

Sales Chatbot

OVERVIEW

Hyundai is one of the world's fastest growing automobile companies. The company has the stability of being Korea's oldest automaker, combined with strong, consistent growth and a history of innovation. Hyundai's vehicles continue to win awards making them best in class for quality and safety.

BUSINESS CHALLENGE

- Create an ability for representatives and salespersons to get sales insights via quick, specific questions and answer, rather than a traditional report
- Build an AI based interactive chatbot

SOLUTIONS OFFERED

We Build an Intelligent Auto Bot and built the following capabilities:

- Integrated with backend materialized view data sources
- Developed intents and entities for sales data
- Developed training and test conversations
- AI deep learning-based model that automates the response using NLP/NLU & NLG

BUSINESS BENEFITS / OUTCOMES

- Availability of sales data on a simple interface with simple query for the sales representatives
- 24X7 chat interface
- Ability to query data based on month/ year/ model and location
- Display of charts/ maps on chat interface
- Reduced turnaround time for sales insights
- Eliminated cost associated with report generation and development
- Automated the manual support process

iDSp Sales Chat bot Process Flow

