



# Virtual Assistant Ability Models

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# “Dumb bots” are frustrating customers

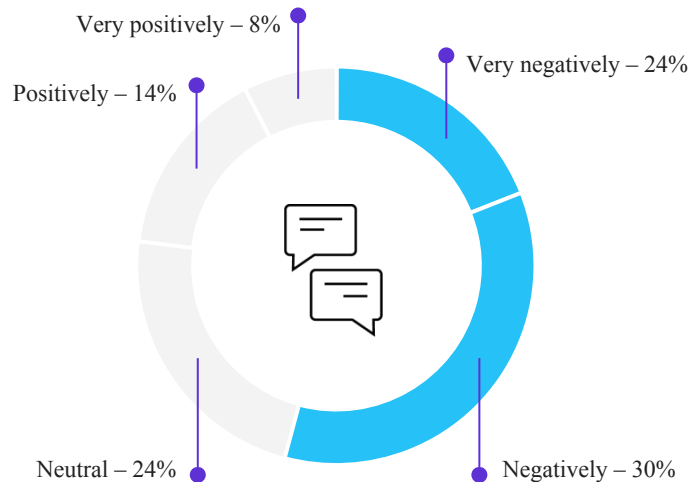
Customers have gotten used to negative chatbot experiences

**54% of US online consumers** expect interactions with customer service chatbots to negatively affect their quality of life.

Forrester, February 2019

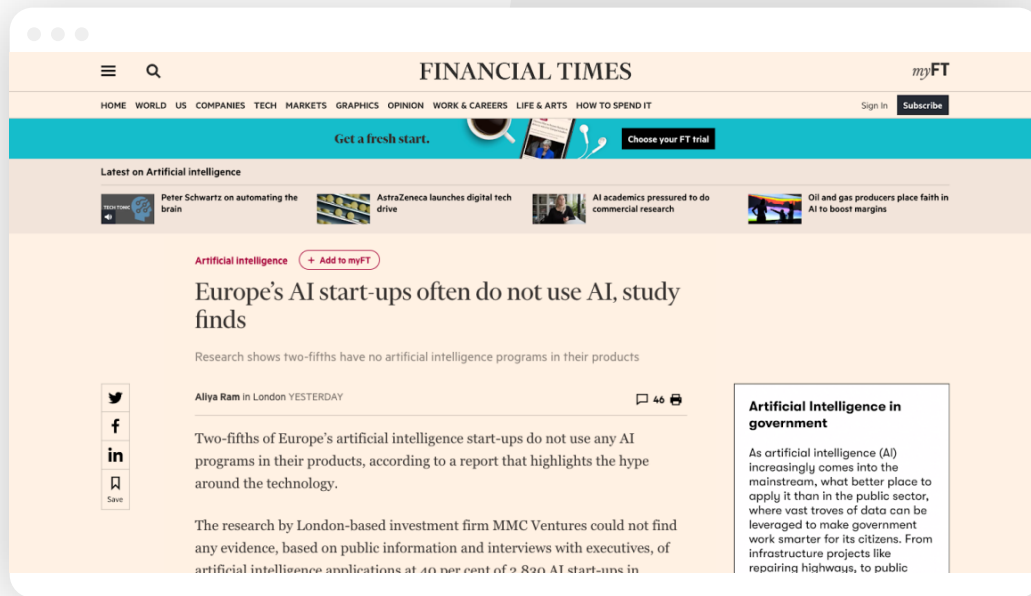


“Please indicate to what extent you think chatting with a company’s AI customer service agent instead of a real person when you need help will affect your quality of life.”

