
- CONFIG MGMT
- SOURCE CODE MGMT
- LOGGING
- MONITORING
- SECURITY
- **APP CONNECTORS**

- **BOT AUTHORING**
- **BOT HOT DEPOYMENT**
- HIGH AVAILABILITY
- API MGMT
- **COMPONENT ABSTRACTION**
- KEY MANAGEMENT
- DEVOPS RELEASE PIPELINE
- **MACHINE LEARNING MODELS**
- **ADMINISTRATION CONSOLE**
- **SUPERVISED LEARNING SUPPORT**

Hyperscale Cloud Providers provide SaaS services for most of the components required to establish a complete ChatBot Solution for an Enterprise

Why Microsoft based ChatBot Solution?

AI MATURITY

STABLE AND CONTINUOSLY EVOLVING SINCE 2016 WITH BACKWARD COMPATIBILITY

AVAILABLE AS A SAAS SERVICE WITH OPTIONS FOR ON-PREMISE CONSUMPTION OF MODELS

TECHNOLOGY

SUPPORTS BOTH OPENSOURCE TECHNOLOGIES (NODEJS) AND CLOSED SOURCE (C#) TECHNOLOGIES
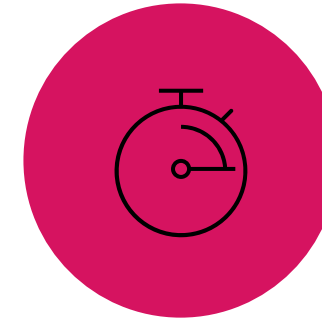
CODE AND NO-CODE VERSIONS

CLOUD AGNOSTIC, MULTI-LANGUAGE & CHANNEL SUPPORT, EXTENDABLE

PEOPLE

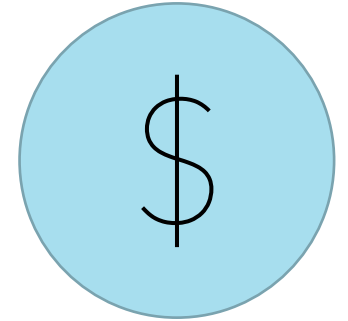VERY EASY TO FIND DEVELOPERS WITH SKILLS ON NODEJS AND/OR C#

