

Introduction to Intelichat



What is

- + Platform for building chatbots and virtual assistants
- + Visual design
 - + As simple as drawing a flow
- + No coding skills required
- + Chatbots for web and messenger



Highlights

- + Visitor's attributes gathering
- + Assessments
 - + Quizzes, surveys, tests
- + Knowledge base
- + Interactive content publishing
- + Integration to natural language classification systems
 - + Training for language classification
- + Integration to foreign systems
 - + Integration orchestration
- + Dialog transcriptions sent by e-mail



- + Skilled assistants, available 24 x 7
- + Standardized, reliable, organized and documented attention to your clients
- + Easy-to-build and maintain BOTs
 - + No installation required
 - + Automatic Facebook configuration
 - + No programming skills required – Lo-code
 - + As simple as drawing a flow
 - + Advanced programming interface available when desired
- + With each interaction, learn more about your clients

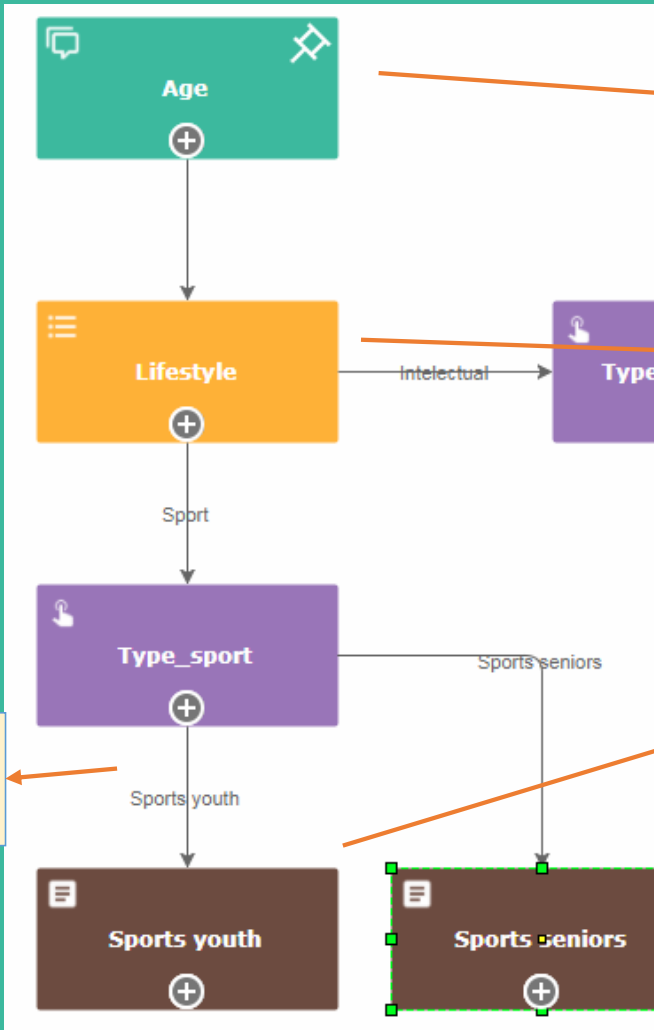


Types of chatbots

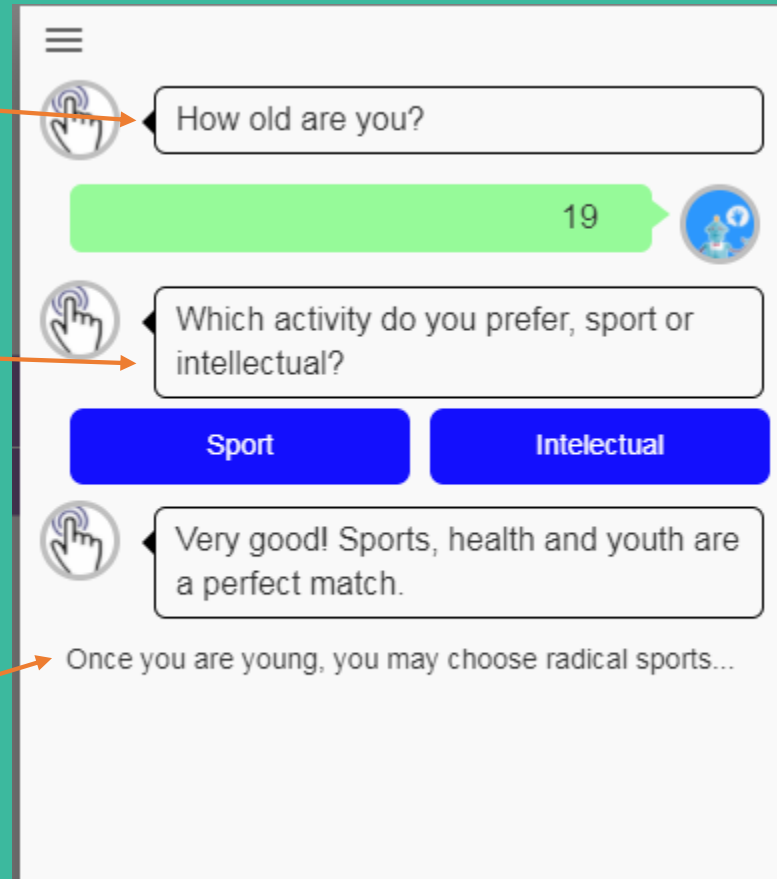
- + Based on rules (automated)
 - + Dialog flow, alternatives and sequencing
