SYAI

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1 Roles

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2 Interview

Bold - questions
Italic - answers

What specific services or functions would you like the AI chatbot to provide to your customers?

The main purpose of the chatbot is to automate the client support, so we want it to do all the things the operators are doing. Answer the questions of the customers, ask for personal information (phone number and number of gas station) and suggest compensation of needed. In the future me might want to add a payed subscription.

What are the most common types of technical issues or inquiries your customers usually face?

Most common issues are related to the quality of the service (staff's errors, incompetence, or impoliteness). More rarely we recieve complaints about the quality of food, or tecnhical malfunction of the gas station

As we found out, you already have a support system on your website, how do you handle the queries? Could you please describe the work of the current system

The first free employee responds to the customer according to the official template. He gathers the information and tries to solve the problem of the customer. If he's unable to do that, he passes the information to the administration of particular gas station to troubleshoot, and suggests a compensation (if needed)

Are there any specific technologies or platforms you prefer the chatbot to be built on? (t.bot, part of website, web appliation, mobile application, etc.)

Since there is a window of technical support on our website, we would like to have it built into our website. **(Don't you consider that if you, for example, put banners of tg bot alias on the gas stations, it would be easier for a customer with mobile phone to open a tg bot, rather than a website with a relatively small window for tech. support?)** *Well, in this case the telegram bot is an option for consideration. In this case, it would be easier for customers to do this on the go. I think, this kind of system would be great as well. Moreover, I see this bot as an opportunity to notify clients about promotions and special offers*

Are there any regulatory or compliance requirements that the chatbot should adhere to, such as data privacy regulations?

Do you have any existing knowledge base or documentation that the chatbot can reference for providing accurate technical information?

Yes we do.

(Could you provide us with it?) *Yes, we could do it in a few hours*

How would you like the chatbot to integrate with your existing systems or databases to retrieve relevant customer information?

As we told earlier, we can provide you with all the necessary information we have at the moment, all the newer information your system may gather, store, and process itself

What are your expectations regarding the response time and availability of the chatbot to customers?

We want it to respond to the clients as soon as possible.

(Our hardware resources are limited for that, it would only be possible if you provide your own hardware) *We can provide you with everything you need*

Are there any specific branding guidelines or language preferences you would like the chatbot to follow when interacting with customers?

The main point is that it would work in russian. Since the gas stations are located in Moscow, there is no need to customize via different languages.

Would you like the chatbot to offer proactive suggestions or recommendations to customers based on their inquiries?

We didn't think about that. We will discuss it and give you a particular answer next meeting

Do you have any preferences for the chatbot's user interface or design? Should it have a personality or maintain a more professional tone?

We will present you the template. We want it to be polite and professional, but we don't really want the customer to understand that he's talking not to a person

How would you like the chatbot to handle escalations or transfers to human agents, if necessary?

If the bot understands he's unable to handle the request, or client is unsatisfied, we may leave the option to contact the manager of particular gas station (by giving his contact or transferring the request to him)
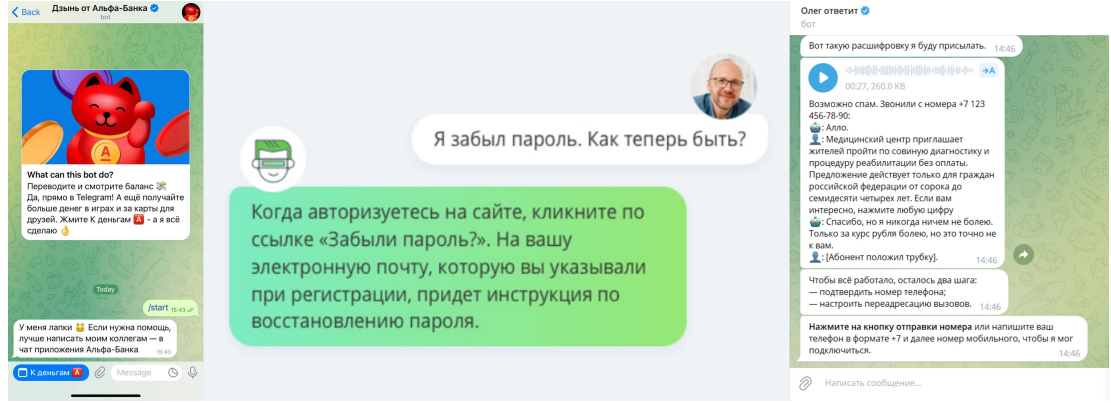
3 Screenshots board & Qualitative Analysis table

