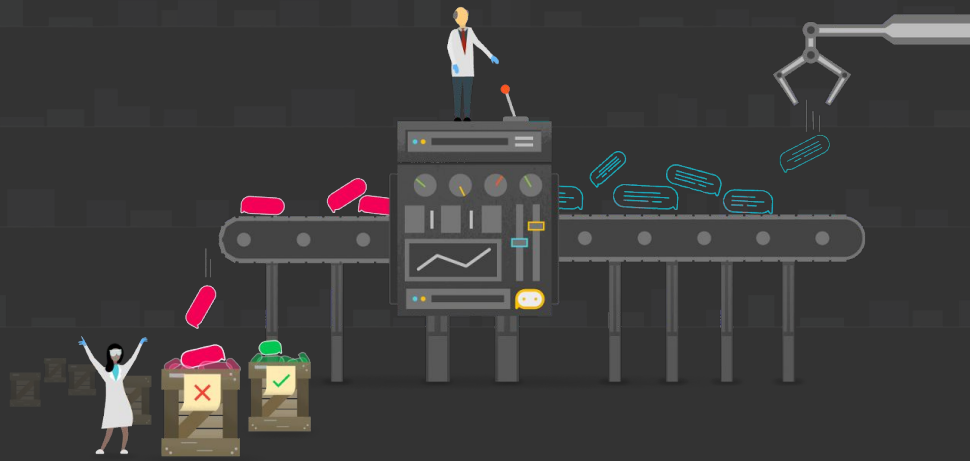
How to Save Time Optimizing Chatbots

Ofer Ronen
GM, 💬 Chatbase
@oferronen



Chatbase

Versatile and human-like bots are hard to build

21% of CIOs have investments in conversational interfaces*

Gartner's 19th annual CIO survey, Oct 2017

By 2021, **>50%** of enterprises will spend more to build bots than apps*

Gartner Top Strategic Predictions for 2018 and Beyond, Oct 2017

> *Releasing a bot is tricky. You have no idea what will work and how well. In particular as the user base grows, conversation variations and expectations expand rapidly.”*

FITWELL

Ahmet Taha Sakar, CTO
(fitness bot)

