

ANAKAGE CONVERSATIONAL COBOTS FOR "AWESOME" END USER EXPERIENCE

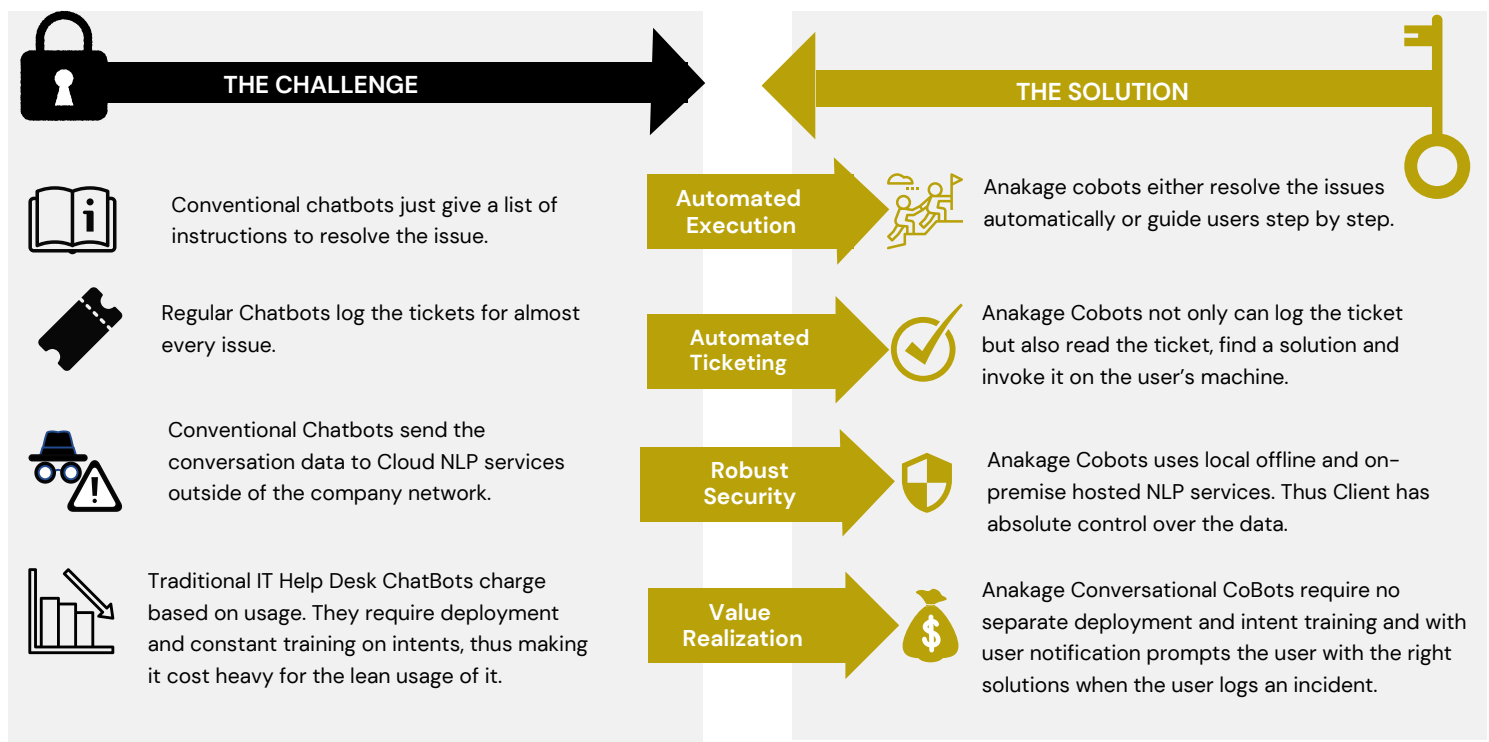
THE PROBLEM WITH TRADITIONAL CHATBOTS

Despite the proliferation of chatbots in service desks, a majority of the end-users seek the intervention of a human agent. According to Gartner, out of the 90% of enterprises who have invested in chatbots, only 4% are being sufficiently benefited. Because users like having someone fix the issues than going through verbose manuals suggested by the chatbots. Sometimes, traditional chatbot algorithms even misunderstand the context of the user queries and display a less-relevant result, thus leading to customer frustration.

ANAKAGE CONVERSATIONAL COBOTS COME TO RESCUE

Apparently, end-users prefer human-like technical assistance. Anakage Conversational CoBots talks users' language and guides them step by step inside the application mimicking live "in-person" assistance, thereby improving user experience and productivity. **In a nutshell, Anakage Cobots 'Act', and not just 'Talk'.** Unlike the conventional chatbots, Anakage cobots don't just give you the instructions but also execute them. Our software automatically troubleshoots the issue, comes up with the solution, and asks your permission to execute it. All you have to do is click the 'Next' button and relax while the cobots fix technical issues and guide the user step by step on usability and end point technical issues.

TRADITIONAL CHATBOTS VS CONVERSATIONAL COBOTS



NLP keyword-based Chatbots suggest solutions based on the user's language, however, the user may not even know the right terminology to report the real issue. For example, the user may say my outlook is not working or is slow, while the actual problem could be the VPN network and, just that the user has not yet realized it while reporting the issue. Here, conventional chatbots would provide keyword-based text guides or simply ask to raise an incident. Anakage chatbots use NLP for just the first level of intent understanding and then they identify the underlying cause by running a series of diagnostic tests and providing appropriate fixes.

The best thing about our conversational cobots is that they tell you what they are doing while they are doing it, thus updating you with the progress. Watch this [two minutes video](#) to understand how Anakage cobots work.

FEATURE HIGHLIGHTS

OF ANAKAGE CONVERSATIONAL COBOTS

ONLINE

Anakage online conversational cobots are web-based widgets that can be plugged into the client's preferred web applications and Anakage's Self-Service Portal (SSP).

OFFLINE

Even in the absence of an internet connection, users can fix technical issues using the Anakage desktop app that houses the NLP in local storage.

OMNICHANNEL SUPPORT

With API integrations, the online cobot hosted on Anakage's SSP can integrate with many collaboration tools like Teams, Whatsapp or any of the client's web applications for a seamless user experience.

AUTOMATIC UPDATES

As the NLP model keeps reading and analyzing ITSM data it picks newer IT issues and trains cobots, thus avoiding the burden of ongoing training.

ADMIN CONSOLE

Admin console enables you to customize the training for cobots with content specific to your organization and integrate with ITSM tools. It also provides chat transcripts and analytics reports.

SECURE SERVERS

The conversational engine of the online cobot is stored at the server which can be OnPremise. Because no third-party NLP is involved, the cobots reduce the bandwidth requirement and ensure end-to-end data security and control.

ABOUT ANAKAGE

Anakage has helped clients improve their employee's user experience, reduce system and employee downtime, and improve the efficiency of their IT help desks. Anakage's state-of-the-art CoBotic solution is a power-hybrid of the best features of all the service desk automation and digital adoption solutions available in the market. It is way faster, cheaper, and more secure. The proactive module works offline and integrates with a myriad of applications.

GET IN TOUCH

Email: contactus@anakage.com
 Website: www.anakage.com

PHONE

USA: +1 (201) 928-5551
 UK: +44 1202 078676
 India: +91 86 1865 7122