

WiseBot

White paper

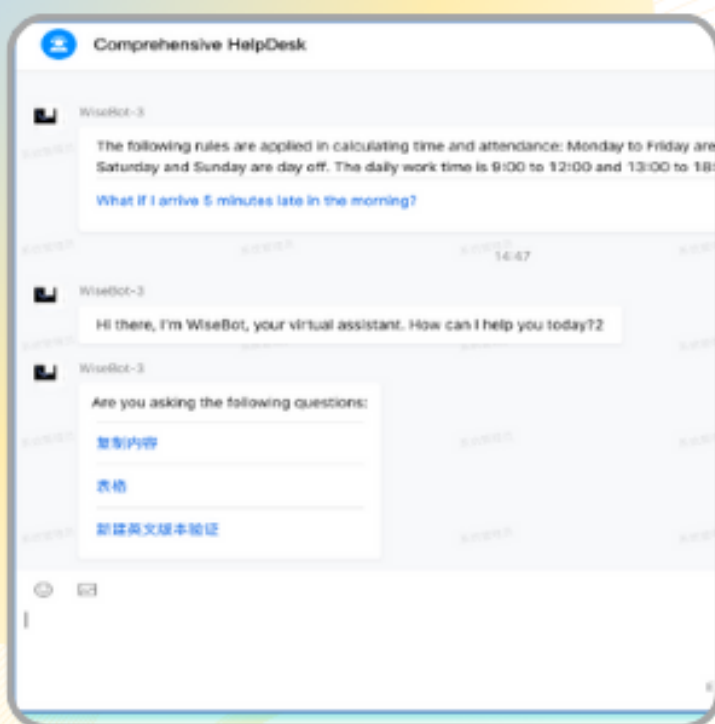


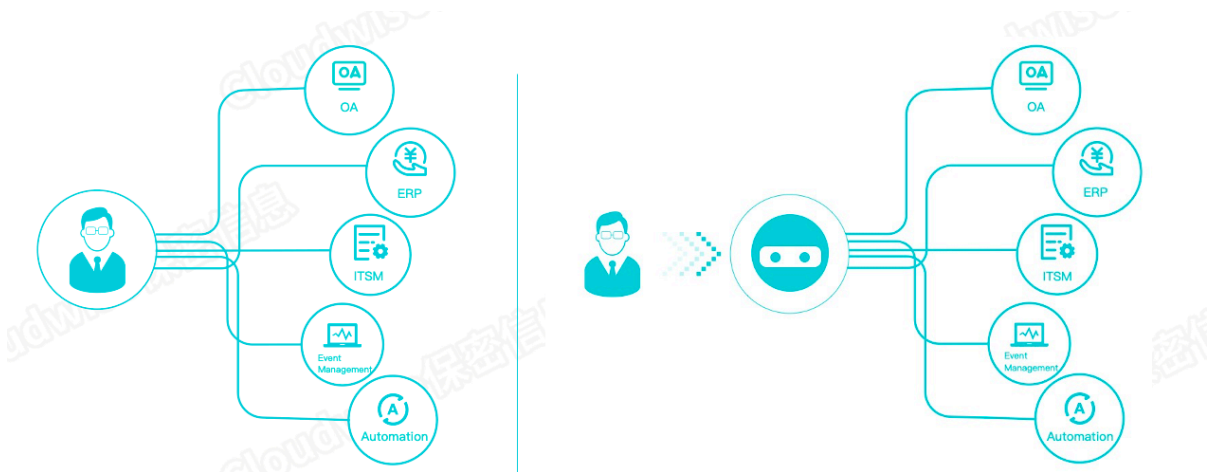
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Background

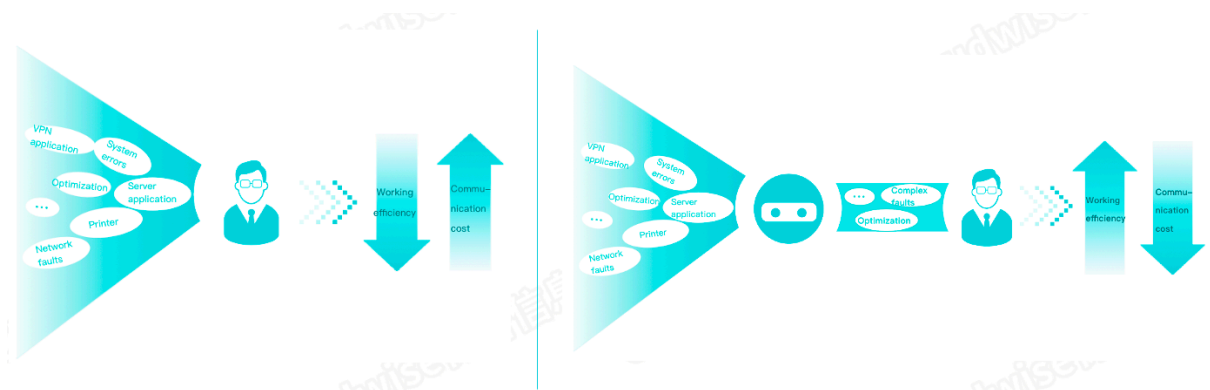
Multiple systems without a unified portal

Under the development of enterprise digitalization, the time spent by employees to get familiar with various internal systems are increasing together with more and more business systems involved. Employees do not have a unified portal and have to deal with problems in different scenarios through multiple systems.



