Patent-pending technology

"Our QBox-tuned models are **performing 100% better** than our models without QBox tuning. QBox has quickly become an **essential component** of our chatbot development and sustaining efforts."

**Senior Programme Manager
Fortune 500 Company**

Test. Understand. Fix. All in a matter of minutes. QBox helps improve your chatbot's accuracy, giving you 100% confidence to deploy

Without QBox, customers may have:

- An inability to reach the performance level needed for go live
- Difficulty in determining why chatbot data is underperforming
- Difficulty in determining the impact of retraining efforts
- Difficulty with scaling (increasing domain knowledge)

QBox customers are looking to:

- Increase the accuracy of their chatbot
- Improve team efficiencies
- Automate the fixing process
- Test their chatbot performance pre-go-live
- Find a solution that integrates with their DevOps process

QBox delivers by:

- Automatically testing your chatbot to assess performance
- Enabling you to see the status at intent level, for faster development
- Assessing the chatbot pre-go-live for optimum confidence
- Providing huge cost savings
- Reducing and limiting trial and error significantly
- Improving customer experience
- Providing continuous monitoring and improvement

QBox customers

Challenges with chatbot development

1 Chatbots with poor user comprehension disappoint consumers

2 *Understanding* is the weakest link*

3 Technology is available but talent to make the most of it is scarce

* Leslie Joseph, "A Reality Check On Natural Language For Conversational Computing", *Featured Blogs,* Forrester, 7 August 2018, https://go.forrester.com/blogs/conversational-computing-reality-check/.

Solution overview

QBox delivers proactive and reactive management by:

- Identifying the weaknesses in your chatbot

- Helping you to understand how to fix your chatbot

- Enabling you to validate that your fix has worked

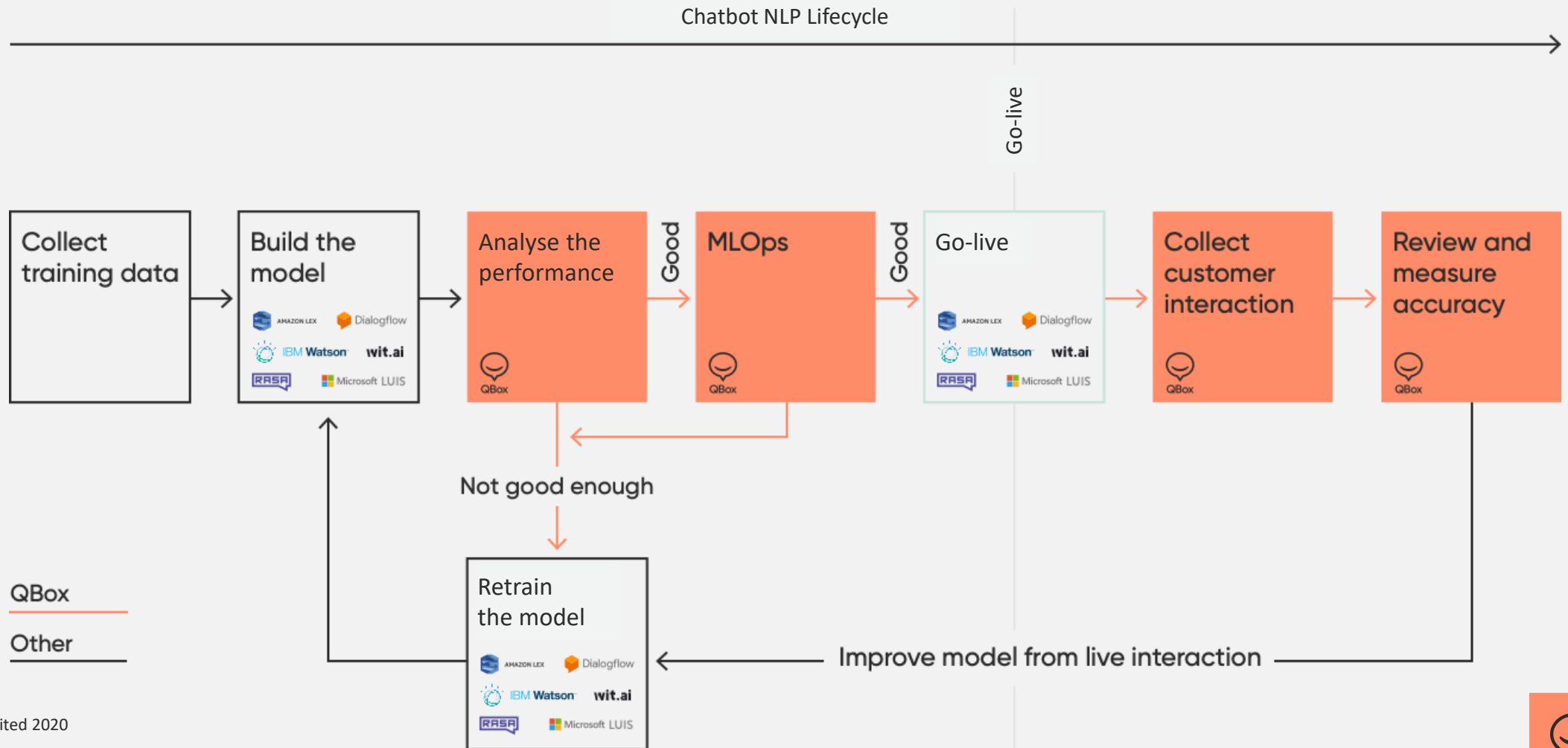- Showing any regressions (before your users see them)

