



TANGENT SOLUTIONS

a new line of thinking a new kind of solution

“service”: Chat Bots

“a computer program designed to simulate conversation with human users, especially over the Internet.”

We are a digital transformation development consulting house that is cloud first, DevOps first and agile first

Chat Bots

Simulate Conversation with Human Users

/ What is a Chatbot?

- Manage user conversations
- Gather data from users
- Engage with users in an informal manner
- Provide guidance to the user through the interactions

/ What we use

- The Azure Cloud
- Azure Bot Framework
- Cognitive Services for sentiment and profanity identification
- Azure Log Analytics to log all conversations. This allows for the viewing of previous conversations for quality control purposes
- Azure Search to provide a fuzzy search with recommendations to users on inputs that are too varied to be displayed as a list in the box (e.g. Name of medical aid)
- Bing Search and Bing Maps for the display of locations

/ Challenges

- Traditional support and customer engagement channels are very resource intensive and have large overheads and constant resourcing challenges.
- Cost of call centre facilities and human resources cannot compete with the ROI of a well trained chatbot solution.
- Cost savings on training
- Better customer experience
- Difficult to scale and support growth

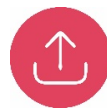
Chat Bots Benefits



Higher conversion rates



Better customer engagement



Brand growth



Personalised experience



Customer data



Make process easier for users



Lead nurturing



Quick response times