Implementing a Chabot

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5th Dec 2018
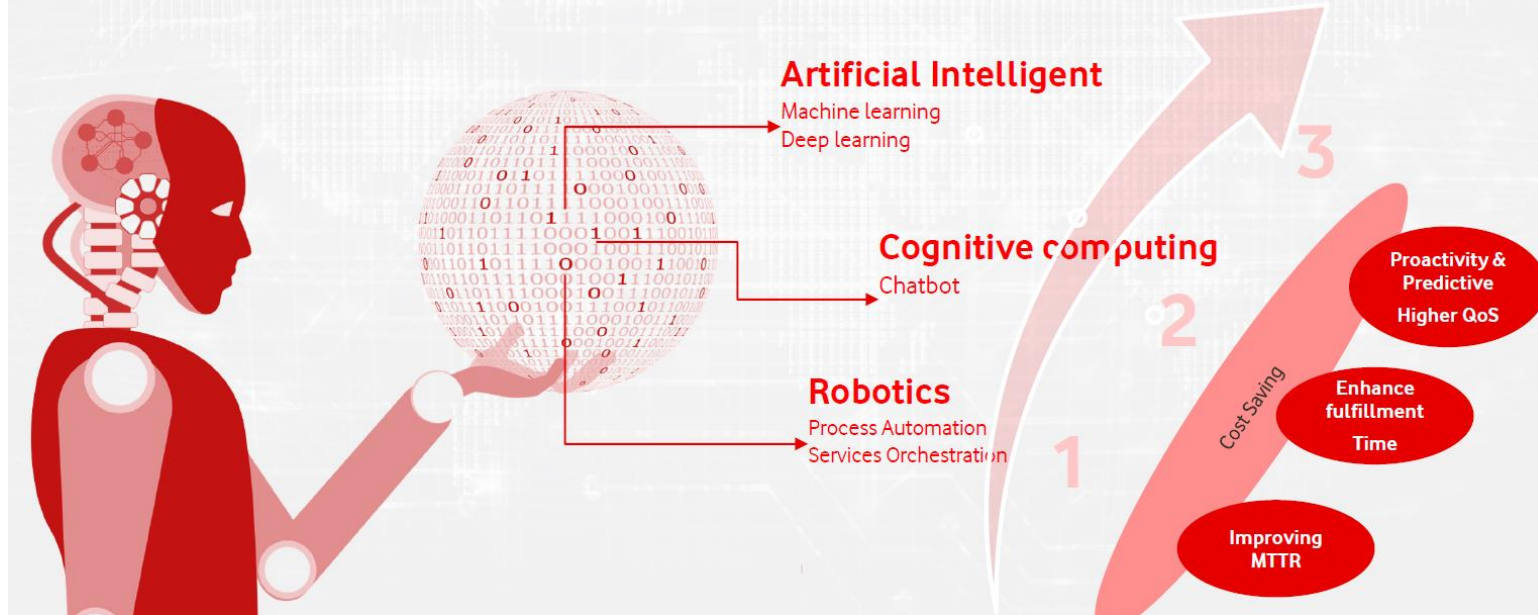
What is Automation?

Automation in technology

It is a software which is able to execute sequential or decision based action or multiple actions(workflow) ,eliminating the human intervention .

Artificial Intelligent
Machine learning
Deep learning

Cognitive computing
Chatbot

Robotics
Process Automation
Services Orchestration

Cost Saving

1
2
3

Improving MTTR

Enhance fulfillment Time

Proactivity & Predictive
Higher QoS

What is a Chatbot?

Hi Heather, My names TOBi, I can help you with your IT Requests and Incidents, where would you like to start?

What is a Chatbot?

A **chatbot** ("bot" being short for "robot") is a program that mimics conversations with people using cognitive techniques such as **natural language processing**.

How do chatbots learn?

Chatbots learn from their past interactions, improving their responses over time. Other benefits include a 24h availability and a human-like interaction with the user.

Is a chatbot the best solution for you?

Suitability checklist

- **Repetitive procedures:** Frequently and repeatedly performed tasks or exchange of the same information

- **Requires human interaction**: Current processes require engaging resources whose time could be spent on higher value activities

- **Easy to consume and control via conversation**: User would be comfortable to perform the process hands-fee. Workflow tasks or information exchanges are suited to be performed via natural conversation

Viability checklist

- **Data availability:** Transcripts of human dialogue are available for patter recognition or a database of common questions and their answers.

- **Technology compatibility:** Ease of integration with company systems or databases via existing APIs

- **Business readiness:** Meeting requirements of security, accuracy, ease of use, well defined rules and standardised processes within the business

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Who did we need to build a Chatbot?