QBox in action
## Chatbot management

Additional features

Collaboration: Collaborate with your colleagues across multiple utterances and intents. Validate and share your ideas and tag people to get feedback.

Explain: See how much each word in an utterance influences the prediction. This is analysis at the most granular level and can be key to understanding the prediction.

ROC: This helps you assess the best confidence threshold to set within your chatbot NLP engine.

Monitoring: Monitor and analyse the user logs, automate log-correctness marking, automate intelligent human-reviewer sampling, and calculate user-interaction accuracy.
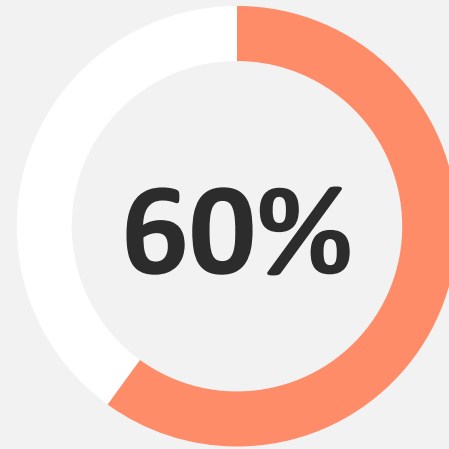
DevOps: Allow QBox to run as part of the DevOps or CI/CD pipeline. Automatically test the latest model, ensure minimum KPIs are reached and allow deeper analysis when the KPIs aren't met.
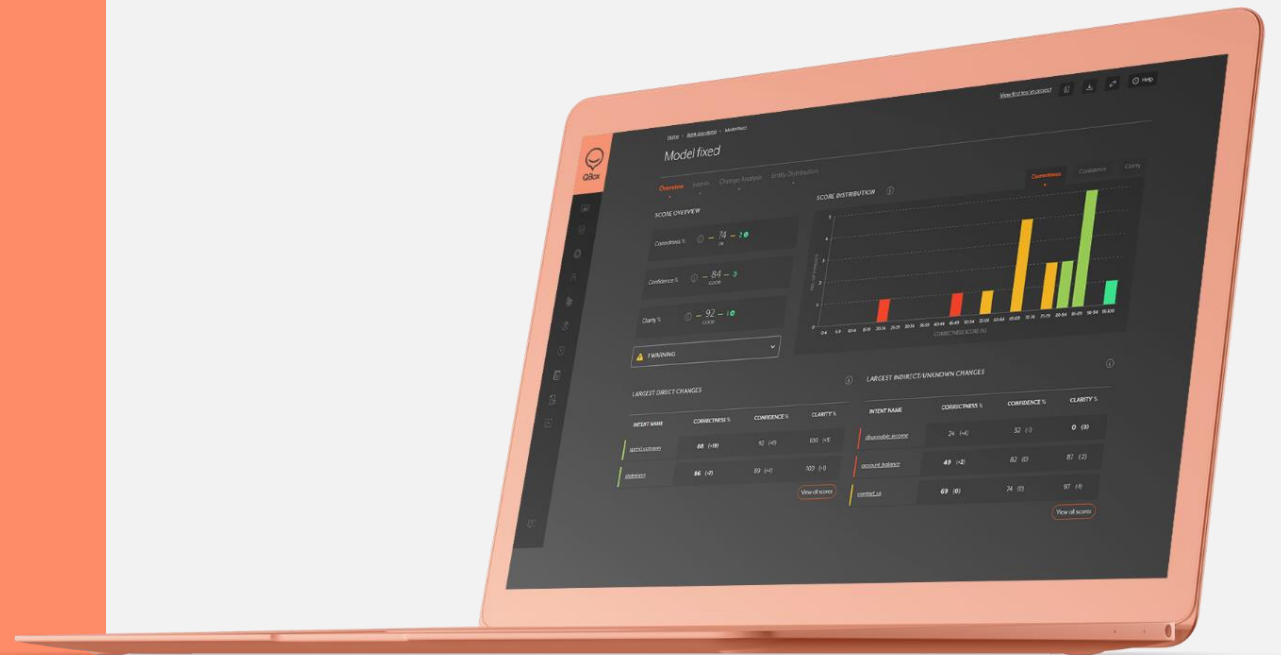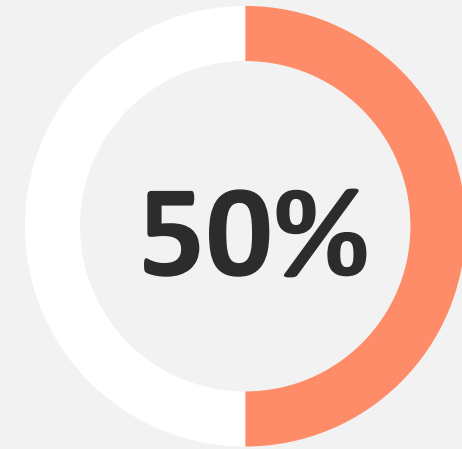
What do the stats show?

