



CCMS

Chatbot Builder

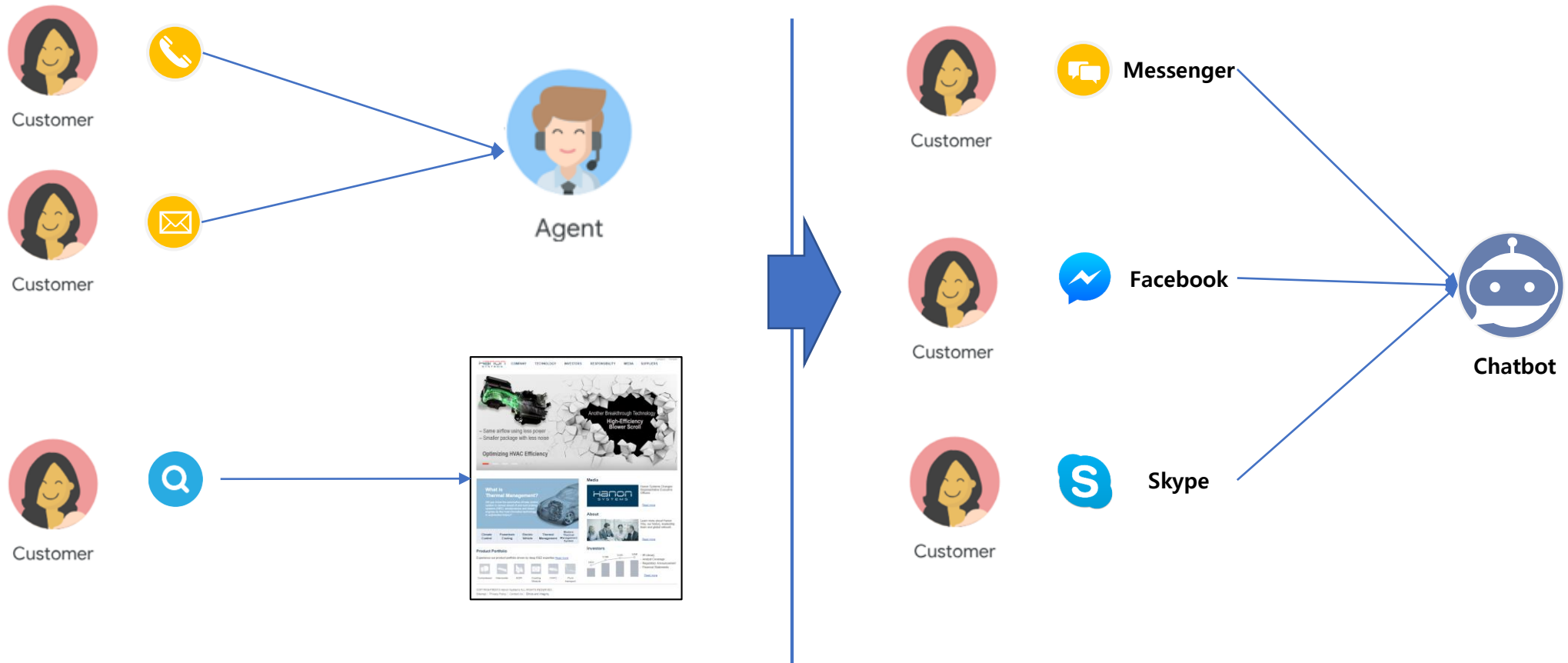
Quality improvement of customer consultation

Automated Customer Support For Similar Queries.
Save Human Resources for Qualitative Tasks



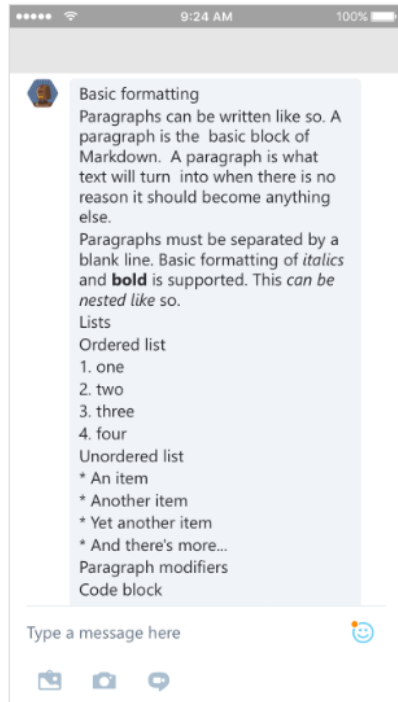
Chatbot- Easy-to-use

Use the messenger that people use often.



