



Natural Language Processing

ROI ASSURANCE THROUGH COGNITIVE SCIENCES



Task:
Augment their online
and telephone
support process



- A large apparel retail chain approached us to build a POC for omni-channel conversational user interfaces - to demonstrate possibility and establish ROI
- Goal - Enhance customer experience through enabling omni-channel communication. Client wanted their customer service to be enabled and automated across multiple platforms - Echo, Google Home, Skype, FB Messenger and a proprietary web interface
- Solution was deployed in a very short duration through the use of Whirlbot(TM) - Whirldata's proprietary omni-channel cloud based chat engine. Customers could access bot based customer service through voic and text across multiple channels.
- Solution also involved extensive integration across client's ERP, CRM, CMS and e-commerce systems

Discovery:

Conversational User Interfaces and their benefits allow for accurate quantification of monetary benefits

Solution:

A single platform that can integrate CUI across multiple channels