

Vergic Automation Tools, BOT integration and BOT-assisted end to end case processing

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1 BACKGROUND

Vergic Automation Tools is a powerful toolkit making it possible to automate workflows in customer facing digital interfaces as well as to run a cognitive (BOT) service, new or already existing inside the Vergic Engage platform. This allows organisations to;

- More easily design and build micro service (process focused) BOT-services. The Vergic Automation toolkit makes it easy to support end-to end cases as well as seamlessly blended (BOT – Agent) case processing.
- Leverage on existing digital services and infrastructure when designing end-to end BOT-services as well as to create blended (BOT/Agent) case support

Vergic Automation Tools is built on an open architecture with an open API. This allows organisations to use either Vergic native BOT (cognitive) services or any other AI/BOT service (IBM Watson, Boost, Kwork, Rasa etc.) as part of the concept.

The automation toolkit is an integrated part of the Vergic Engage Platform. It utilizes the same powerful, native engagement and collaborative tools which makes it easier to build process focused BOT-services, i.e. support end-to end case processing through a BOT-service, “stand alone” as well as blended BOT/human.

2 SOLUTION AND DELIVERABLES

An implementation/integration project is needed to set up Vergic Automation tools so that a BOT-service, new or existing can run inside the Engage platform. The solution will allow an organization to either develop new or make existing BOT-services more efficient. This is delivered through pre-packaged start-up project and the standard project will deliver:

1. Enablement and set-up of Vergic Automation Tools
2. Integration of a new or an existing BOT-service into Vergic Automation Tools which will make it run inside the Vergic Engage platform and UI

This will then enable:

1. Possibilities to create and support end to end case processing where the BOT-service can leverage on the power and out of the box functionality available through the Vergic Engage Platform
2. Seamless handovers from BOT to human and vice versa which creates a better customer as well as agent experience when configuring BOT-support cases
3. Make it possible to easily create “blended” support, for instance a First Line BOT-service where a BOT always starts an interaction, classifies it, checks for availability and prepares it before opening the appropriate communication channel and handing over to an agent.

The integration project described above is generic and can be applied to any type of organisation or BOT-implementation/development project.

Training and configuration of the BOT, i.e. to create intent models, define what type of cases to support, content production/publishing etc. is not included in the integration project. This is scoped separately on a case by case basis.

3 PRICES

An integration project can normally be done as a standard packaged service.

€5,400.