 - + Based on choices and texts of visitors
 - + Based on visitor's attributes
 - + Based on values comparison
 - + Validations based on visitor's replies
- + Based on Artificial Intelligence
 - + Based on Natural Language Understanding



Rules – example (1)



Age <= 25



How old are you?

19

Which activity do you prefer, sport or intellectual?

Sport Intellectual

Very good! Sports, health and youth are a perfect match.

Once you are young, you may choose radical sports...



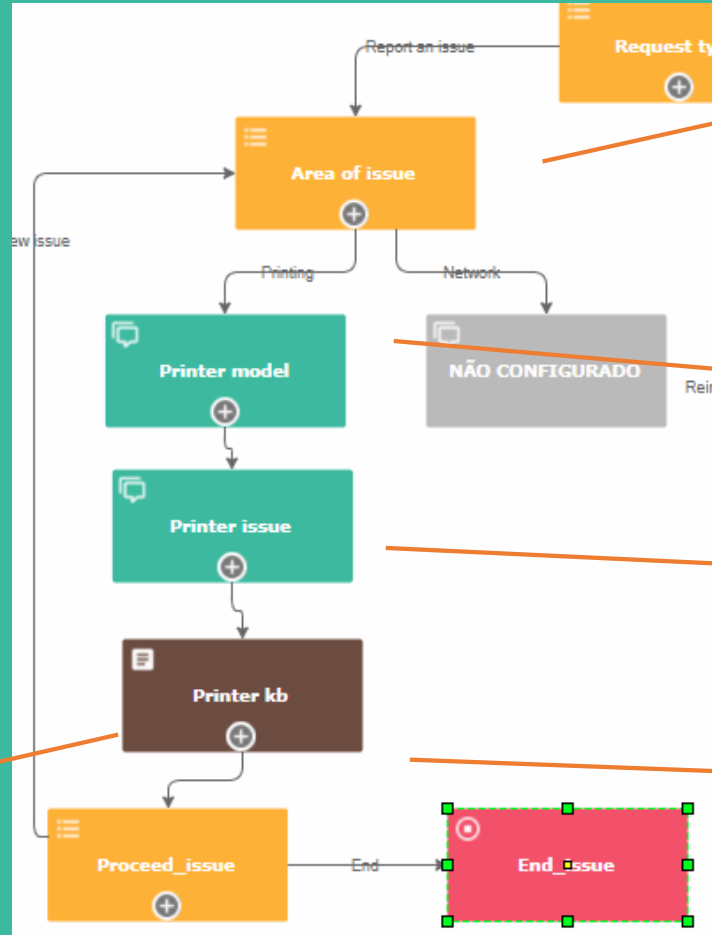
Rules – example 2

Add new article

List of Knowledge Base Articles 2540

< 1 2 ... 5 >

Article Name	Intention	Entity(ies)
<input type="checkbox"/> Blur printing	Blur printing	2540; hp2540



What would you like to do?

Report an issue Make a request

What is the area of the issue?

Printing Network

Please type the model of your printer

2540

What is the issue in your printer?

Blur printing Paper jam

Follow some tips regarding blur printing for 2540 printings

First of all, try to check if the inkjet cartridge is properly attached.
Then, try to print a test page.
Don't forget to do a test with a new ink cartridge.

