

Smart FAQ BOT

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Inspired by technology, atypical by nature.



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1 Common information

1.1 Title

SmartFAQ Bot: Enhancing Contact Centre Efficiency Through AI

1.2 Summary

Introducing SmartFAQ Bot, a revolutionary AI-powered service designed specifically for contact centres aiming to skyrocket their quality and productivity. By analyzing transcripts of recorded calls, SmartFAQ Bot identifies the most frequently asked questions, creating a comprehensive and dynamic FAQ database. This expert system is engineered to provide instant, accurate responses to customer inquiries, significantly reducing wait times and improving the overall customer experience. Empower your contact centre team with SmartFAQ Bot, transforming the way you interact with your customers and setting new standards in operational excellence.

Leveraging our SmartFAQ Bot solution further, we incorporate the invaluable asset of your contact centre's already recorded calls. This enhancement not only enriches the FAQ database with a wider range of inquiries and responses but also allows for continuous learning and adaptation of the bot to changing customer needs and trends. By reusing these recordings, SmartFAQ Bot becomes increasingly effective over time, constantly updating its knowledge base with real-world interactions. This approach not only optimizes the efficiency of your contact centre but also ensures that the bot remains up-to-date, providing your customers with relevant and precise information, further boosting satisfaction and productivity.

A prototype of this bot is developed in 4 weeks. After this four weeks the customer has:

- *A knowledgebase with frequently asked questions and answers.*
- *A conversational interface to interact with these questions*
- *An integration roadmap to put this in production*

1.3 Pricing

Fase	Deliverable	Betrokken gebruikers	Budget
Week 1	<ul style="list-style-type: none"> Kick-off Meeting Setting up Azure Cognitive Services Inventorise existing recordings Transcribe recordings. 	Project Manager Developer AI Engineer	€ 7.800
Week 2	<ul style="list-style-type: none"> Setting up initial knowledge base Setting up Copilot studio Initial testing 	Project Manager Developer AI Engineer	€ 8.225
Week 3	<ul style="list-style-type: none"> Integration of Bot and Knowledge Base Refinement of Bot responses & adding extra sources 	Project Manager Developer AI Engineer	€ 6.900
Week 4	<ul style="list-style-type: none"> Final demo Pilot implementation Drafting implementation roadmap 	Project Manager Developer AI Engineer	€ 6.950
TOTAAL			€ 29.875

2 Detailed information

2.1 Headline

We're rolling out a quick and efficient four-week program to supercharge your contact center with our SmartFAQ Bot. Starting with a prototype based on a subset of recordings, we'll build and integrate a FAQ bot tailored to your needs, wrapping up with a solid plan for full implementation.

2.2 Introduction

Introducing our innovative service designed to transform your contact centre's efficiency and customer satisfaction. By leveraging AI technology to analyze recorded calls and develop a dynamic FAQ bot, we're tackling the common challenge of long wait times and repetitive inquiries head-on. This solution not only streamlines your operation by providing quick, accurate answers to common questions but also continually improves as it learns from past interactions, ensuring your team can focus on more complex customer needs.

We are addressing the challenge to enhance customer service by using available sources. This ensures minimal investment.

2.3 How it works

2.3.1 4 Week Project

- 1 week: transcribe prototype with a subset of recordings
- 1 week: prototype faq bot
- 1 week: integrate recordings & bot
- 1 week: estimate implementation plan

Phase	Week	Activities	Deliverables	Resources Needed
1. Preparation and Initial Analysis	1	Kick-off meeting with stakeholders Inventory of recorded calls Transcription of recorded calls.	Project plan documents Initial list of FAQs	Project manager AI/ML engineers Contact centre reps
2. Prototype Development	2	Development of prototype FAQ bot Initial bot testing	Working prototype of SmartFAQ Bot Test plan and results	Development team QA engineers
3. Integration and Refinement	3	Integration of bot with FAQ knowledge base Refinement of bot responses	Integrated FAQ bot ready for testing Updated documentation	Development team AI/ML engineers Contact centre rep
4. Implementation and Go-Live	4	Pilot implementation Collection of feedback and adjustments Implementation roadmap for production go-live	Fully functional SmartFAQ Bot Training materials and session recordings Final project report Implementation roadmap	Project manager Development team Contact centre staff and management

2.3.2 Technical Setup

2.3.2.1 Existing Recordings

Quite some customer contact centers are recording calls for quality purposes. These recordings contain a lot of valuable information, since they all have a question of a customer and a possible answer from a service agent.

