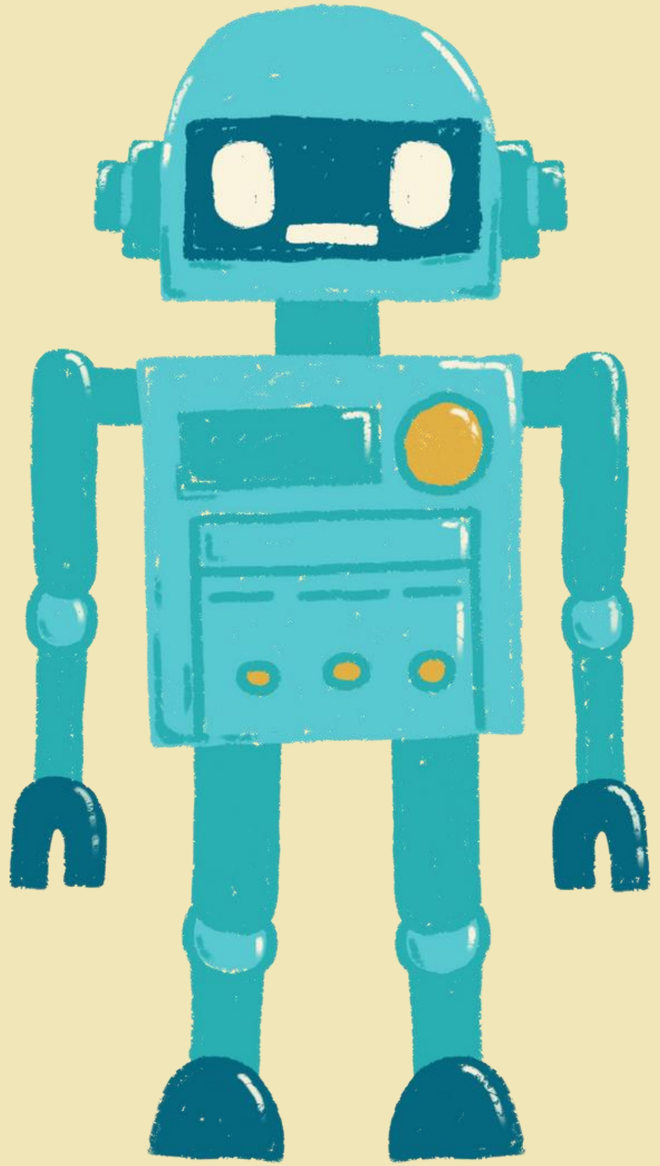
Chatbot Design and Tuning

Avaya



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Elaborate on what you want to discuss.