Repeated and simple Q&A adding to communication cost

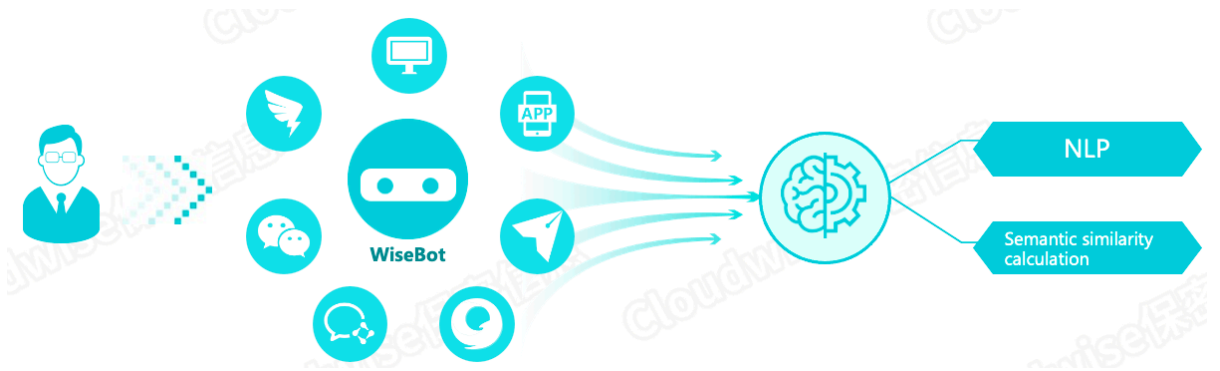
Operations personnel are frequently asked about repeated and simple questions such as resource application and troubleshooting, leading to low efficiency and high communication cost. Therefore, operations personnel cannot focus on the work with more values.



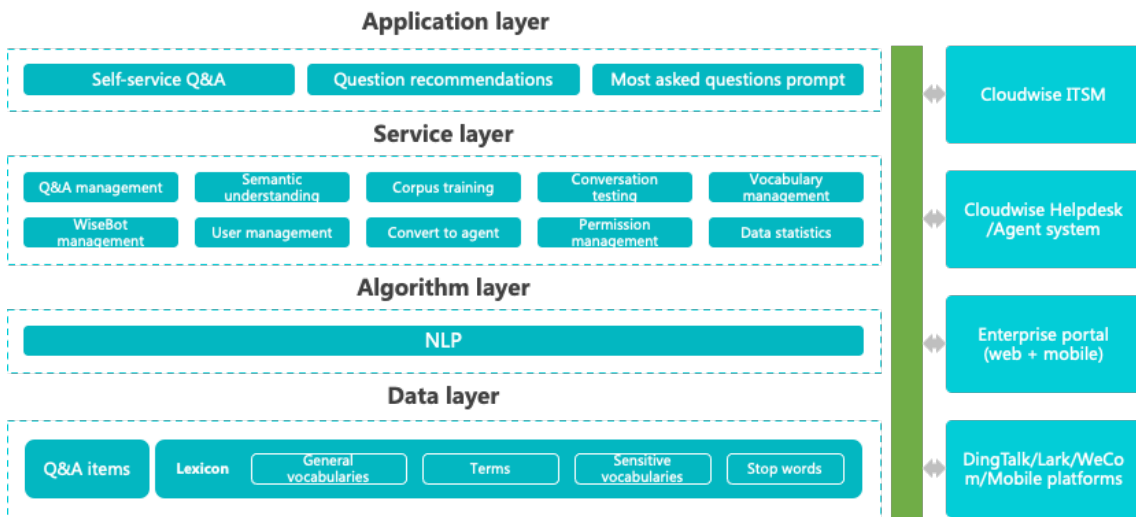
Product definition

WiseBot is a product providing 24/7 self-service Q&A for users through media such as web, instant messages (IM), and mobile apps based on technologies such as Natural Language

Processing (NLP) and semantic similarity calculation. This can improve flat coordination, increase communication efficiency, reduce human cost, and finally achieve efficient operation.



The following figure describes the product architecture of WiseBot.



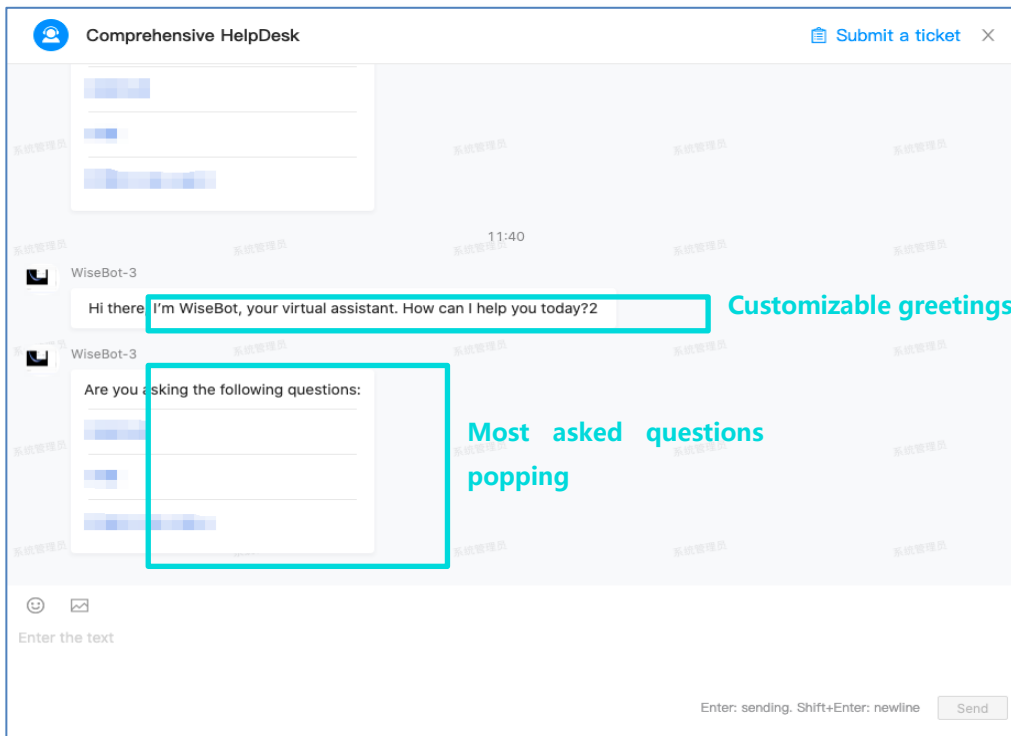
Product functions

Intelligent Q&A

The **intelligent Q&A** function enables users to communicate with WiseBot through conversions in natural languages.

