Sure your bot is *cool*, but is it living up to its full potential?

Gaining maximum value from your bot begins with your customers getting the right information.

Hands down, the most common question we are asked by our clients is *"How do we know how successful our bot is if we can't see if it is providing the right answers to our consumers?"* And to be honest, we asked the very same question of our own bot, so we needed to find an answer quick!

Our bot analytics solution is a visual tool that provides a deep understanding of the conversations users are having with the bot, regardless of whether it's a simple QnA version, or LUIS. Smart huh? We think so!

You can see the number of interactions your bot has had, the average confidence level in the answer, as well as the question asked and how it was answered. This can not only assist you in improving the responses your bot provides, but also gives you insights on how your bot is used and any additional features your bot may be able to provide.

What we do!

The Exposé bot analytics solution builds on our Knowledge and Language Intelligence Bot solution (or yours for that matter!) and brings a deep understanding of the conversations users are having with the bot.

A central repository where conversations are logged plus a unified model for deep analysis

A mechanism to show the frequency of topics; allowing analysts to slice the data by time
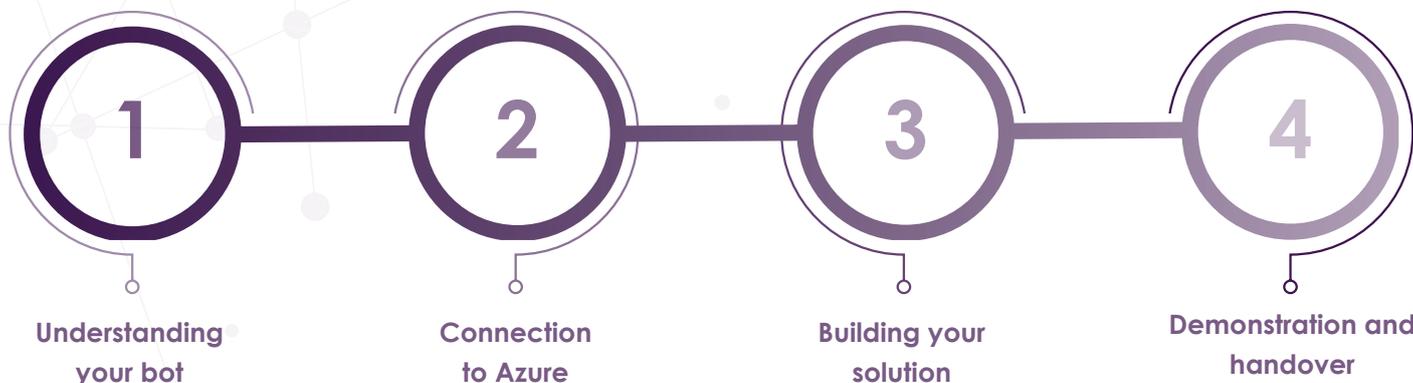
Analytics on the accuracy of the bot modules in responding to conversations

The insights to enable analysts to assist the machine learning modules that underpin the Knowledge and Language modules by providing additional context to learn from

Our Approach

Typically this package of work is conducted over the course of 1 calendar week; the Exposé team will work closely with you to plan the most appropriate date based on the availability of key stakeholders.

1 — Understanding your bot

2 — Connection to Azure

3 — Building your solution

4 — Demonstration and handover

About Exposé: Data Exposed

Exposé gives you a 360° vantage point for your organisation. Headquartered in South Australia, but working nationally, Exposé is a data and analytics consulting firm delivering business focussed outcomes for clients; not technology-first solutions.

We're about Business, not Technology

Leading the Data Analytics market locally

We have the best of breed specialists in Business Insights & Data

We have a capability team focussed on the Retail Industry.

Where to from here?

If you'd like to arrange a managed pricing solution for your organisation or want to discuss how we can apply our data and analytics and business intelligence solutions to drive your business performance, get in touch with the team:

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