

# Alemba Chatbot 1.0

## Chatbot Feature

Introducing Alemba Service Manager's innovative chatbot, your ultimate companion in streamlining service management processes.

Designed to revolutionize how you engage with your Incidents and Service Requests, our intelligent chatbot is here to provide swift and personalized assistance around the clock. Say goodbye to tedious wait times and hello to instant resolutions. If you're seeking technical support or submitting requests, our chatbot is equipped with advanced capabilities to ensure a seamless experience. Experience the future of service management today with Alemba Service Manager's cutting-edge chatbot.

### Benefits

- **Instant Access:** Get immediate access to a wealth of knowledge stored in the database.
- **Time Savings:** Quickly find relevant information without the need for extensive searches.
- **Enhanced Efficiency:** Resolve incidents and fulfill requests faster with readily available knowledge.
- **Consistent Responses:** Ensure consistency in responses by leveraging the standardized information in the knowledge base.
- **Reduced Workload:** Lighten the workload of support staff by empowering users to self-serve using the chatbot.
- **Improved Accuracy:** Provide accurate solutions and information derived from verified knowledge base articles and frequently asked questions.
- **Increased Productivity:** Enable employees to focus on high-value tasks by reducing time spent on repetitive inquiries.
- **On-Demand Learning:** Facilitate continuous learning among users by offering instant access to relevant knowledge articles.
- **Enhanced Customer Experience:** Delight customers with prompt and accurate resolutions to their queries and issues.
- **Empowered Users:** Empower users to resolve issues independently, fostering a sense of autonomy and confidence in using the system.

### The Self-Service Chatbot



You will find your Chatbot displayed in the bottom right corner of your Customer Portal. Launch the Chatbot with a single click!

## Dynamic Chatbot Dialogs Expands Your World of Knowledge

The image displays two screenshots of a chatbot interface. The top screenshot shows a chat window with a welcome message from 'Alembot' and a user message from 'Jonathan West' about an unresponsive iPhone. The chatbot responds with a knowledge article about iPhone issues and a 'Read More' link. The bottom screenshot shows the same chat window but with a follow-up question 'Did this help?' and 'Yes'/'No' buttons. Callout boxes provide context for each step.

**Default personalised welcome message**

**User responds with topic or question**

**Chatbot returns top rated knowledge article, but can also bring back multiple responses if the user didn't find the first article helpful**

**Chatbot returns with a follow up question like: "Did this help?"**

**User has the option to respond "No" and they can chat to an Analyst or end the conversation and a Call will be logged automatically**

## Getting Started

**Step 1:** Review the quality and content of the Knowledge Articles you are going to use to train the Alemba Chatbot.

**Step 2:** Decide whether you want Alemba to host your Chatbot (additional cost option), or if you would prefer to host it in your own Azure tenancy.

**Step 3:** Alemba or you will create an Azure Language Studio resource in the Azure tenancy.

**Step 4:** Configure your Azure parameters in the ASM Chatbot Admin page to publish your Knowledge Articles to this location.

Find out more:

