

# Satalyst Enhanced Bot Framework

THE INTELLIGENT AND VERSITILE BOT  
OPTIMISING HOW CUSTOMER DATA IS COLLECTED

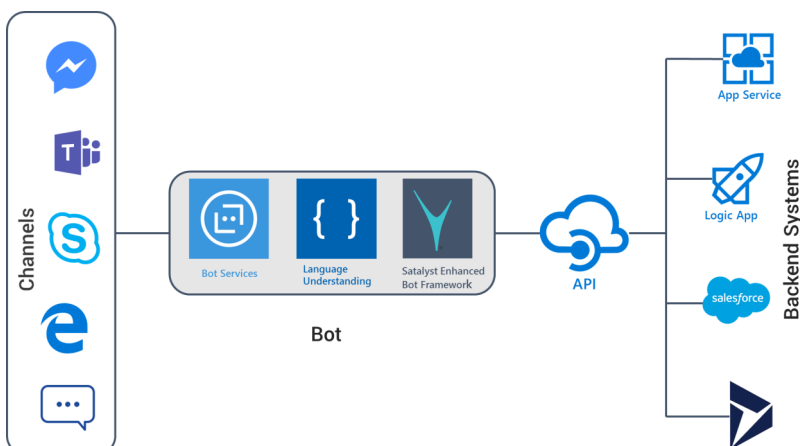
## New ways to communicate with users

In an age of increasing digital interactions between people, unique opportunities exist for businesses to leverage technology to provide innovative ways of engaging potential and existing customers. Maximising the efficiency and accuracy of data collection from customers is typically high on the agenda for any business.

While chat sessions with human operators have been around for a while, bots are increasingly being used to make these interactions more efficient and engaging. The Microsoft Bot Framework is a purpose-built technology platform for the rapid development of intelligent bots to naturally interact with users. The technology allows you to meet your customers in their preferred channels. Your bot can be integrated with your website and engage with customers through various channels such as webchat, Facebook Messenger, or even voice-enabled Skype.

## The Satalyst Enhanced Bot Framework facilitating data collection

The Satalyst Enhanced Bot Framework augments the Microsoft bot technology and services and facilitates the automation of completing electronic forms and data collection. Allowing customers to enter information in their own time, the collection and processing of information is more productive and accurate. This data could be information relating to the creation of a new insurance policy, an intelligent survey or even a field service request. Furthermore, the framework allows the creation of surveys and questionnaires with built-in intelligence that is based on specific business rules. Complete the automation by integrating the bot with other internal systems such as a CRM and create workflows to trigger the next steps in the customer service experience.



## Integration with other systems

Often the functionality of a Bot depends on its interaction with other systems. The Satalyst Bot Framework leverages existing connectors and can easily incorporate custom interfaces into other systems.

### Benefits

In leveraging the cloud and Microsoft Bot Framework and Cognitive Services, the Satalyst Enhanced Bot has all the benefits and features of cloud-based technology:

- Cost efficiency
- Scalability and reliability
- Convenience
- Easy provisioning and deployment
- Integration with other systems

## Our introductory offer

Bots and AI present a huge opportunity for businesses to streamline collection of customer data which was previously managed by complex and cumbersome forms. Take advantage of Satalyst's complimentary workshop to find out how a bot will improve your customer data collection.

### Workshop Activities

During the workshop we will get to know your business identify opportunities to use bots for automated information collection both internally and externally from customers. We will explain how the Satalyst Enhanced Bot framework can accelerate data collection bot delivery and customer rollout.

### Outcomes

1. Prioritised list of automation opportunities
2. Next steps recommendation
3. A proposal for a Satalyst Enhanced Bot quick-start for your business.