- **Customizable greetings**

Provide customizable greetings for WiseBot to welcome users as an agent when they enter the IM page.

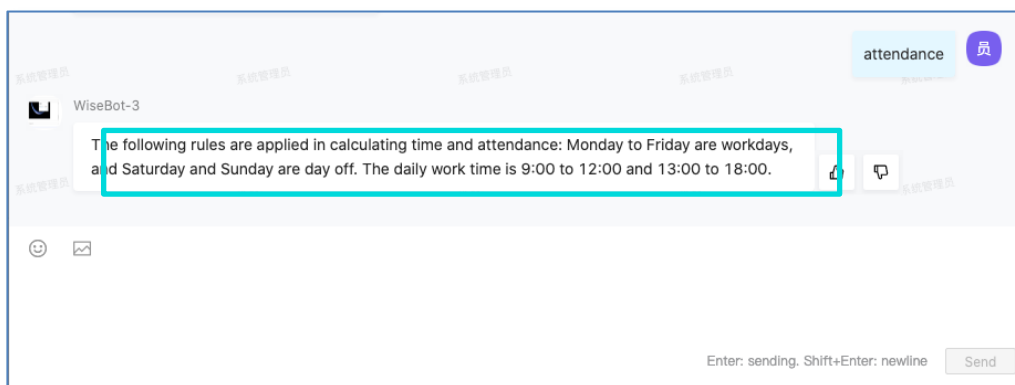


■ Most asked questions popping

Sent users the most asked questions to improve conversion efficiency. The questions popped can be customized.

■ Standard responses

After the user sends a question, the question is matched with questions in the Q&A categories. If a question is matched, the corresponding answer is sent.



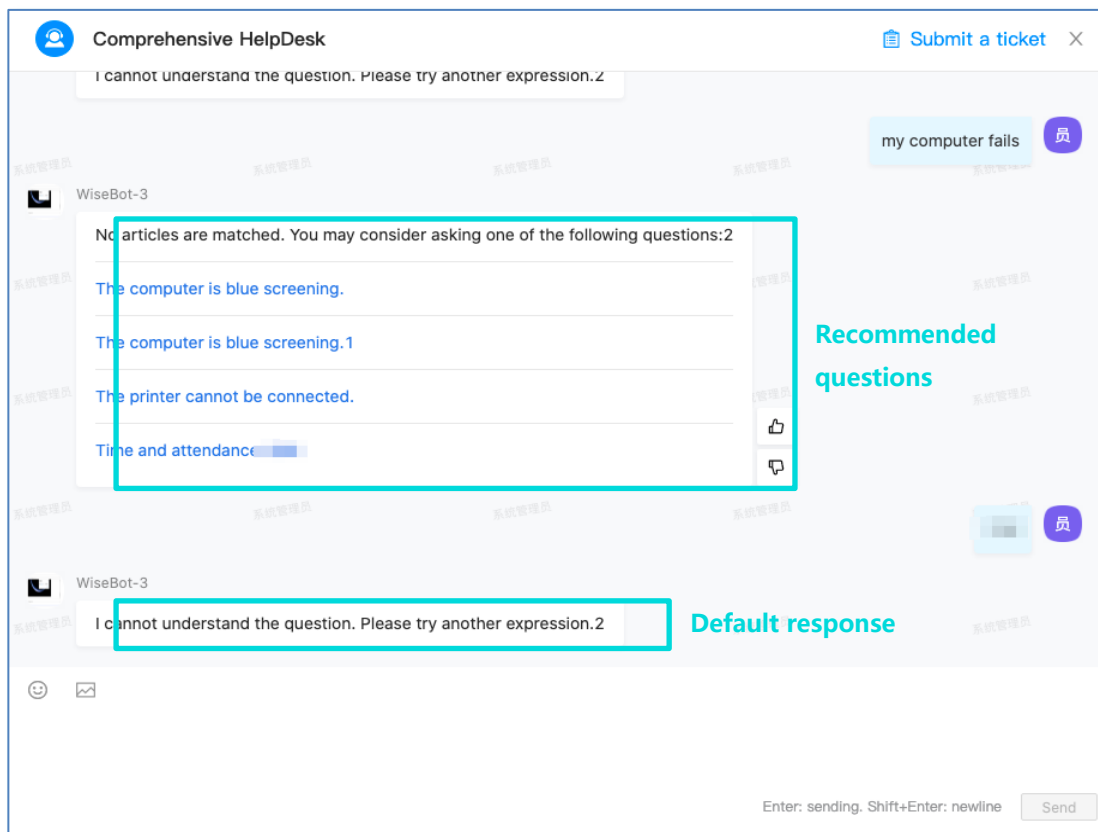
■ User reviews

Allow users to review on the answer sent by WiseBot as a feedback for the Q&A service. Operations personnel can then optimize the Q&A service based on the review.



■ **Recommended questions**

When the user sends an ambiguous question, WiseBot will send a list of recommended questions for the user to find the desired question easily.



■ **Default responses**

When the user sends a question that is not covered in the Q&A categories of WiseBot, the default answer is sent to tell the user that WiseBot is currently unable to answer this question. The default response can be customized.

■ Guided Q&A

Allow users to associate Q&A items. When the user sends a question that have associated Q&A items, the answer of the specific question and the list of the associated Q&A items are both sent by WiseBot.

