

Chatbot Ai

Artificial Intelligence - Our Chatbot at your business service

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1. Chatbots introduction

What is a Chatbot?

Thanks to the Chatbot integrated in vtenext, you will finally be able to get in touch with your customers with the most appropriate message at the most suitable moment.

Our virtual assistant adapts to every case and need. Based on the company-customer history, on the choices made previously and on questions/answers, this Chatbot allows you to send specific, tailor-made and totally personalized messages to your customers.

It can also be configured by the user in complete autonomy thanks to semantics based on BPM processes or the use of FAQs. The configuration is carried out based on the context, varying the content according to the type of user or the aim of the request.

The Chatbot is naturally integrated with vtenext and can be connected to all the major corporate business tools on the market such as CRM, ERP and Management.

It is also possible to develop and implement Chatbots for websites, suitable for all types of companies, which guide the customer in the first phase of contact with the company.

This type of Chatbot can for example:

- Gather basic customer information
- Automate the lead generation process
- Assign the contact to the most suitable operator
- Book a meeting on the Calendar
- Open reports for Technical Assistance

This Chatbot, whose funnel is fully customizable (color, type of buttons, logo on the chatbot, etc.), can be implemented directly within your web pages.

The leads generated through this tool will be imported directly into the used CRM and can be automatically assigned to the sales representative, through connected BPM processes.

We can add any additional information, useful to us, directly within the chatbot and in a few clicks (for example, geographical area, company sector, company size or any other characteristic we wish).

Thanks to the BPM flows, during the assignment phase, we can include multiple rules at the same time or integrate the Chatbot with tools such as the Calendar to set up a meeting with a consultant.

Application examples

- **WEB SITE:** collects new Leads and Contacts, thus providing information to potential customers based on the target
- **COMMUNICATION:** send one-to-one messages to your customers, making them interact with a bot that already knows the customer's preferences
- **INTERNAL CONSULTANT:** helps staff manage procedures and their requirements
- **HELPDESK:** handles top-level requests, both internal and external

The vtenext Chatbot

The designed chatbot is able to understand natural language in order to interact directly with the customers (or potential) of a company.

It manages to analyze user requests in order to trace them back to already known frequently asked questions (F.A.Q.) or to the chapters of a manual, autonomously providing an answer without requiring the intervention of a company resource.

The chatbot in question includes among its features the ability to manage a conversation made up of multiple messages, keeping track of the state of the conversation in cases where the initial question should be devoid of one or more pieces of information of interest. The chatbot will then take care of retrieving the information it needs through one or more specific questions to the user.

The development of the core of the model in question was based on the use of a set of open-source libraries. These libraries have been useful for the application of Natural Language Processing (NLP) techniques and the necessary infrastructure for the development of chatbots and contextual assistants capable of providing support to a company's customers in receiving information of interest.

In particular, NLP is a field of Artificial Intelligence that deals with the development of algorithms capable of analyzing, representing and therefore understanding natural language, written or spoken.

These libraries allow you to provide the user with a statistical model of neural networks, trained based on a certain training set specified by him. This model is able to analyze the syntax and semantics of the question entered by the user, extracting the most important information of interest. Subsequently, the possible associated answers are analysed, assigning to each, using statistical models, a score based on the degree of confidence between the question entered by the user and those present in the training set. Finally, the answer to which the highest score was assigned is returned.

The core of the chatbot consists of a standard knowledge base, meaning that it includes a base of information relating to the chosen language (Italian, English, etc.) obtained from a pre-training on the Wikipedia web pages. In addition to this, the model is trained on a training set strictly related to the application context of the chatbot.

2. Knowledge Bot

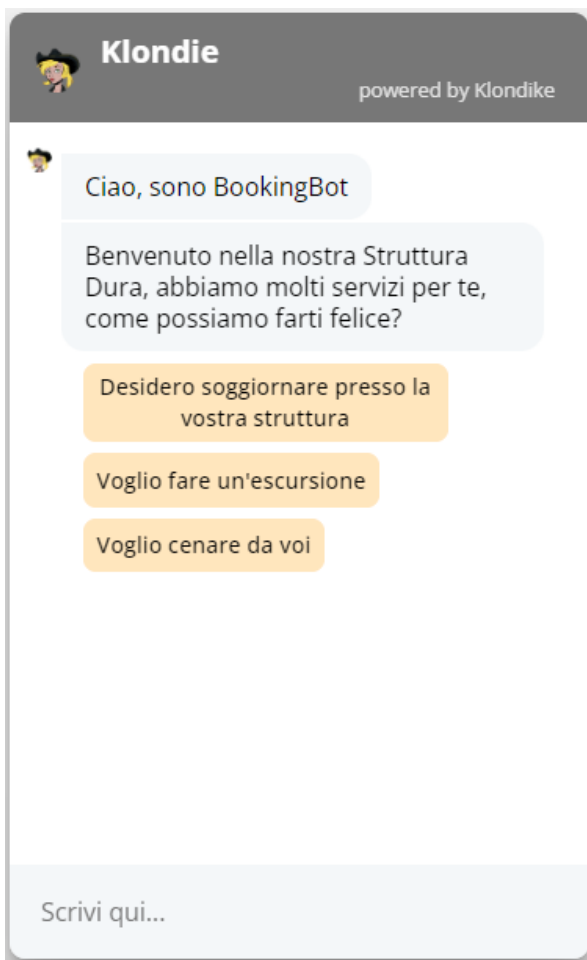


FAQs are a list of answers to those questions people ask most frequently when using a particular service.

