

HexaCorp



INTELLIGENT
CHAT BOTS TO
IMPROVE USER
ENGAGEMENT

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ASK BOT

Business Scenario

A leading utility provider in California uses Office 365 SharePoint online as their collaboration platform. The company's project teams use series of forms and documents during different stages of project execution.

Their project support team receives a considerable number of requests each month from its employees with questions about the correct documents and forms to be used. Often these are common questions that consume considerable amount of staff time to individually answer employees

The company wanted to implement a knowledge base application in SharePoint Online that would facilitate project teams to easily find documents relevant to their project instead of calling support team. As part of the knowledge base application a conversational interface was to be provided to engage users in a different and innovative way and free support team from spending time on answering questions.

Solution and steps

The company considers chatbot to be an important channel for employee engagement and a key part of its digital transformation initiative. HexaCorp developed a chatbot experience that utilizes multiple Azure technologies to quickly and easily link employees with information. The chatbot is hosted on Microsoft Azure and leverages Language Understanding services (LUIS) to understand natural language conversation from users. The Bot interfaces with other content sources to provide appropriate response to users.



The bot was designed to have the below capabilities

- » Allow users to converse naturally
- » Provide relevant project documents to users
- » Surface training videos and documents



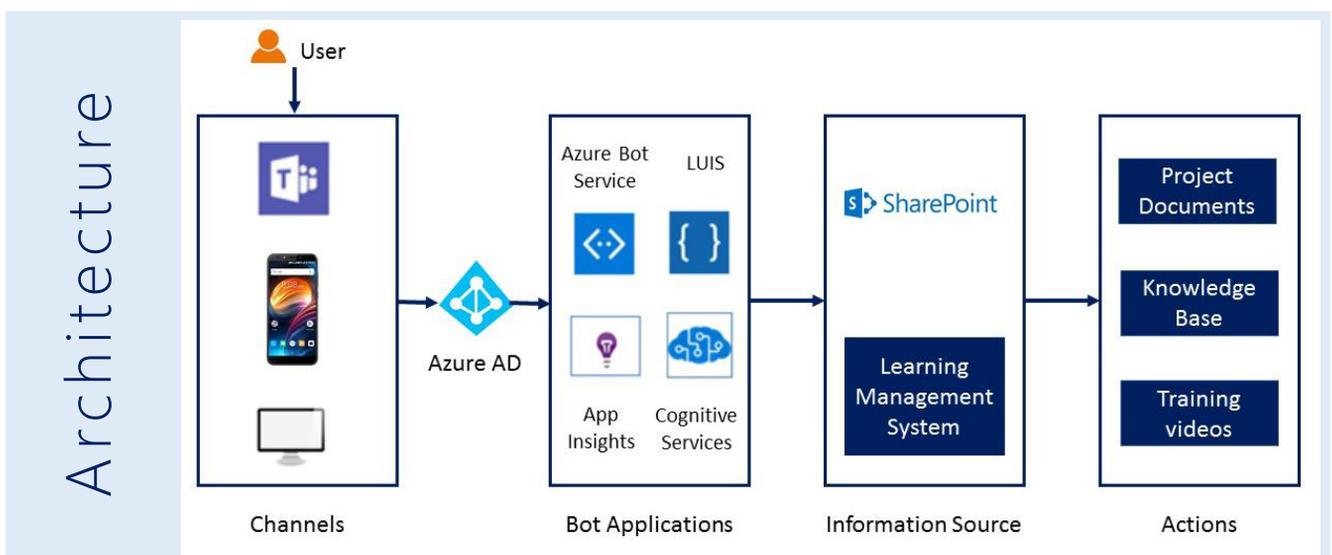
Technology

HexaCorp leveraged its expertise in Microsoft bot framework to build a powerful AI-driven chatbot solution called Ask Bot, that provided an immersive and engaging experience for users. Azure Bot Services enabled the acceleration of development by providing an integrated environment that's purpose-built for bot development.



To meet the requirements of chatbot, the following technologies were adopted:

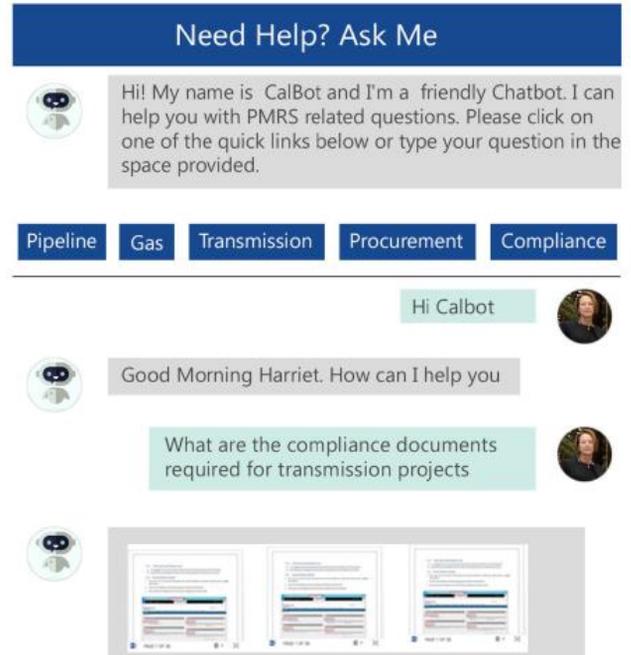
- » The chat bot starts from the Bot Builder SDK for .NET. Its conversational logic is written in C#.
- » To understand users' inputs in natural language, the Azure Cognitive Services Language Understanding Intelligent Service (LUIS) was used to extract their intents and entities.
- » Azure Cognitive Services
- » The chat bot needs data from other line-of-business (LOB) systems such as training materials and videos from the learning management system. Integration with LOB systems was done through REST API Calls.



Conversation Flow

The conversation flow was designed to lead the users without much typing or guessing on what to do next. The conversation begins with a menu of options.

After picking an option, the user is routed to appropriate sub-dialog and the conversation flow continues.



Benefits

The chatbot solution developed by HexaCorp solved a real business problem for the utility provider and allowed employees to be more productive and efficient. The bot dramatically improved the user experience by its ability to understand user conversations and respond in spoken English.



Below benefits were from the chatbot

- » Introduce a level of automation that enabled employees to more easily find project documents
- » Reduce the volume of support requests
- » Allowed support staff to refocus their time toward addressing more critical requests
- » Provide contextually relevant information to users by applying artificial intelligence

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