



CONFERÊNCIA INTERNACIONAL APCC 2019 3 de junho de 2019 | Centro de Congressos do Estoril

CONTACT CENTERS PORTUGAL:
**A Cornerstone
of the Economy**

apcc 
associação
portuguesa de
contact centers

Raise Your Bot

Altitude Software, June 2019



Design Training by Example

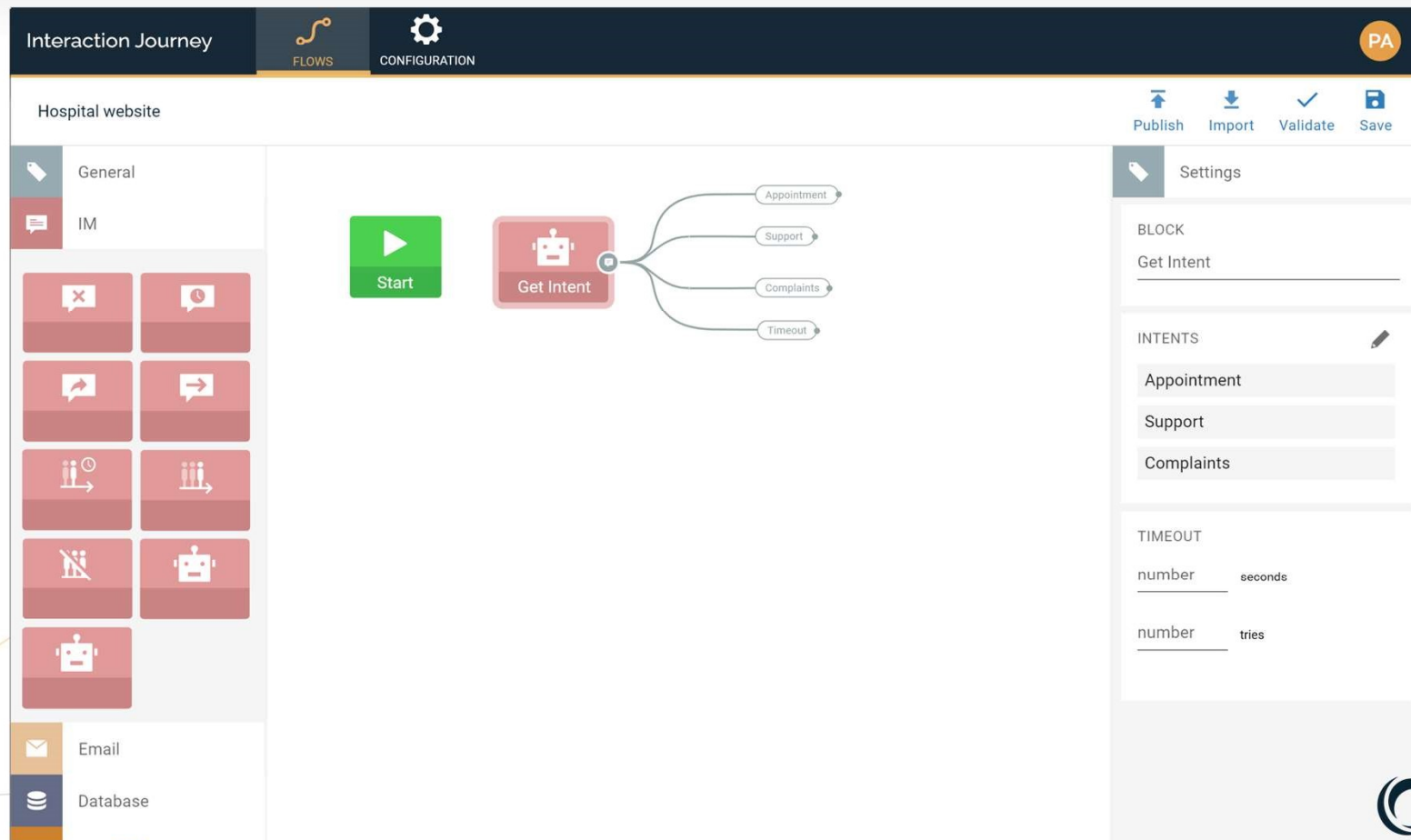


Design

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Interactions Flow

 FLOWS

 CONFIGURATION

 INTENTS

AV

Restaurant

 PUBLISH  IMPORT  VALIDATE  SAVE

General

IM

Disconnect clock

Divert Send

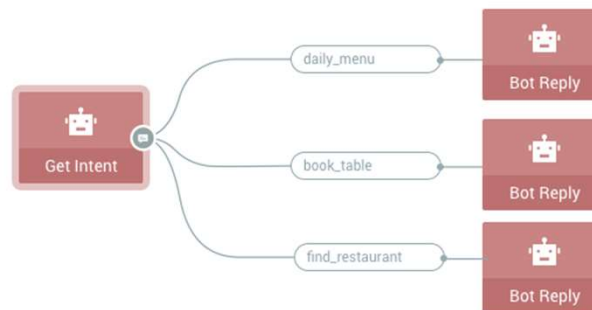
Get Intent Dequeue

Enqueue Wait Queue

Email

Database

Events



PROPERTIES

Block

Get Intent

INTENTS +

restaurant_menus

restaurant_booking

TIMEOUT

Number seconds

Number tries

 altitude

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Interaction Journey Bot Block

Uses

Accessible to most users

No developments skills required

Start simpler

Update when needed

Gains

Quick

Dev & Deployment

Adaptability

Re-use



Design







Training

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Agent   With chat 36s 

**Chez Marion**


Aretha Douglas
Talking 00:36



HISTORYCONTACT INFOSCRIPT

 Chez Marion


 Rated 



Today

 Joe


 Comment "A warm welcome 🙏 to ..."



Yesterday

 Joe


 Comment "A warm welcome 🙏 to ..."



Yesterday

 Joe


 00:03:28



April 27

 Alice J


 Subject: Reservation



April 13

 Victor


 00:01:56



Feb 14

 Alice J


 00:00:02



Feb 14

 Alice J


 Comment "Dinner 🍴 for two spec..."



Feb 14



 Victor


 00:02:02



Jan 22


 Joe

 MORE

 Aretha Douglas 17:50
What do you have today?



 Chez Marion Bot 17:50
I am sorry but I didn't understand, can you repeat?

 Aretha Douglas 17:50
What are your today's specials?








 Chez Marion Bot 17:50
I am transferring to an Agent to better assist you

17:51


Hello my name is Ava, in which restaurant do you wish to the menu?



Write a message...