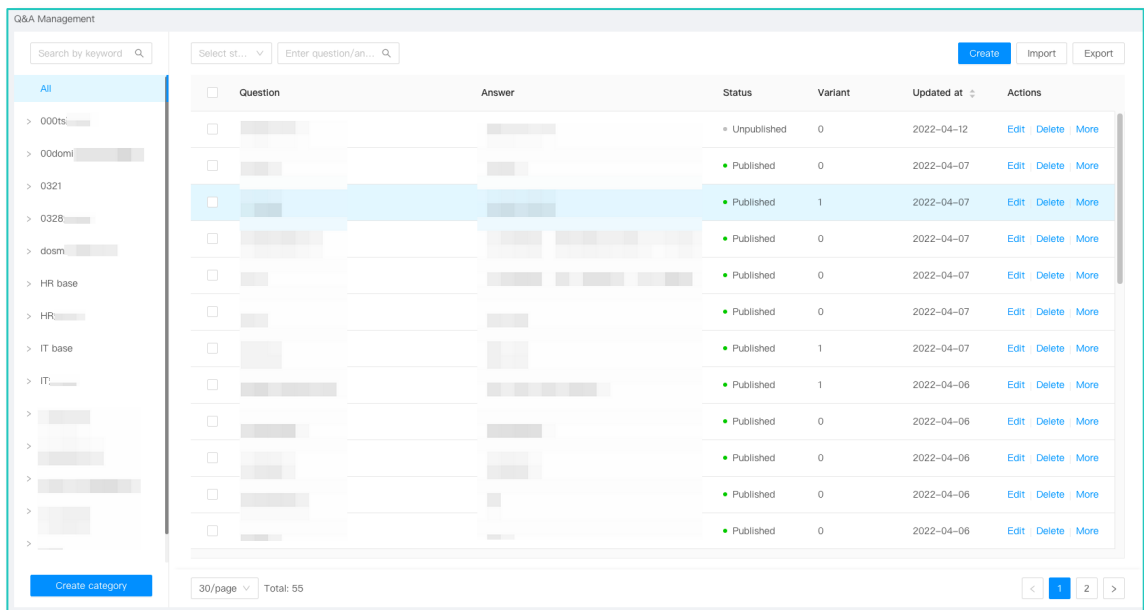
During interaction, WiseBot can guide the user to select questions to finally find the desired question.

WiseBot training

The **WiseBot training** function can store and manage resources applied to WiseBot in the Q&A categories, so that WiseBot can recognize questions in different expressions.

■ Q&A management

Support the management of Q&A categories. Users can define Q&A categories based on business fields. Q&A items can be stored and published to provide support for knowledge consumption of WiseBot.

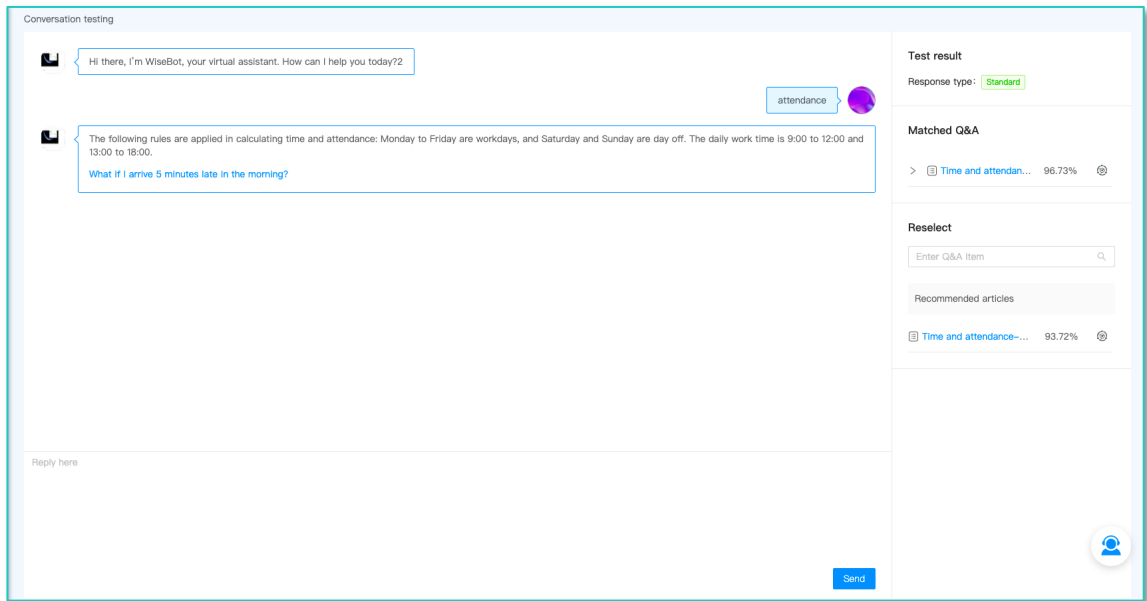


The screenshot shows the 'Q&A Management' interface. It features a search bar, a 'Create category' button, and a table of Q&A items. The table has columns for 'Question', 'Answer', 'Status', 'Variant', 'Updated at', and 'Actions'. The 'Status' column shows 'Unpublished' and 'Published' items. The 'Variant' column shows '0' and '1'. The 'Updated at' column shows dates from 2022-04-06 to 2022-04-12. The 'Actions' column includes 'Edit', 'Delete', and 'More' options. A sidebar on the left lists various categories like '000ts', '00doml', '0321', '0328', 'dosm', 'HR base', 'HR', 'IT base', and 'IT'. At the bottom, there is a pagination control showing '30/page' and 'Total: 55'.

| Question | Answer | Status | Variant | Updated at | Actions |
|------------|------------|-------------|---------|------------|------------------|
| [Redacted] | [Redacted] | Unpublished | 0 | 2022-04-12 | Edit Delete More |
| [Redacted] | [Redacted] | Published | 0 | 2022-04-07 | Edit Delete More |
| [Redacted] | [Redacted] | Published | 1 | 2022-04-07 | Edit Delete More |
| [Redacted] | [Redacted] | Published | 0 | 2022-04-07 | Edit Delete More |
| [Redacted] | [Redacted] | Published | 0 | 2022-04-07 | Edit Delete More |
| [Redacted] | [Redacted] | Published | 0 | 2022-04-07 | Edit Delete More |
| [Redacted] | [Redacted] | Published | 1 | 2022-04-07 | Edit Delete More |
| [Redacted] | [Redacted] | Published | 1 | 2022-04-06 | Edit Delete More |
| [Redacted] | [Redacted] | Published | 0 | 2022-04-06 | Edit Delete More |
| [Redacted] | [Redacted] | Published | 0 | 2022-04-06 | Edit Delete More |
| [Redacted] | [Redacted] | Published | 0 | 2022-04-06 | Edit Delete More |

