



chatbots and customer service

Marco Bottaro, Brand Embassy

#CZECBOTS



digital customer service platform

#CZEBOTS



telco
banking
e-commerce
online business

#CZECHBOTS



Mario Mouses
mario.mouses
@mariomouses
mariomouses@yahoo.com
+420 774 771 999
Not only a food blogger, but primarily a #foodlover

CONVERSATIONS

- Next Mobile - 11 minutes ago
@mariomouses there was a big power outage in your neighborhood. Signal is back up now. Still having problems? - Dan
- Mario Mouses - 20 minutes ago
@nextmobile how am I supposed to operate if my signal constantly drops? What's happening?
- Mario Mouses (DM) - 3 weeks ago
Thanks for the quick reply. I new it was about time for my upgrade!
- Next Mobile (DM) - 3 weeks ago
You're right, Mario. Actually, you're 2-weeks overdue. Pop down to the Mill street branch to claim your new phone. - Dan

NOTES (2)

- Mario is a regular at our Mill street branch. Knows the in-store (BYT) name. Mention this if you can. - 2 days ago
- Popular food blogger with big influence on Twitter. - 3 months ago

STATS

- Inbound posts: 116
- Outbound posts: 52
- Private: 116
- Neutral: 4
- Negative: 2
- 1,208
- 3,445

93% Following

Reply | Home | Approve | Messages

To: [Avatar] | From: [Avatar] | Sent: 20 min | Status: 2 hours

Case #1925

We're sorry to hear about your trouble Sammie. Please get in touch with our team via email: help@vdm.co.uk and we'll ensure this is looked into.

Thanks,
Rahim

Attachment: Signature preview

Send as Business

Views

Showing 3 posts of 3

- Jessie Jett - Fresh Honey - 1 day ago
There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration...
- Adil Petrovsky - Brand Embassy Playpound - 1 day ago
There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration...
- Sally James - Brand Embassy Playp... - 1 day ago
There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration...

Grab 5 Posts

There are 1,209 unassigned posts now.

TEAM ACTIVITY

- First Response Time: 20 min
- Solution Time: 2.5 h

WORKFLOW HISTORY

- 2 minutes ago: Thomas Todd engaged post text comment
- 6 minutes ago: Kenneth Harper engaged post text comment
- 20 minutes ago: Kenneth Harper engaged post text comment
- 34 minutes ago: Daniel Barry engaged post text comment



Have any questions?
Sally Wilson
Brand Embassy - Online Support

Sally connected to chat Today, 9:23

Hi John, how can I help you? 9:24

Hi Sally, I wanna order Brand Embassy but I don't know where to start.

Sally is typing...

Write here, press center to send

Send



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social
email
messaging
chat

#CZECBOTS



chatbots

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October 2016

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third party chatbot integration

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Hi, I am Tinkabot. How may I help you?

|

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Hi, I am Tinkabot. How may I help you?

conversational UI

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Hi, I am Tinkabot. How may I help you?

I'd like to know more about the iPhone

I



Hi, I am Tinkabot. How may I help you?

I'd like to know more about the iPhone

Cool! Try [this link](#) for more information

I

#CZECHBOTS

Hi, I am Tinkabot. How may I help you?

I'd like to know more about the iPhone

Cool! Try [this link](#) for more information

May I speak to one of your agents?

I



May I speak to one of your **agents**?

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escalate

May I speak to one of your **agents**?

#CZECHBOTS

escalate

May I speak to one of your **agents**?

BE

#CZECHBOTS

customer service

May I speak to one of your **agents**?

BE

#CZEBOTS



chatbot handles simple cases

#CZEBOTS



agents deliver customized service

#CZEBOTS

Hi, I am Tinkabot. How may I help you?

I'd like to know more about the iPhone

Cool! Try [this link](#) for more information

|



Cool! Try [this link](#) for more information

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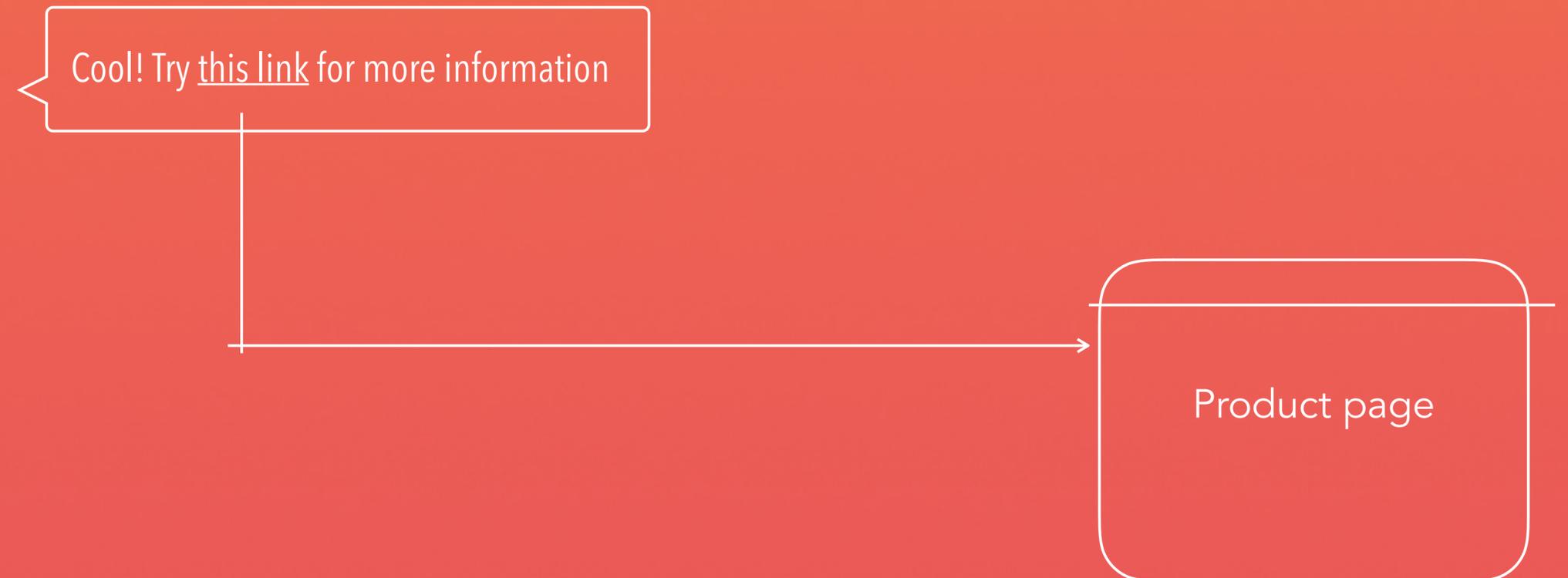


service to sales

Cool! Try [this link](#) for more information

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service to sales





two months ago

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minimum viable product

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point and click
v1 Facebook Messenger
autoresponder

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buy

more info

different phone

I

buy

more info

different phone

I have trouble connecting my phone

I



buy

more info

different phone

I have trouble **connecting** my phone

I



buy

more info

different phone

I have trouble **connecting** my phone

We are currently facing network issues in the Prague area. We will inform you over Facebook Messenger about any changes.

I

SALES

Welcome flow

iPhone

Samsung S8

Pixel XL

+ Add flow

SERVICE

Technical issues

+ Add flow

+ Add folder

(+2) →

Folder / Flow →

Welcome flow

Set this flow as Default

Welcome! What's your name?

OR

Hey there, what's your name?

OR

So happy you're here. What's your name?

+ Add variation

Store customer's message as a variable

name

Hi %name%! Please choose your favourite smartphone

OR

%name%, here are three smartphones for you to choose from

+ Add variation



Smartphones

Choose the smartphone of your liking:

iPhone

Samsung S8

Pixel XL

iPhone

Samsung S8

Pixel XL





end of q3

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