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CHATBOT CHOCOLATE

Chatbot Chocolate is an agency specialising in the conceptualisation, design and development of chatbots and voicebots on different platforms (WhatsApp, Facebook Messenger, websites, etc.) for companies across all sectors.

www.chatbotchocolate.com

Collaborating member of the Smart Destinations Network

Chatbot Chocolate
miembro colaborador
Red DTI

TOURISM CHATBOT

Chatbot design and development
Study of dialogue and natural language processing:

- Study of the process to be automated and design of the conversation schema
- Design of the Natural Language Processing that will govern communications between bot and human
- Design of the rules and regulations that define the behaviour of the chatbot
- Design of the dialogue semantics and the tone of messages as per the platform

Bot coaching
Learning and improvement of the AI:

- Recurring analysis of dialogue between bot and human
- Study of specific answers
- Optimisation and improvement of the system through new rules and vocabulary
- Continuous improvement of the customer experience

Scope of smart destination application

Technology

Solutions for destinations in the following areas

Type of solution