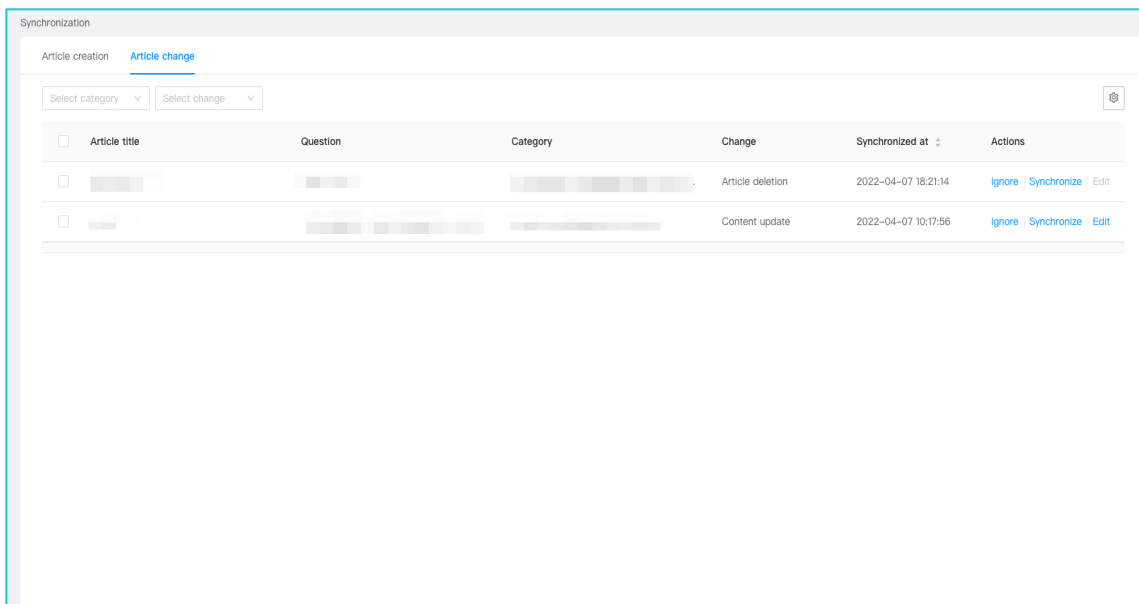
■ Testing

AI trainers simulate user behaviors to test Q&A conversations, and analyze and train WiseBot based on the test results.



■ Synchronization

Support the synchronization of articles from Knowledge Base to WiseBot, satisfying data consumption in different scenarios as well as reducing the maintenance costs on knowledge.



Conversation logs

The **Conversation logs** function provides details of conversations between users and WiseBot. The content and types of responses as well as user feedback are displayed for the

operational personnel to view details of conversations. This way, the Q&A service can be optimized based on data such as the answer matching results and user feedback.

Conversation Logs

2022-04-01 00:00:00 - 2022-04-12 23:59:59 Advanced Export

| Question sent at | User question | User ID | Response type | Response content | Question | Feedback | Category | Similarity | Actions |
|---------------------|---------------|---------|---------------|------------------|------------|----------|------------|------------|-------------------------|
| 2022-04-07 14:51:44 | [Redacted] | 3 | Standard | [Redacted] | [Redacted] | Null | [Redacted] | 100.00% | Details |
| 2022-04-07 13:23:20 | [Redacted] | 3 | Default | [Redacted] | -- | Null | -- | -- | Details |
| 2022-04-07 13:23:08 | [Redacted] | 3 | Standard | [Redacted] | [Redacted] | Helpful | [Redacted] | 100.00% | Details |
| 2022-04-07 13:22:44 | [Redacted] | 3 | Default | [Redacted] | -- | Null | -- | -- | Details |
| 2022-04-07 13:22:21 | [Redacted] | 3 | Default | [Redacted] | -- | Null | -- | -- | Details |
| 2022-04-07 12:10:22 | [Redacted] | 3 | Standard | [Redacted] | [Redacted] | Null | [Redacted] | 100.00% | Details |
| 2022-04-07 12:01:22 | [Redacted] | 3 | Default | [Redacted] | -- | Null | -- | -- | Details |
| 2022-04-07 12:01:20 | [Redacted] | 3 | Standard | [Redacted] | [Redacted] | Null | [Redacted] | 100.00% | Details |
| 2022-04-07 12:01:19 | [Redacted] | 3 | Default | [Redacted] | -- | Null | -- | -- | Details |
| 2022-04-07 12:01:18 | [Redacted] | 3 | Recommenda... | [Redacted] | -- | Null | -- | -- | Details |
| 2022-04-07 12:01:15 | [Redacted] | 3 | Recommenda... | [Redacted] | -- | Null | -- | -- | Details |
| 2022-04-07 12:01:10 | [Redacted] | 3 | Standard | [Redacted] | [Redacted] | Null | [Redacted] | 100.00% | Details |

< 1 2 3 >

Most asked questions

The **Most asked questions** function shows the most popular questions within a specific period. Users can filter most asked questions based on categories to facilitate operational personnel focusing on popular questions and maintaining the questions.