We want to leverage the value of these recordings by transcribing them to text in order to be used as a knowledge base.

2.3.2.2 Azure Cognitive Services

Azure Cognitive Services' Speech to Text is a cloud-based service that uses advanced machine learning algorithms to convert spoken language into written text. It's designed to be highly accurate, recognizing speech in real-time or from recorded audio, and supports a wide range of languages and dialects.

The transcripts will be formatted in a simple 'Question & Answer' format, through AI. The final result of the process is a Word file with questions and answers per topic or domain. This will be discussed in the inventory stage.

2.3.2.3 SharePoint

SharePoint will be used as a basis for storing the Word files. The documents will be stored in a separate site and specific list. Storing of the information will be done automatically after transcription.

2.3.2.4 Copilot Studio

Microsoft Copilot Studio, announced at Microsoft Ignite 2023, is a low-code tool designed to customize Microsoft Copilot for Microsoft 365 and to build standalone copilots (or chatbots). It is included with Copilot for Microsoft 365 and offers a comprehensive suite of conversational capabilities, including custom GPTs, generative AI plugins, and manual topics. This enables users to:

- Easily customize Copilot for Microsoft 365 with specific enterprise scenarios.
- Quickly build, test, and publish standalone copilots and custom GPTs.
- Manage and secure customizations and standalone copilots with appropriate access, data, user controls, and analytics.

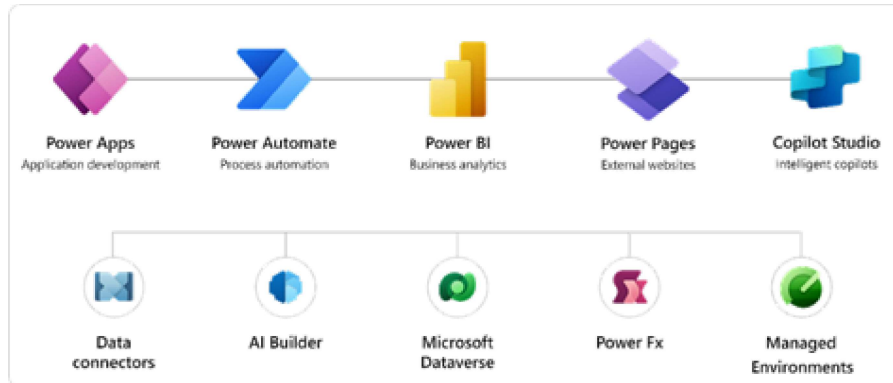
Copilot Studio is built on the foundations of Power Virtual Agents and other Microsoft Power Platform technologies. It integrates with Microsoft Azure OpenAI Studio, Azure Cognitive Services, Azure Bot Service, and other Microsoft conversational AI technologies.

Key features include:

- A low-code graphical interface for easy building and publishing of plugins directly to Copilot for Microsoft 365.
- An intuitive graphical builder for connecting to backend APIs, creating custom GPTs, and building generative responses over enterprise knowledge.

- The ability to import or create new plugins from existing platform components, with over 1,100 prebuilt connectors to business data sources.
- Advanced features for enhancing responses using generative AI, such as generative answers and actions, prompt building, and customization.

Standalone copilots can be published to internal and external websites, Microsoft Teams, mobile apps, and more. Copilot Studio also includes governance and control features for IT to monitor usage and analytics, offering full visibility and control over both Copilot for Microsoft 365 customizations and standalone copilots.

