

Reduce Your Failure and Escalation Rates by More Than 35%

Chatbot and voice users often use short-hand, abbreviations, or other short forms of communication (slang, idioms, sarcasm, negative sentiment) to communicate with bots, leaving a bot completely bewildered about what the compressed messages mean. Because of this complexity of human language, it is impossible to predict every way your users will speak with your bots. *As a result, over 50% of chatbot sessions fail.*

Businesses need to immediately identify mishandled and unhandled intents, and upgrade their training data that can be fed back into bot. Otherwise, bots will continue to experience mishandled intents or fallback intents, piling up work for operational teams and leaving customers feeling frustrated.

Conversational Data Cloud™

Dashbot helps you improve your chatbot performance by:

Assessing the current state of the bot.

Identifying and prioritizing the highest impact tactics to improve:

- » NLP accuracy
- » Containment/deflection rate
- » Customer satisfaction
- » Overall cost-savings and business impact

intuit.

35.3%
Reduction in
Not Handled Rate

57%
Reduction in
Escalation



GoDaddy

68.2%
Reduction in
Not Handled Rate

46.6%
Reduction in
Escalation



“Dashbot has helped us gain a deeper insight into how our bot works. They have also helped us understand our engagement and try to work on getting our retention higher.”

intuit.
quickbooks

Cameron Irwin
Conversation Framework Team

Key Capabilities



Assemble

Ingest all conversational data (IVR, live chat, contact forms, Zendesk, email transcripts) to understand the breakdown of conversations by topics.

Identify behavior trends, patterns and insights to build the highest performing bot.



Report

Health of the Bot

Measure the health of your chatbots related to fallback, purchase/conversion, escalations/failures, engagement, retention, or CSAT/NPS.

Understand frequency and performance over time.

Identify and prioritize KPIs that are underperforming.

- » **Activity Insights** | Engagement, retention, sessions, time of day.
- » **Conversational Insights** | Messages in/out, context before/after messages, transcript view by message.
- » **Intent Insights** | User utterances by intent, transcript view by intent.



Optimize

Improve underperforming KPIs (abandonment/conversions, escalation/containment rates, sentiment, user satisfaction)

Receive alerts for newly identified intents, training phrases, and suggestions on improving NLP accuracy

Benefits & Business Impact

Reduce Failure Rate by up to 68.2%

Identify new use cases, intent and training phrases to reduce mishandled and not handled rates.

Reduce Escalation Rate by up to 57%

View the transcripts of the use cases that led to escalation —or that were contained — in order to identify the most common intent journeys that cause your users to escalate.

Centralize Conversational Data for Chatbot Performance

Unify and aggregate conversational data from different channels to identify most relevant use cases, standardize intents, and build a training phrase library. Apply and share these learnings across teams and departments to improve chatbot performance universally.



Increase Sentiment and Customer Satisfaction

Dashbot's AI models provide real-time sentiment analysis, providing proven predictive indicators for assessing satisfaction. Paired with real-time alerts, Dashbot creates a guaranteed feedback loop for continuous improvement

Virtual Data Science Team in Your Corner

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 engineering resources.