Thanks to this list of questions and answers, generally collected in specific sections on websites, companies can provide their own official answer.

By integrating FAQs within a Chatbot, it will be possible to answer some of the questions most frequently asked by customers or users automatically, quickly and effectively, and above all at any time of the day.

The goal of a Knowledge Bot is therefore to answer the most common and frequently asked questions about a company's products or services. Depending on your business goals, Knowledge Bots can be integrated for both external customers and internal employees.



Per i clienti esterni

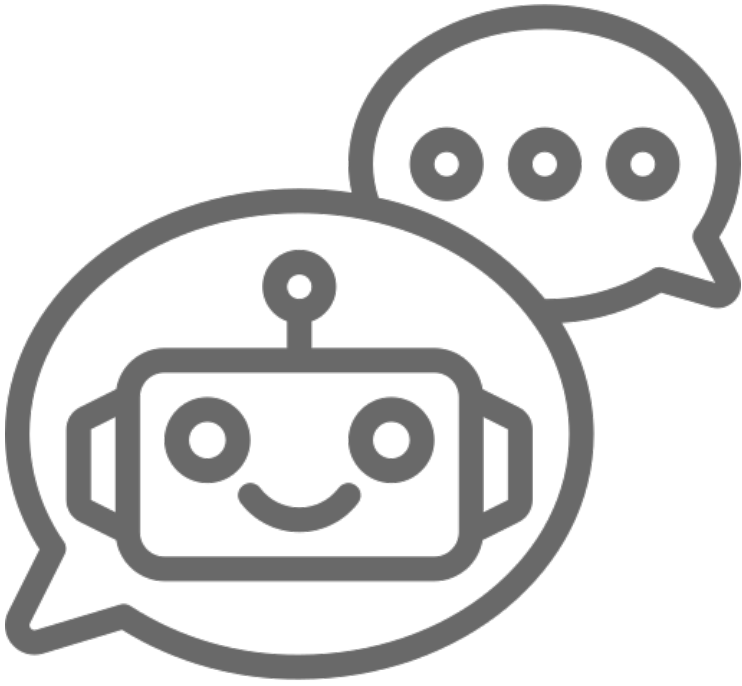
Users can be helped in their search for informations and their experience on the site will be personalized and fluid.

Furthermore, these chatbots automate lead generation activities because they allow to obtain and collect basic information from users. Subsequently, these informations can be used in the sales funnel to create an ad hoc approach with the potential customer.

Per i dipendenti interni

Similarly, a Knowledge Bot can help internal employees in the initial stages of the onboarding process. If the new employee has difficulty finding information, he can in fact contact and ask questions to the Knowledge Bot.

Employees will thus be made autonomous in the search for information, procedures and manuals. The workload of employees will decrease significantly, while internal employee satisfaction will increase.



2.1 How to set up a Knowledge Bot

Step 1

Select the source from which to import the data that will be inserted into the Knowledge Bot stream. You can choose between: import from file, database, external systems or saved records.

