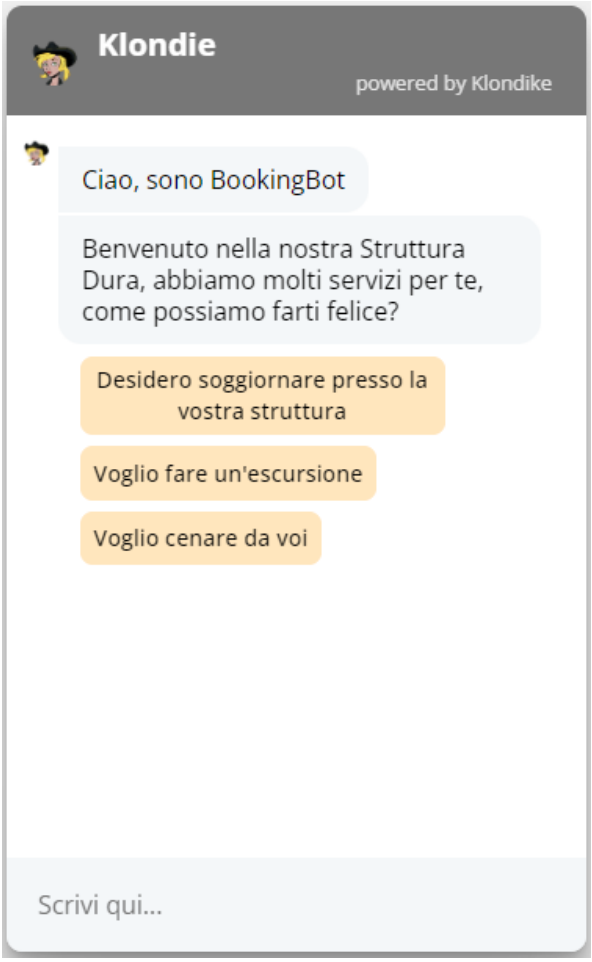
2. Knowledge Bot



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.



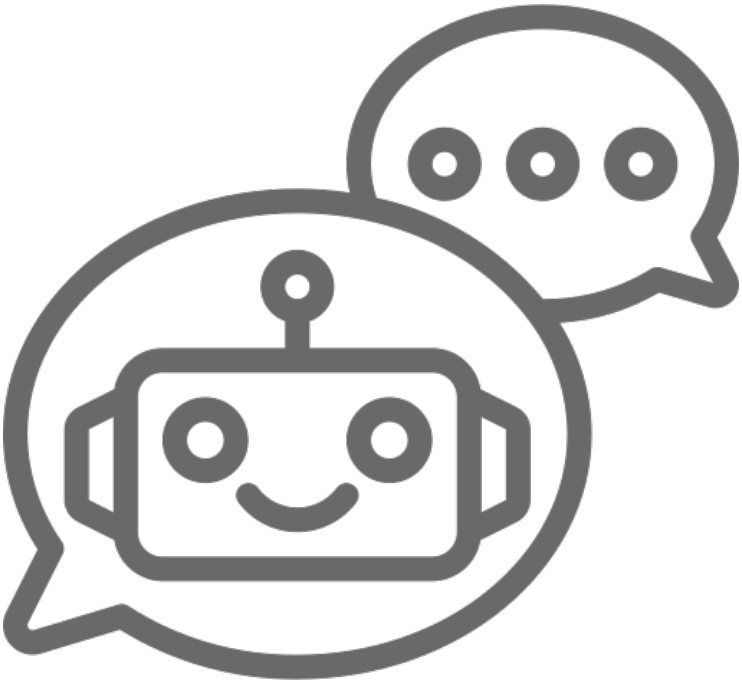
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Users can be helped in their search for informations and their experience on the site will be personalized and fluid.

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.

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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.



Revision #2
Created 2023-03-31 07:22:35 UTC
Updated 2023-03-31 07:45:21 UTC