Chatbot and Diaglogflow Overview

Build natural and rich conversational experiences

Google Cloud

Introducing Safe Travels Chat Bot
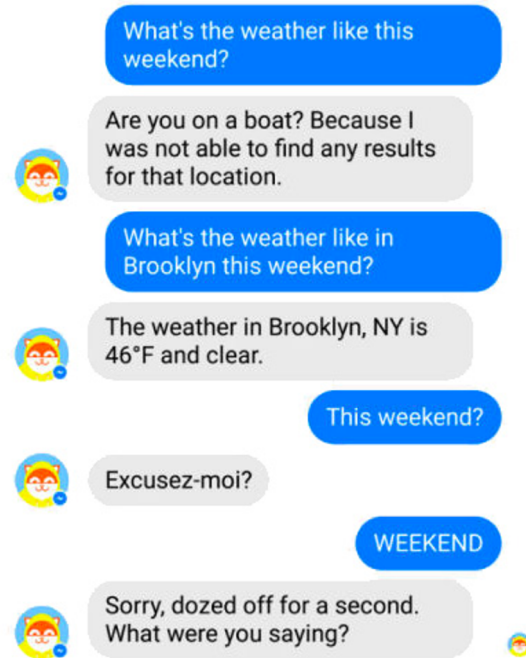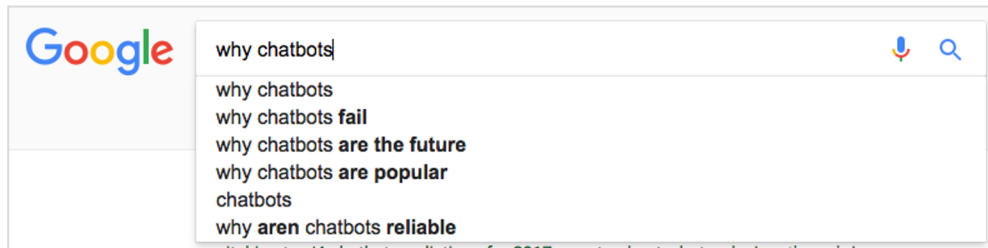
We can address 4 of the 7 major areas causing bots to fail

Gartner

According to https://chatbot.fail/ , there are 7 main drivers why chatbots fail to deliver delightful user experiences:

1. **Artificial Intelligence (AI) is still not that accessible**

2. Use cases are not that strong

3. Some bots lack transparency

4. **They don't understand context**

5. **They don't communicate with existing business systems**

6. They try to handle too many things at once

7. **They lack proper human escalation protocols**

🟩 **Issues we are going to address with Dialogflow Enterprise Edition**

eWORLD ENTERPRISE SOLUTIONS, INC.

Pre-built agents help you get a head start

Food Delivery
Create and manage food and drink orders

Formats
Control default units of measurement

Hotel Booking
Find, create and manage reservations for hotels

Jokes
The agent tells jokes

Language Settings
Set language preferences

Local Services
Search local services and shops

Navigation
Ask for directions

News
Get news stories and manage news feed

Radio
Control playing radio stations

Reminders
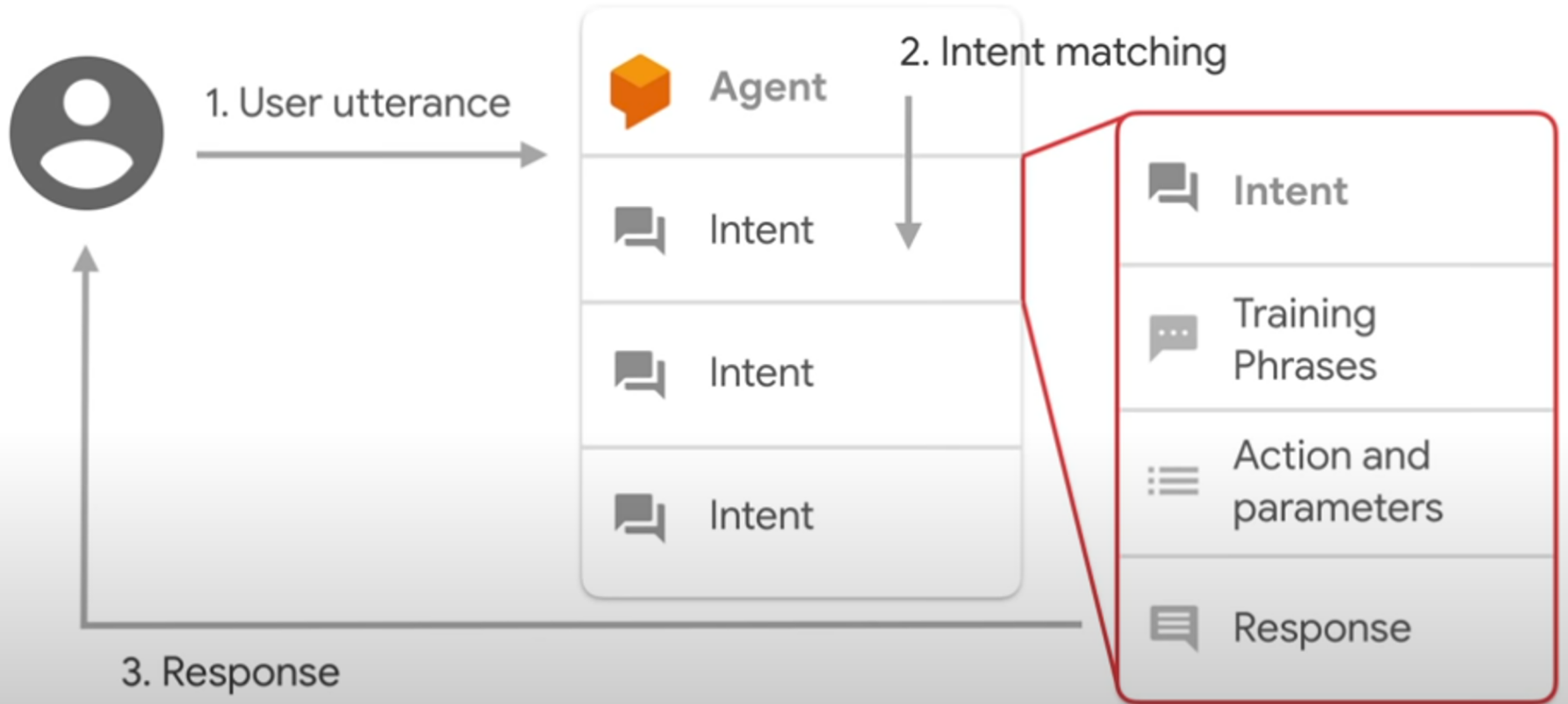Schedule, edit, view and remove reminders