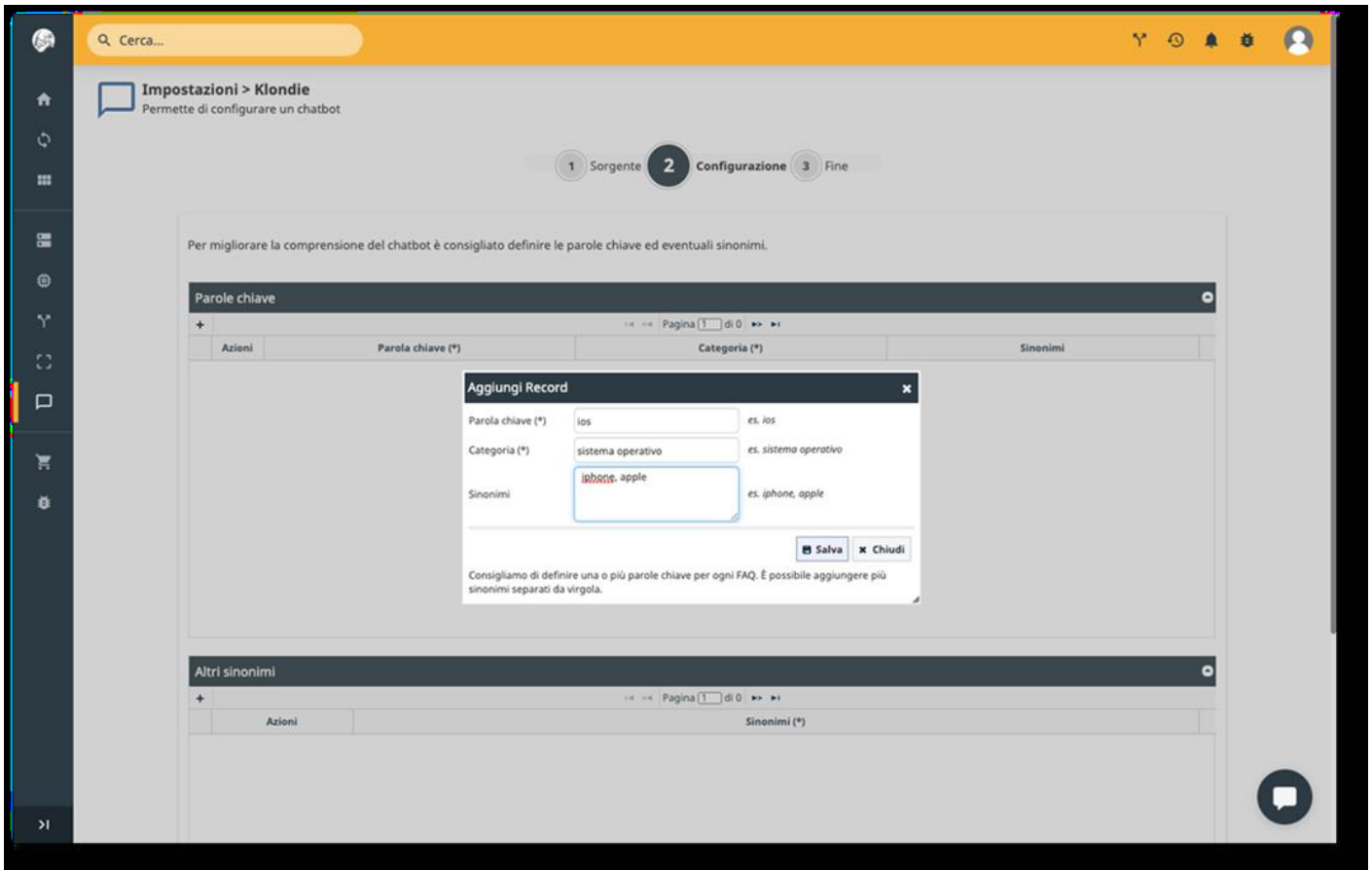
The screenshot shows the 'Impostazioni > Klondike' configuration page. At the top, there is a search bar and navigation icons. The main content area is titled 'Impostazioni > Klondike' with the subtitle 'Permette di configurare un chatbot'. A progress indicator shows three steps: '1 Sorgente' (active), '2 Configurazione', and '3 Fine'. The 'Sorgente' step contains the following options:

- Seleziona la lingua del tuo chatbot:
- Quindi configura una nuova fonte esterna:
 - importa da un file
 - configura le importazioni dati automatizzate da fonti esterne
 - configura sistemi esterni per la sincronizzazione dei dati
- oppure utilizza i record già caricati nello schema Faq:
 - utilizza tutti i record salvati
 - utilizza i record di un filtro specifico
- Seleziona un File
 - Nessun file selezionato
 - Formati supportati: .CSV, .VCF

At the bottom of the form, there are two buttons: 'ANNULLA' (red) and 'AVANTI >' (green). The footer of the interface includes 'Klondike 20.04.1' on the left and '© 2008-2022 vtenext.com | Licenza' on the right.