What would you like to do now?

Search content in the knowledge base

Search for intent

{v_problimp}

Search for entity(ies)

{v_modeloimp}

Rules – example 3

Listagem de artigos da Base de Conhecimento

seguro

< 1 2 ... 4 >

Nome do artigo	Intenção	Entidade(s)
<input type="checkbox"/> Seguro viagem	Seguro viagem	América do norte;Até 7 dias;Até 17 anos
<input type="checkbox"/> Seguro viagem	Seguro viagem	América do norte;Até 14 dias;Mais de 35 anos
<input type="checkbox"/> Seguro viagem	Seguro viagem	América do norte;Até 30 dias;Mais de 35 anos
<input type="checkbox"/> Seguro viagem	Seguro viagem	América do norte;Mais de 30 dias;Mais de 35 anos
<input type="checkbox"/> Seguro viagem	Seguro viagem	América do norte;Até 7 dias;18 a 25 anos

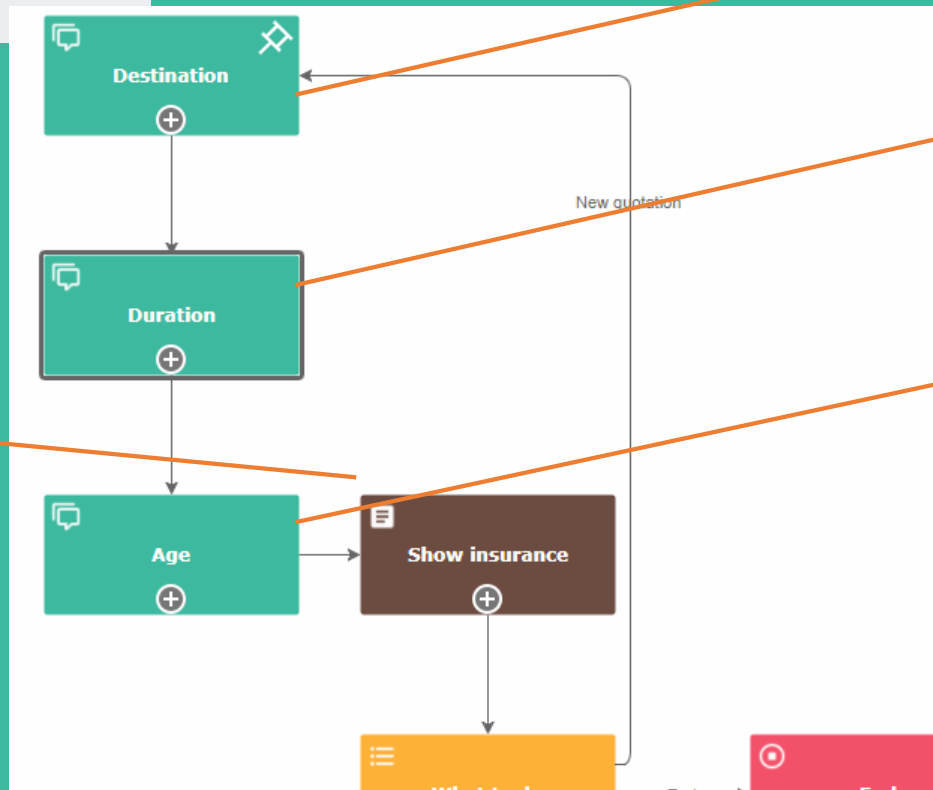
● Search content in the knowledge base

Search for intent

Travel insurance

Search for entity(ies)

{v_destino};{v_duracao};{v_idade}



Where are you traveling to?

North america

What is the planned travel duration?

Up to 7 days

What is your age?

Up to 17

We have an excellent offer for young people going to north america for short periods...

This is an innovative insurance plan...
Ipsum lorem...