Maps
Search maps for a location

Music
Play and control your music and playlists

Google Cloud

Languages Supported
Limited English Proficiency

![Google Cloud]

Language Name	Language Tag	Speech-to-Text	Text-to-Speech	Telephony	Knowledge Connectors	Sentiment Analysis
Chinese						
↳ Cantonese	`zh-HK`	✔				
↳ Simplified	`zh-CN`	✔				✔
↳ Traditional	`zh-TW`	✔				✔
Danish	`da`	✔	✔			
Dutch	`nl`	✔	✔			
English	`en`	✔	✔	✔	✔	✔
↳ Australian locale	`en-AU`	✔	✔		✔	
↳ Canadian locale	`en-CA`	✔	✔		✔	
↳ Great Britain locale	`en-GB`	✔	✔		✔	
↳ Indian locale	`en-IN`	✔	✔		✔	
↳ US locale	`en-US` (equivalent to `en`)	✔	✔	✔	✔	✔
French	`fr`	✔	✔			✔
↳ Canadian locale	`fr-CA`	✔	✔			
↳ France locale	`fr-FR` (equivalent to `fr`)	✔	✔			✔
German	`de`	✔	✔			✔
Hindi	`hi`	✔				
Indonesian	`id`	✔				
Italian	`it`	✔	✔			✔
Japanese	`ja`	✔	✔			✔
Korean	`ko`	✔	✔			✔
Norwegian	`no`	✔				
Polish	`pl`	✔	✔			
Portuguese	`pt`	✔	✔			✔
↳ Brazilian	`pt-BR`	✔	✔			
Russian	`ru`	✔	✔			
Spanish	`es`	✔	✔			✔
↳ Latin America locale	`es-419`	✔				
↳ Spain locale	`es-ES` (equivalent to `es`)	✔	✔			✔
Swedish	`sv`	✔	✔			
Thai	`th`	✔				

Agent

1. User utterance

2. Intent matching

3. Response

Agent

Intent

Intent

Intent

Intent

Training Phrases

Action and parameters

Response

CCAI automates simple interactions and enables agents to solve issues quickly, using industry-leading AI

1 Virtual Agent

Gives patients 24/7 access to immediate conversational self-service, with seamless handoffs to live agents for more complex issues.
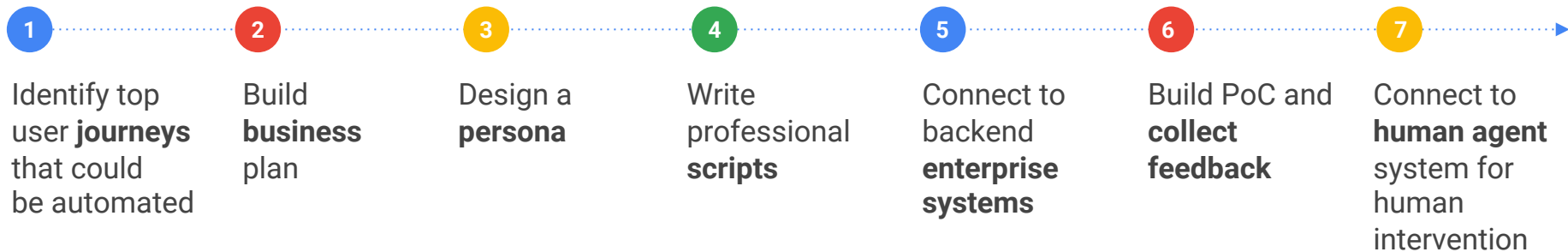
2 Agent Assist

Empowers agents with continuous support during their calls by identifying intent and providing real-time, step-by-step assistance.

3 Insights

Uses natural language processing to identify call drivers, popular questions, and other information that helps contact center managers learn about patient interactions to improve call outcomes.

A world-class conversational interface is a multi-step process

1 Identify top user **journeys** that could be automated

2 Build **business** plan

3 Design a **persona**

4 Write professional **scripts**

5 Connect to backend **enterprise systems**

6 Build PoC and **collect feedback**

7 Connect to **human agent** system for human intervention

Google Cloud

DEMO

Name: John Smith
Phone: 808-587-7763
Trip: Los Angeles to Maui