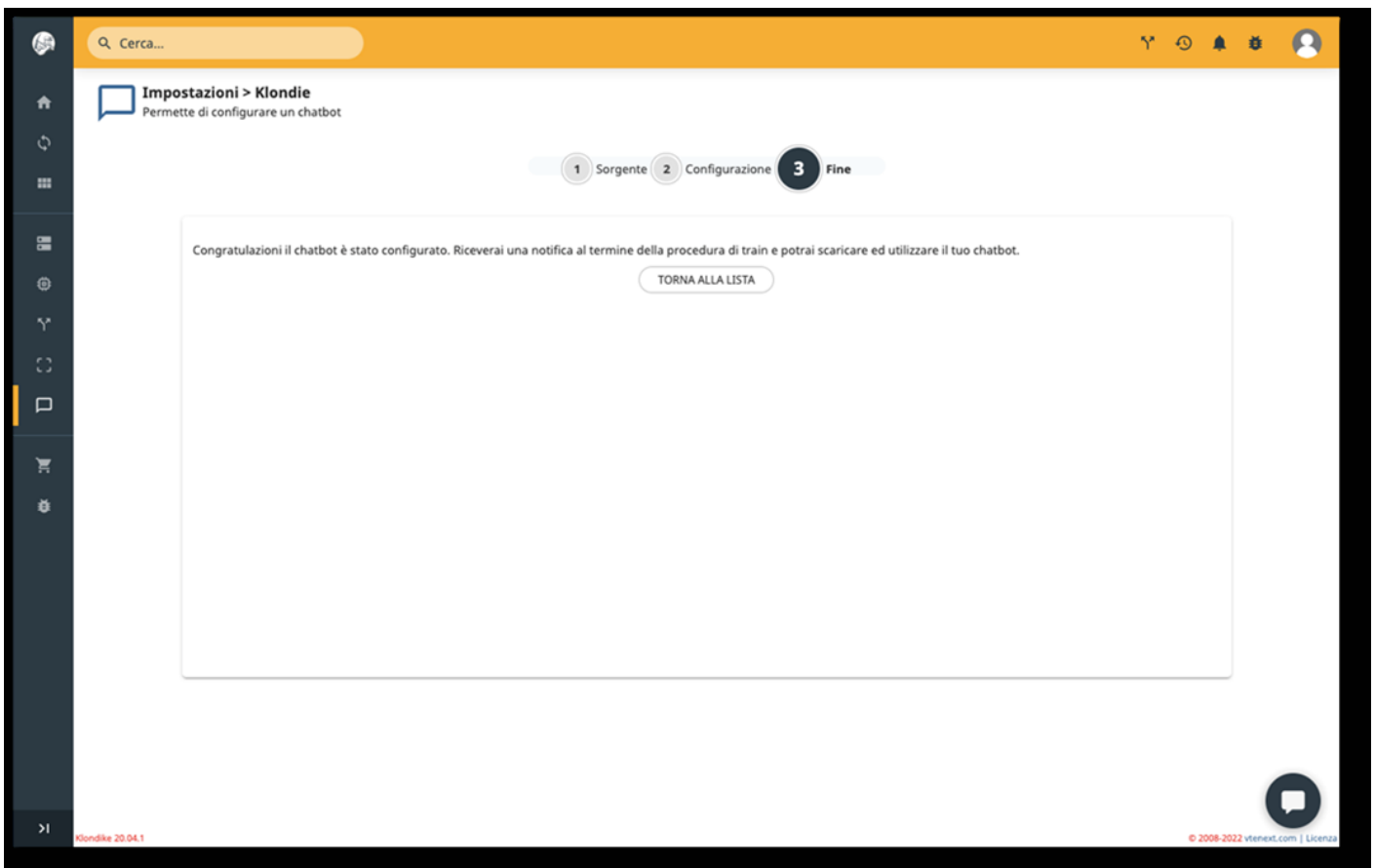
Step 2

At this point you will have to configure some records such as keywords, category and synonyms.



Step 3

Once you have completed all the necessary steps, wait for the Chatbot's completion notification.



Step 4

Once the Chatbot is configured, you will be able to preview and then download it directly from your Klondike installation.