Web Chat offers a variety of UI

Resolve customer needs with scalable Web Chat



Skype for Business

- Text only
- Image is not supported
- Button is not supported
- Card is not supported
- Hyper Link is supported

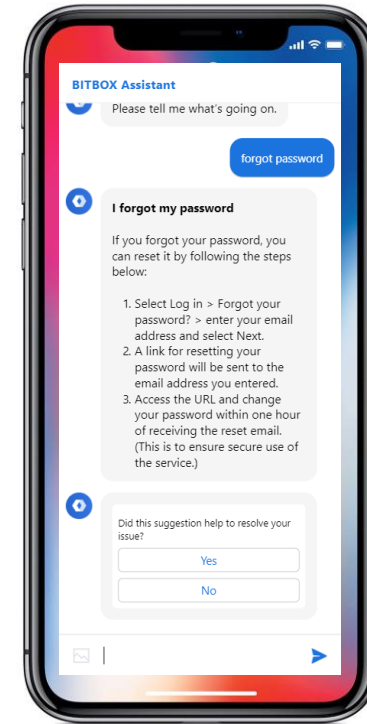
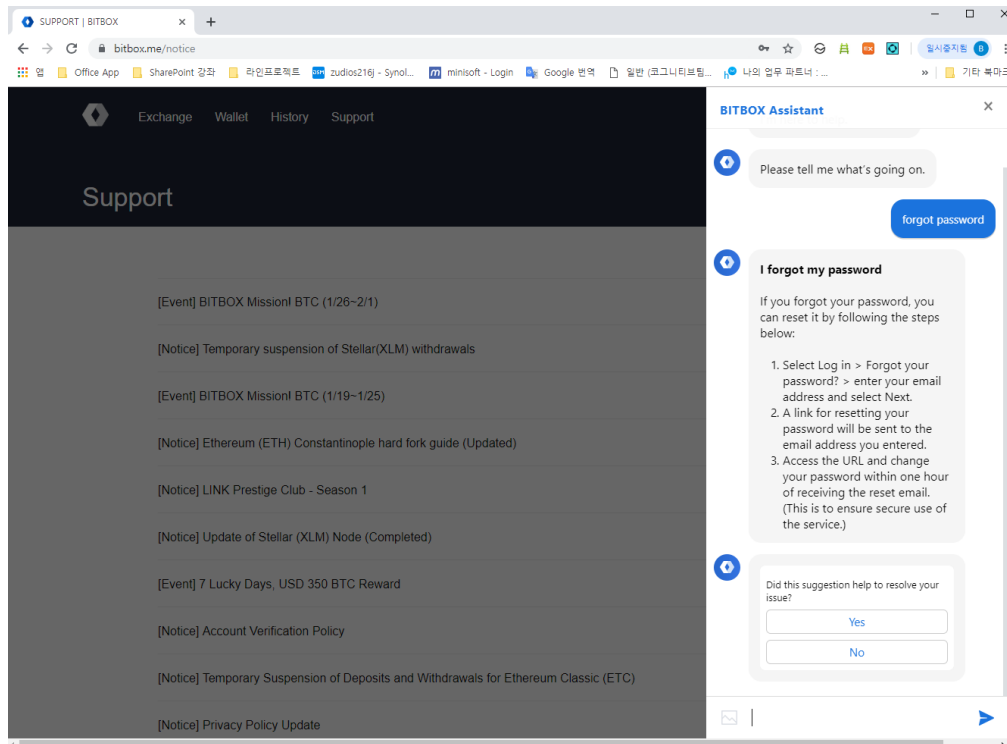


Web Chat

- Support Image
- Support Button
- Support Single/Multi Card
- Provides a variety of Message UI