Business Team

Programme Manager

- Project funding and escalation
- Provides customer experience inputs
- Defines and adopts business processes

Business Application Specialists

- Technical knowledge of applications TOBi has to be integrated to i.e Success Factors

Digital Coaches

- Trainers of the chatbot
- Specify requirements
- Key stakeholders for design, testing and journeys enhancements

UAT Testers

- Final testing to validate operational readiness and user experience
- Show the product to real people in limited scale

Cognitive Team

Programme Manager

- Project management and escalation
- Interface of your team to Cognitive Centre of Excellence and IPsoft

Cognitive Architects and Engineers

- Technical design of the journeys
- Coding of the journeys and training of classifiers
- Build integrations to back end systems

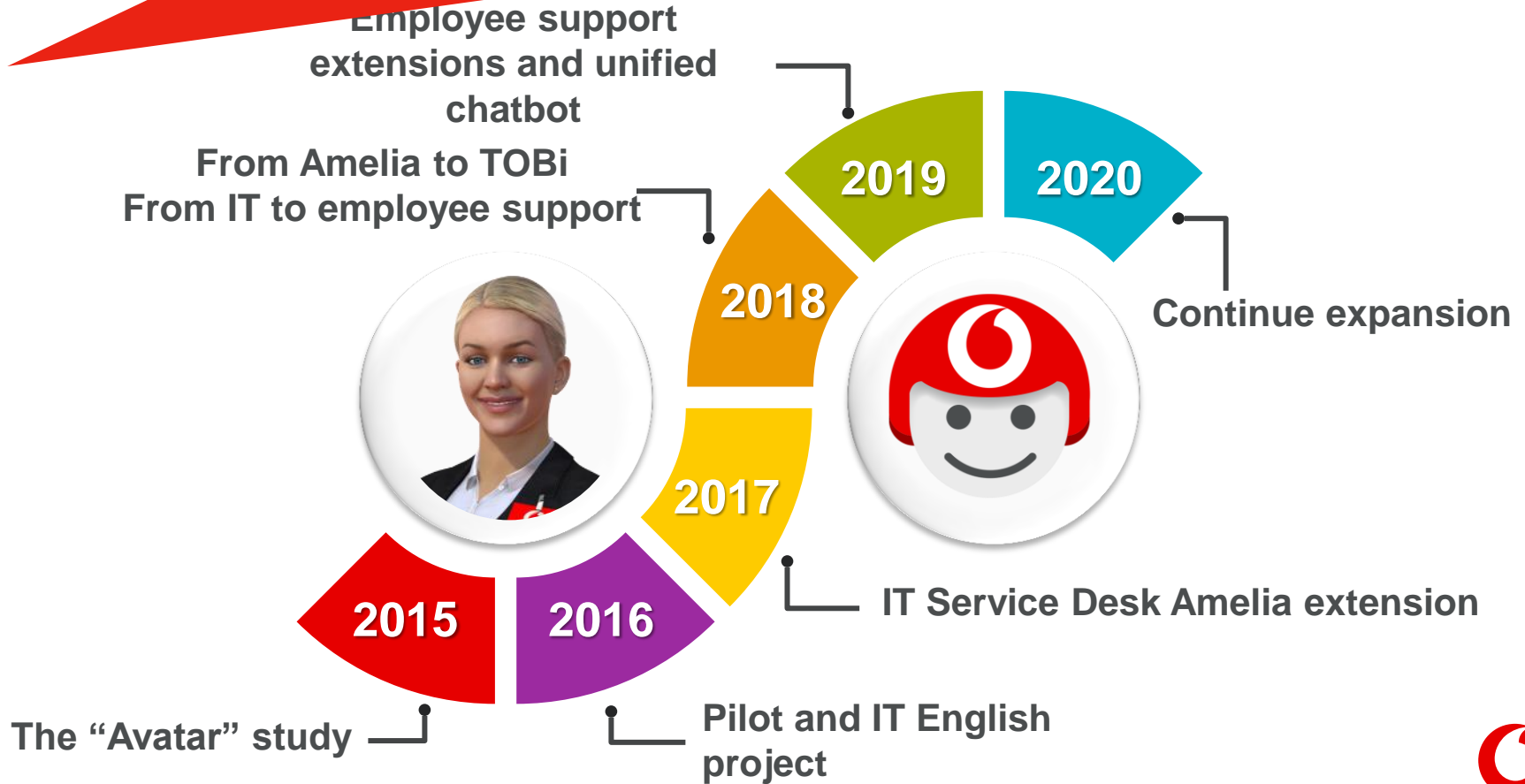### Cognitive Consultant and Business Analyst

- Helps digital coach shaping process flows
- Shape and humanise conversation flows with digital coach
- Creates mock-ups

Testers

- Design test cases
- Performs functional testing to ensure operational readiness
- Delivers regression tests during platform upgrades

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What was the Vodafone internal Chatbot journey?

Employee support extensions and unified chatbot

From Amelia to TOBi
From IT to employee support

2015 The "Avatar" study

2016 Pilot and IT English project

2017 IT Service Desk Amelia extension

2018

2019

2020 Continue expansion

How did we deliver TOBi ?

