



eudata

Eudata Webinar

How to use chatBOT to improve employees
productivity and satisfaction

WELCOME

We'll start shortly...

AGENDA

- Intro Convy
- Transform human to human internal processes in human to Convy
 - Example of usages
 - Help Desk
 - Purchase process
 - HR
 - information and policies
 - expenses note
 - other (vacation approval, change turns, ...)
 - which are the available Front End
 - Skype for business
 - Webchat
 - Social connectors
 - Demo





What is a ChatBOT

A chatBOT is a human like interface, available on different front end (textual or voice) that thanks to deep decisional capabilities enable users to find a solution without human support.

Gartner: By 2020, over 50% of medium to large enterprises will have production chatbots deployed



Convy Matrix

Verticals

Usage

	Banking	Travel	P.A	Telco
Customer Service - Help Desk	  	 		 
Internal process and support	  			
Marketing and Promotion				



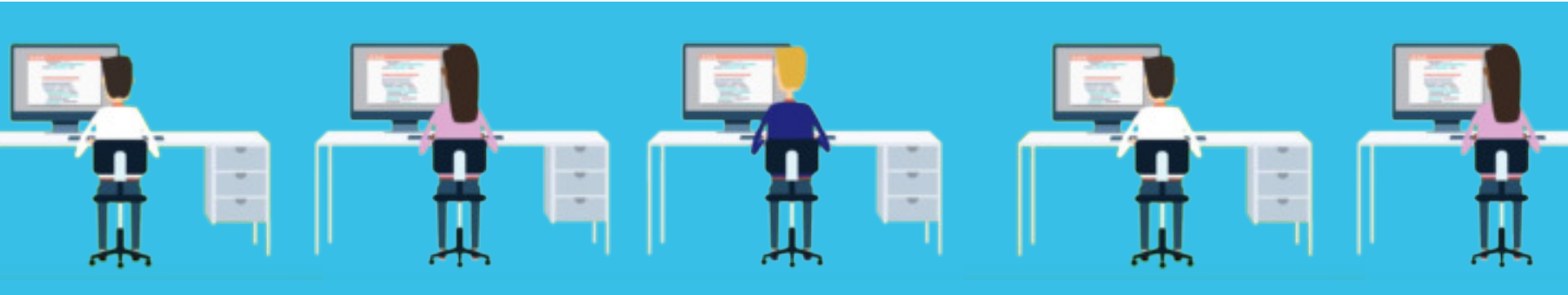
Chatbot Usage

Customer Virtual Assistant

Employee Virtual Assistant



Transform human to human internal processes in human to Convy



The execution of repetitive tasks creates employee dissatisfaction and consequently an inefficiency



Transform human to human internal processes in human to Convy

Convy can use its conversational front end to manage a process with employees reducing time, costs and providing a better experience

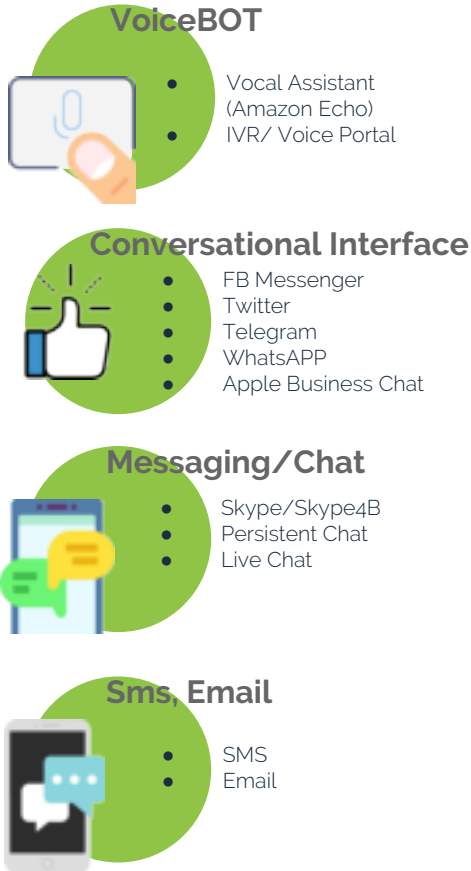


The Solution

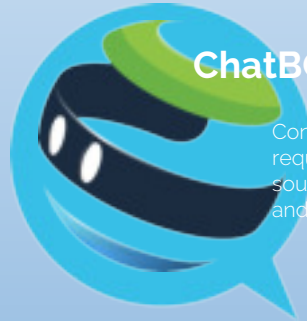


User

Facing a need, a user uses a service through a channel



The platform

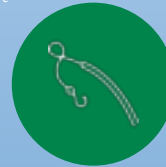


ChatBOT

Convy AI receives user requests, queries all data sources at its disposal and processes an answer

Information Sources

Convy AI is able to connect to different information sources (CRM, TT, Back End, Cognitive Data Sources, ...) and use the information collected to make aware decisions