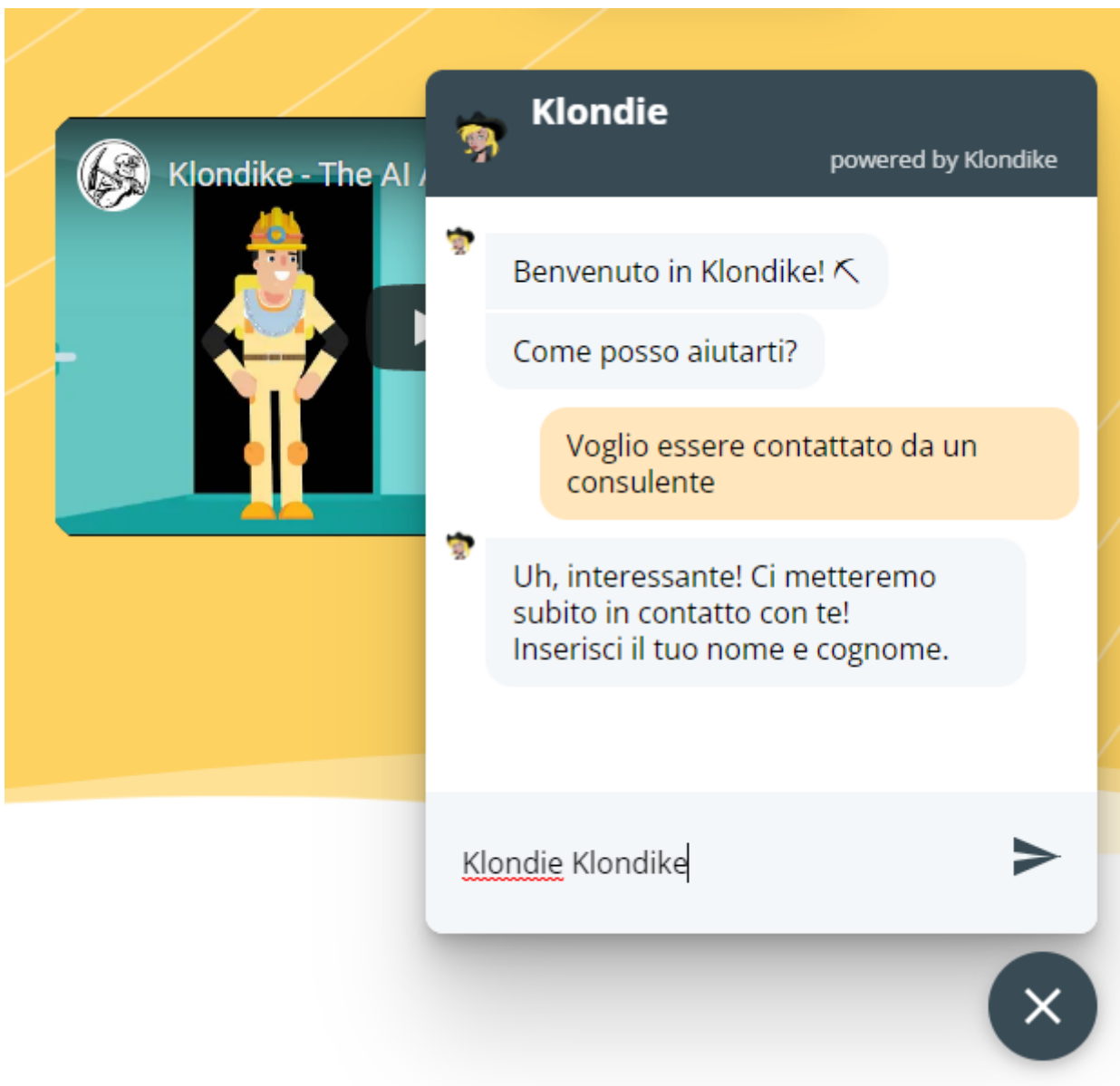
Knowledge Bots improve productivity and business efficiency. In fact, employees are freed from providing the same answers to similar questions, thus being able to concentrate on other high value-added activities.

By quickly helping users who need to get a quick answer to their question, customer service will be improved and there will be a considerable saving of time both for those asking the questions and for those providing the answer.

What are the benefits of a Knowledge Bot?

- Optimization and autonomy in response times, thanks to a service available 24/7, and increased response rate.
- Direct interaction with users, who will feel more involved and satisfied.
- Improved customer satisfaction thanks to quick answers to their questions.
- Personalized corporate communication with users who will develop a form of loyalty with the brand.
- Save time and money by automating common questions.
- Increased sales, with customers following a natural path to conversion.
- Multilingual support which will increase your potential customer base.

3. Process Bot



The **Process Bot**, suitable for all types of companies, guides the customer in the first phase of contact with the company. This type of Chatbot can for example:

- Gather basic customer information
- Automate the lead generation process
- Assign the contact to the most suitable operator
- Book a meeting on the calendar

As with the FAQ Bot, the Process Bot is also fully customizable (color, type of buttons, logo on the chatbot, etc.) and can be implemented directly within web pages.

The leads created through this tool will be imported directly into the CRM used and can be automatically assigned to the sales representative through connected BPM processes.

The screenshot shows a CRM interface for a lead named 'klondike'. The main area is divided into two columns of fields. The left column contains personal and contact information, while the right column contains metadata and system-related data. A sidebar on the right offers navigation options for conversations, notes, and various relationship types.

Informazioni Lead	
Nome	klondike
Cognome	klondike
Società	.
Titolo	
Fonte Lead	
Sito Klondike	
Assegnato a	klondike_c2wVnG (Klondike)
Stato Lead	--Nessuno--
Business Unit	Klondike
Descrizione	Voglio essere contattato da un consulente; Email;
Partita IVA	
Periodo Modificato	13-07-2022 13:52:40
Creato da	klondike_c2wVnG (Klondike)
Referral Code	
PEC	
Telefono	
Cellulare	
Account skype	
Email	klondike@klondike.ai
Sito Web	www.klondike.ai
Fax	
Riceve newsletter	si
Newsletter language	
Periodo Creato	13-07-2022 12:45:02
Numero Lead	LEA114014
Webform Marketing	
Motivo di contatto	
Forza processo Lead	no