75%
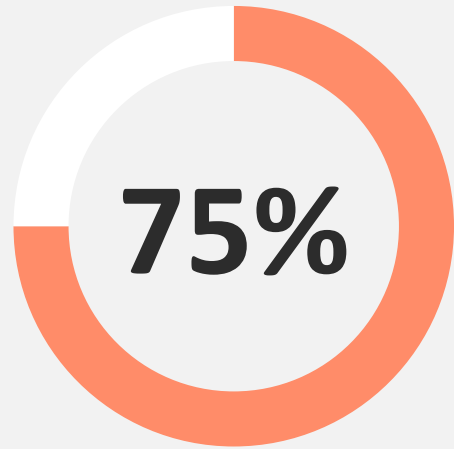
reduction in time spent improving *understanding*

60%

saved in audit time

50%

lower resource cost

" QBox makes managing chatbots easy "

Senior Programme Manager

Fortune 500 Company

QBox traction over 2,000 registered users

Adding new users every day

Successfully completing more jobs every day

Increased logins every day

" Volume's QBox has made a huge difference to the quality of our Rentbot project. Rentbot is a chatbot to help New Zealand renters with tenancy questions. QBox helps us understand where to focus our effort to make the chatbot as smart as possible. "

Citizen AI

" If you want to improve the performance of your model using a visually pleasing and extremely powerful tool, look no further. "

Senior Programme Manager, Fortune 500 Company

" Prior to optimising our chatbot with QBox, it was returning a 72% correctness score. Now, it's answering questions accurately 98% of the time! "

Digital Content Writer, Australian University

Fortune 500 company

Challenges

With multiple chatbots serving different industries, our customer's AI team was managing a highly complex training process to understand and improve the performance of its chatbots.

- Low success rates

- Limited time and resources for dealing with delays

- Inconsistent ways of measuring chatbots' performance

- Complicated workflow for training chatbots

- Limited external support

Resolution

By utilising QBox, our customer instantly had a clear view of its chatbots' performance and a visual representation of its data - to enable clear visibility of performance, potential fallbacks and change impacts.

Results

94%
accuracy in terms of identifying the right intent in customers' questions

QBox-tuned models are performing at least **2× better** than customers' models without QBox tuning

Easy-to-understand
visual representation of data

" QBox has quickly become an essential component of our chatbot development and sustaining efforts. If you want to improve the performance of your model using a visually pleasing and extremely powerful tool, look no further. "

Senior Project Manager

Fortune 500 Company

Leading university

Challenges

One Australian university deployed its own chatbot solutions across different verticals.

The team was experiencing the following challenges:

- More than 25% of questions being answered incorrectly

- Manual, time-consuming processes to monitor and optimise performance

- Limited resources to understand how intents were affected

Resolution

After adopting QBox, the University had the confidence that their chatbot was able to answer users' questions accurately. They found the adoption of QBox quick and easy – as QBox integrates into its daily workflow as
a cloud-native application

Results

Increase in success rates from
72% to **98%**

Empowered
subject-matter experts to become chatbot trainers

They can manage and train multiple chatbot models
faster

Tracking of conflicts
when new intents were added to the chatbot framework

" Prior to optimising our chatbot with QBox, it was returning a 72% correctness score.

Now, it's answering questions accurately 98% of the time! "

Digital Content Writer

Australian University

Thank you.

www.qbox.ai

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