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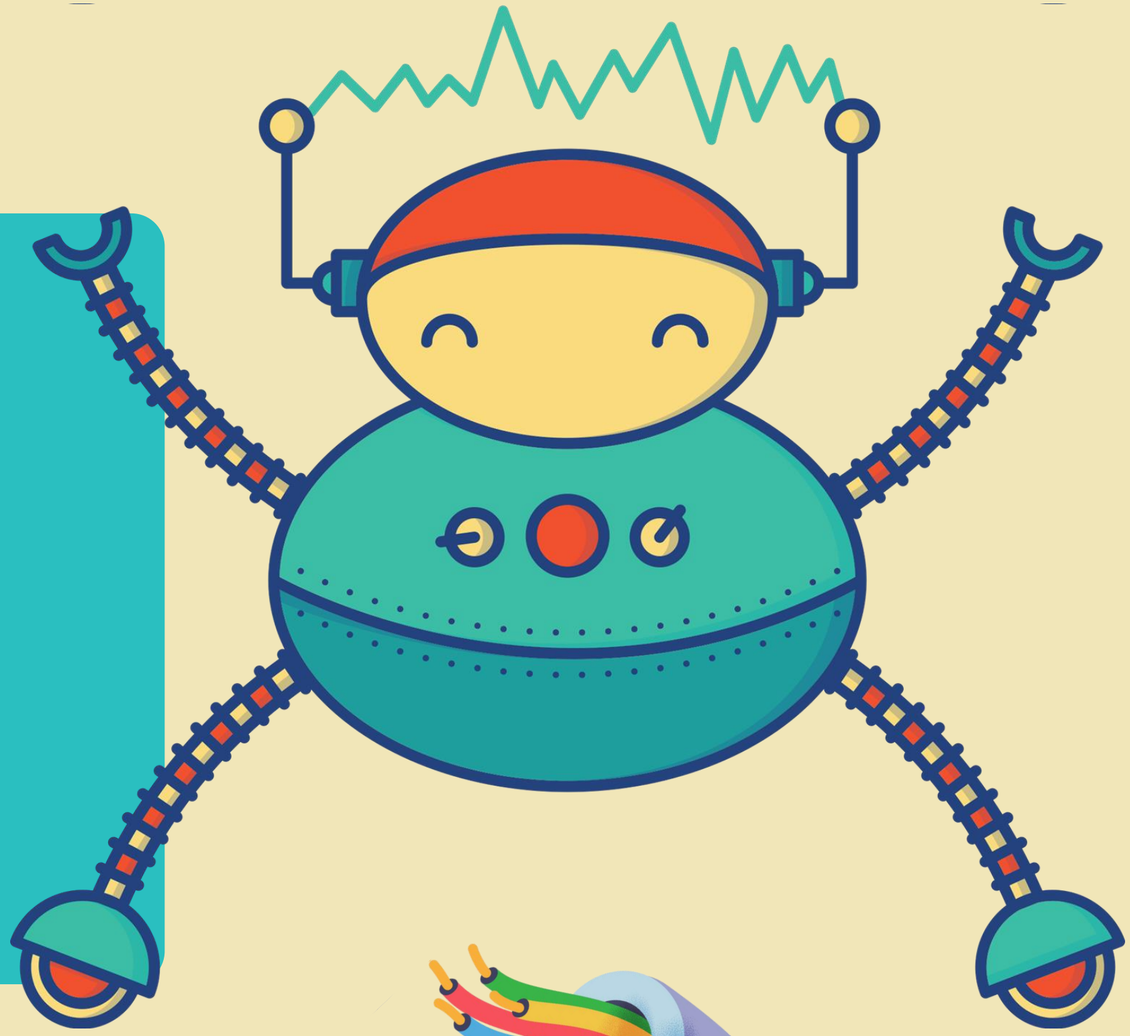
UX Design

