

|Richie Bot

- powered by VertexAI

RB

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| Problem Statement

Chat interaction in the current contact center ecosystem has traditional approach of routing users to human agent. It cannot consider the Interaction a user had with virtual agent upfront. It merely considers the key parameters but won't take the entire context of the conversation. This is applicable for both voice and chat interaction in contact center ecosystem.

Today, the virtual agent interaction happens and during the cal transfer or chat transfer to Human agent, the saved key value pairs is sent during the transfer. Based on those fields routing strategy tries to find the human agent in a given queue. Human agent might not get the entire conversation with the virtual agent, agent completely depends on the key value pairs sent to the desktop.

This brings down the experience the user has in voice or chat channel also the average handling time by agent increases In determining the context and more understanding of the customer query.

Solution

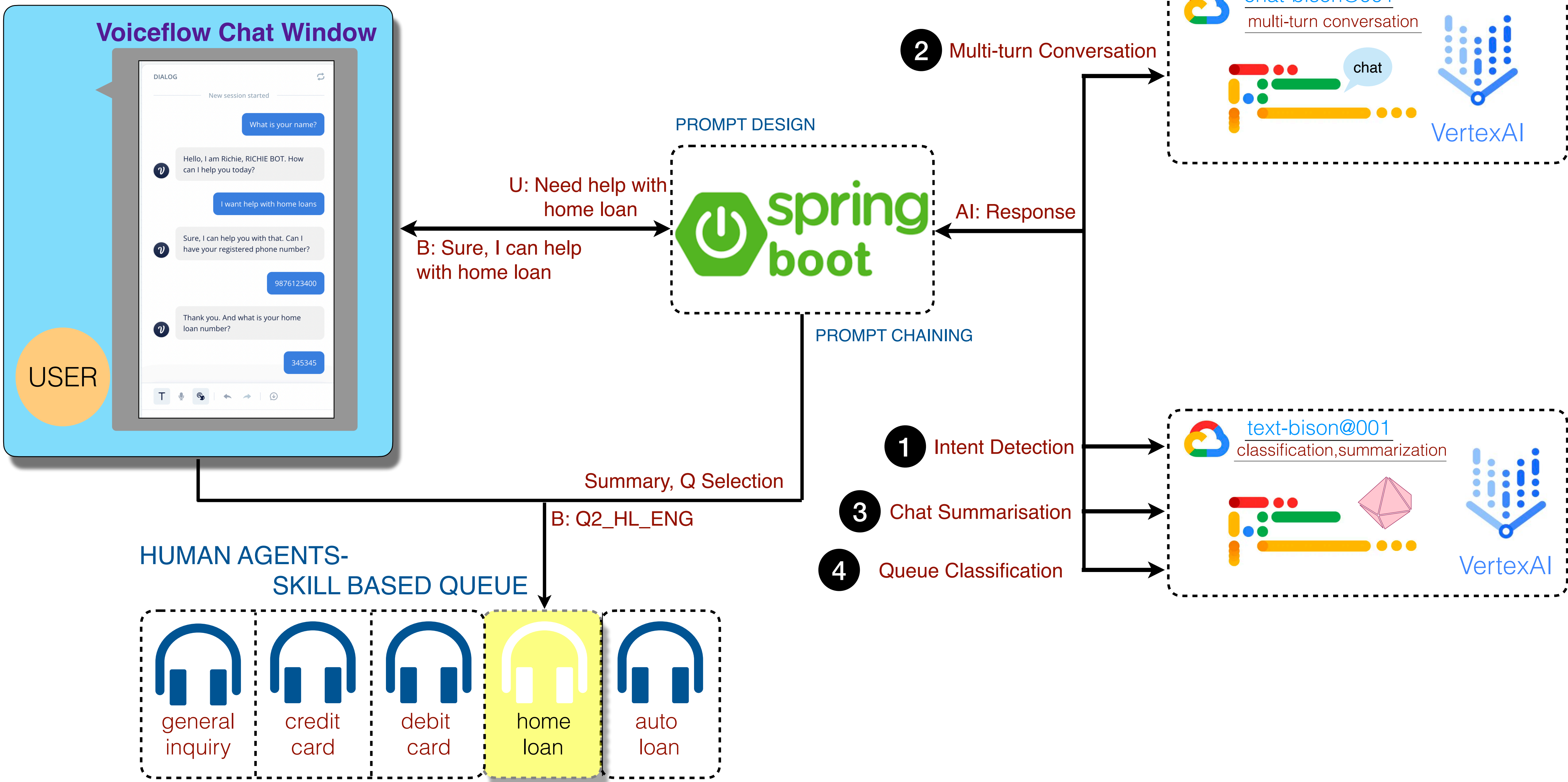
Chat interaction can be elevated to a different fashion leveraging AI skills in right way.