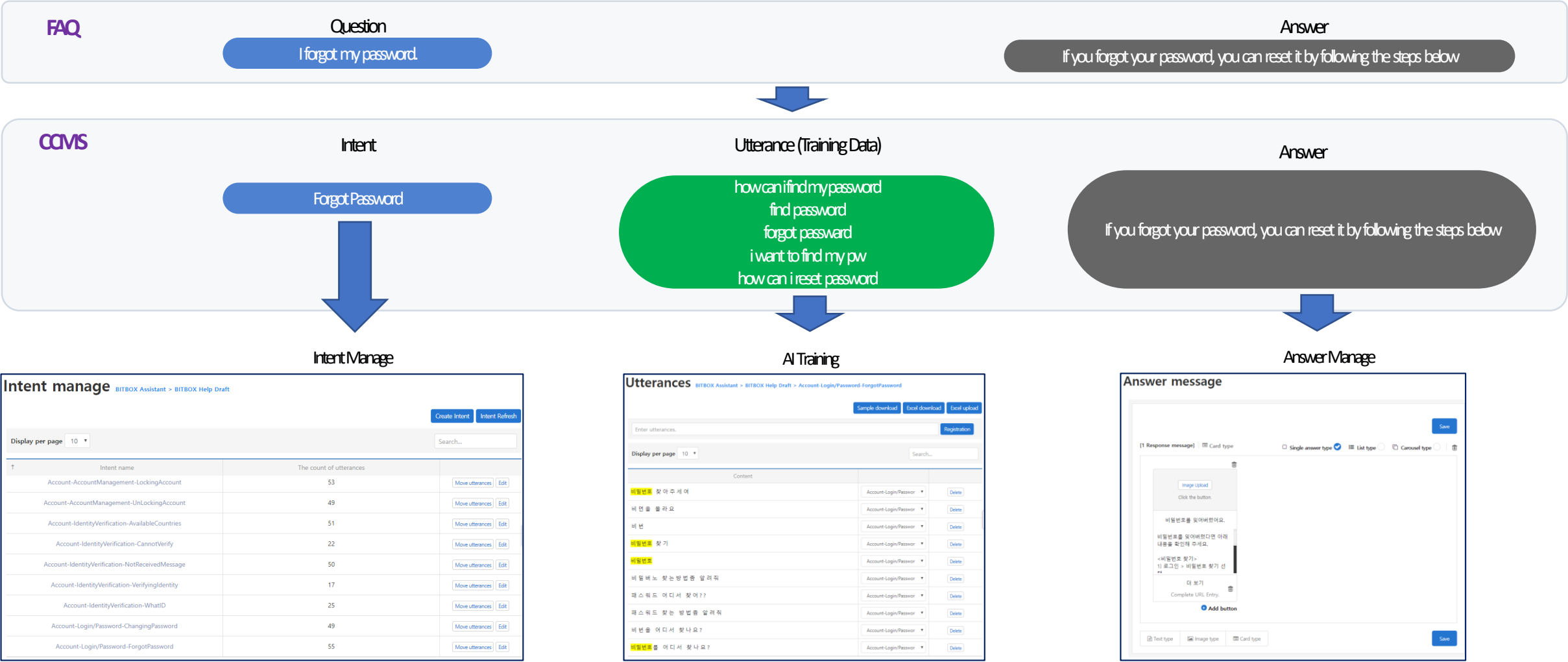
Improved accessibility

You can access your browser and use chatbot without having to install a separate app
Support for a variety of devices using HTML5 web standards



Easily Training using the CCMS

Use the CCMS Chatbot Manager to training and configure answers.



Excel Import/Export

Use Excel to manage training answer messages

CCMS

Intent Data

Utterance, Training Data

	A	B	C	D	E	F	G
1	ScenarioName	ScenarioDescription	Scenario	Scenario	Scenario	Intent	Content
377	BITBOX Help Draft	BITBOX Help Draft Data	ko-kr	App	Y	Account-Login/Password-ForgotPassword	비밀번호 찾아주세요
378	BITBOX Help Draft	BITBOX Help Draft Data	ko-kr	App	Y	Account-Login/Password-ForgotPassword	비번을 몰라요
379	BITBOX Help Draft	BITBOX Help Draft Data	ko-kr	App	Y	Account-Login/Password-ForgotPassword	비번
376	BITBOX Help Draft	BITBOX Help Draft Data	ko-kr	App	Y	Account-Login/Password-ForgotPassword	비밀번호 찾기
377	BITBOX Help Draft	BITBOX Help Draft Data	ko-kr	App	Y	Account-Login/Password-ForgotPassword	비밀번호
378	BITBOX Help Draft	BITBOX Help Draft Data	ko-kr	App	Y	Account-Login/Password-ForgotPassword	비밀번호 찾는 방법 좀 알려줘
379	BITBOX Help Draft	BITBOX Help Draft Data	ko-kr	App	Y	Account-Login/Password-ForgotPassword	패스워드 어디서 찾아??
380	BITBOX Help Draft	BITBOX Help Draft Data	ko-kr	App	Y	Account-Login/Password-ForgotPassword	패스워드 찾는 방법 좀 알려줘
381	BITBOX Help Draft	BITBOX Help Draft Data	ko-kr	App	Y	Account-Login/Password-ForgotPassword	비번을 어디서 찾나요?

