84+ Billion messages

25,000+ bots & skills
Conversational UI is the Natural Evolution
Conversational Data is Richer and More Actionable

Allows for real-time decision making
Traditional Analytics are not well suited for conversational interfaces

- Tracking mechanisms are different
- Data captured is different
- Processing is different
- New conversational specific reports
Traditional Metrics

Conversational Analytics

Comparison Metrics

Tools to Take Action
Optimize Customer Service Response Effectiveness
Increase Conversions in Commerce Chatbots
Increase Engagement in Voice Skills
Train NLP Models
Message Funnels

Welcome to Global Bank, I can help with account information and finding local branches.

- **Hello**
- **I need help**
- **Anyone there?**

- **account balance**
- **what's my balance?**
- **where's the atm?**
Phrase Clustering

<table>
<thead>
<tr>
<th>message</th>
<th>intent</th>
</tr>
</thead>
<tbody>
<tr>
<td>help me</td>
<td>help_intent</td>
</tr>
<tr>
<td>can you help</td>
<td>help_intent</td>
</tr>
<tr>
<td>help me plz</td>
<td>default_fallback</td>
</tr>
<tr>
<td>help please</td>
<td>help_intent</td>
</tr>
<tr>
<td>I need help</td>
<td>help_intent</td>
</tr>
<tr>
<td>looking for help</td>
<td>search_intent</td>
</tr>
</tbody>
</table>

(not handled)

(mishandled)
Unhandled Messages & Fallback Intents

<table>
<thead>
<tr>
<th>message</th>
<th>intent</th>
<th>status</th>
</tr>
</thead>
<tbody>
<tr>
<td>cancel account</td>
<td>default_fallback</td>
<td>not handled</td>
</tr>
<tr>
<td>cancel my account</td>
<td>default_fallback</td>
<td>not handled</td>
</tr>
<tr>
<td>cancel now</td>
<td>default_fallback</td>
<td>not handled</td>
</tr>
<tr>
<td>cancel please</td>
<td>default_fallback</td>
<td>not handled</td>
</tr>
<tr>
<td>how do I cancel</td>
<td>default_fallback</td>
<td>not handled</td>
</tr>
<tr>
<td>plz cancel</td>
<td>default_fallback</td>
<td>not handled</td>
</tr>
</tbody>
</table>
global financial chat

How do I cancel my account?

You can cancel your account at any local branch or by calling 1-800-####-#####.

Did that answer your question?

[Options: yes, no]

Speak to an agent
Escalations & Containment
User Satisfaction

- Satisfied: 460
- Total answers: 5,755
- Answer rate: 43.72%
Alerts &
Live Takeover