Internal Service Chatbot Redesign

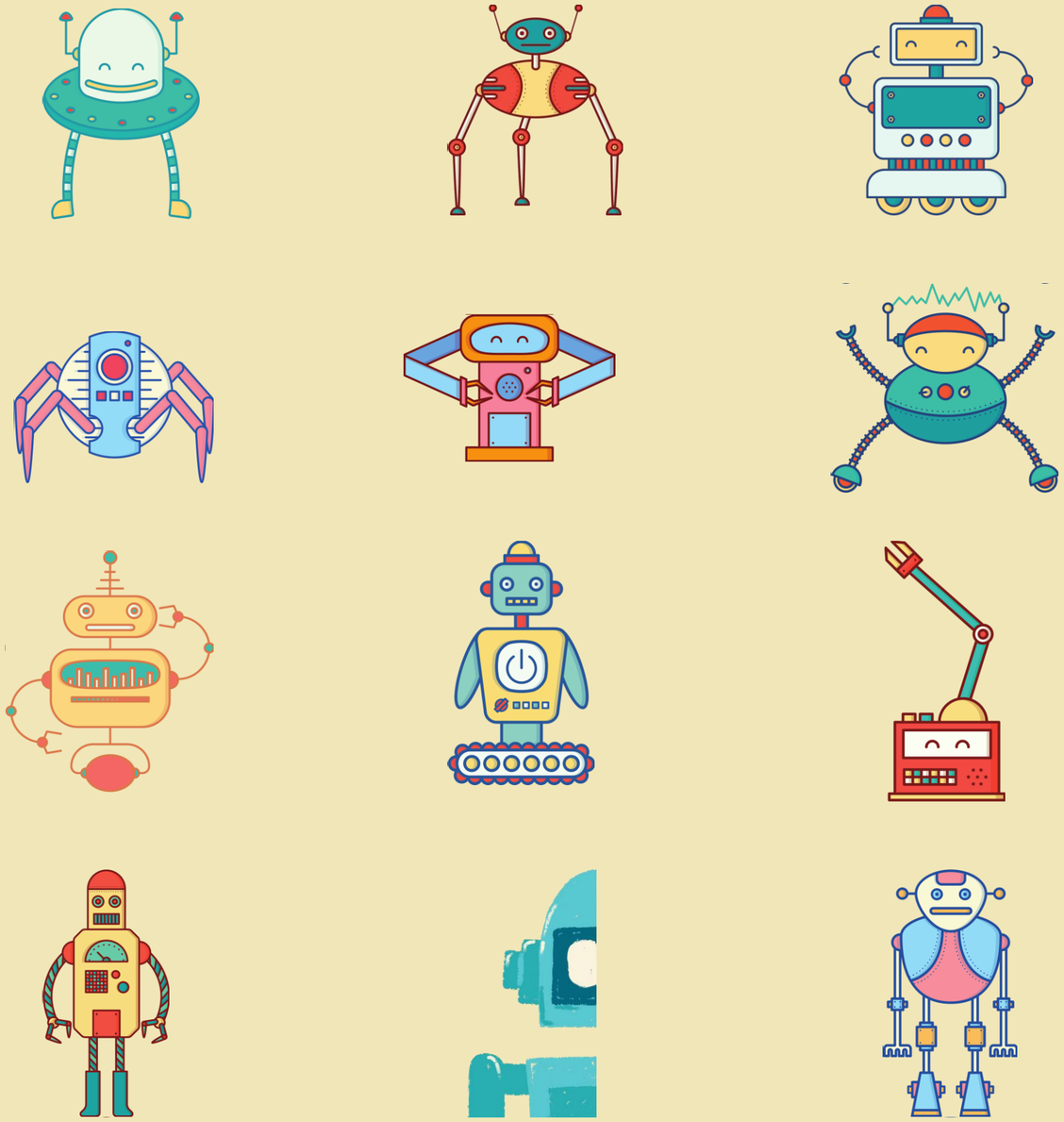


Chatbot Redesign

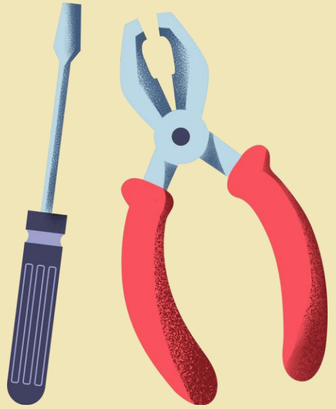
Avaya had an internal chatbot for customers. The old design had the following issues:

- Redundant use cases
- Outdated use cases that provide inaccurate product information

There were new use cases that also had to be included in the chatbot



UX Design Process



Analyzed current design

Review current chatbot's use cases and discussed with stakeholders on what needs to be kept

