



Wovenware Chatbot Services Overview

Why Chatbots?

As demands for round-the-clock service continues to increase, companies are turning to chatbots to answer questions customers may have at any time of the day. Chatbots can answer basic questions about your services and generate and qualify leads, but they also can integrate with your existing systems to answer more complex inquiries like check the status of a claim/order or place a new order.






Designing for Experience and Learning

The most successful chatbots will drive a good conversational and interactive experience. Our design team will collaborate with bot subject matter experts to define contextual scripts, language tone, bot personality, system integration points and opportunities to incorporate interactive buttons.

A successful bot will also undergo continuous training and refinement from missed questions and queries. A bot that learns at the pace of a flywheel will be able to reach the level of sophistication that creates a very simple and delightful customer experience.

Our Core Offerings

Wovenware's core offerings include:

-  **Hello, Chatbot** - A strategic 3 hour facilitated workshop for business leaders to identify areas in your business where chatbots may improve the core customer experience.
-  **Chatbot Design Sprint** - An immersive collaborative workshop to design the key pillars of a chatbot: customer journey, chatbot personality, prototype a the first chatbot conversation, and design for learning and improvement.
-  **Custom Chatbot Development** - We develop custom chatbots with NLP capabilities and integrate enterprise APIs to trigger customer transactions. Custom chatbots can integrate with the most popular social media platforms including Facebook, WhatsApp, Skype and Teams.
-  **Chatbot Oversight Dashboard** - We have developed a proprietary Chatbot Oversight Dashboard to manage oversight of chatbot performance and identify areas for chatbot continuous learning.
-  **Chatbot Continuous Learning** - We provide ongoing maintenance to enhance the chatbots knowledge with questions that the chatbot was not able to understand or answer.

Technologies

| | | | | |
|--------------------------|--|-----------------------------|------|-------------------------|
| Microsoft Azure Cloud | Azure Bot Service and Bot Framework | Azure Cognitive Services | LUIS | Bing Spell Check API |
|--------------------------|--|-----------------------------|------|-------------------------|



Founded in 2003, Wovenware is a software engineering firm focused on artificial intelligence solutions. Wovenware has worked with Fortune 500, enterprises and SMBs to create digital solutions that have a positive impact on operations and on the bottom line. Our experience in the telecommunications, health insurance, food and distribution, government and manufacturing give us the opportunity to offer alternative solutions to you, gaining immediate insights into other industries. We have clients in the US, Canada, Dominican Republic and UK. Whether you are looking to create new platforms, modernize existing ones, or leverage your data to gain insights, Wovenware is the partner of choice for you.