Alembot
Chatbot Feature

Alembot is an out-of-the-box virtual analyst that will empower customer self-service by responding to routine questions faster while meeting expectations.

The Chatbot aims to broaden service desk's variety of channels for access, to provide more self-service logging and resolution directly via the online Portal.

Benefits

Here's a list of key areas where Alembot can drive value to both consumers and businesses:

- Primary channel for customers to get solutions and resolve common issues fast without having to use legacy customer service channels and consequently, fewer cases get logged for the support analysts to resolve.

- Answering FAQs (Frequently Asked Questions), providing relevant knowledge articles for user's questions, e.g. "How to install printer/reset password".

- Automated call logging if the issue is not resolved or can be transferred to chat to a live analyst.

- Personalize the chatbot by creating a custom name.

- Provides feedback from the customers in terms of accommodating solutions for their questions.

- Responds to customers instantly, there is no need to wait in the queue to chat to a live analyst.

- Increases analysts' efficiency, giving them time to focus on more complex or high value interactions with customers.

- Multi-language Support

- Increased Business availability 24/7.

The Chatbot Widget in the Self-Service Portal
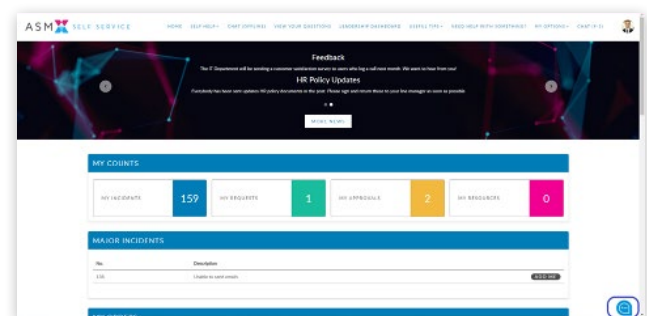
The Chatbot widget is available and will be displayed on the bottom right corner of your Portal website and by clicking on the button, it will launch the Chatbot.

A conversation with the Chatbot typically includes:

- Default personalised welcome message "Hello, I'm Alembot, your ASM virtual agent. Let me know what I can help you today.".

- User prompts with topic or question, in order to search the knowledge base e.g.: "I have an issue with my iPhone/printer, etc." "Information about pension scheme, etc.".

- Chatbot returns the first records that comes across, bringing the highest scored record back, but can also bring back multiple responses if the user didn't find helpful the first article.

- Comes back with follow-up questions like: "Did this help", "Is there anything else that I can help you with".

- If the users can't resolve the issue with the information provided, they have the possibility to "Chat with an Analyst", which will load the Alemba chat frame and will put the users in the chat queue ready to be picked up by the Analyst.

- If the users can't resolve the issue with the information provided, they also have the possibility to close the chat and by responding "No" to the question "Did this solve your problem?", a call will be logged automatically, and the user will be notified.

- Closing message to end the conversation.
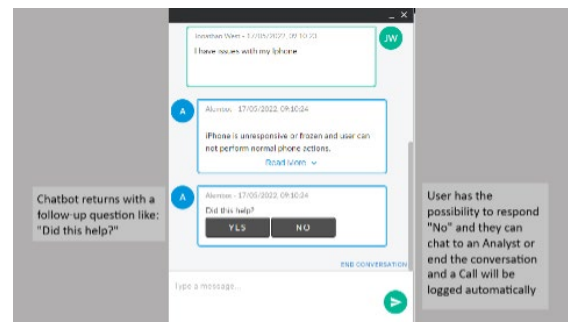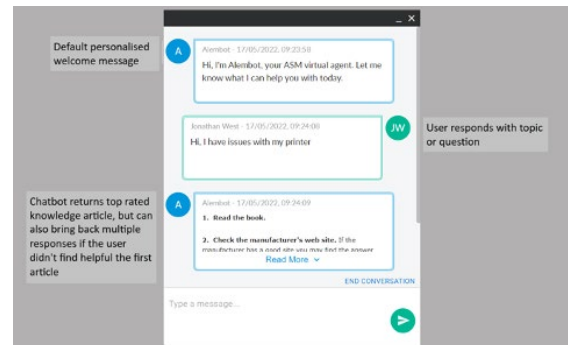
The chatbot will be available in Alemba Service Manager from the HERMES v10.6.X release.

Cost: Further details about any additional cost for running the Alemba Chatbot will be provided closer to the release date.

Stay tuned for future integrations with further entities like calls, requests or service actions, creation of a rule builder to the admin page to let customers define the rules for different knowledge bases for different partitions and portal systems.