With simple prompt designing, the AI systems can understand the actual human query and at the same time by providing the context, role, Queue description available, AI system can easily determine the right queue this interaction needs to be transferred. We can combine the agent availability, skills like language, domain knowledge in determining the right queue and agent to handle the interaction.

This is similar to having a human in loop, understanding the conversation and providing the best agent group with knowledge of each queue.

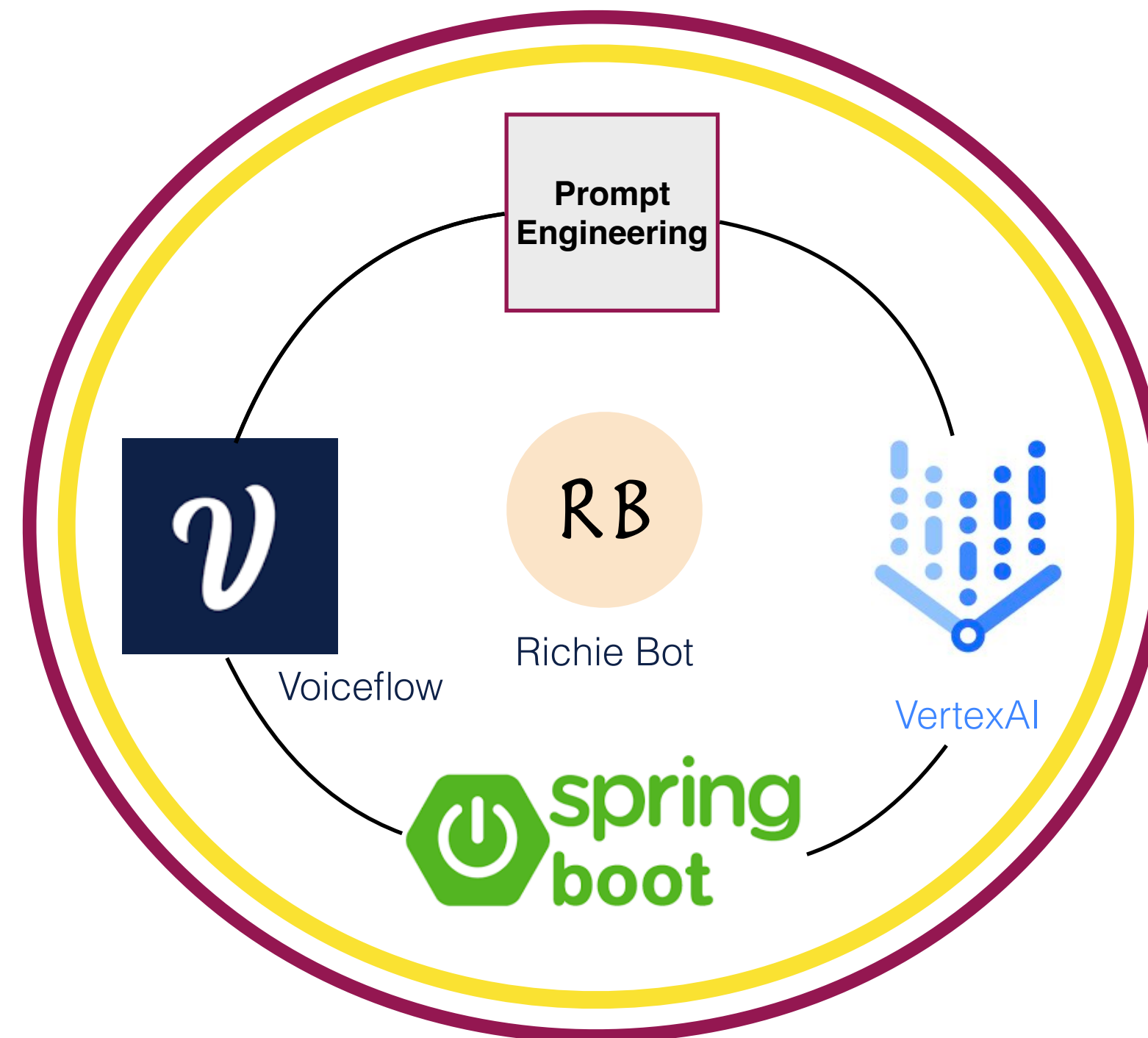
Model	Usage
TEXT-BISON-001	Identifying Intent from the user utterance or text input
CHAT-BISON-001	Generate the dialog & providing human like conversation between user and the bot.
TEXT-BISON-001	Classification, Summarisation, Queue Detection