“UMM” errors often frustrate bot users

U*nsupported,*

M*isunderstood,*

M*issed*

request errors

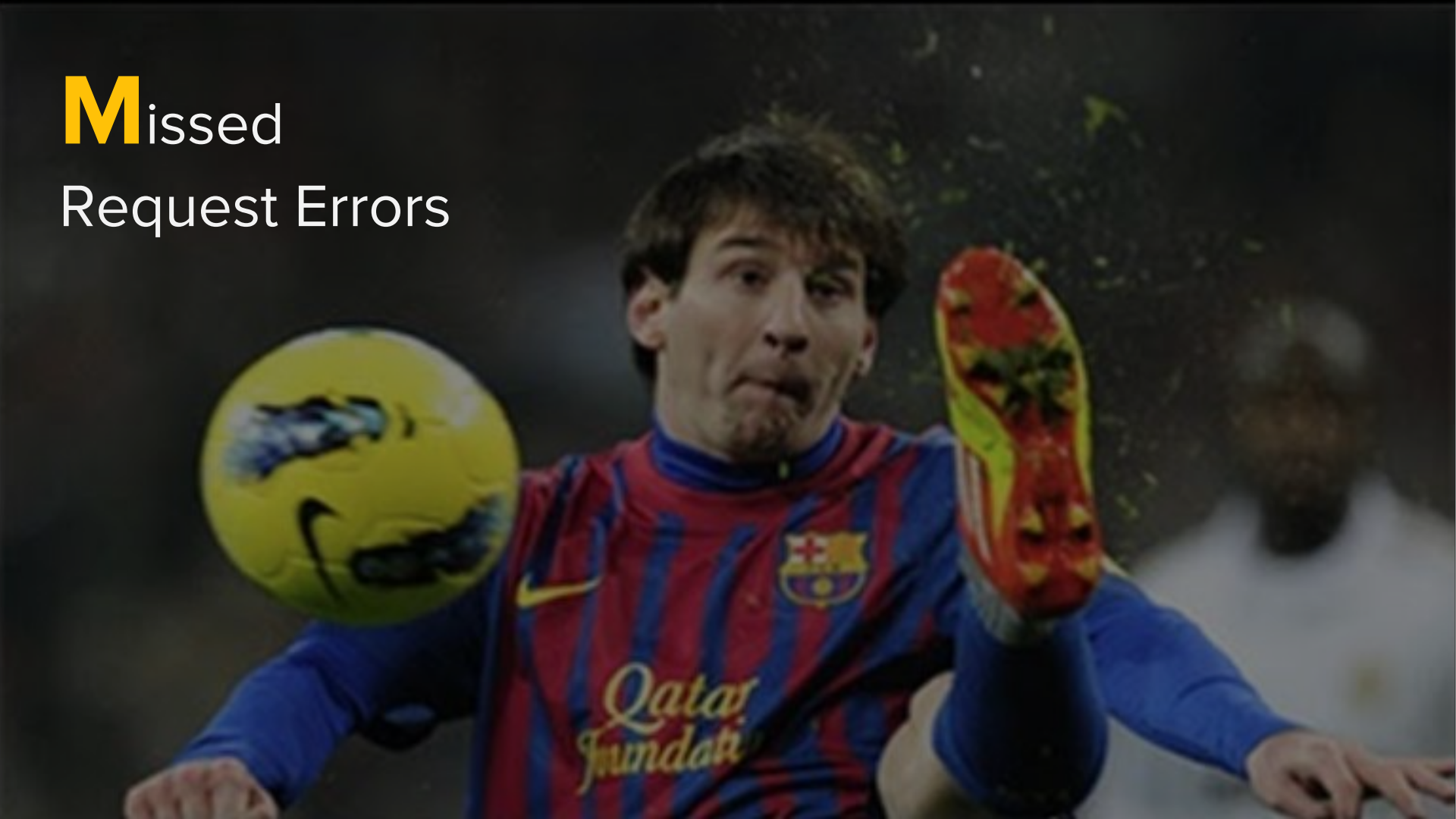
12%
of requests

Unsupported
Request Errors

Misunderstood Request Errors

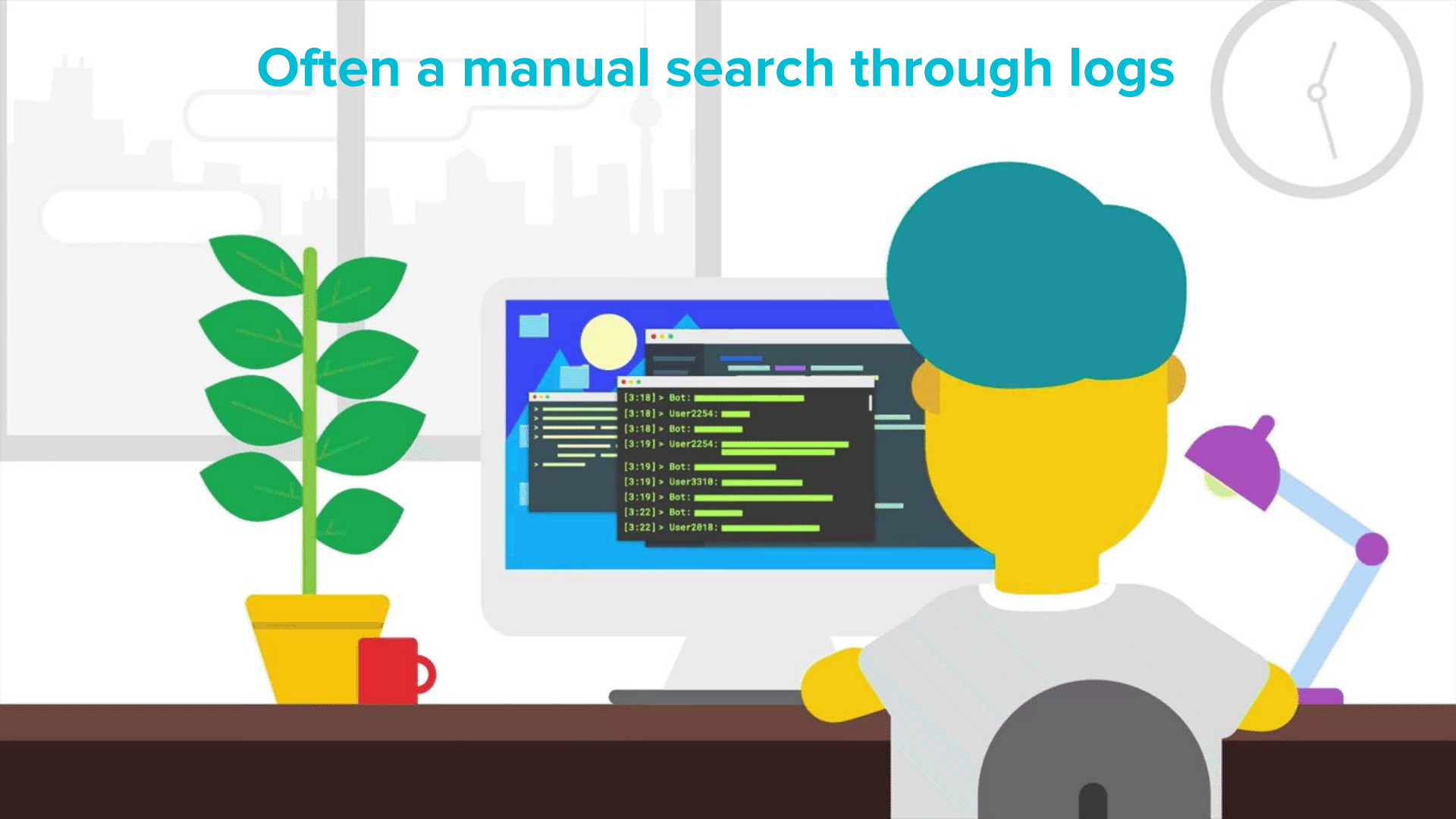
Missed

Request Errors



*Fixing “**UMM**” errors*
is time consuming

Often a manual search through logs

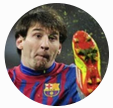


Machine Learning can help