Answer

	A	B	C	D	E	F	G	H
1	Scenario	Intent	Re	Reply	M	MessageTitle	MessageText	
8	BITBOX Help Draft	Account-IdentityVerification-VerifyingIdentity	1	simple	1	card	본인 인증 방법을 알고 싶어요.	BITBOX의 본인 인증은 고객님의 여권 정보와 얼굴 사진
9	BITBOX Help Draft	Account-IdentityVerification-WhatID	1	simple	1	card	여권 이외의 신분증으로 본인 인증을 할 수 있나요?	BITBOX에서는 여권만 본인 인증 수단으로 사용할 수 있
10	BITBOX Help Draft	Account-Login/Password-ChangingPassword	1	simple	1	card	비밀번호를 변경하려면 어떻게 해야 하나요?	로그인 상태에 따라 비밀번호를 변경하는 방법이 다름
11	BITBOX Help Draft	Account-Login/Password-ForgotPassword	1	simple	1	card	비밀번호를 잊어버렸어요.	비밀번호를 잊어버렸다면 아래 내용을 확인해 주세요.
12	BITBOX Help Draft	Account-Login/Password-PasswordChangeMail	1	simple	1	card	비밀번호 변경 메일이 오지 않아요.	비밀번호 변경 메일을 받지 못했다면 아래 내용을 확인
13	BITBOX Help Draft	Account-Login/Password-ReactivatingDisabled	1	simple	1	card	계정 일시 정지를 해제하고 싶어요.	계정 일시 정지는 반복된 로그인 실패 및 비정상 접속을
14	BITBOX Help Draft	Account-SigningUp	1	simple	1	card	BITBOX 계정을 만들고 싶어요.	BITBOX 가입 방법은 아래를 확인해 주세요.<회원 가입

IntentManage

Intent manage BITBOX Assistant > BITBOX Help Draft

Create Intent Intent Refresh

Display per page: 10 Search...

Intent name	The count of utterances	
Account-AccountManagement-LockingAccount	53	Move utterances Edit
Account-AccountManagement-UnLockingAccount	49	Move utterances Edit
Account-IdentityVerification-AvailableCountries	51	Move utterances Edit
Account-IdentityVerification-CannotVerify	22	Move utterances Edit
Account-IdentityVerification-NotReceivedMessage	50	Move utterances Edit
Account-IdentityVerification-VerifyingIdentity	17	Move utterances Edit
Account-IdentityVerification-WhatID	25	Move utterances Edit
Account-Login/Password-ChangingPassword	49	Move utterances Edit
Account-Login/Password-ForgotPassword	55	Move utterances Edit

AI Training

Utterances BITBOX Assistant > BITBOX Help Draft > Account-Login/Password-ForgotPassword

Sample download Excel download Excel upload

Enter utterances. Registration

Display per page: 10 Search...

Content		
비밀번호 찾아주세요	Account-Login/Password	Delete
비번을 몰라요	Account-Login/Password	Delete
비번	Account-Login/Password	Delete
비밀번호 찾기	Account-Login/Password	Delete
비밀번호	Account-Login/Password	Delete
비밀번호 찾는 방법 좀 알려줘	Account-Login/Password	Delete
패스워드 어디서 찾아??	Account-Login/Password	Delete
패스워드 찾는 방법 좀 알려줘	Account-Login/Password	Delete
비번을 어디서 찾나요?	Account-Login/Password	Delete
비밀번호를 어디서 찾나요?	Account-Login/Password	Delete

AnswerManage

Answer message

[1 Response message] Card type Single answer type List type Carousel type

Image Upload

Click the button.

비밀번호를 잊어버렸어요.

비밀번호를 잊어버렸다면 아래 내용을 확인해 주세요.

<비밀번호 찾기>

1) 로그인 > 비밀번호 찾기 선택

더 보기

Complete URL Entry.

Add button

Text type Image type Card type

Save

Set intent, training and answer message in CCMS manager and apply it directly to chatbot

CCMS

Intent Manage

Intent manage BITBOX Assistant > BITBOX Help Draft

Display per page 10 Search...

Intent name	The count of utterances	
Account-AccountManagement-LockingAccount	53	Move utterances Edit
Account-AccountManagement-UnLockingAccount	49	Move utterances Edit
Account-IdentityVerification-AvailableCountries	51	Move utterances Edit
Account-IdentityVerification-CannotVerify	22	Move utterances Edit
Account-IdentityVerification-NotReceivedMessage	50	Move utterances Edit
Account-IdentityVerification-VerifyingIdentity	17	Move utterances Edit
Account-IdentityVerification-WhatID	25	Move utterances Edit
Account-Login/Password-ChangingPassword	49	Move utterances Edit
Account-Login/Password-ForgotPassword	55	Move utterances Edit

AI Training

Utterances BITBOX Assistant > BITBOX Help Draft > Account-Login/Password-ForgotPassword

Sample download Excel download Excel upload

Enter utterances. Registration

Display per page 10 Search...