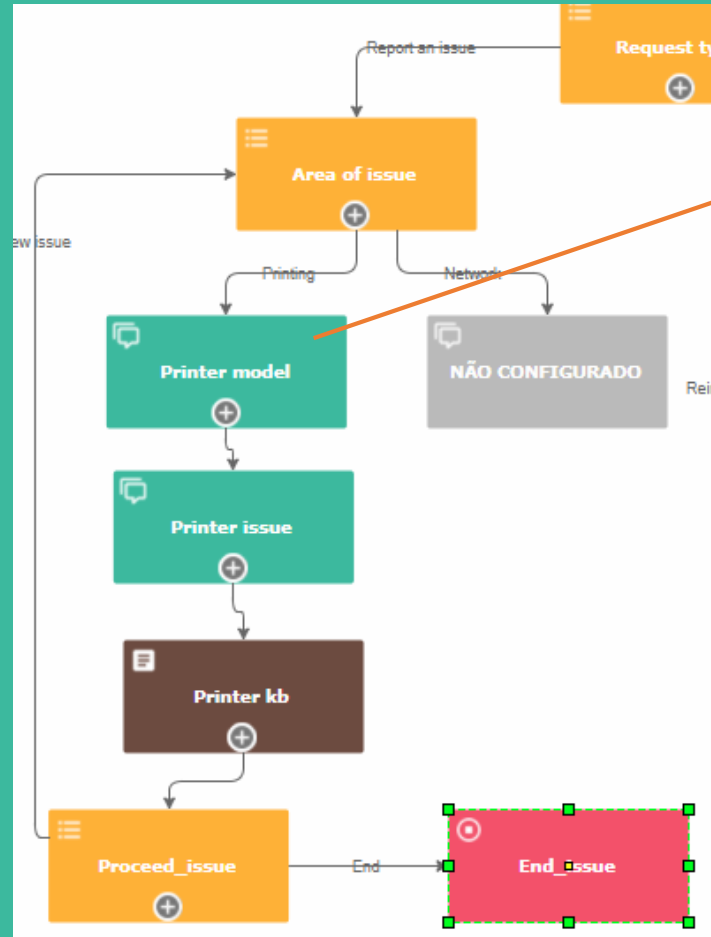
So what would you like to do now?

Major highlights



Dialog flow

Draw, click, edit, configure



Configure information request

Interaction name *

ChatBOT Text *
Corresponds to what will be said by the BOT

Internal validation
 +

Validation failure text

Unique identifier for integration (optional)
Integration ID



Visitor's attributes gathering

- + Any interaction can be gathered and stored to learn more about clients
- + Attributes gathered in all dialogs and pre-dialog forms at web
- + Filters and export available

General settings

General publishing parameters

Request attributes before starting dialog session

Add attribute

Attribute	Validation	Update by Messenger
Nome		No

Please enter your identification data below

Nome




Email

CPF

Proceed

Visitor record

Faleconosco - Intelichat

	Nome	Autenticação	Origem	Gender	Foto	Email	Pe
1	Claudio Cardozo	Fb	Facebook	male		claudio@constat.com.br	testando.p
2	Joana	Web	Web			abc@abc.com	
3	Andressa Soares	Fb	Facebook	female		pereirasoesandressa@gma	
4	Eduardo	Web	Web			edu@edu.com	
5	claudio	Web	Web			claudio@qiatp.com	
6	testador da última versao	Web	Web			testador@uol.com	
7	Claudio Cardozo	Fb	Web	male			teste
8	Claudio Cardozo	Gplus	Web	male		ccardozo29@gmail.com	teste
9	testador de opções	Web	Web			opc@email.com	
10	tiago tiagues	Web	Web			tiago@tiag.com	



As simple as creating a table

Qualification record

A qualification can be used for the application of assessments, quizzes or surveys. It is made of questions and alternatives. Alternatives are the visitor. Each question is presented to the visitor along with the alternatives.

Name of qualification
Programming knowledge

Add question To edit a question, select the line and click on the icon In the footer

	Orden	Questão	Alt1	P1	Alt2	P2	Alt3	P
	10	PHP	High	10	Medium	5	Low	0
	20	Object oriented programming	High	10	Medium	5	Low	0
	30	Javascript	High	10	Medium	5	Low	0
	40	SQL language	High	10	Medium	5	Low	0

Total score of qualifications computed and saved with user's attributes
Useful for assessments, as in recruitment



visitor record

Programmer selection

	Nome	Autenticação	Origem	Why	Programming knowledge	Acesso
1	Usuário anônimo	(Todos)	(Todos)	it is a dream	15.00	31/10/2017 15:38:03