SYSTEM DESIGN: INTERACTION OF COMPONENTS

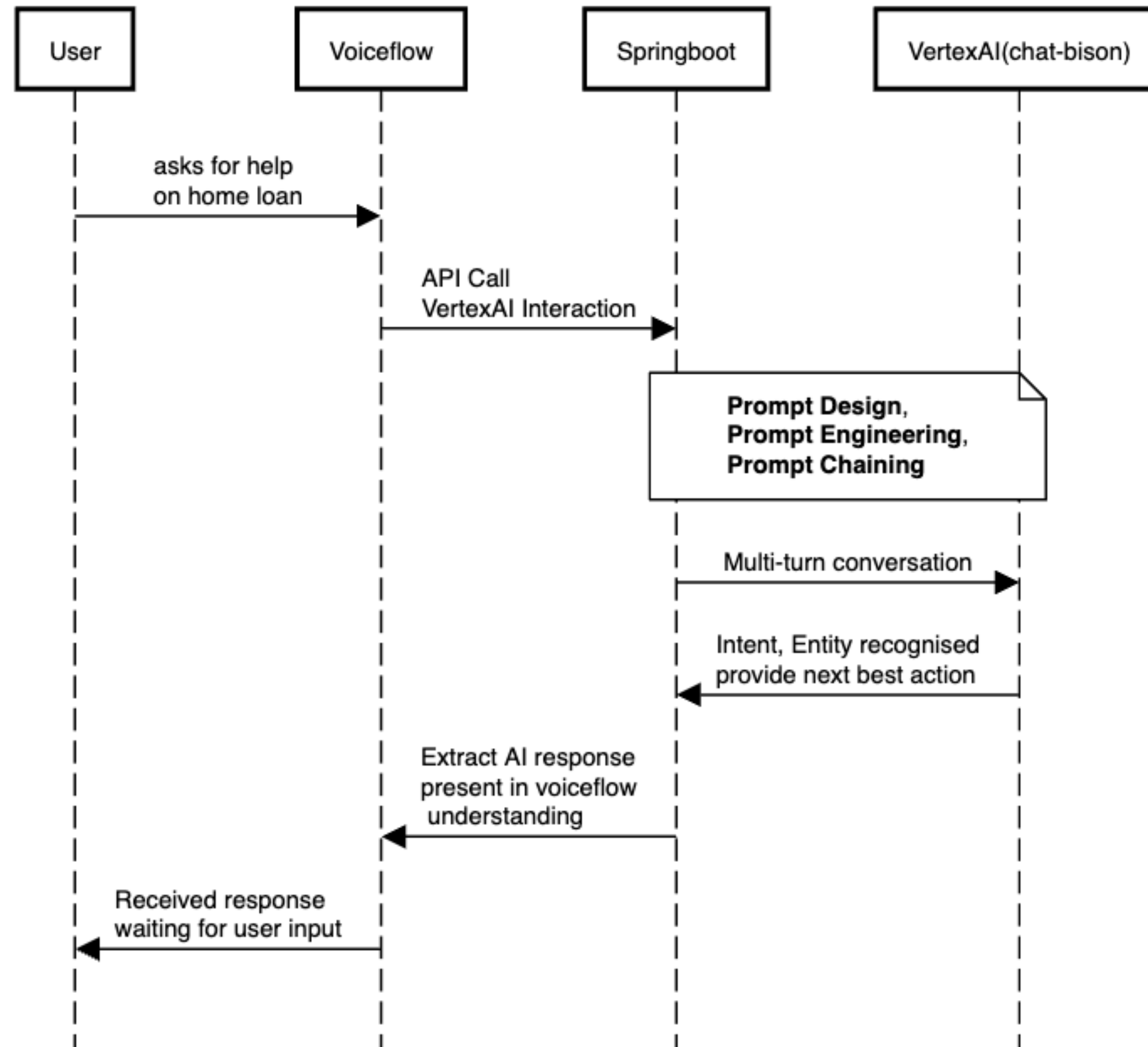


Technology Stack

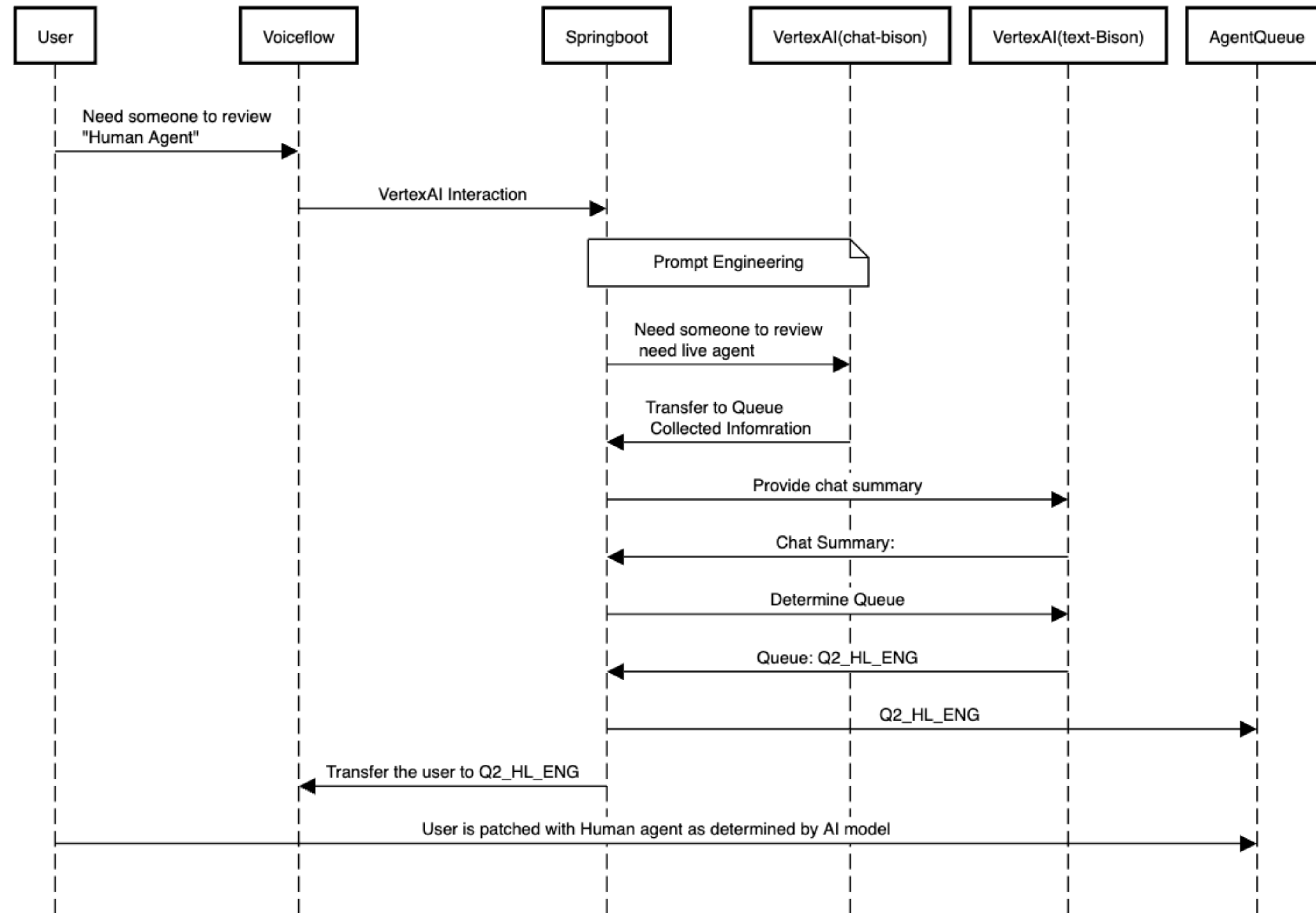
- Voiceflow - Chat flow development
- Springboot - middleware, facade layer for VertexAI
- Google VertexAI - text-bison-001, chat-bison-001 models
- Prompt Engineering - Intent, Classification, Summarisation



Sequence Diagram - Multi-turn chat usecase



Sequence Diagram - Transfer to agent usecase



DEMO

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Thank you

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