Content		
비밀번호 찾아주세요	Account-Login/Password	Delete
비밀번호를 알려주세요	Account-Login/Password	Delete
비밀번호	Account-Login/Password	Delete
비밀번호 찾기	Account-Login/Password	Delete
비밀번호는 어떻게 찾을까요?	Account-Login/Password	Delete
비밀번호를 잊어버렸다면 아래 내용을 확인해주세요	Account-Login/Password	Delete
비밀번호 찾기	Account-Login/Password	Delete
비밀번호를 어떻게 찾을까요?	Account-Login/Password	Delete
비밀번호를 어떻게 찾을까요?	Account-Login/Password	Delete

Answer Manage

Answer message

[1 Response message] Card type ☐ Single answer type ☒ List type ☐ Carousel type

Image upload Click the button.

비밀번호를 잊어버렸어요.
비밀번호를 잊어버렸다면 아래 내용을 확인해주세요.
<비밀번호 찾기>
1) 로그인 > 비밀번호 찾기 선택
대 보기
Complete URL Entry.

Add button

Text type Image type Card type

Publish

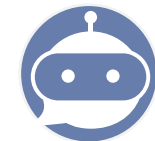


Customer

I want to find my pw

If you forgot your password, you can reset it by following the steps below.

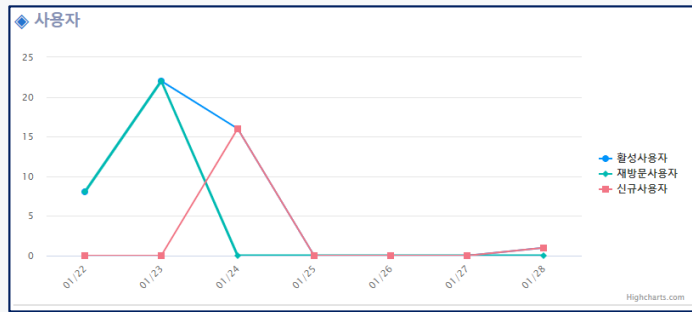
1. Select: Login > Forgot your password? > enter your email address and select Next.



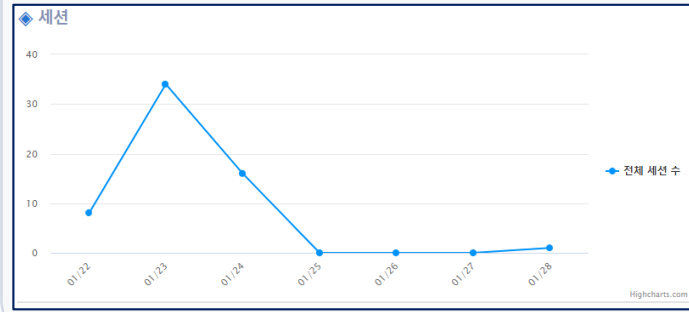
Chatbot

Analyze the use status of chatbot using a dashboard and conduct new intent elicitation and corrective training.

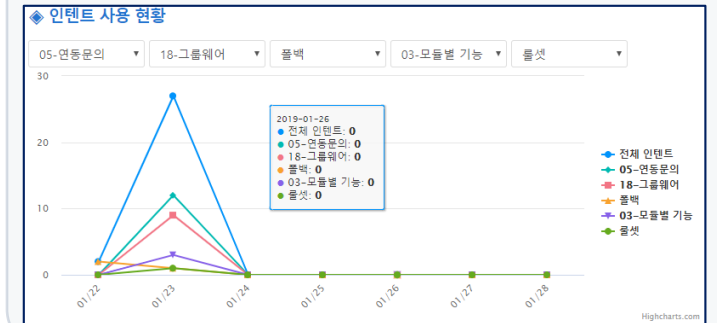
User Analysis



Session Analysis



Intent Analysis



WordCloud



Re-Training

◆ 인텐트 재학습

자연어	자연어 조회수
그룹웨어	1
그룹웨어 연동	4
18-그룹웨어	1
그룹웨어 도입	3

corrective
training

자연어등록

자연어: 그룹웨어 연동

봇: EverBotTest

시나리오: 제품기능 시나리오

의도: 03-모듈별 기능

의도 수정 취소