Most asked questions

Categ... 2021-09-11 - 2021-10-11 Export

| Question | Category | Matched ti... |
|------------|-----------------|---------------|
| [Redacted] | [Redacted] | 30 |
| [Redacted] | [Redacted] | 23 |
| [Redacted] | [Redacted] | 5 |
| [Redacted] | [Redacted] | 4 |
| [Redacted] | [Redacted] | 3 |
| [Redacted] | lynn [Redacted] | 2 |
| [Redacted] | [Redacted] | 2 |
| [Redacted] | [Redacted] | 2 |
| [Redacted] | [Redacted] | 2 |
| [Redacted] | [Redacted] | 1 |
| bug-335 | [Redacted] | 1 |
| [Redacted] | [Redacted] | 1 |

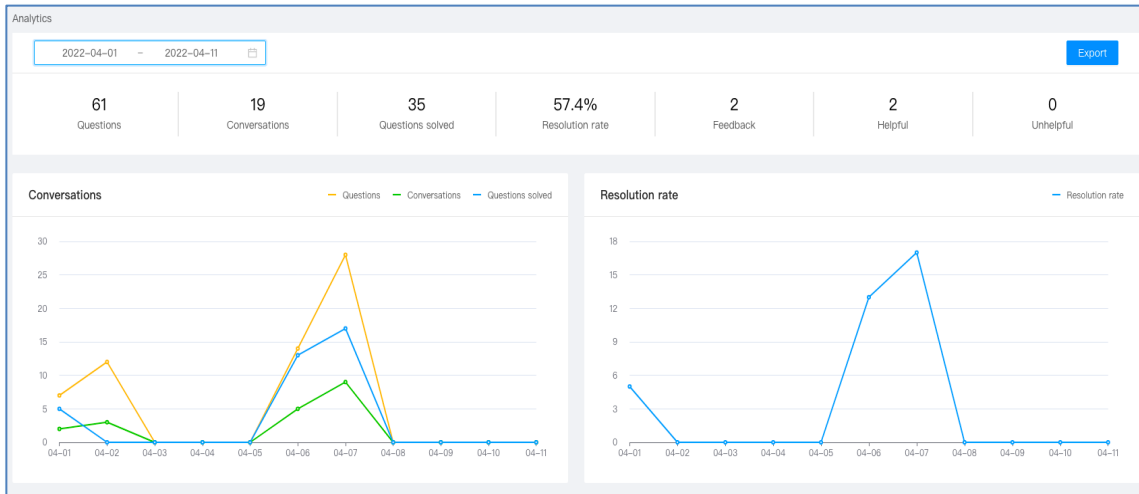
30 items/page Total: 27 < 1 >

Conversation analytics

The **Analytics** function provides statistics on conversations including visual conversation statistics, trends, and detailed information within a specific period.

■ Conversation trend

Allow operations personnel to view questions and conversations within a specific period and obtain the user count of WiseBot based on the conversation trend.

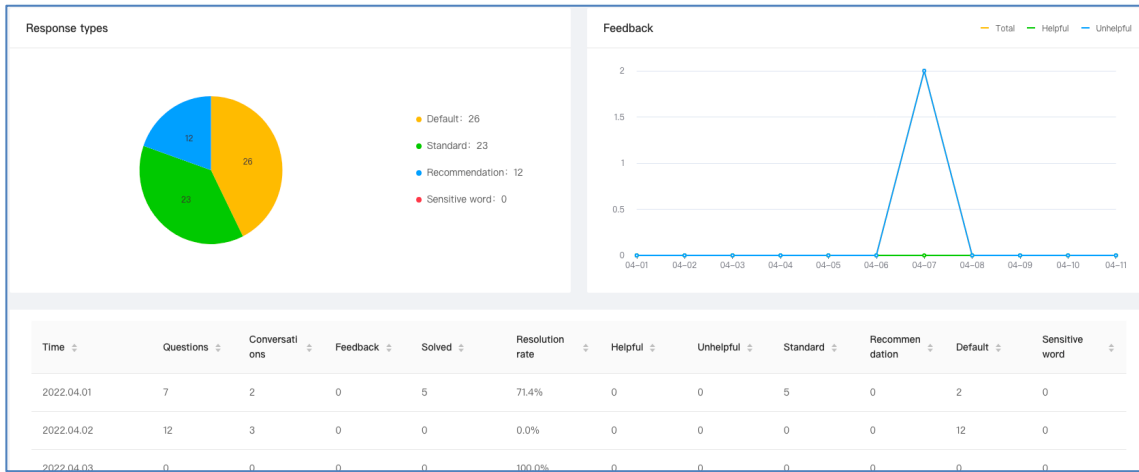


■ Resolution rate

Show comprehensive data based on user reviews and WiseBot responses, presenting rate of questions answered.

■ Response types

Allow operations personnel to check whether answers and question variants match user questions based on the chart of response types and train WiseBot more effectively.