Figure 1: Screenshots board

	main features	applied technology	service fee	disadvantages
voice assistant Oleg	Oleg's voice assistant is able to give useful tips and life hacks from Tinkoff Magazine; Advise on banking issues and promotions; Change personal data in the Tinkoff ecosystem; Order and send electronic documents (for example, a certificate for the embassy)	Tinkof VoiceKit	0 rubles, all the functionality of the bot is available from 200 rubles/month	complexity and high cost of development
Alfa-Bank: bot	Shows the nearest ATM, branch, exchange rates and search results from the site	a regular telegram bot	0 rubles	there is no integration of artificial intelligence, limited use on desktops
Sber business bot	The service allows businesses to connect a virtual assistant on a website or in a messenger without spending money on their own developments, the bank explained	GPT-3.5, modified with the help of machine learning methods	from 1000 rubles/month	complexity and high cost of development

4 Report

4.1 Interview Reflection

According to the interview, we can have an approximate understanding of what we have to do. We need to create a telegram-based AI chatbot that can answer customers' questions, process and respond to their complaints, suggest compensations, clear chat history, and possibly allow paying for the subscription. The bot should provide human-like answers following a particular template ASAP and transfer the customers to the manager of a particular gas station. It should only support the Russian language. The suggested bot will be able to serve as clients' support for the network of gas stations in Moscow and the Moscow

Region; it would also be easily accessible from mobile devices on the go since the majority of the population has telegram installed on their gadgets.

4.2   Qualitative Research Results

Our research revealed three main insights: the importance of user-friendly interfaces from Alpha Bank's AI chatbot, the value of predictive service from SberBusiness chatbot, and the appealing blend of professionalism with personality from AI assistant Oleg by Tinkoff.

These findings will guide our project in the following ways: we will prioritize creating an easy-to-use interface, incorporate predictive capabilities for proactive customer service, and aim for a balance between a professional and personable interaction style. This concise understanding will allow us to enhance our project while staying attuned to industry-leading practices.

4.3   Questions for future reference

Having completed the initial research and client interview, here are some questions that still need to be addressed:

1. What kind of compensation methods does the company usually offer to its customers and how can we implement this into the AI chatbot system?

2. How should the chatbot handle client dissatisfaction? Should it learn from these instances and if so, how should it integrate this learning into its future responses?

3. As the company expands its services or alters its products, how will the chatbot be updated to reflect these changes?

4. What criteria will be used to evaluate the effectiveness and efficiency of the AI chatbot?

4.4   Next steps

To deliver the most value to the customer, we believe the following should be our next steps:

1. Begin the development of the AI chatbot, prioritizing the integration of existing customer service protocols and frequent inquiries.

2. Work on the bot's ability to ask for and handle sensitive information like phone numbers and gas station numbers.

3. Given the interest in a paid subscription feature, we should plan for this future addition.

4. Plan to incorporate the bot into both the company's website and a Telegram bot, ensuring it's mobile-friendly for ease of access.

5. Develop a system for real-time updates regarding promotions and special offers, as desired by the client.

6. Given the preference for a nearly human-like interaction, we should focus on refining the chatbot's language to be polite and professional, and integrate the client's branding guidelines.

7. Work on designing an efficient and smooth system for escalations or transfers to human agents when necessary.