

Case Studies

Intelligent Chatbots



Overloaded with questions on HR processes? Let technology provide the answer(s)!



Daniel Krzyczkowski

Technologies

Azure Bot Service

Bot Framework

Area

Middle East

Industry

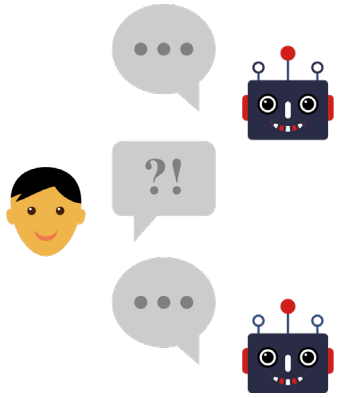
Utilities

Company Size

2000+

Duration

40 hours



Executive summary

An electricity supplier in the Middle East wanted to automate the process related to their HR Manual, due to a large number of employee queries that had to be answered by the HR personnel. We suggested setting up a QnA bot which would give responses to rules and statements located in the HR Manual directly to the end-user. With this solution, employees are able to ask questions via automated communication channels such as Skype or a web-application chat.

Description

Customer challenges

The customer has an HR Manual available for their staff. It contains information regarding various areas like employee transfer or terms of employment. There was a requirement to automate the process of providing information on these matters, so that users can easily ask questions and get answers quickly.

Project goals

- To provide fast responses to questions on rules and statements located in HR Manual.
- To demonstrate Azure Bot Service and its capabilities like communication via Skype.

Solution

Predica decided to quickly set up a prototype of the solution in the form of a Question and Answer (QnA) bot which can help cover all demands. As the platform upon which to build the bot we have selected Microsoft Azure, which provided the necessary components as PaaS.

- Using the bot interface, users are able to ask the chatbot questions on the HR Manual and get immediate answers.
- The solution automates the process related to HR Manual FAQ response.
- Employees can communicate with the bot via Skype or a web-application chat.

The pipeline to digital transformation: Building a conversational bot for plumbers



Tomasz Onyszko

Technologies

Azure Bot Service

Bot Framework

Area

Belgium

Industry

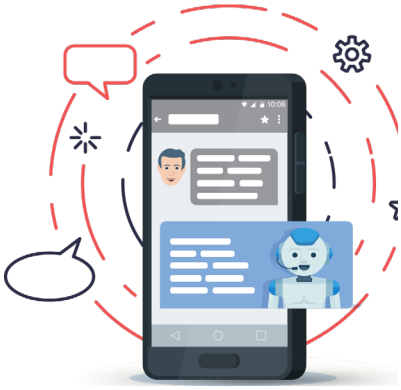
Manufacturing

Company Size

700

Duration

100 hours



Executive summary

One of manufacturing companies from West Europe was looking for an efficient solution to connect with their customer base. They manufacture plumbing supplies and wanted to make plumbers' work easier. We have set up a conversational bot that made it easy to find, order and locate the supplies necessary for completing a job.

Description

Customer challenges

The customer is a manufacturer of materials for plumbers. The company operates across several countries under various brands. They were looking for new channels to connect with their customer base and provide solutions that will make plumbers' work easier.

Project goals

- To inform customers which parts or items from the catalog are required and available nearby.
- To help find where is the closest place the customer can collect all the inventory they need.
- To make arrangements for order and save time on completing the purchase.

Solution

Predica together with Microsoft decided to quickly prototype the solution in a form of a conversational bot which can address these requirements. We have selected Microsoft Azure as a platform for building the bot, which provided the necessary components as PaaS.

- Using the bot interface, the plumber can ask about a specific item in the inventory
- If needed, the bot will also guide them through additional parameters required to scope the object.
- When the items are found, the user can decide which one should be put in a basket to build the entire order.
- When plumbers want to check where these items are available, the location-based elements of the solution will show on the map where the closest store is, and what is the fastest way to get there.

predica.

Interested? Contact us

info@predicagroup.com

www.predicagroup.com



Data Analytics

IAM & Security

Apps & Integrated Solutions