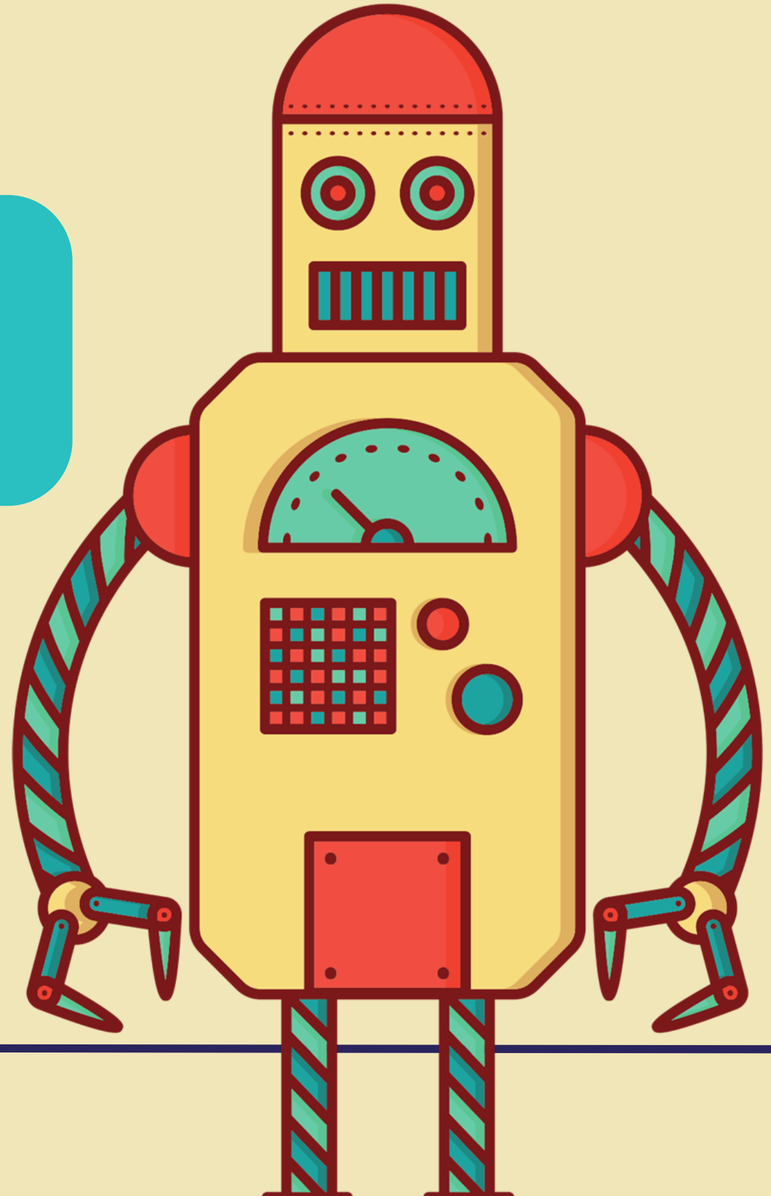
Use Case Creation

Replicated and created new use cases for Global Services Chatbot

Review Use Case Designs

Reviewed use case design with supervisor to determine next steps

Design Timeline



Stakeholder Discussion

Discussed with stakeholders on which use cases to keep

Compare Use Cases

Compare Avaya Cloud Services and my bot for any similarities and replicated use cases

Created new use cases

Created new use cases based on stakeholder requirements. Created conversation paths, options, etc

