

Wysdom Operations Center and Google Dialogflow is a power duo that helps you gain a complete understanding of the customer conversation from chatbot to voice bot to live agent, so you can improve the bot experience.



Dialogflow

Reporting tools to see & understand chat journeys

Usage metrics | Track # of sessions & interactions, average duration, and % of interactions with not-OK status.

Path | See frequencies found in paths within a flow, aggregated at a session level; along with average duration and exit points.

Understanding | See aggregate metrics on unhandled messages, sessions, interactions and exit % at the intent and flow level.

Sentiment analysis | Evaluate customer intent as positive or negative, and identify opportunities for flow adjustments.



Operations Center | Chatbot analytics & intelligence

Full conversation analysis from entry to exit | Get holistic data from the customer journey from chatbot to voice bot to live agent.

Automated transcript search | Dig into transcripts on any channel, and hone in on the details using search filters like date, channel, language, topic, and more.

Performance metrics by contact reason | Measure customer satisfaction, bot automation, and even call handle time according to topic-based contact reasons, to quickly identify performance improvements for both bot and live agent.

Missing intent recommendations | Receive suggestions for new intents that have been discovered by an external natural language processing (NLP) model.

Impact analysis tools | Measure the effectiveness of bot product upgrades by measuring and comparing bot experience and bot automation according to topic or other metrics over a period of time.

Industry-standard bot performance metrics | Compare bot performance with industry peers using the Bot Experience and Bot Automation Scores, to identify areas for improvement.

Financial performance metrics | Track cost savings or revenue gains achieved from bot performance improvements.