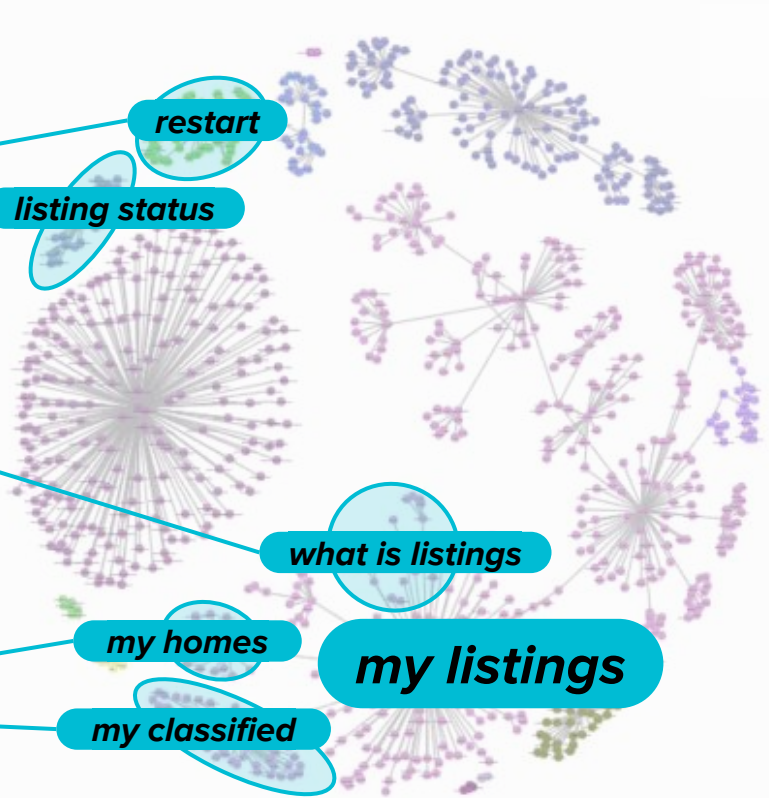
Cluster Requests

Unsupported

Misunderstood



Missed



*Disclaimer: not representative of the Chatbase UI

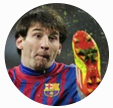
Suggest Intents

Unsupported

<Suggest **New** Intents>

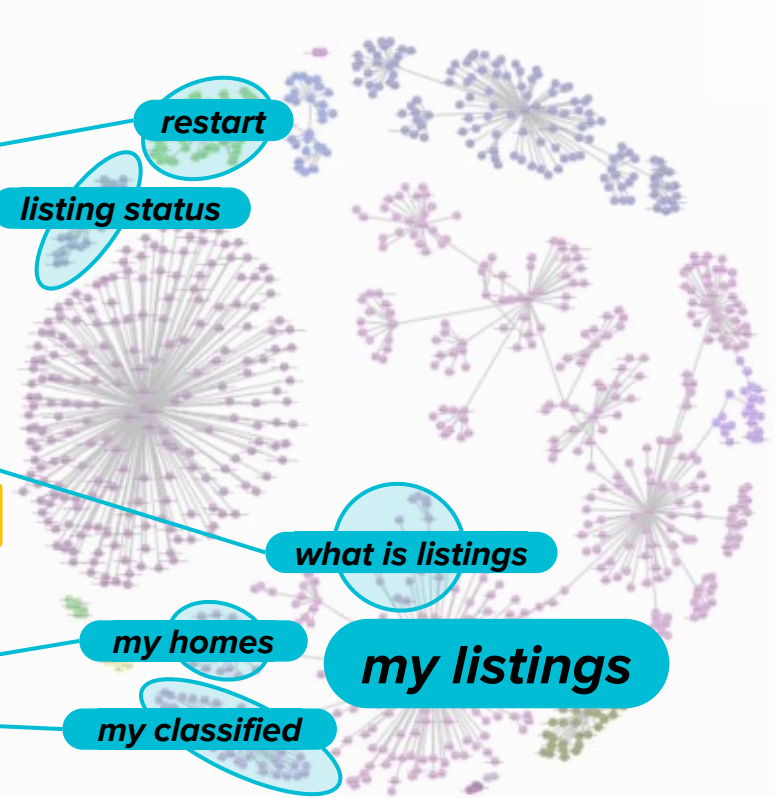
Misunderstood

<Suggest **Alternate** Intents>



Missed

<Suggest **Existing** Intents>



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Suggest Intents