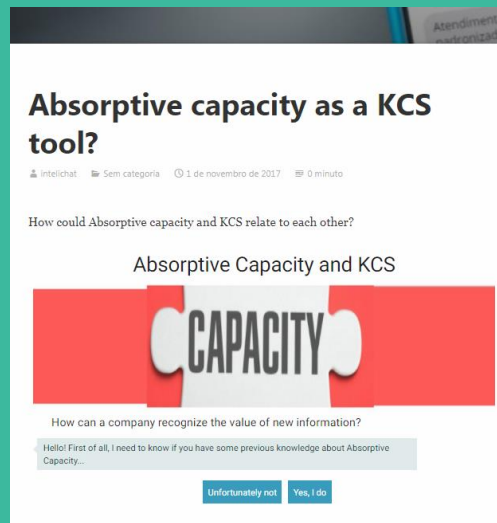
- + Separation of content and logic
- + KB articles created with intent and entity(ies)
 - + Support for NLU classification
- + Interactions in dialogs search for content
- + Multiple articles exhibited by BOTs



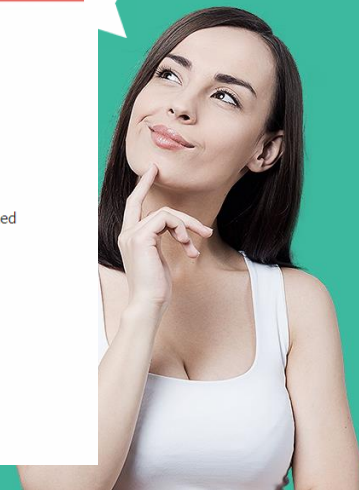
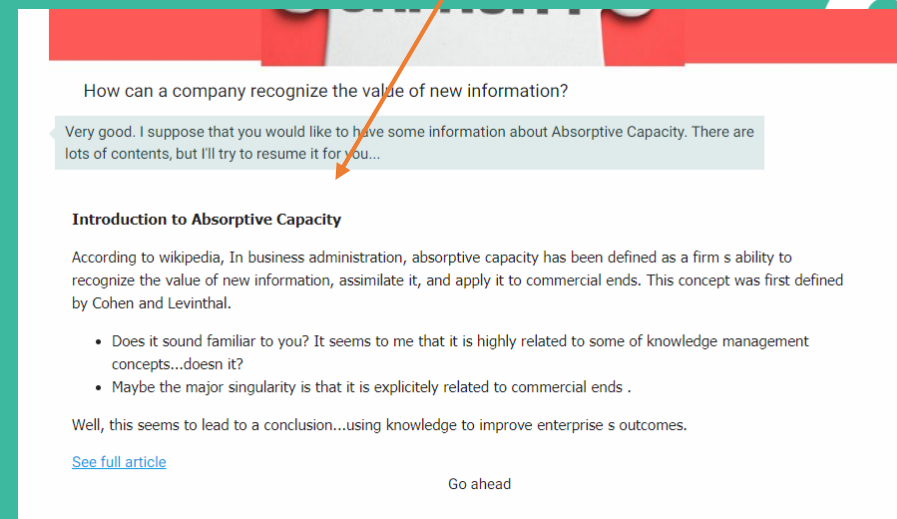
Interactive content publishing

- + Readers Interact with content
- + Customized reading
- + Compatible with wordpress
- + Knowledge dissemination
- + Technical guidelines
- + Marketing promotion, etc

Interactive content
embedded in a WP
post



Content is built according to user's interactions
Results in a customized well formatted 'post'



- + Consuming cutting edge technologies
- + WIT.AI (Facebook), LUIS (Microsoft), Watson (IBM), ...
- + Classified content searched for in Intelichat knowledge base



- + Single screen
 - + Query external NLU system
 - + View resulting intent and entity(ies)
 - + Create KB articles
 - + Monitoring of articles not found and visitor's queries



Integration with external systems

- + Intelichat as engine for integration orchestration
- + Providing conversational interfaces to interact with users



Where it can be used

- + Customer care
- + Recruitment and selection process
- + Surveys, assessments, quizzes
- + Interactive content publishing

Technical assistance · Sales assistance · Marketing (promotion of products, goods and services) ·
General information · Events, conventions and congress · Prospecting ·
Self-service in technical support · Storytelling · Advisory services ·
NGOs · Artist's and craftsman's portfolio · Academic attention ·
Gastronomic tips · Conversational interface for systems ·
Quick food orders ·