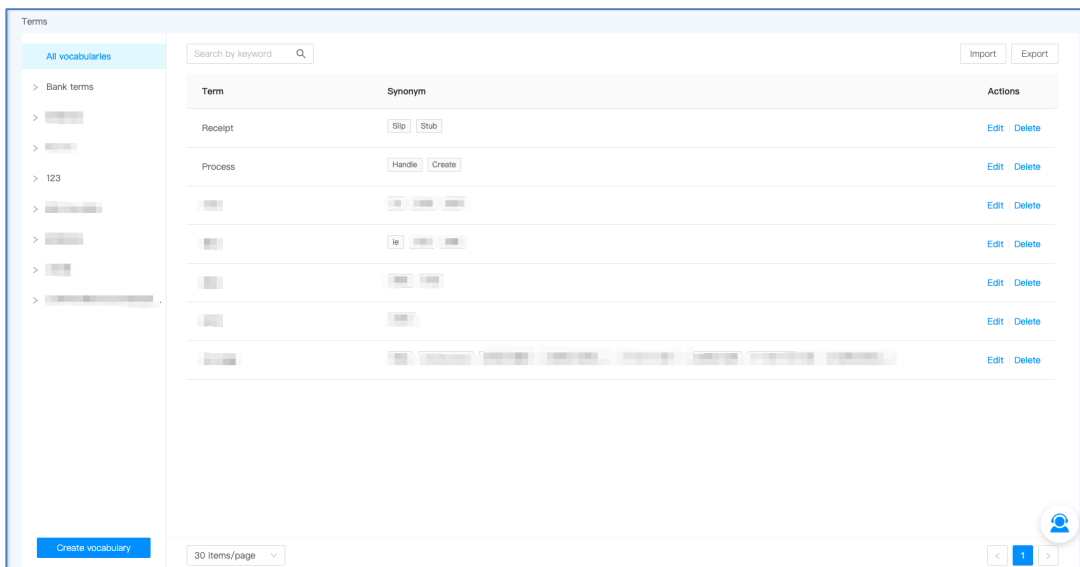
■ **Feedback trend**

Show statistics on user feedback about WiseBot to present performance of WiseBot service.

Lexicon

The **Lexicon** function allows users to specify and manage terms and sensitive words.

- Identify more expressions of questions based on the specified terms and synonyms

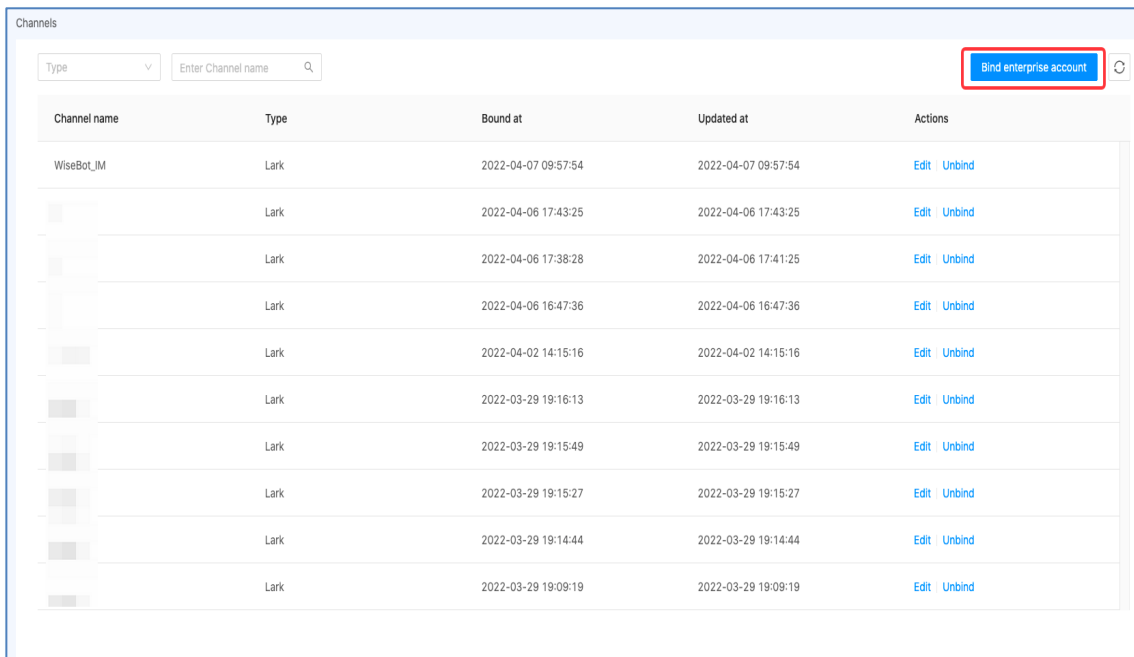


- Respond to questions with sensitive words based on specified sensitive words and the corresponding responses.



Channel management

The **Channels** function supports the connection between WiseBot and lark through field settings. After the settings are configured, enterprise users can communicate with WiseBot in lark.



