Chatbots for Workplace Learning

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What is a chatbot?

- Software
- That ‘understands’ sentences
- That can respond appropriately
- That can integrate with backend systems
- That can be omni-channel
What is AI?

- An algorithms designed to extract the ‘entities’ and ‘intents’ of sentences
- True AI has Machine Learning to improve the success rate of automated understanding of sentences
For specific use-cases no AI is needed

- Response rates leapt up from 22% to 50%. To have achieved the same results through increase in operators would have cost more than €3m as against €0.75m for the chatbot solution.
Popular Chatbot Use Cases

- IT: create tickets, access knowledge base
- Education: FAQs, tests
- Customer Service: FAQs, purchasing, check status of orders
- Travel: Book tickets, hotels, check weather, flight news
- Finance: Check balance, transfer, queries
- Healthcare: FAQs, manage appointments
- Small business: bookings, deliveries
Chatbots for HR

- Can embed video
- Onboarding
- Learning about policy e.g. diversity, GDPR, Codes of Conduct
- Can test for learning outcomes
- Provide wage slips
- Take holiday bookings
- Omnichannel
- Can screen applications
- https://snatchbot.me/