KNOWLEDGE BASE

Find articles... 

Best Practices

Take away

Promotions


Today's Specials

Cuisine

Social Media

Reservations

Groups

 altitude

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BOT Training Mode

Uses

BOTs and Agents

Trainers

Measure

Adapt

Gains

Expertise

Evolution

Controlled Risks

No Limits



Training



by **Example**



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Agent



With chat

1m

AV



Chez Marion

Aretha Douglas

Talking 01:53



MORE



HISTORY

CONTACT INFO

SCRIPT

Chez Marion

f	★	Rated ★★★★★	Today	Joe
f	💬	Comment "A warm welcome 🙏 to ..."	Yesterday	Joe
f	💬	Comment "A warm welcome 🙏 to ..."	Yesterday	Joe
📞	⏪	00:03:28	April 27	Alice J
✉️	⏪	Subject: Reservation	April 13	Victor
📞	⏩	00:01:56	Feb 14	Alice J
📞	⏪	00:00:02	Feb 14	Alice J
f	💬	Comment "Dinner 🍴 for two spec..."	Feb 14	Victor
📞	⏪	00:02:02	Jan 22	Joe

17:51
Hello my name is Ava, in which restaurant do you wish to the menu?



Aretha Douglas 17:52
In Rossio



17:52
Magret de Canard
Duck Breast, Braised Green Lentils, Duck Jus



Poisson Rouge 'A La Nicoise'
Redfish, Fennel, Tomato Confit, Nicoise
Olives, Basil



Aretha Douglas 17:52
That is great, thanks

17:53
Can I book a table?

Write a message...



KNOWLEDGE BASE

Daily Menu Rossio

Rossio Menu 29/05
Marocaine
Carrots, Cous Cous, Moroccan...
[Read more](#)

Rossio Menu 28/05
Ail de Rai 'a la Grenobloise'
Brown Butter, Lemon, Parsley...
[Read more](#)

Rossio Menu 27/05
Cote de Veau Roit
Roasted Bone-in Veal Chop, Beau...
[Read more](#)

Rossio Menu 26/05
Filet Mignon Au Poivre
7 oz Angus Filet, Green Pepper...
[Read more](#)

Rossio Menu 25/05
Magret de Canard
Duck Breast, Braised Green Lentils...
[Read more](#)

altitude



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Knowledge Base Assistant

Uses

Knowledge centric

No code

Monitoring

Training

Gains

Optimization

Instant Deployment

Agents

BOTs



by **Example**





Thank You!