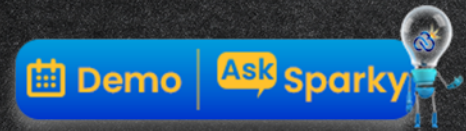




AI Chatbot Success



Episode
#04

Using Conversation Topic Tags

Key Bullets

- Customer Conversation Topic Tags can be used in a variety of ways.
- Conversation Topic Tags can be automatically generated or manually generated.
- Tag a conversation and a person for better insights.

Know Your Customers Better than Ever

AI Chatbots give us an opportunity to know our customers better than ever before..

Customer will Confide

Customers often have chatbot conversations they won't have with a human. Don't miss this data.

Customer Support Instant Insights

Display for Customer Support - instant information about recent conversations.

Valuable Reports

Create Bubble Chart reports and group by Top Complaints, Feature Requests, Technical Issues, etc.

Get Real Insights - Integrate with Customer Events Timeline

Implement a system to continually to evaluate, audit, and improve your chatbots' answers.