Product features

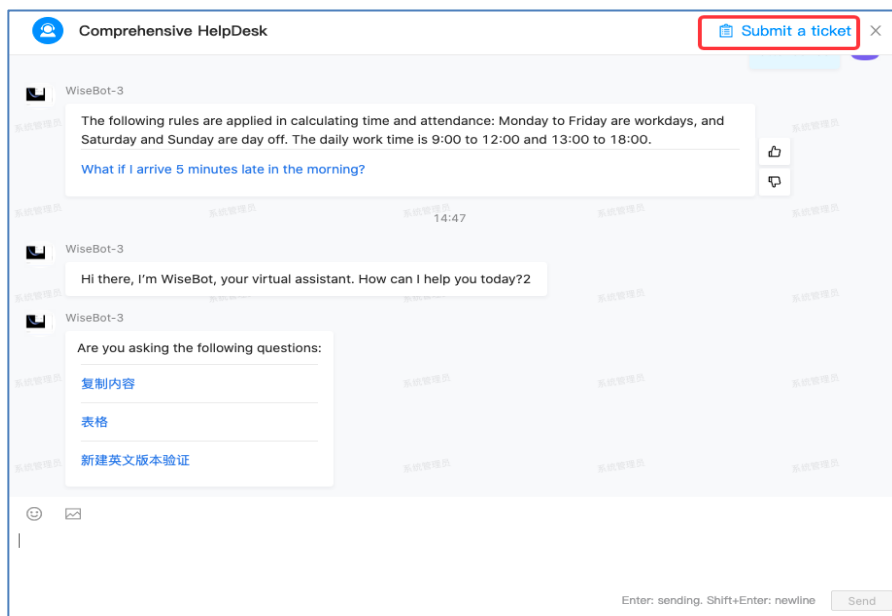
WiseBot VS Traditional knowledge base



Integrated with Cloudwise ITSM

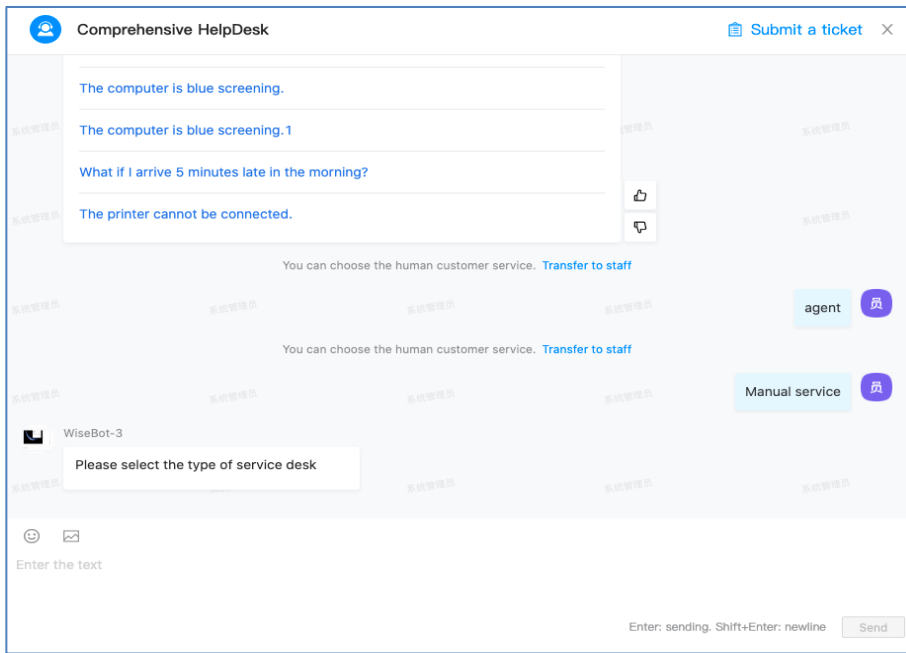
■ Submit tickets through WiseBot

Unsolved questions can be submitted through tickets. Tickets can be associated with Q&A items or created based conversations.



■ Convert to agents

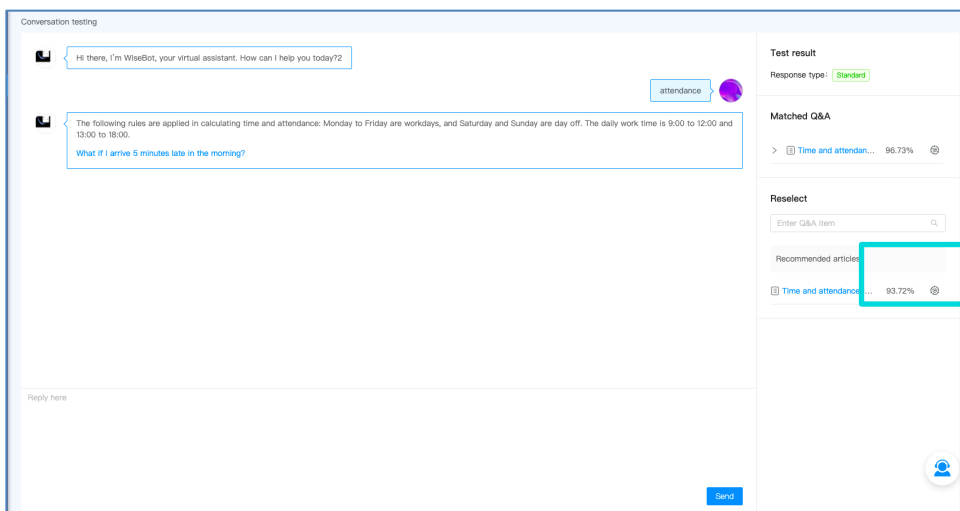
When a question is not covered in the Q&A categories of WiseBot, the user is told that WiseBot is not able to solve the question currently and prompted to convert to agents.



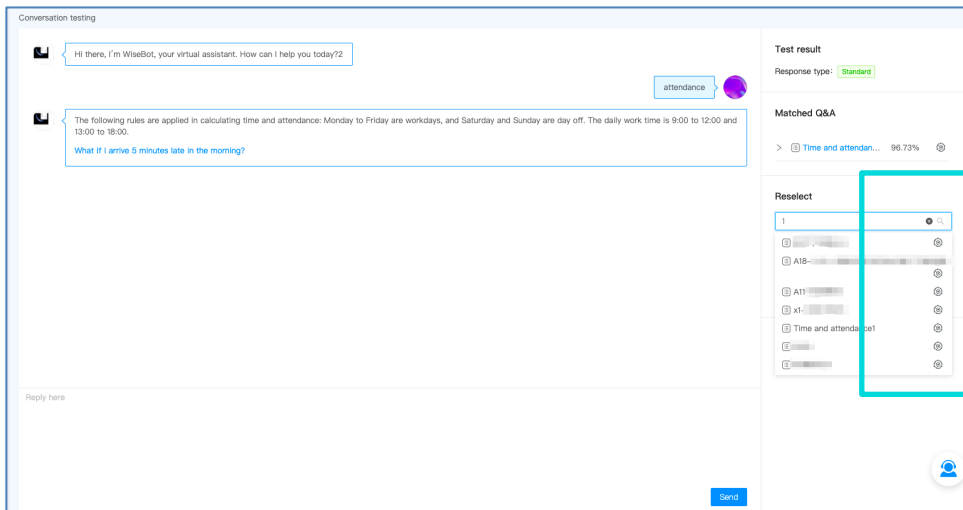
Train WiseBot with a single click

Training strategies are matched based on response types. Users can train and debug WiseBot based on their own needs anytime.

- Train WiseBot based on recommended Q&A items



- Search for specific Q&A items to train WiseBot



Product values

■ Change interaction modes

Integrated with internal systems, provides a unified portal for users through the IM technology, changes interaction modes, and improves working efficiency.

■ Reduce communication costs

Implement intelligent Q&A based on NLP, solve 80% simple user questions, reduce the communication cost of operations personnel, and finally improve working efficiency.

■ Ensure service quality

Provides 24/7 consecutive Q&A service to meet user needs in different scenarios.