BOT PLATFORM CAN BE SELF-LEARNT IN A WEEK'S TIME

TIME TO MARKET

EASY INTEGRATIONS WITH AZURE SERVICES MAKES IT EASY TO IMPLEMENT REQUIREMENTS OF THE SOLUTION QUICKLY

SEVERAL VENDORS IN MARKET PROVIDING ACCELERATORS AND FRAMEWORKS FOR A FASTER ADOPTION

COST

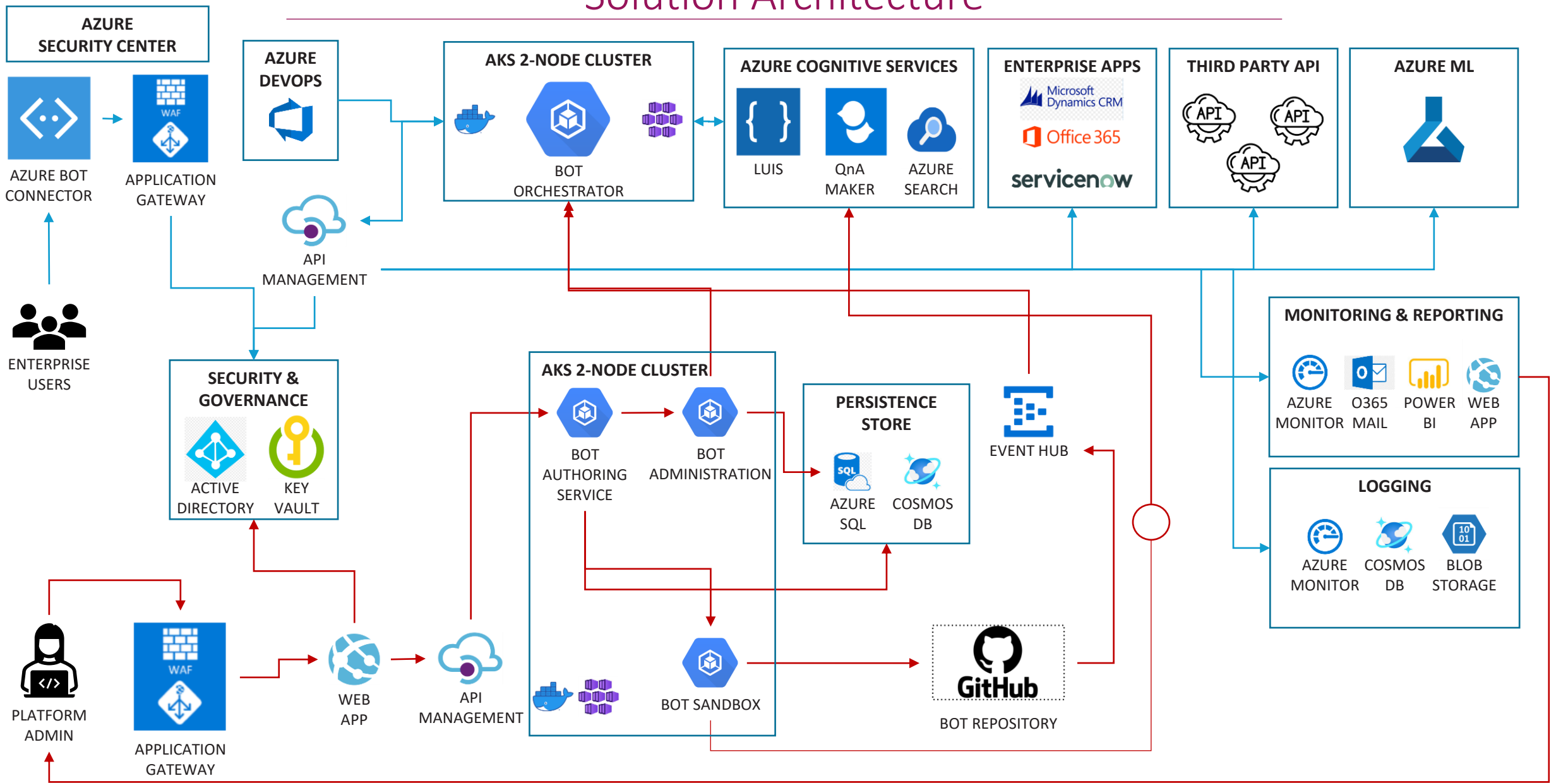COMPETITIVELY PRICED WHEN COMPARED WITH OTHER HYPERSCALE PROVIDERS

EXTREMELY COST EFFECTIVE WHEN COMPARED TO PROPRIETARY CHATBOT PROVIDERS

Solution Architecture

Solution Bill of Materials

BASIC CHATBOT SOLUTION COMPONENTS

- NLU MODELS, QnA MAKER
- ELASTIC SEARCH
- BOT DEVELOPMENT FRAMEWORK
- AUTHENTICATION & AUTHORIZATION
- DASHBOARD, REPORTING
- BOT MANAGER
- DEVOPS BUILD PIPELINE
- BACKUP & RELEASE MGMT
- CONFIG & SOURCE CODE MGMT
- LOGGING & MONITORING
- SECURITY
- APP CONNECTORS
- BOTS
- BOT AUTHORING
- BOT HOT DEPOYMENT
- HIGH AVAILABILITY
- API MGMT
- COMPONENT ABSTRACTION
- KEY MANAGEMENT
- DEVOPS RELEASE PIPELINE
- MACHINE LEARNING MODELS
- ADMINISTRATION CONSOLE
- SUPERVISED LEARNING SUPPORT

PLATFORM REQUIREMENTS

AZURE SERVICES CONSUMED

- AZURE VM
- AZURE AD
- AZURE KEY VAULT
- AZURE BOT SERVICES
- MICROSOFT LUIS
- MICROSOFT QnA MAKER
- AZURE COGNITIVE SEARCH
- APP SERVICE
- AZURE KUBERNETES SERVICE
- AZURE SQL DATABASE
- AZURE COSMOS DATABASE
- AZURE MONITOR
- AZURE BLOB STORAGE
- AZURE DEVOPS
- POWER BI
- API MANAGEMENT
- APPLICATION GATEWAY

THANK YOU

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