Review use cases

Collaborate with manager to review use cases

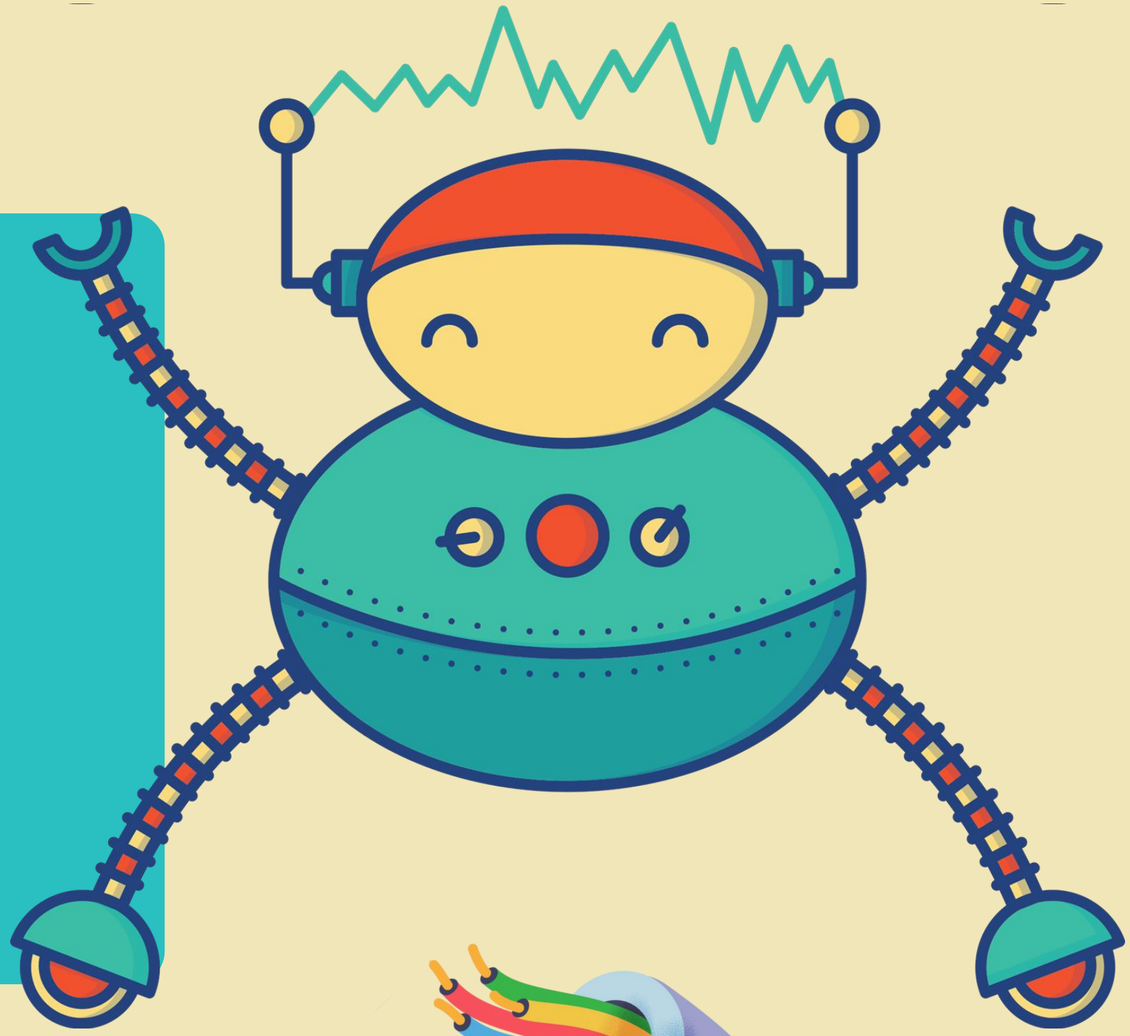
Generative AI

Worked to figure out how to integrate Avaya's generative AI with current GSS chatbot for use cases that couldn't be covered.

2

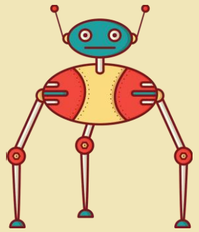
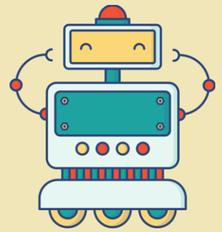
IVR Tuning

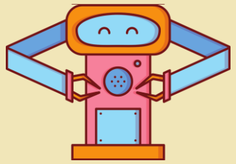
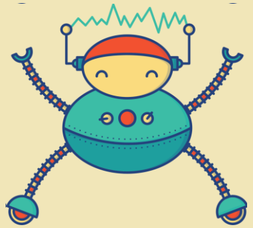
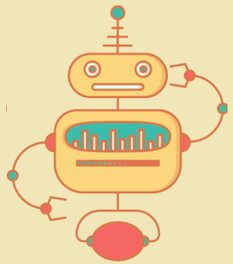
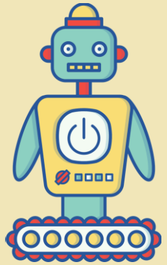
Analyzing transcripts of data and finding which words were recognized by the IVR system

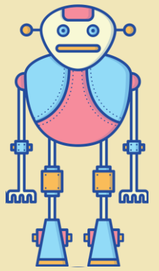


What is it?

Avaya had worked with many clients across many industries. I helped by checking systems by checking transcripts. In some cases, I provided recommendations for grammar/usability improvements



Projects

Airlines

Analyzed transcripts for crew and passengers and provided usability recommendations for grammar recognition. Found system misidentified different utterances that weren't present

