

# Smart Chatbot Digital Engagement Training



## OBJECTIVES

By the end of the session attendees will be able to:

- ✓ Navigate the Digital Engagement platform
- ✓ Have a basic understanding of NLU
- ✓ Know how to create new intents in the Chatbot
- ✓ Explore and then practice how to build a workflow
- ✓ Clarify how a workflow links to an Intent
- ✓ Discuss the importance of different response choices within the Smart Chatbot
- ✓ Test different responses within their Chatbot by using the “Test Intents” feature
- ✓ Experiment with the “Pre go-live” feature
- ✓ Summarize on how to save and publish their configuration on their Smart Chatbot
- ✓ Diagnose how to troubleshoot their solution

Engineers will delve deep into building and maintaining a Smart Chatbot. They will explore the steps to create Chatbot work flows, testing as they go, analysing key words and phrases, creating ideas to achieve successful outcomes and workflows to maintain a great set-up for your organisation.

## TARGET AUDIENCE

Engineers and developers

**PLEASE NOTE:** This session is solely aimed at those who are building and maintaining the Bot on an ongoing basis

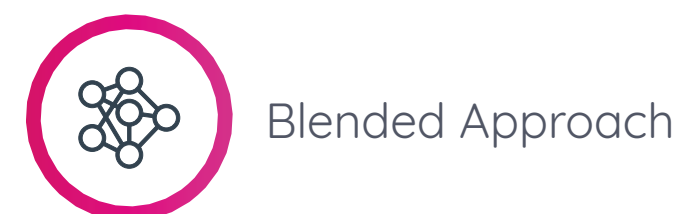
## OVERVIEW

This course provides you with the practical knowledge and skills you need to confidentially build and maintain a Smart Chatbot. Through an ongoing scenario the learners will grow their skills as they navigate through the steps to create a successful Chatbot, fault finding as they progress. There were be an initial workshop where they will work as a team to explore the steps to success and to implement them, followed by a 1.5 day's of training to give you the practical skills on how the Smart Chatbot could be adapted or improved. Demonstrations and activities are throughout the 2 day session.

## DELIVERY OPTIONS



Face to face



Blended Approach

## DURATION



2 days

## GROUP SIZE



1-4

\* Training will vary and dependent on package purchased

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