



# TKC Intelligent Bot - Datasheet



## Overview

The TKC Intelligent Bot is a powerful and flexible chatbot solution. Using state of the art technologies from Oracle, the Oracle Mobile Cloud Enterprise, TKC digital offers you the best solution for natural automated conversations with your customers. We help you to answer your customers' questions first time right while utilizing customer questions as opportunities. That's how you create loyal customers.

## 7 key features:

### Conversational UI

With the TKC Intelligent Bot solution you can easily create conversations that help your customers. By using Artificial Intelligence (AI) and Natural Language Processing (NLP) powered by Neural Networks and Machine Learning, the TKC Intelligent Bot can easily detect what the user is trying to achieve (their intent) and any other relevant things mentioned in their chat message. All it takes to define an intent is a few sample phrases (utterances). Once defined, you can use an intent to train your TKC Intelligent Bot. The built-in testing tool allows you to iteratively train and test your Bot to get the required results.

Not only can user intent be detected, the context of the conversations can also be maintained. This allows you to define the necessary conversational flows and sub-flows. You can control every step, which allows you to create a conversational style well-suited to your customer base.

With the power of Custom Components build in Node.js, it's easy to fetch data and perform transactions through API's to backend systems. You can let the TKC Intelligent Bot carry out any tasks that your API's provide. In this way, you can seamlessly integrate the TKC Intelligent Bot into your existing system architecture.

### What's included?

- Artificial Intelligence (AI)
- and Natural Language
- Processing (NLP) powered
- by Neural Networks

Chatbot:  
Hi, how can I help you?

Customer:  
What is your return policy?

Chatbot:  
You can return your purchase within 30 days.

Customer:  
Thank you

## Knowledge management

When you use the TKC Intelligent Bot solution on top of the Oracle Service Cloud suite, you will have the tools to successfully integrate the TKC Intelligent Bot into your knowledge solution. The TKC Intelligent Bot can be easily connected to the Knowledge Foundation API using node.js modules and can be used to:

- Search through the knowledge base.
- Link intents to specific answers / knowledge items.
- Provide answer feedback.

## Case management

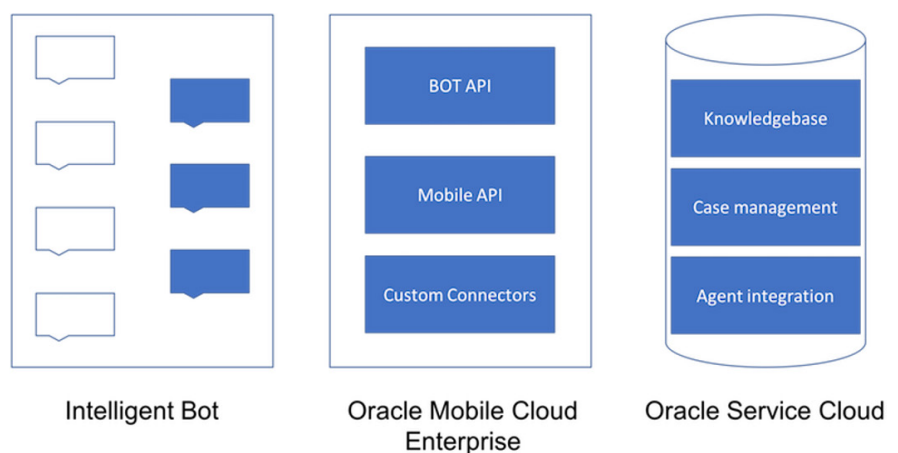
With the Oracle Service Cloud integration, the TKC Intelligent Bot can handle your case management just as a human agent would. Your customers will have fast access to their cases and any other pertinent information. When the TKC Intelligent Bot can't give a direct answer, or when the question requires additional assistance, the TKC Intelligent Bot can provide the following options:

- Initiate case creation.
- Provide the option to update a case.
- Get the current status of the case.

## Agent integration

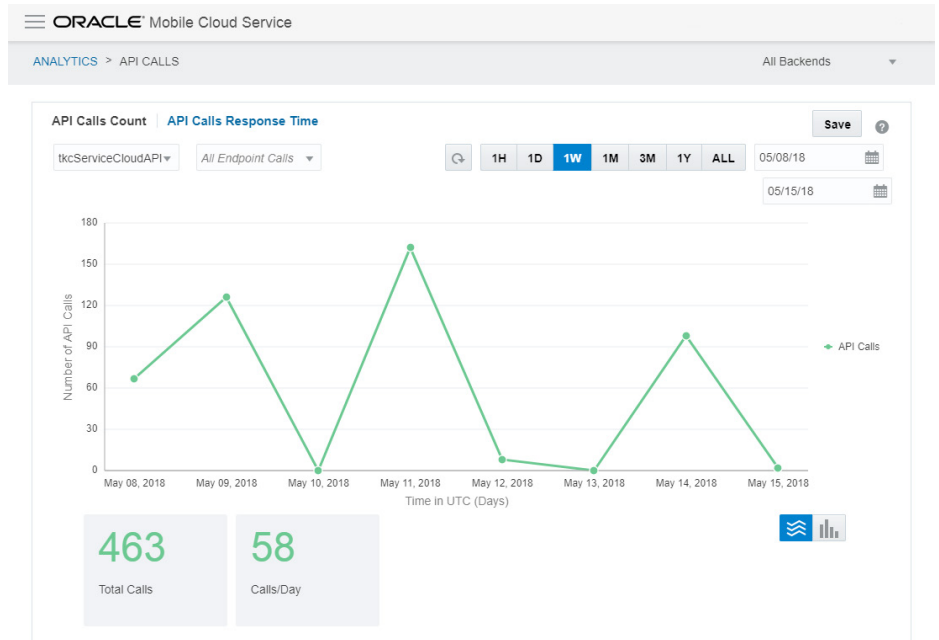
Owing to its seamless integration with Oracle Service Cloud and the possibilities within the TKC Intelligent Bot, a customer can be easily transferred to a live (human) agent. When a customer has specific answers, it might be preferred that a human agent takes over the conversation. There are several scenarios where the human agent can do this.

- The intent that the customer gives triggers a conversational flow that requires a human agent to step in.
- The customer can request talking to an agent.
- Human agent can monitor bot conversations and intervene when needed.



## Analytics

The Oracle Mobile Cloud Enterprise provides all the analytic tools you need to develop a deep understanding of customer behavior, so you can efficiently engage with them to drive key business goals. Included are a set of rich tools for analyzing, monitoring, and optimizing the TKC Intelligent Bot. It provides up-to-the-minute, detailed insights into what users are doing — using actual behavioral data — to take the guesswork out of what’s working, and what isn’t. You can then take action based on these insights to optimize your solution.



## Additional features

- Connect to any system using industry standards such as REST and SOAP.
- Use popular messaging apps like Facebook Messenger, Slack and Kik to interact with the TKC Intelligent Bot.
- Use JavaScript and Node.js to create and extend open-source node.js modules for interaction with API's.
- Sophisticated usage and performance analytics with customizable dashboards providing actionable insights.

## Benefits

- AI powered NLP for Intent and Entity detection.
- Configurable and reusable connectors that define policies around APIs securely connect to external systems.
- Support for OAUTH2, SSO with external identity providers and social logins.
- Behavioral analytics by tracking usage and conversational metrics.
- Service level analytics to detect execution anomalies, locate failed calls, analyze conversations and identify performance issues.