BOTSchool®

Conversational AI platform

Creating a unique experience between humans and machines
through the most complete conversational AI platform

Conversational AI platform

## BOTSchool is a global AI conversational platform built to everyone

It works with leading organizations in the public and private sectors - in particular, the largest telecommunications operator in Portugal, the second-biggest operator in Brazil, retailer groups based in France and Portugal, among others. BOTSchool's underlying concept was inspired by real-world human schools, where knowledge is divided into courses. It provides a state-of-the-art service of conversation AI, multi-channel, allowing Virtual Assistants to create and manage simpler and intuitively through a visual conversation builder. It supports many different channels, namely IVR (that allows integration with Altice Labs Unified Communications solution), Webchat, and the most common messaging platforms like Facebook, WhatsApp, and any other digital channels using REST APIs.
BOTSchool uses the latest machine learning technologies in natural language processing, developed by Altice Labs and already subject to intellectual property protection.

Current market
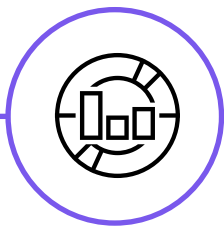
Initiatives focused on Customer Experience and Business Digitalization.

Challenge

BOTSchool can be used to perform tasks where human intervention is not necessary, freeing the human attendants to perform more complex and demanding tasks, reducing the waiting time, saving human resources and enhancing the customer experience.

Business benefits

- **Digital transformation**
  The functionalities provided by BOTSchool can be used as a foundation for digital business transformation.

- **Shorter time-to-market**
  Powerful self-management, where Virtual Assistants are managed simply and effectively.

- **New services and business models**
  It allows the creation of new interaction models by users and unique skills that can be resold.

- **CAPEX & OPEX reduction**
  Focused on productivity, where the need for investment (CAPEX) and operational costs (OPEX) are low. Since human agents can focus on more complex matters instead, the Virtual Assistant can deal with the most repetitive interactions, reducing the Total Cost of Ownership.

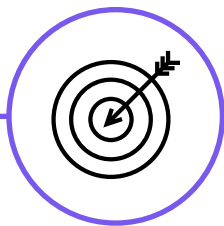- **Faster and convenient customer responses**
  The customer gets his service immediately, with no waiting times and further action required.

- **24/7 availability**
  The service is always available.
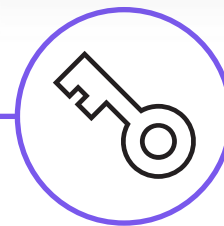
BOTSchool®
Conversational AI Platform
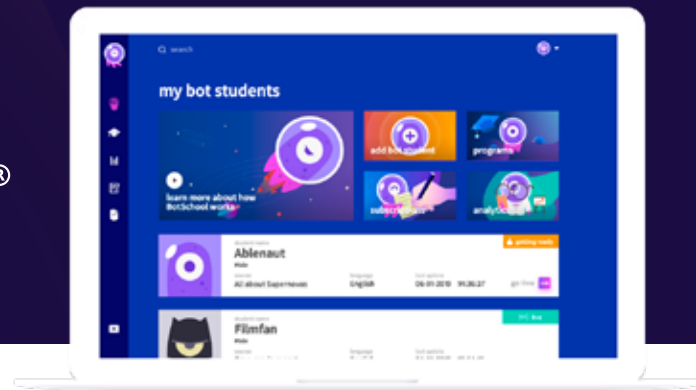
Opportunity

Provide a self-service solution through meaningful conversation between human and machines.

Solution

A conversational AI platform allows brands to enhance their customer experience, providing a self-service solution always available.

Key differentiators

BOTSchool separates bot management from the knowledge base. It means that BOTSchool has a knowledge center separated by programs (like school courses). These programs can be assigned and unsigned to bots, easing the knowledge management of each BOT. The advantage is creating and managing conversation programs without interfering with existing ones. It reduces all kinds of dependencies and the complexities around them.

