

05.3 FAQs

SOLUTION CUSTOMER FAQ

Q: Which languages are supported by the chatbot?

- *Several languages including German and English, but also other languages such as Ukrainian or French.*

Q: What personal data is stored when using the chatbot?

- IP-Adress, usernames or phonenumber for communication
- When using the handoff function, either the phone number or the e-mail for later contact.
- Third party identifiers such as M-Login and data for processing on these platforms

Q: Why should I use the chatbot?

- The chatbot can answer your questions quickly and easily without long waiting times.

Q: What can I ask the chatbot / What can the chatbot answer me?

- The chatbot can answer all your important questions. For example, whether you can apply for your postal vote in person and how. If the automated bot cannot help you, your request can be passed on directly.

Q: How should I formulate my concerns/questions?

- Keep it short and simple by sticking to the most important things. Ask your question without a lot of very specific content. You want to vote abroad, then ask about postal voting abroad.

Q: Where can I find the chatbot?

- You can find the chatbot on the official website of the city of Munich, as well as in most messengers (WhatsApp, Telegram, Facebook Messenger) once you have saved the number +123 456789.

Q: How can I use the chatbot?

- Just open the chat or click on the chat icon (website). The bot writes to you automatically and guides you through the operation.

Q: Can I do something wrong when operating?

- No, this is not possible. The chatbot guides you through the conversation and is set up not to allow accidental incorrect entries.

Q: How do I end the bot?

- Just close the chat in Messenger or click the X on the chatbot overlay on the website

Q: My question was not answered, what can I do now?

- If the bot cannot answer your question, you will be automatically redirected to the handoff. There you can choose whether you want to receive your answer by email, get a call back or chat directly with available agents.

Q: Who do I contact if I have a problem with using the chatbot?

- If there are problems with the chatbot, alternatively contact e-mail support (info@e-mail.de) or telephone support (+123 456789)

Q: Does using the chatbot cost me anything?

- The chatbot costs you nothing

Q: Do I have to register to be able to use the chatbot?

- A registration is not required.

Q: After the handoff, I can no longer write to the chatbot. What should I do?

- This is a normal behavior. The bot stops responding after the handoff. As soon as an employee takes over the handoff, the chatbot reacts again.

Q: Do I have to present my request again in the event of a handoff?

- No need. The agent is provided with the complete previous chat history and therefore knows the original request.

Q: Where can I give feedback about the chatbot?

- The chatbot's answers can be rated in the chat after the question. The overall use of the chatbot can be rated at the end of the chat.

Q: What happens if the chatbot can't help me?

- If the bot is not available, you can alternatively use telephone, e-mail or personal appointments.

SOLUTION CLIENT FAQ

Q: How reliable is the chatbot?

- The software is used by many companies and is regularly checked by the open source community, so the availability of the chatbot is high-performing. User questions are recognized and processed using the latest NLU algorithms (part of artificial intelligence).

Q: How successful are answers of the chatbot?

- The success rate of the answer depends on several factors, including the confidence level up to which questions are allowed and how many examples have been entered into the system.

Q: Who are the chatbot users?

- The users of the chatbot are all residents of the city of Munich as well as people living temporarily in Munich.

Q: What does the chatbot cost?

- The costs of the includes the computing power required, as well the enterprise license for some important features such as clustering or role-based access.

Q: What insights can we get out of the data collected?

- This differs depending on the activated module and implementation. Misunderstood (questions that could not be assigned) is basically integrated, as well as a metrics module which can be called up in the flows for collecting data.

Q: How does the chatbot fit into the current solution landscape?

- The chatbot gives the opportunity to add other media to the portfolio. In addition, the chatbot can work anonymously for the most part and is therefore a good addition.

Q: How can we integrate other services into the chatbot?

- Botpress offers the possibility to integrate your own libraries and modules. There is also the possibility to make API requests within a flow and thus can perfectly integrate other services.

Q: Does the KVR staff has to be trained?

- That depends on the position. Support staff can start work after a short introduction of the functions. Developers need a little longer training, but are also quickly ready to extend and maintain the system.

Q: What alternatives to the chatbot are there?

- In addition to the new medium, there would be the possibility of accelerating internal processes and structuring them differently (ticket system). A possible alternative would be a voice bot for the telephone or an extension of the chat bot for it.

Q: How to add new FAQs/answers to the system?

- Question and Answers can be added by adding an Intent (Question) with some examples (Utterances). This intent can be reacted to accordingly in the flow. For example, a response can be issued there or API requests can be executed beforehand.

Q: How can we keep the chatbot up to date with changes?

- That's why we developed the Knowledge Base. A database that serves as a single source of truth. Botpress uses API calls to request all the data it needs from this knowledge base.

Q: What technologies were used?

We use Botpress for the chatbot (based on Node JS). The knowledge base is also based on frameworks for Node JS.

Q: Can the chatbot be hosted in our own datacenter?

- Yes, the chatbot can be hosted in your own data center. Various services are required for Botpress to work: Botpress language server (language file for speech recognition), the database with the BPFs storage and Botpress itself. The Enterprise version also allows clustering. Several instances of Botpress can then be started there, which obtain their data from the database.