SCORCIATOIE

- Conversazioni
- Note

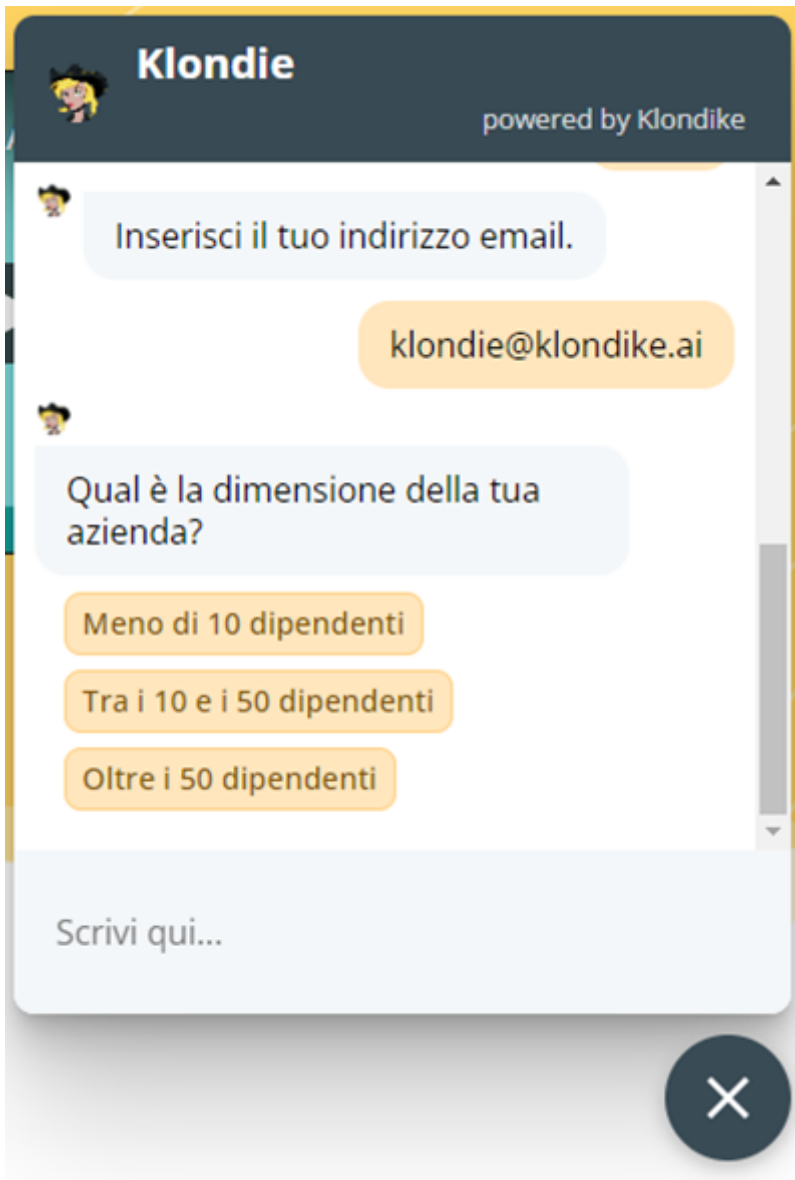
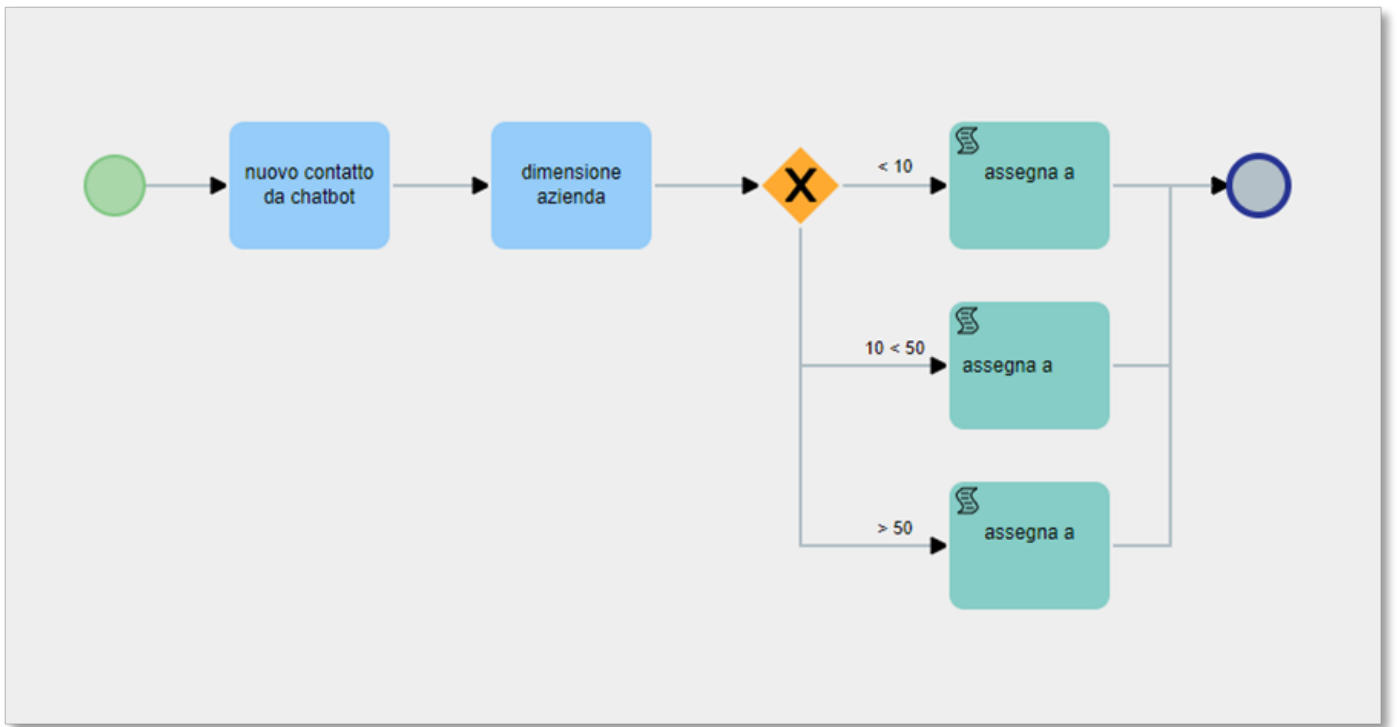
RELAZIONI

