

Re: Feedback on Chatbot Demo, 22nd March 2017

TW

Tsui, Wayne

Thu 23/03, 17:42

Robin Glen <robin.glen@ynap.com>; Sbai, Aouss; In, Jie; +1 more



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Sent Items

Robin,

It is great, thanks for taking the time to write the feedback!

Wayne

From: Robin Glen <robin.glen@ynap.com>**Sent:** 23 March 2017 17:23:02**To:** Tsui, Wayne**Cc:** Sbai, Aouss; In, Jie; Irina Tsyganok**Subject:** Re: Feedback on Chatbot Demo, 22nd March 2017

Hi ok,

Here is something feel free to use it how you like.

We were really impressed with the showcase of the MVP chatbot. The focus on the API means the application can be used in multiple scenarios, not just the website but could be used on our native apps and even with the other R&D projects – this is a huge plus for us. They have concentrated on two key areas, Customer Care with FAQs and personal shopping.

Customer Care

This is a huge area for us where dealing with customers calls has a tangible cost to the company, this has massive business value. We asked some simple questions and mostly got valid responses. Going forward we would like the system to understand more natural language and less fixed questions and return more snappy / granular responses.

Product Recommendations

Conversational commerce is currently the next big market with integration with Facebook, What's app, Siri, Alexa and Google home all massive e-commerce goals. The teams API which allows the client to show product lists and key products, it even included use of natural language filters like cheapest. This is great however the instant products is not a huge step away from search, we would like to see a more conversational approach and remain in the context of the conversation offering the customer feedback loops I.e: "This item is popular in red would you like to see it".

Frontend.

We also got shown the frontend client consuming the code. The UX and UI looked great, really easy to use and a design pattern customers would be used to. We are really happy with how this works and have supplied some information on how it could be implemented within the NAP site furniture, we look forward to seeing this happen.