Convy A.I. Features

Teacher BOT to define BOT nature
Semantic layer
Reporting an analytics to control and improve BOT capabilities
Available on Voice and Conversational interfaces



Employee

The employee is involved by Convy who contextualizes the conversation, when it is necessary according to the conversation flow

Use Cases



- Help Desk
- Purchase process
- Human Resources



HELP DESK



Technical Help Desk:

- Manage problems on the devices: PC, Smartphones, connectivity
- Manage problems on the applications: Office, tools, vertical Apps

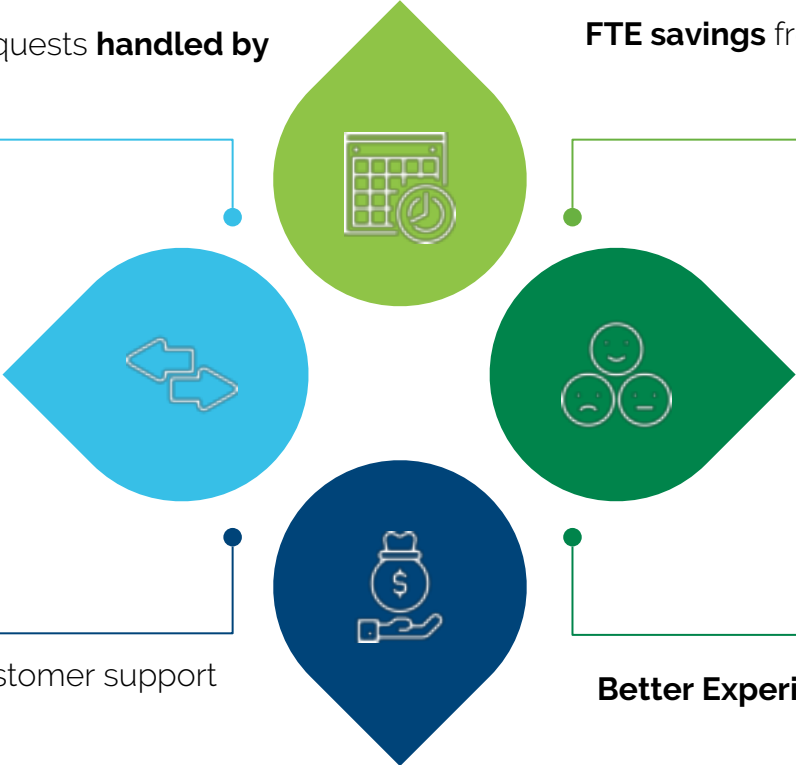
Business support:

- Product details
- Internal procedures
- Training

Results

More than **50%** of tech requests **handled by Convy**

FTE savings from **25%** to **60%**



Reduction in the cost of customer support staff **from 25% to 40%**

Better Experience for users



PURCHASE PROCESS

How to assist internal users in the purchase process,

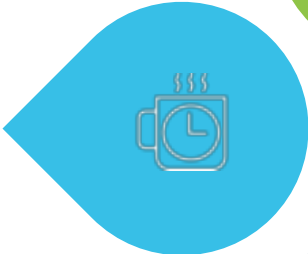
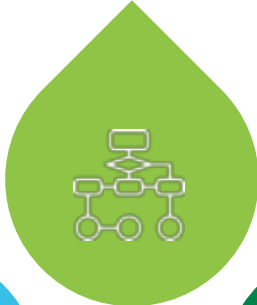
- Type of purchase: services, products or consultancy?
- Value of the deal
- Based on the previous results, Convy provides the list of documents and procedures
- Convy Manages the acquisition of the documents, and store the characteristics of the request
- When everything is ok, Convy interacts with the purchase office colleagues passing them all the details to process the request

- Manage the expense notes
 - Chat
 - Voice
- Information and policies (e.g. smart working procedures)
- Other (vacation approval, change turns, ...)

Customer Expectations

More than **50%** of requests **handled by Convy**

Reduce Knowledge loss



Ability to work on the **main part of the process**

Test the solution in an area then **move to other sectors** (like HR)



Available Connectors



Skype for business
Webchat
Social connectors



Demo

How to apply to the smart working policies in Eudata?



Hello Rubik, I need support to apply to the internal policies for smart working, can you help me?

Ok, as you are a formal employee, you can access to the internal website, have you got your username and password?

Yes, I have it

Good, at this link (<https://sites.google.com/a/eudata.com/portal/procedura-smart-working>) you'll find all the details. The most important thing is that you can work from remote, without any particular concern, paying attention to the tools you have to use, as they are the basic part of the procedure. Tell me when you finished to read it

ChatBOT aspetta un OK

Ok del collega

Thank you, now to complete the procedure you need to sign this document:

<https://docs.google.com/a/eudata.com/viewer?a=v&pid=sites&srcid=ZXVkYXRhLmNvbXxwb3J0YWx8Z3g6N2E4NGl2YzE5YzAzOTk4Mw>

Once done send it to me and we've finished:

Invio documento e saluti

thanks

