

Design, build, & scale your **virtual assistant** program

Uplevel your **marketing, customer care, or internal service chatbots** with Wysdom chatbot expertise, and deliver chatbots everyone will love.

Embarking on a chatbot initiative is an important decision for your organization. Get it wrong, and your customers will never forget. But get it right, and your customers, your team, and your bottom line will thank you.

That's why we've made it our mission to help make chatbots great.

- Since 2014, we've been helping dozens of international brands design, build, and deliver exceptional chatbot experiences following our personalized, customer-centric approach.
- Tap into the experience of a certified project team with a unique skillset that includes platform selection, solution architecture, journey building, conversational design, & conversational analytics.
- Deliver a robust and tailored chatbot experience with our best practices approach to chatbot architecture and design.
- Build a foundation for long term success with the Wysdom Operations Center that provides AI-fuelled conversation insights and analytics to help you monitor and improve bot health.

Experienced in the leading bot platforms, we can bring your virtual assistant to life across multiple channels, devices and languages.



The Wysdom AI Chatbot Design Blueprint

A crawl-walk-run approach to chatbot design and launch, we help you navigate the important questions to consider:

Topics

Identify & prioritize customer topics to be handled by the chatbot and/or human agents.

Channels

Determine which channels are best suited for each stage of your chatbot program (Webchat, Teams, Messenger, SMS, WhatsApp, etc).

Architecture

Plan the chatbot architecture including chatbot platform, integrations to back-office systems, conventional data storage and third-party tools.

User Experience

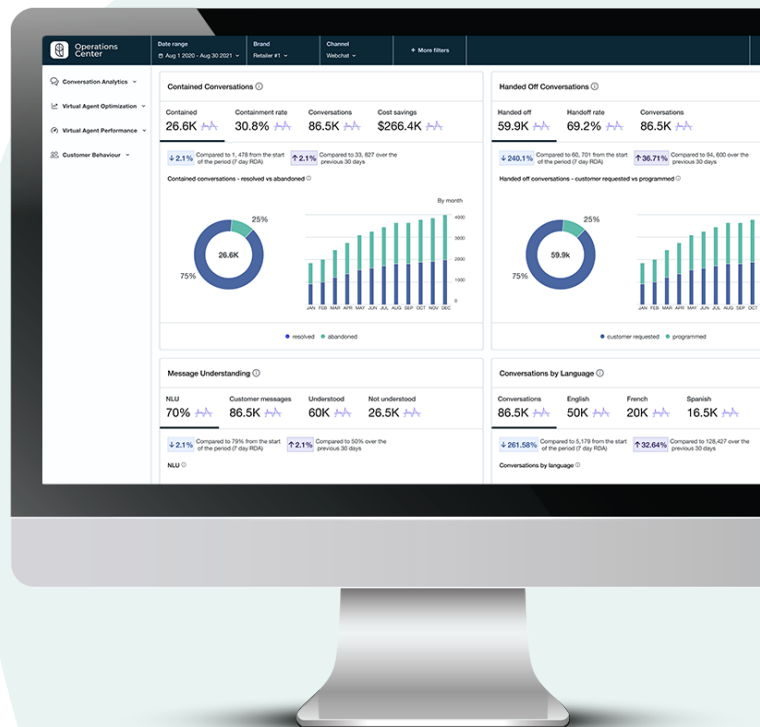
Leverage Wysdom's Conversational AI user experience best practices to ensure you provide personalized & fulfilling experience to your customers.

Team

Determine the optimal organizational structure to manage, operate and evolve the chatbot.

Business Case

Define the ROI goals for each stage of your chatbot plan before you begin.



Operations Center Software

Every single conversation analyzed, no matter the volume, detecting patterns, analyzing customer behavior, sentiment, and more.

Wysdom Clients