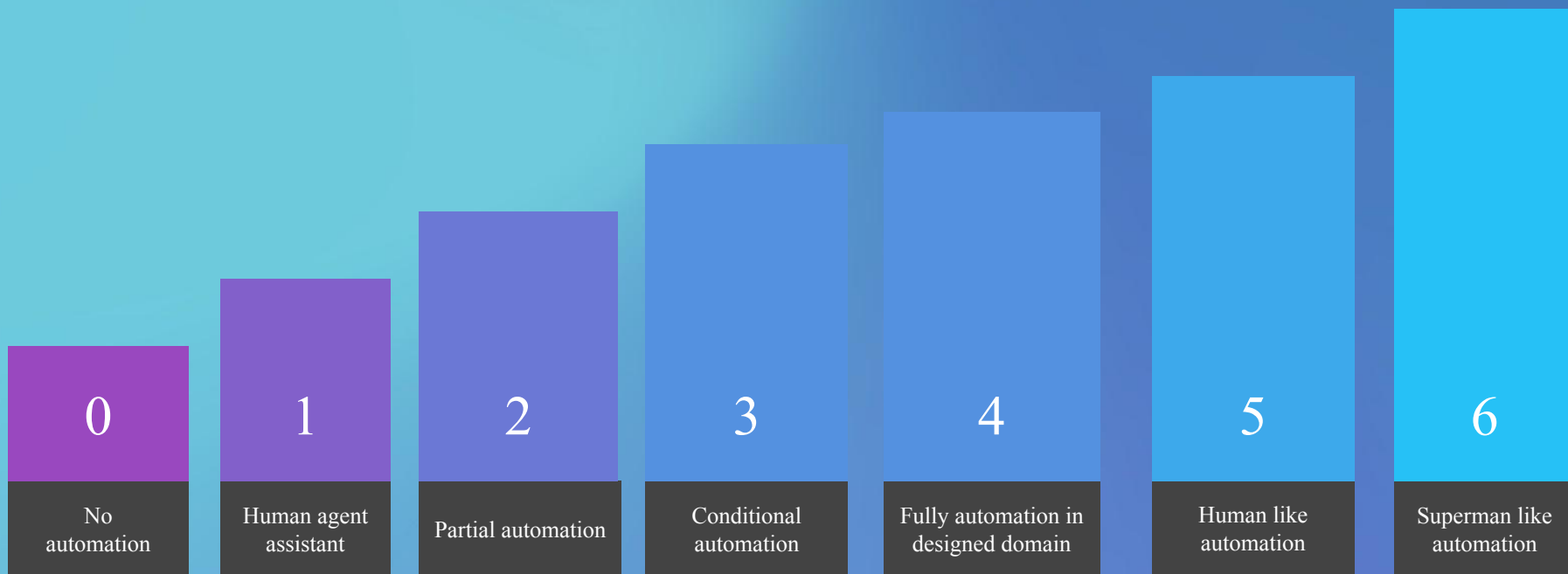


Even when they claim to  
use AI,  
they often don't

Financial Times, February 2019

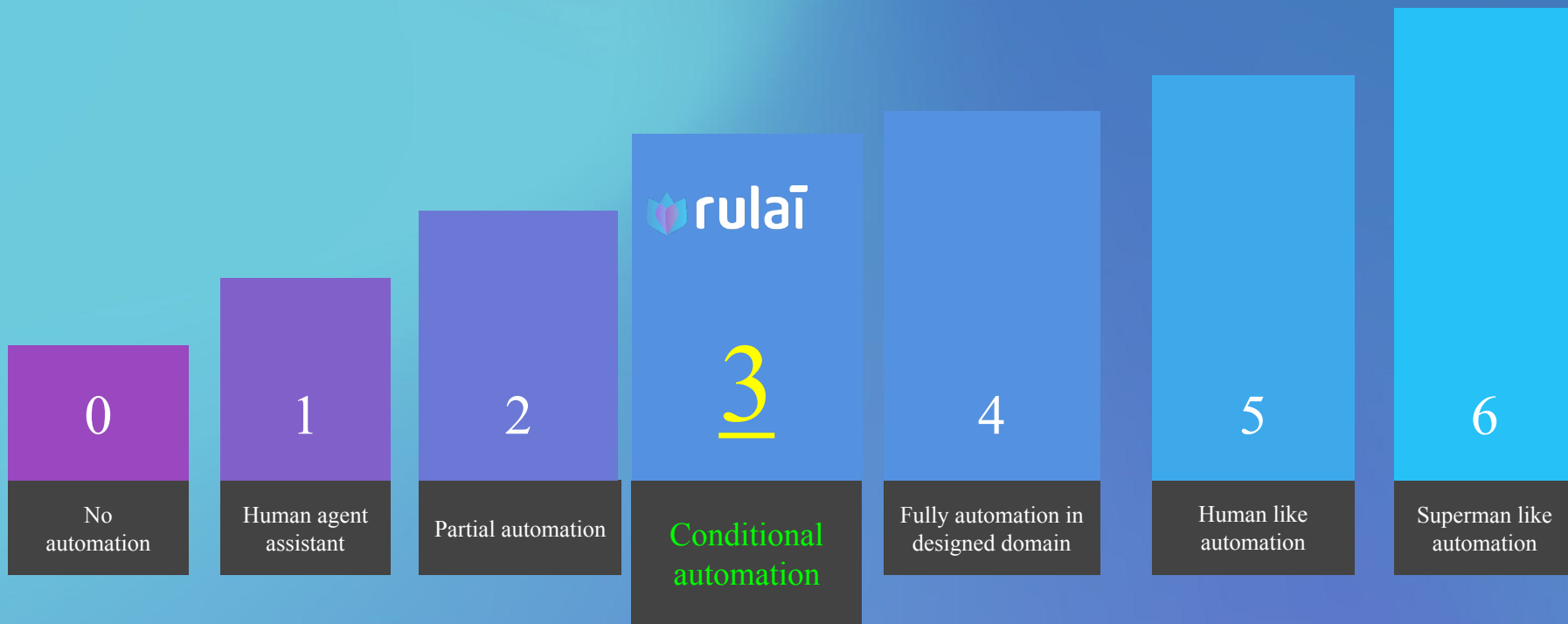


# Virtual Assistant Ability Model



1: Human Agent Assistant	Classification Answer retrieval
2: Partial Automation	+ Multi round conversation + Intent prediction and slot filling
3: Conditional Automation	+ Very dynamic conversational flow + Mixed initiatives and tasks + Multiple intents + Seamless escalation
4: Fully Automation in Designed Domain	+ Multi steps mathematical and logical reasoning + Planning for certain task types + Learning domain specific tasks with simple language
5: Human Like Automation	+ Planning complex tasks + Answer basic how questions + Process and comprehend abstract and complex information + Acquiring new language + Acquiring or modify knowledge, behavior, skills value and preferences from complex instructions

# Virtual Assistant Ability Model



Demo of Level 3 Virtual Assistant: <https://youtu.be/qqabjJrDR3o>

# Future Conversational AI platform:

- Developing/training a virtual assistant like teaching a new employee
  - No need to learn any virtual assistant development platform
  - Virtual assistant learns by listening, observing, asking, trying and working
  - Learning from penalty and rewards received
- Level 5 Human like and Level 6 Superman like virtual assistants





# Virtual Assistant Ability Models

## Questions?

We are hiring! ([contact@rul.ai](mailto:contact@rul.ai))

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# Example of Level 3 Virtual Assistant

Barry, coffee assistant

Hi there. Welcome to Noam's Coffee Shop. What's your coffee order today?

I want a coffee

What size do you want today?


How long will it take

Is this going to your previous delivery address at 1999 S. Bascom in Campbell, CA?

ya

We should be able to get this to you about 20 minutes after the order is submitted.

Type reply here

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Barry, coffee assistant

We should be able to get this to you about 20 minutes after the order is submitted.

Let's continue the coffee order.

What size do you want today?

that's a long time!

Sorry that's the best we can do right now


Do you still want to place the order?

any promotions going on?

We are not running any promotions at this time.

We do send out coupons from time to time.

Type reply here

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Barry, coffee assistant

We are not running any promotions at this time.

We do send out coupons from time to time. Would you like to sign up for our mailing list?

fine

Great. I can do that for you.


What is your email address?

jennysmith@gmail.com

I've added jennysmith@gmail.com to our mailing list.

Let's continue the coffee order.

Type reply here

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Barry, coffee assistant

Let's continue the coffee order.

What size do you want today?

Medium


Medium sized coffee!



That coffee will be \$3.

Authorize Payment

Type reply here

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