dashbot
Assemble Product Overview

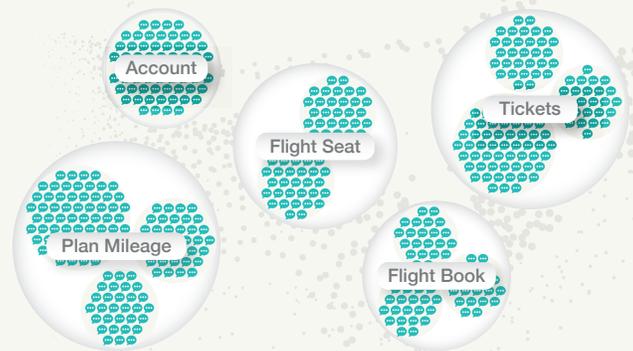## Mine your own conversational data for bot accuracy

Businesses are finding their chatbots have a > 50% failure rate because these chatbots are unable to handle the hundreds of ways your customers ask questions. Conversational designers and product managers need customer-specific training data to improve bot accuracy – which impacts response effectiveness, conversion and successful containment and better user experience.

Dashbot Assemble transforms your own contact center and live agent channels, email transcripts, product data and chatbot transcripts to your own Conversational Data Cloud™ A conversational blueprint is generated from your chatbot topics and intents specific to your products and your customer voice. Finally, an updated NLP model with new training data can be exported directly into your bot project.

Travel Booking Site Automates 38.5% of their Call Center Conversations

A travel booking site was struggling to understand what type of bot they needed to invest in for their business. With Assemble they determined they could automate 38.5% of their call center conversations by understanding their top topics and what percentage of traffic these topics covered.

STEP 1 » Conversational Data Analyzer

Account
Flight Seat
Tickets
Plan Mileage
Flight Book

STEP 2 » Conversation Blue Printing

Seat Info	40.6% 18.3%	Upgrade Seats	14.4% 1.4%	
Mileage Plan Issue	6.2% 21.9%	Add Miles	7.4% 1.2%	
Flight Check In	16.3% 31%	Ticket Number	7.3% 2.4%	
Flight Booking	30.3% 16%	Ticket Refund	9.2% 4.5%	
Account Issue	4.9% 17%	Ticket Fees	1.9% 0.4%	

STEP 3 » Training Data

– CHANGE_FLIGHT_INTENT	6 Unique Messages
If I booked my flight, can I change it?	
Is there a telephone # I can call to cancel / change a flight	
Is it possible to change my flight to a later time	
I would like to change my flight date today.	
Can I change flight to a later time on the same day?	
Upgrade my flight tomorrow from DEN to LGA	
+ CHECK_IN_INTENT	6 Unique Messages
+ ACCOUNT_ISSUE_INTENT	5 Unique Messages
+ UPGRADE_SEATS_INTENT	3 Unique Messages

EXPORT INTENT MODEL

Key Features

Conversation Data Analyzer

Ingest raw conversational data in any format to produce health of conversation reports with the ability to drill down into transcripts

- » IVR, live chat, contact forms, Zendesk, email, transcripts
- » Existing chatbot data

Conversation Blueprinting

See a breakdown of your customer conversations by topic and related topics:

Breakdown of top 10, 25, 50,100 topics

- » % of traffic each topic represents
- » Related 10, 25 topics

Automatable topics to determine how conversational AI can provide ROI with automation Identify user patterns and trends to pinpoint common behaviors that can be automated using conversational AI

Build a Bot

Resources to deploy conversational AI including:

- » Mined intents / topics
- » Training data sets
- » User journey blueprints

Business Impact

Use customer voice for investment decisions

Dashbot's AI models uncover specific customer voice patterns in your conversational data to determine the best use cases for bot buildout. These customer voice patterns could include:

- » What does it take for lead conversion?
- » What are the most frequently asked customer support questions?
- » What's the best conversation flow for customers to complete a reservation?
- » What are the best product categories to build out an ecommerce bot for?

Set up your chatbot for success

Design the most common intent journeys specific to your customers in order to see real business results and minimize causes for your users to escalate

- » Save up to 30% on customer support costs
- » Generate more high quality leads
- » See a 20% increase in ecommerce transactions or completed reservations
- » Avoid +50% failure rate within 6 months that most businesses see with out-of-the-box bots

Power of data scientists and data engineers to reduce time to market

Dashbot provides state of the art conversational ML models and out of the box data science capabilities, allowing business teams to extract insights and implement changes at scale without needing additional data science or data engineering resources.

- » Reduce development and deployment time by 75%