Delivering

Build the Team
Cognitive Engineer (70 FTE), Humanisers (linguists), Digital Coach (ex SME)

Business Process Transformation
Transform and simplify impacted processes

Adoption : Communications
As important as technology – how and where to find and communicate (end user in-satisfaction)

Fast Paced Technology
Platform instability and constant change (140 software releases over 6 months)

Collaboration
Joined transformation requires business and technology to work closely together

2017/18

2017/18

Dec 2016

May 2016

Expand & Extend

Tuning & Learning

Live

Pilot Completed
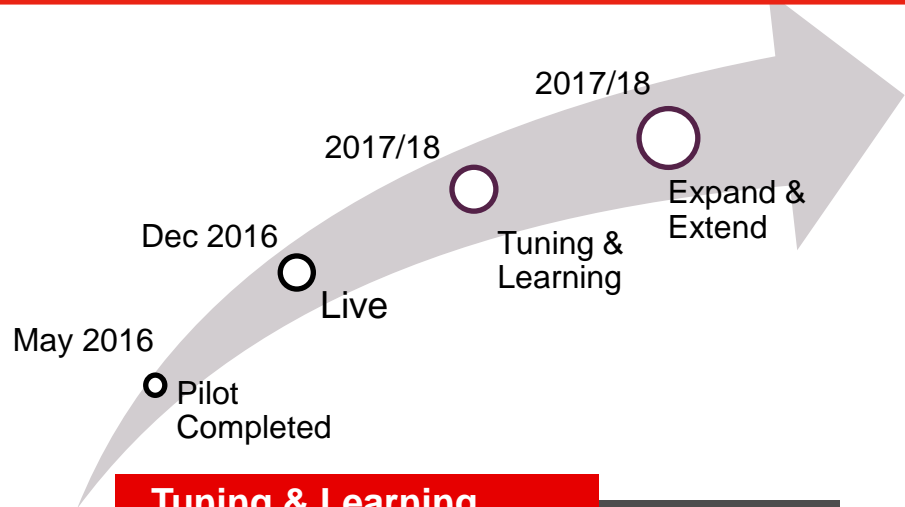
Tuning & Learning

Task Force
Focus on adoption and remote fix – balance of tuning vs expansion. Process transformation critical to maximize benefits
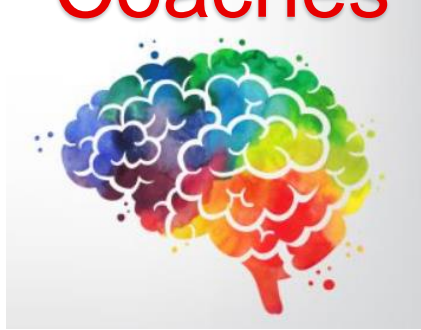
Tuning and Humanisation
Digital Coaches – review and propose learnings

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Customers language

Digital Coaches

Separate Teams

my IT

Support & Development Team

How did Service Desk reporting change?

New Metrics

- Inscope Chats
- TOBi Handled Chats
- Agent Handled

- Abandoned Rate
- Remote Fix
- Escalation Rate

What can you expect

- Average Handling Time (ADH) Increases
- Remote fix v First time fix
- High Escalation rates are not always a problem
- Chat updates increase ticket numbers

Shift left opportunities are changed
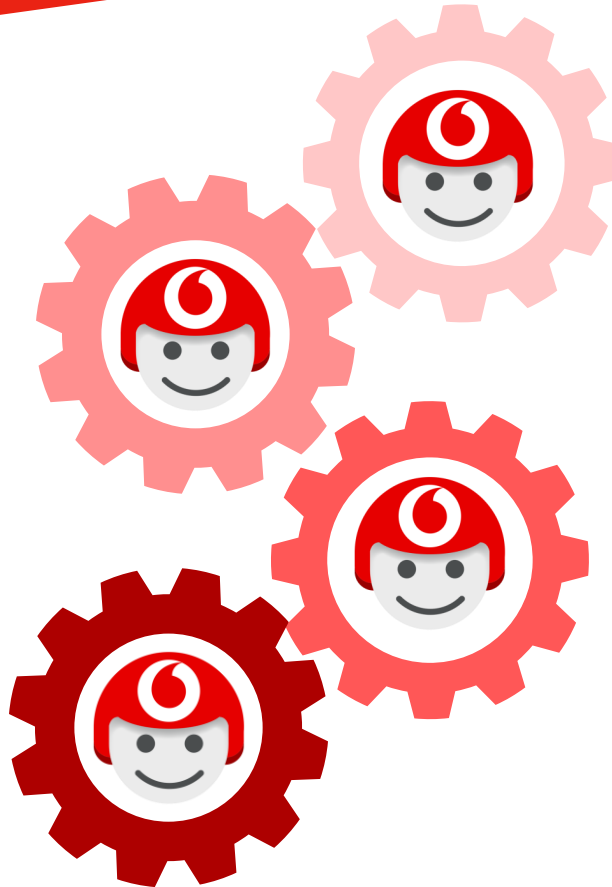
What can automation look like?

Log an Incident

TOBi validates user

Checks distribution list to find owner

Gets owner approval

Adds person to distribution list

Job Done!

Ticket updated and closed

Take Away !

Planning

Data

What

Business

Comms

3 April, 2019