Simplified interface

Easy and Fast Agent deployment

Contact Center integration

Sentiment Analysis

Multi-Channel solution

Easy external API integration (RESTful)

Voice Recognition and TTS – Text to Speech capabilities

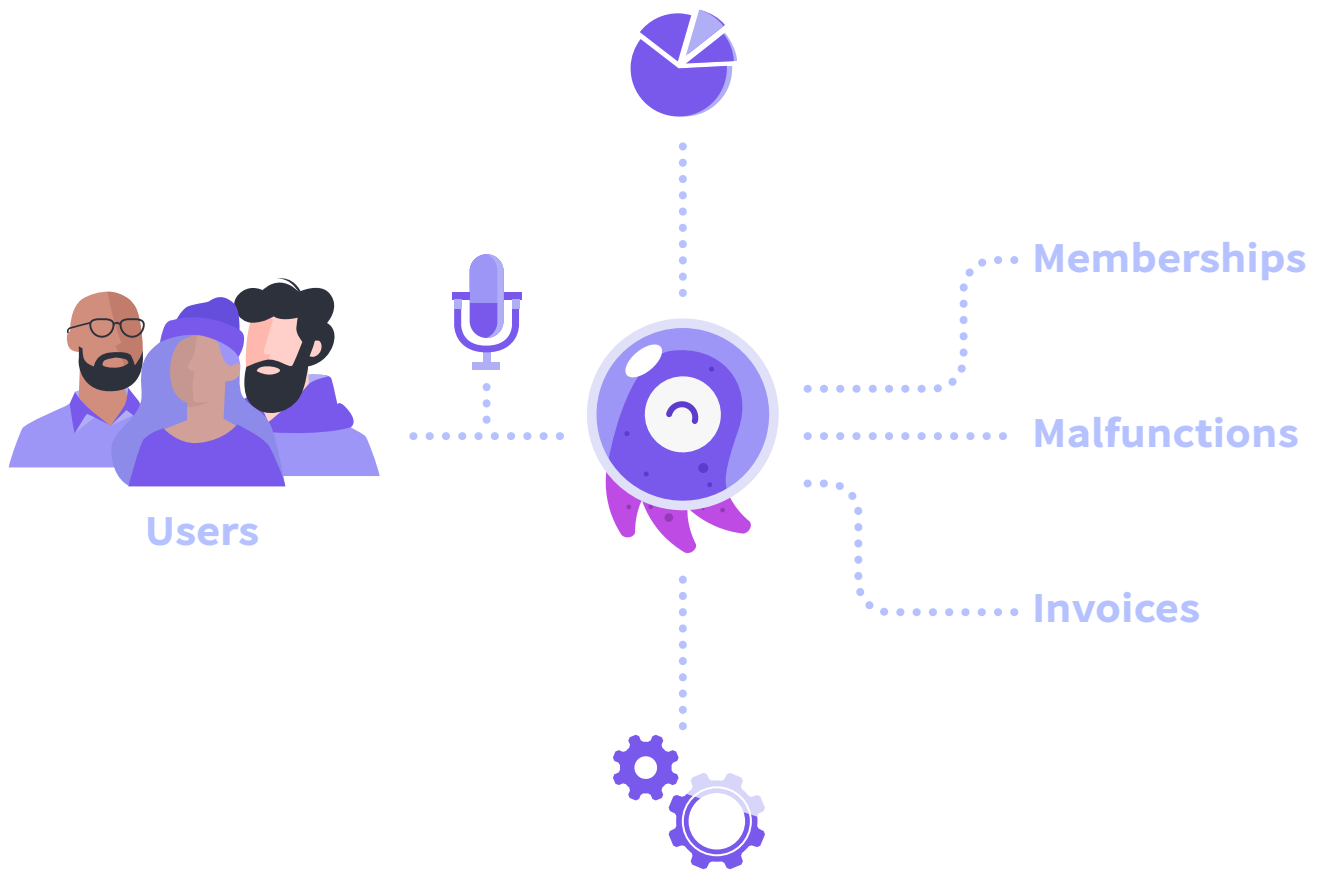## Who benefits from it?