Unsupported

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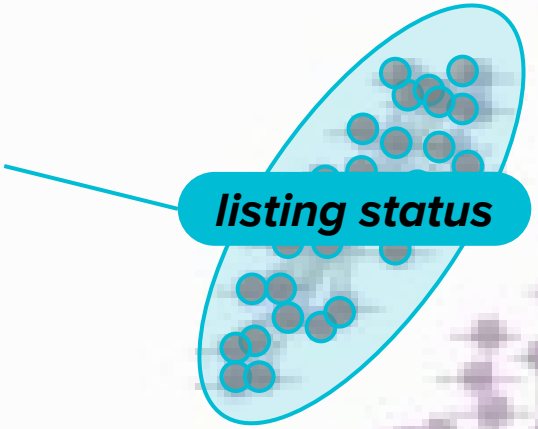

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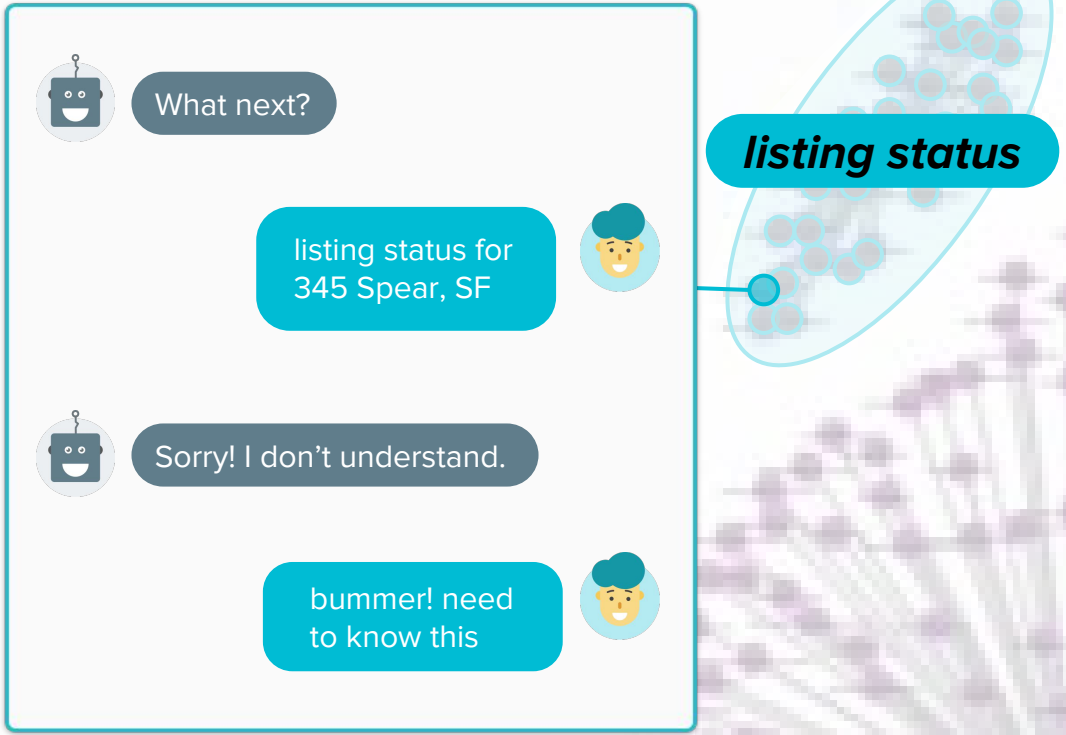
Review Transcripts



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Chatbase leverages
Google's ML capabilities to
solve "**UMM**" errors

Thank you!

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