[Infographic] 6 Questions to Ask Chatbot Vendors

How would we summarize the essentials to a great chatbot?

The best can handle natural language with grace, learn from continuous interaction, and escalate efficiently when their limitations are hit. By asking these 6 questions, you can cut the hype and focus on solutions in talks with vendors.

By choosing a chatbot vendor carefully, you'll be rewarded with a chatbot fully equipped for the future. A chatbot that can do so much more than just chat. These bots are self-taught subject matter experts who understand sentiment and intent to provide real service to your customers. They never get frustrated or give up on a difficult customer, and they learn from every interaction.

If you're thinking about implementing an AI-powered chatbot, remember: going in with a deep understanding of your customers and their behavior is key, and your AI solution must be chosen carefully; NLP-based AI with unsupervised learning capabilities will deliver on ROI and customer satisfaction if it's capable of unsupervised learning.

If you're interested in learning more about how AI-based customer service can take ticket deflection from 10% to 60% or more, read our case study here.

If you're ready to take the next step, Setup a call with our team to learn more.

What is Next-Generation Enterprise Search?

Coseer's search solutions are transforming industries from healthcare to finance. Our point-and-shoot AI trains finds answers and insights with 95%+ accuracy within 4-12 weeks - all of this in 100% security. The reason? We founded Coseer on the principle that computers should take care of the boring stuff so that humans can focus on creativity and judgment. To that end, we've built enterprise search solutions to complete complex workflows just as humans would in a fraction of the time. Fortune 500 leaders are using Coseer to speed up and automate their most complex work.

We follow a tactical approach to enterprise search:

- We deliver 95-98% accurate solutions within 4-12 weeks.
- Our solutions deploy entirely behind your own firewall for 100% security, and every decision point is logged for full transparency.
- You add the finishing touches, but our point-and-shoot AI practically trains itself. No more huge training data sets or time wasted annotating and tagging.

Visit our website for in-depth case studies, ROI breakdowns per industry, and other insight.