

# Voice-Enabled Chatbot

6 - week Implementation



25  
Years



## Enhance and automate your customer support process

Artificial Intelligence has become an indispensable tool in modern marketing. Introducing chatbots as the face of your company and the first touchpoint for customers has revolutionized customer support by offering around the clock customer service. The process of development and running of a chatbot is made a lot easier by the Azure Bot Service along with the bespoke implementation by Xavor's certified AI team.

Xavor's end-to-end solution leverages AI and NLP to design and build voice enabled chatbots to help customers navigate through your website or online shop and offer personalized recommendations, that have proven to boost sales. The AI-enabled chatbot leverages the Microsoft Bot Framework to enhance and automate your customer support process.

### Unique Benefits for Your Firm

- Significant reduction in the time and cost associated with customer handling
- Higher customer conversion rates, owing to interactive dialogue and proactive recommendations
- Leverage emotion detection and multilingual abilities of the bot for instant personalization
- The chatbot can be deployed on multiple platforms
- Eliminate personnel training costs with self-improving chatbots based on reinforcement learning

### Unique Benefits for Your Customers

- Instant responses on customer queries due to automation
- Rich and interactive user experience using cognitive technologies with NLP and voice enablement
- 24\*7 customer support with the ability to process high volumes simultaneously
- Greater accessibility for customers with disabilities
- Customers can multitask with voice enablement while they search your site, saving time for them

## Our Process

Xavor ensures that the chatbot infrastructure is designed to accommodate future extensions in the system seamlessly. Our top tier experts follow a structured implementation program to ensure effectiveness and transparency:

Timeline

Particulars

Week 1

- Designing and setting up solution architecture and requirements
- Envisioning bot with a brainstorming worksheet
- Choosing a conversational architecture:
  - o Chat only
  - o Hybrid
  - o Voice only
- Designing conversation flows and complexity in the bot design

Week 2

- Generation of training data for conversations flows

Week 3 - 4

- Establishing the Microsoft Bot Framework and Azure Bot Service environment platform
- Development of bot dialogs and conversation patterns

Week 5

- Training additional AI components
- Sentiment analysis feature
- Custom wake-up word for the bot
- Graceful fallbacks and hand-offs

Week 6

- Linking the AI assistant through various end-to-end voice/chat solutions or existing knowledge base backend system
- Testing & deployment of the solution

*\*Note: Timeline may vary based on specific requirements.*

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