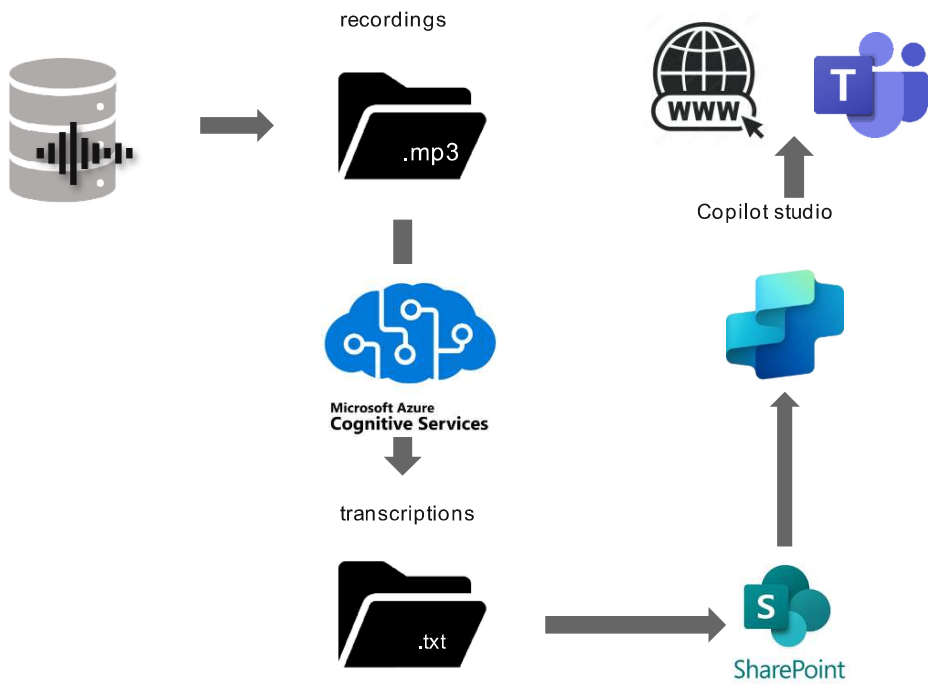


2.3.2.5 Publication

Copilot Studio allows to be published on a website, or through Teams. In certain cases it is possible to integrate the Copilot interface in other technologies.

In this prototype program, we are enabling the chat interface either through web or Teams.

Existing recordings



2.4 Target Audience

Sector	Description
Telecommunications	Companies with a high volume of daily customer service calls, benefiting from improved efficiency and accuracy.
Financial Services & Banking	Institutions receiving numerous queries about accounts, transactions, and services, where FAQs can be efficiently managed.
Healthcare Providers	Facilities managing patient inquiries on appointments, billing, and general information, streamlining operations with an AI FAQ system.
Retail & E-commerce	Businesses facing constant inquiries related to orders, shipping, and product information, aiming to improve customer satisfaction and operational efficiency.
Technology & Software	Companies supporting users with technical issues, account setups, and usage tips, looking to reduce response times and improve service quality.
Hospitality & Travel	Managing bookings, cancellations, and customer service inquiries, where the SmartFAQ Bot can enhance the customer experience while reducing operational costs.

Stakeholder	Interest
Customer Service Managers	Reducing wait times, improving service quality, and managing staff workload efficiently.
IT and Technology Leaders	Integrating innovative solutions to enhance operational efficiency and leverage data analytics for insights.
Chief Operations Officers (COOs)	Optimizing overall operational efficiency, reducing costs, and improving customer satisfaction.
Marketing Directors	Leveraging technology to enhance the customer experience, gather insights on customer needs, and support brand positioning.
Chief Information Officers (CIOs)/Chief Technology Officers (CTOs)	Strategic implementation of technology solutions to drive business growth and efficiency.
Head of Sales	Improving customer interactions to boost sales and customer retention through enhanced service experiences.

2.5 Reference logos or case studies

Mention customers where you already delivered this offering, maybe as part of a bigger project.

2.6 Visual elements

If you have visual elements supporting your offering, please add here or as separate files.

2.7 Contact Information

Contact information:

- *Pieter Ardinois – Sales & Marketing Lead*
- *Carlo Schots - BU Manager Cloud & Dat*