Wed 14:07

Welcome to our site, if you need help simply reply to this message, we are online and ready to help.

Hi

Wed 14:07

Hi there, how can I help?

Wed 14:07

what can you do

Wed 14:07

A web interface has been provided where data (all possible questions and answers in an Excel file) can be uploaded easily for the chatbot to consume.

Wed 14:07

what are the limitation of chatbot

Wed 14:10

Mega chatbot's current limitations are:  
  
- It is not self-learning and data has to be provided manually via a web interface  
- It can only respond to questions that have been provided in the data  
- It treats each question asked as a separate question and does not understand the context in which they are being asked. It is therefore not able to have a back and forth conversation on a specific topic  
- It is not able to access to customer data and therefore cannot provide support specific to individual customers

Wed 14:10

what feature do we have in mega chat

Wed 14:11

Sorry, I'm not able to understand your question. Can you please ask a different question?

Wed 14:11

what feature do we have in mega chatbot

Wed 14:11

Mega chatbot is an AI-based chatbot that aims to lower the dependency on human agents by handling many of the everyday interactions that take place between customers and agents in a contact center setting.  
  
With the help of Mega chatbot, our clients will be able to:  
  
- Provide information about their products and services  
- Help customers make a better choice when shopping for products  
- Resolve problems that customers face in everyday lives when using their products.

Wed 14:11

how chatbot learn

Wed 14:11

When the chatbot trains, it reads through all the questions provided in the data, identifies keywords and looks up their synonyms. It then uses the frequency of the key words in the questions and their synonyms to associate them to responses provided in data. This enables chatbot to understand questions that asked are differently from the data questions and respond to them.

Wed 14:11