- Attività
- Documenti
- Prodotti
- Campagne
- Servizi
- Licenze
- Target

Example of master data created by the Chatbot (Process Bot)

We can add any additional information, useful to us, directly within the chatbot and in just a few clicks.

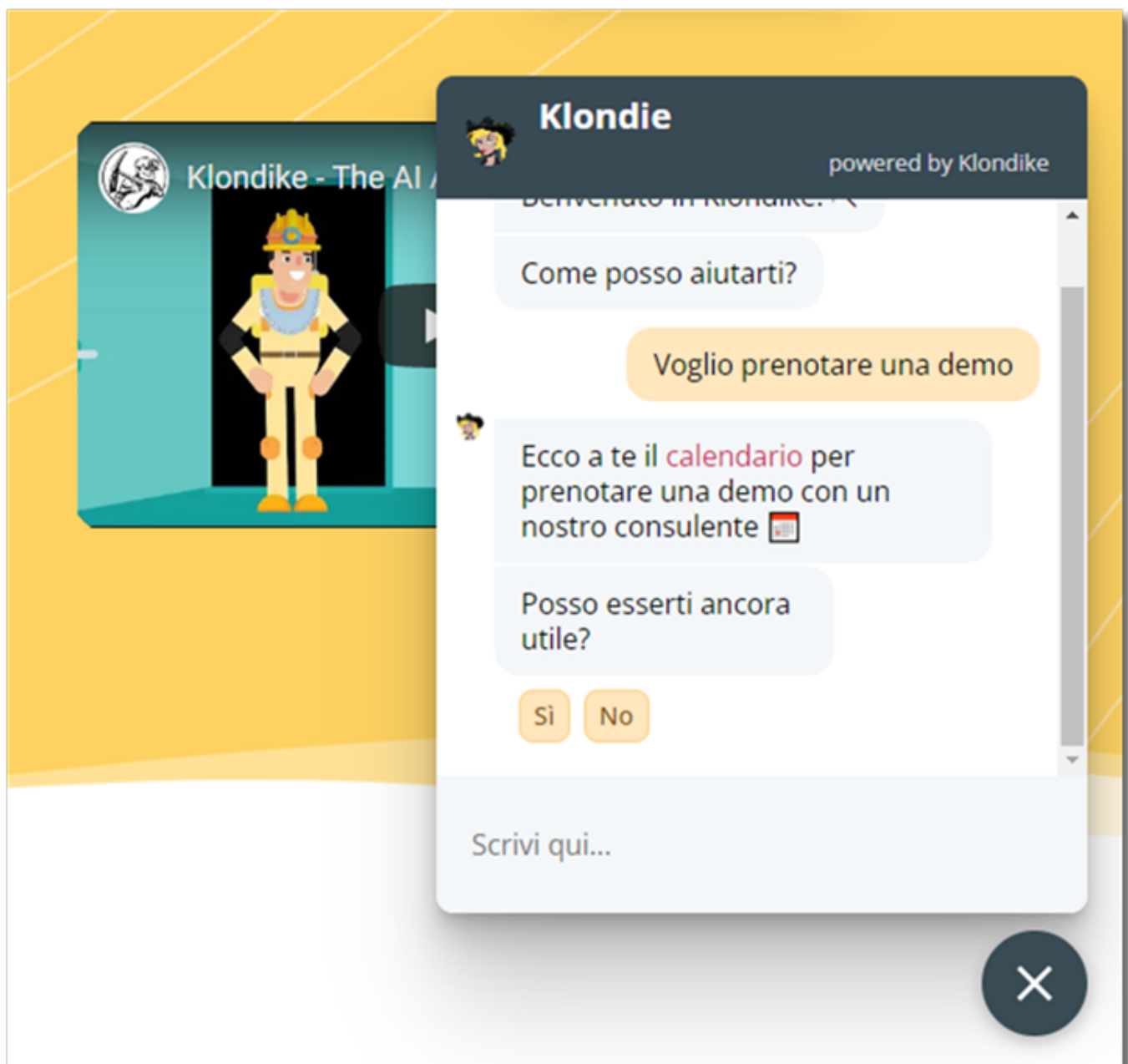
If, for example, for assignment to a salesperson it was essential for us to collect the size of the company as information (less than 10 employees, from 10 to 50 employees, more than 50 employees), we could insert this question into the flow which would trigger automatically a process of correct assignment of a commercial, as in the example below.



