

dashbot

# Conversational Data Cloud™

See the real  
conversation.

## Reduce Your Failure and Escalation Rates by More Than 35%

Chatbot and voice users often use short-hand, abbreviations, or other short forms of communication (slang, idioms, sarcasm, negative sentiment) to communicate with bots, leaving a bot completely bewildered about what the compressed messages mean. Because of this complexity of human language, it is impossible to predict every way your users will speak with your bots. *As a result, over 50% of chatbot sessions fail.*

Businesses need to immediately identify mishandled and unhandled intents, and upgrade their training data that can be fed back into bot. Otherwise, bots will continue to experience mishandled intents or fallback intents, piling up work for operational teams and leaving customers feeling frustrated.

### Conversational Data Cloud™

Dashbot helps you improve your chatbot performance by:

Assessing the current state of the bot.

Identifying and prioritizing the highest impact tactics to improve:

- » NLP accuracy
- » Containment/deflection rate
- » Customer satisfaction
- » Overall cost-savings and business impact

intuit.

**35.3%**  
Reduction in  
Not Handled Rate

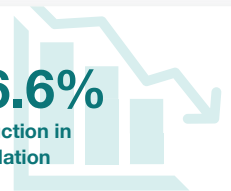
**57%**  
Reduction in  
Escalation



GoDaddy

**68.2%**  
Reduction in  
Not Handled Rate

**46.6%**  
Reduction in  
Escalation



**“Dashbot has helped us gain a deeper insight into how our bot works. They have also helped us understand our engagement and try to work on getting our retention higher.”**

intuit.  
quickbooks

Cameron Irwin  
Conversation Framework Team

# Key Capabilities

## Data Explorer

Understand frequency and performance over time.

Measure the ROI of your chatbots related to fallback, purchase/conversion, escalations/failures, engagement, retention, or CSAT/NPS.

- » **Activity Insights** | Engagement, retention, sessions, time of day.
- » **Conversational Insights** | Messages in/out, context before/after messages, transcript view by message.
- » **Intent Insights** | User utterances by intent, transcript view by intent.

## Conversational Search

Slice and dice conversational data by various filters.

Answer specific questions on trends in your conversation data.

Search by specific intent, users, message, specific phrase or intent, transcripts based on specific filter criteria/events, custom field.

## Cause & Effect Analysis

See the causes for each step along the conversational path and the resulting effect: completion, failure or escalation.

View all transcripts related to a specific cause & effect path.

# Benefits & Business Impact

## Optimize Existing Bots

### Reduce Failure Rate by up to 68.2%

Identify new use cases, intent and training phrases to reduce mishandled and not handled rates.

### Reduce Escalation Rate by up to 57%

View the transcripts of the use cases that led to escalation — or that were contained — in order to identify the most common intent journeys that cause your users to escalate.

### Increase CSAT

Surveys provide you the ability to obtain feedback directly from your users, with a 30% response rate compared to just 2-3% response rate on email.

## Virtual Data Science Team in Your Corner

Dashbot has over five years of data science product expertise to ensure customers see implementation results within weeks versus the typical 18-24 months.

## Centralize Conversational Data

Chatbot data is complex and comes from many different channels, sources and platforms. Dashbot centralizes all these data sets to provide you insights across your business.

