

EntrAI AI Chatbot Platform

Extends value of IVR platforms to chat/SMS

Are you considering a chatbot to automate your chat channel? Is the effort bogged down with poor responses, a bad CX or difficulty accessing corporate data for service transactions? Are you wondering if there is a way to leverage investment in the voice and web channels? Then our EntrAI chatbot platform answers these questions by:

leveraging successful CX information and service transactions in the IVR channel for chat interactions;

enabling a quick & inexpensive way to deploy an effective automated chat/SMS channel;

customizing chatbot responses and grammars by channel to improve CX;

pin pointing requests and dialogs where chat tuning improvements will have the greatest impact;

mapping a path to incorporate web and AI platforms into EntrAI.

Speech-Soft's EntrAI chatbot platform is a fast and inexpensive way to offload work from your chat agents. EntrAI provides information and backend service transactions in the same way an IVR offloads work from a voice agent. The EntrAI grammar and dialog interpreter engine can be configured with grammars and

dialogs to make your IVR call flows look and read like a chat interaction. The EntrAI chatbot platform provides value to both business and operations by:

-reusing IVR code & business logic to ensure customers receive consistent information and service across channels;

-reducing the cost and time to market of changes by reducing the development, testing and legal approval across channels;

-enabling the UI to be designed and configured uniquely for each channel.

EntrAI's innovative approach and architecture make a quick and inexpensive proof-of-concept pilot possible. EntrAI can be partially deployed in your IVR environment to demonstrate the effectiveness of the chatbot.

EntrAI Chatbot Platform Features

Allows reuse of IVR call flow, backend service transactions, security & reporting

Open platform independent of chat, IVR or speech recognition platforms

Escalates chats to live agents and provides them a history of chatbot interactions

Supports both natural language and directed dialog IVR applications

Enables customization of targeted dialog and grammars

Scalable architecture with HA

AI hooks and architecture for future expansion

Reuses existing IVR reporting such as Speech-Soft IVR Dashboard

EntrAI's architecture is designed with phased expansion in mind. Many chatbot and AI projects fail due to underestimating the AI complexity and overestimating the AI platform capabilities. EntrAI breaks the migration to intelligent chatbots into manageable bites each of which delivers unique business value. This approach minimizes the risk of large expenditures on abandoned AI efforts.

EntrAI Phased Approach Sprint 1

Start collection/consolidation of data for future AI knowledge base

Integrate EntrAI with existing IVR and Chat/SMS platforms

Establish chatbot tags and customized UI grammars

EntrAI Phased Approach Sprint 2

Add website FAQs, transactions and downloadable forms to EntrAI

Craft EntrAI chatbot tags to website knowledge content and transactions

EntrAI Phased Approach Sprint 3

Finalize structure and accumulation of data for AI knowledge base

Create EntrAI hooks into chosen AI platform

Choose knowledge base data that targets still unanswered customer questions based on EntrAI tuning reports

Add new intelligent tags to EntrAI to direct questions to the AI knowledge base

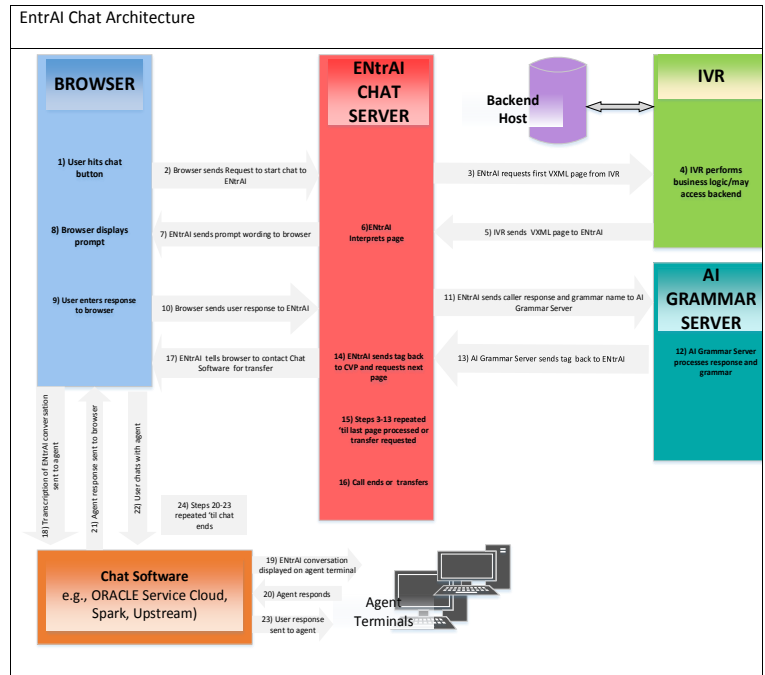
Additional knowledge, tags and questions are added to EntrAI chatbot on an ongoing basis

How does EntrAI work?

EntrAI is a patent pending combination VoiceXML and speech-recognition (GRXML) interpreter for text-based communications (e.g., Chat, SMS). It is designed for use with any platform that can deliver VoiceXML pages. EntrAI receives and interprets VXML pages from the IVR. It then sends a prompt message to either the browser or SMS server, depending upon the channel. EntrAI then takes the response from the user and sends it to the grammar server. The grammar server returns with an "interpretation" (tag) for the response. This interpretation is then formatted as if it had come from a speech recognizer and sent back to the IVR. When it is necessary to transfer the call to an agent, EntrAI sends the entire conversation to the configured agent-server and then handles the communication between the user and the agent. This transfer is invisible to the user.

The following diagrams show the server and application components and interfaces for EntrAI's integration into chat and SMS systems.

EntrAI Chat Architecture



EntrAI SMS Architecture