Obviously the previous slide is just an example. We can add any other type of request that is useful to us such as geographical area, business sector, company size or any other characteristic of the company.

Obviously, during the assignment phase, the BPM flows could also include multiple rules at the same time.

The Klondike Chatbot can also be integrated with tools such as the calendar to set up a meeting with a consultant.



By clicking on the calendar icon proposed by the Chatbot, it will be possible to select the date of your appointment

SELEZIONA UNA DATA Europe/Rome

← 18-07-2022 / 24-07-2022 →

Lunedì 18 Luglio >

Martedì 19 Luglio >

Venerdì 22 Luglio >

Screen for day choosing

CONFERMA IL TUO APPUNTAMENTO

Europe/Rome

CONFERMA IL TUO APPUNTAMENTO:
18-07-2022 10:00 - 11:00

La tua azienda (*)

Il tuo nome (*)

Il tuo cognome (*)

La tua email (*)

Il tuo telefono (*)

CANCELLA

CONFERMA

Data entry screen for the appointment

Cerca...

🔊
🕒
📅
✉️
💬
🔔
📧
⚡
🌐
★
📄
🕒

+ Crea

Richiesta HR

Fase2

Settimana

Oggi

←
18 Lug 2022 - 23 Lug 2022
→

Settimana 29 - Anno 2022

	Lun 18/7	Mar 19/7	Mer 20/7	Gio 21/7	Ven 22/7	Sab 23/7
08:00						
09:00	🕒 09:00 - 10:00 Team Meeting	🕒 09:00 - 09:30	🕒 09:00 - 09:30	🕒 09:00 - 09:30	🕒 09:00 - 09:30	
10:00			🕒 10:00 - 11:00 Book me slot		🕒 10:30 - 11:30 Revisione Piattaforma	
11:00		🕒 10:30 - 12:30 Book me slot		🕒 11:00 - 13:00 Book me slot		
12:00	🕒 12:00 - 13:00 Book me slot			🕒 12:00 - 12:00		
13:00						
14:00			🕒 14:00 - 16:00 Book me slot			
15:00	🕒 14:30 - 16:30 Appuntamento con Klondie	🕒 14:30 - 15:30 Revisione Piattaforma			🕒 14:30 - 16:30 Book me slot	
16:00		🕒 16:00 - 17:00 Book me slot				
17:00				🕒 16:30 - 17:30 Book me slot		

Assegnato a: Selezionati

- Eventi Telematici
- exergyenergy
- External Unpaid
- Fabio Fedeli - Readytec
- Fabio Rossi
- Federico Billo Viola
- Federico Buffa
- Federico Fazzolari
- Federico Fistolera
- Federico Sandrini
- Filippo De

Here are the Book Me slots available in the vtenext calendar

The screenshot shows a calendar application interface. A modal window is open, displaying the details for an event titled "Evento Appuntamento con Klondie". The modal has a close button (red X) in the top left corner and action buttons (Dettagli, Modifica, Chiudi Attività, Elimina) in the top right corner. The event details are organized into sections:

- Tipo Attività:** Chiamata
- Visibilità:** Standard
- Soggetto:** Appuntamento con Klondie
- Data di inizio:** 18-07-2022 14:30
- Data di chiusura:** 18-07-2022 16:30
- Luogo:**
- Stato:** Pianificato
- Assegnato a:** davide.potenza (Davide Potenza)
- Priorità:** Alto
- Orario creazione:** 14-07-2022 13:01:18
- Orario modifica:** 14-07-2022 13:02:13
- Organizzatore:** davide.potenza (Davide Potenza)

Below the details, there are tabs for "Collegato a", "Invita", "Avvisa", and "Ripeti". Under the "Collegato a" tab, it shows "Collegato a Klondike Klondie" and a section for "Nome Contatto".

And finally here is the event chosen directly by Chatbot