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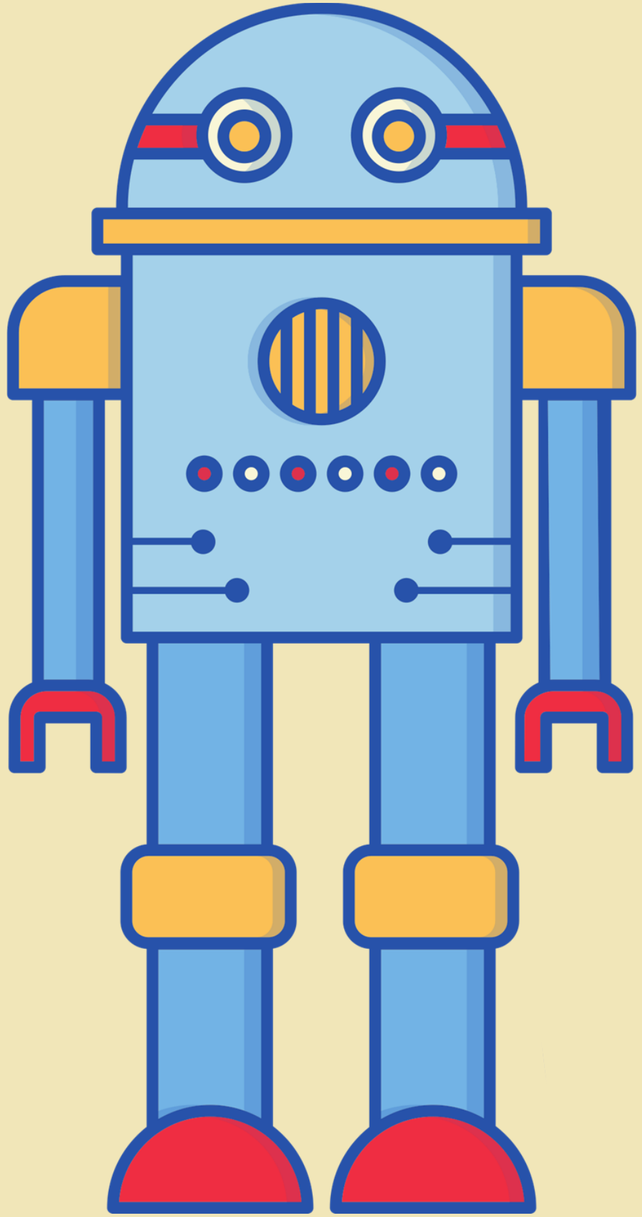
International Utilities Company

Tested French and English street names to understand recognition rate. Found an increased pass rate after testing

My time at Avaya taught me how to work with different clients with different needs. Overall, I'm thankful for my time.



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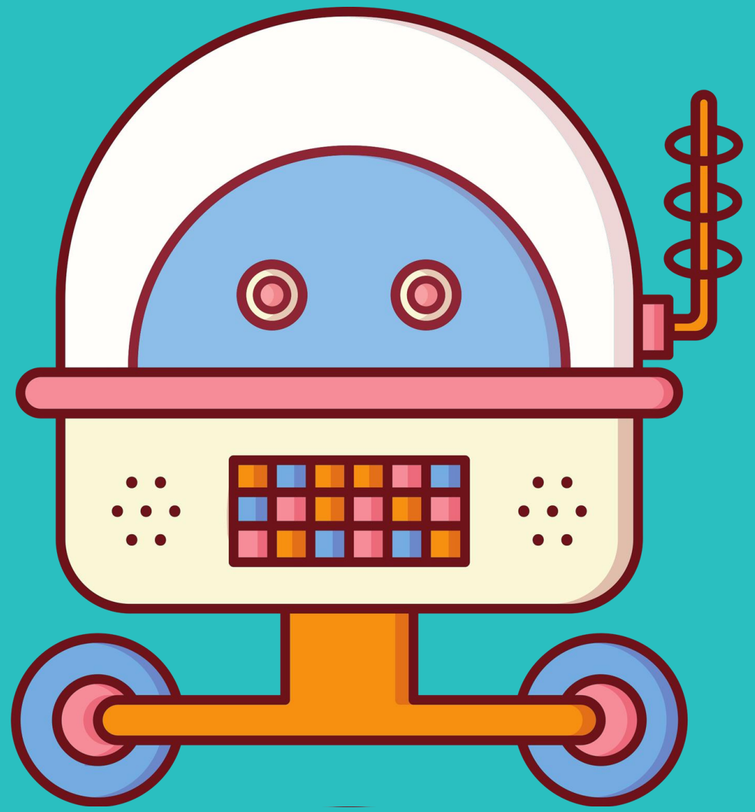
Thank you for your time!