Utilities

Healthcare

Telecommunications

Retailing

The solution

BOTSchool solution is positioned between the Channel that the customer is using and the IT systems that are necessary to answer customer needs.

Memberships

Malfunctions

Invoices

Users

BOTSchool is a cloud-based SaaS platform that offers a set of out-of-the-box services to its users. These services include the capacity to create and manage virtual assistants, create and manage knowledge programs for BOTs, train new models, perform regression tests to avoid losing virtual assistant performance already achieved and monitor BOT performance and activity trough the analytics.

Main features

Intelligent NLU & NLP
- Uses the latest machine learning technologies in the field of natural language processing.
- Allow creation of subdialogs.
- Orchestrator that controls access to information from other systems.

Channels
- Integration with several channels, including social media platforms.
- Multi-language support for chat and voice.
- Telephony voice interaction channels are also supported using our IVR, which has SIP call establishment capability.

Analytics

- Reports with information related to the topics spoken and dialogues that are taking place on the platform.
- The analytics area is fed by structured and unstructured information generated by various components of the product, allowing companies to extract information relevant to the business.
- Provide statistics related to successful dialogs and fallback dialogues by summarizing the information in a graphical mode for a specific period on the outcome of the dialogues.
- Display the total number of dialogues, classifying them as successful or fallback.

Program Reuse

- Enable "knowledge sharing" for different virtual assistants without having to replicate content writing.
- Shared programs between different users.

Use Case #1

—

Contact Center

Telecommunications operators receive thousands of calls daily at the contact center. Customer experience can be enhanced, and employee productivity increased with the BOTSchool Conversational AI Platform.

BOTSchool is the first point of contact when a customer reaches the call center. It recognizes multiple topics and directs customers to the correct area to meet their needs. BOTSchool also can identify customer problems and solve them automatically. To guarantee a personalized experience, it connects to IT Systems and provides information in natural language without human interaction. With BOTSchool AI, telecommunication operators will reduce Agent Churn and Improve NET Promoter Score.

Use Case #2

—

Meter Reading

Utility companies receive calls from customers every month to send the monthly meter reading. This process is frustrating for customers and very expensive for the company. This task can be made more accessible by adding a multi-channel conversational AI solution to receive customer meter readings. BOTSchool can automate meter reading information by connecting to IT systems to validate customer ID and request readings. After validating the entered values, a message is sent to the customer with the confirmation of the values. BOTSchool can also check if the entered values are unusual. In this case, the customer is asked to re-enter the value. In addition, Botschool can send notifications to users to submit their readings every month.

Use Case #3

—

Schedule Appointments

Companies allocate too much time from their employees to answer customer calls to schedule appointments. Automation can optimize appointment scheduling and increase efficiency. With BOTSchool, customers can schedule, reschedule, and cancel appointments without human interactions. This will reduce the average cost per interaction and improve employee productivity. Moreover, it will increase engagement due to a more enhanced digital experience.

Testimonials

"We have greatly improved the overall satisfaction of our customers, which indicates our commitment to the agility of quick answering with Virtual Assistants."
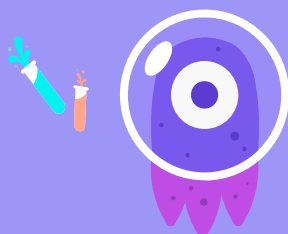
Luís Mestre
MEO - B2C Segment Department

"It is a way to make our processes more digital, more automatic and more modern."

Graça Rebocho
Head of HR - Altice Portugal

Hi! Where can I find more information about BOTSchool?

Hello! You can find everything about it at **www.botschool.ai**

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About Altice Labs

Delivering key telecommunications technologies since 1950, Altice Labs has been shaping the future of technology, enabling Communications Service Providers and Enterprises to offer advanced and differentiated services to their customers and users.

Altice Labs is an innovation and transformation catalyst supported on a strong and dynamic Innovation Ecosystem. Through technology, we are committed to improve people's lives and the way in which companies do business.

www.alticelabs.com