INSIDE TRACK 2017

Idea Title : *Automated Voice call/ chat bot for Cellular Networks*
Idea Id : *IDEA17042115355900309*
Themes : *Automation*
Industry : *[Communication: Telcommunication]*
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Description: We will have the data for general queries/ problems faced by a customer and using that information available we should be build a model which can fetch the data and answer them instantly without involving human activity. It is very user friendly chatbot where customer can talk about the issues related to his network connection and Watson would be able to resolve them instantly. It helps to provide extra functionality such as instant recharge, activate/deactivate connections, set hello tunes, stop the services etc.

Chatbot Link: http://idea-pirates-network.eu-gb.mybluemix.net/
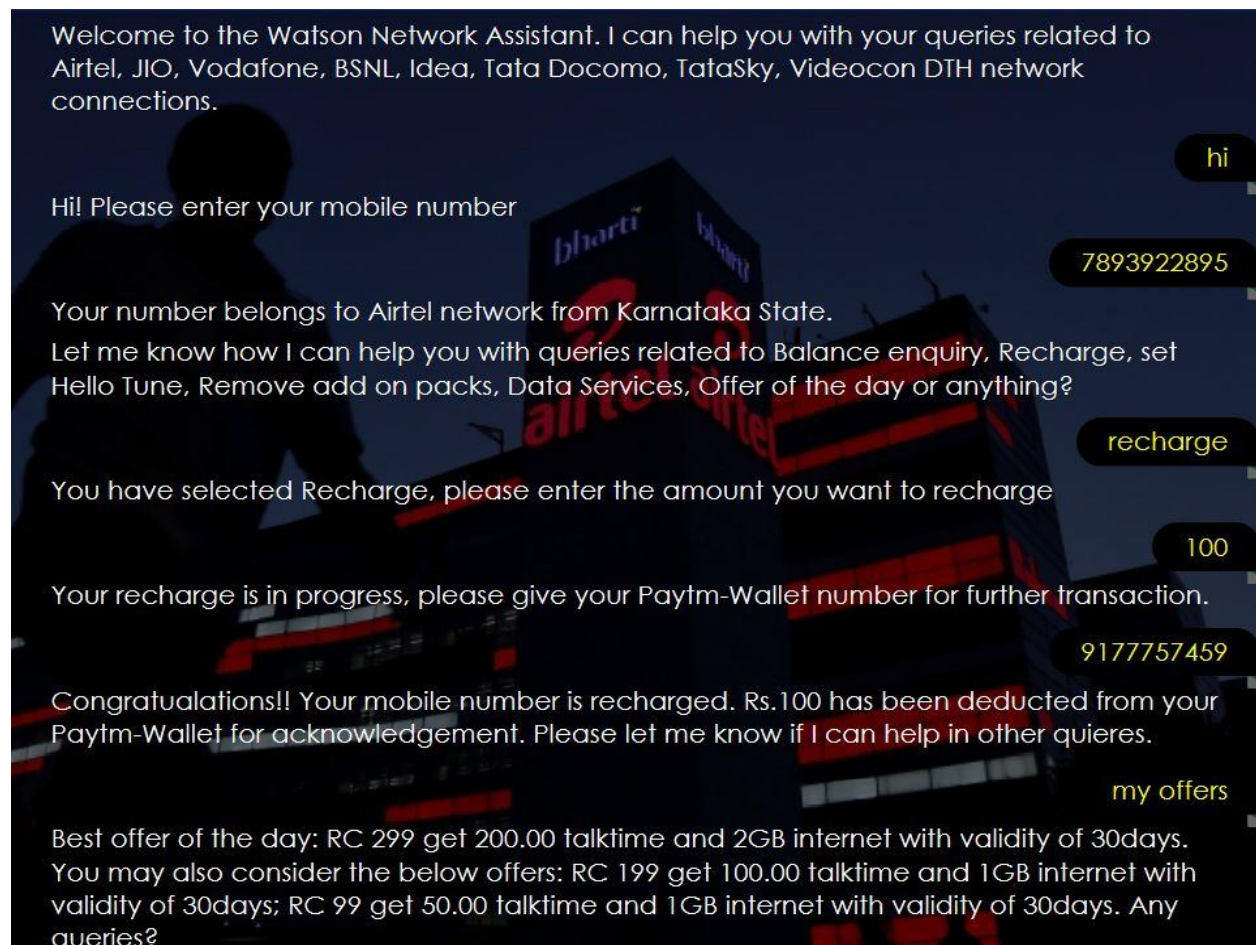
Steps to show working demo of the app:

1. At first you should initiate the conversation by saying hi, hello, hey, good morning to Watson. Then the conversation flow starts right there.
2. Next the customer should give his mobile number to understand his network connection. Type the following numbers to work on the demo app.
    - 7893922895
    - 7799260484
    - 8660924573
    - 7773083087
3. Once the user inputs the number, it will recognize the network and you can ask your queries to Watson.
4. Reply 'recharge' in the conversation
5. You can specify the amount to be recharged. Reply '100' in the conversation.
6. We want to link the transactions with Paytm wallet. Reply '9177757459' for Patytm number in the conversation. This is the typical recharge flow.

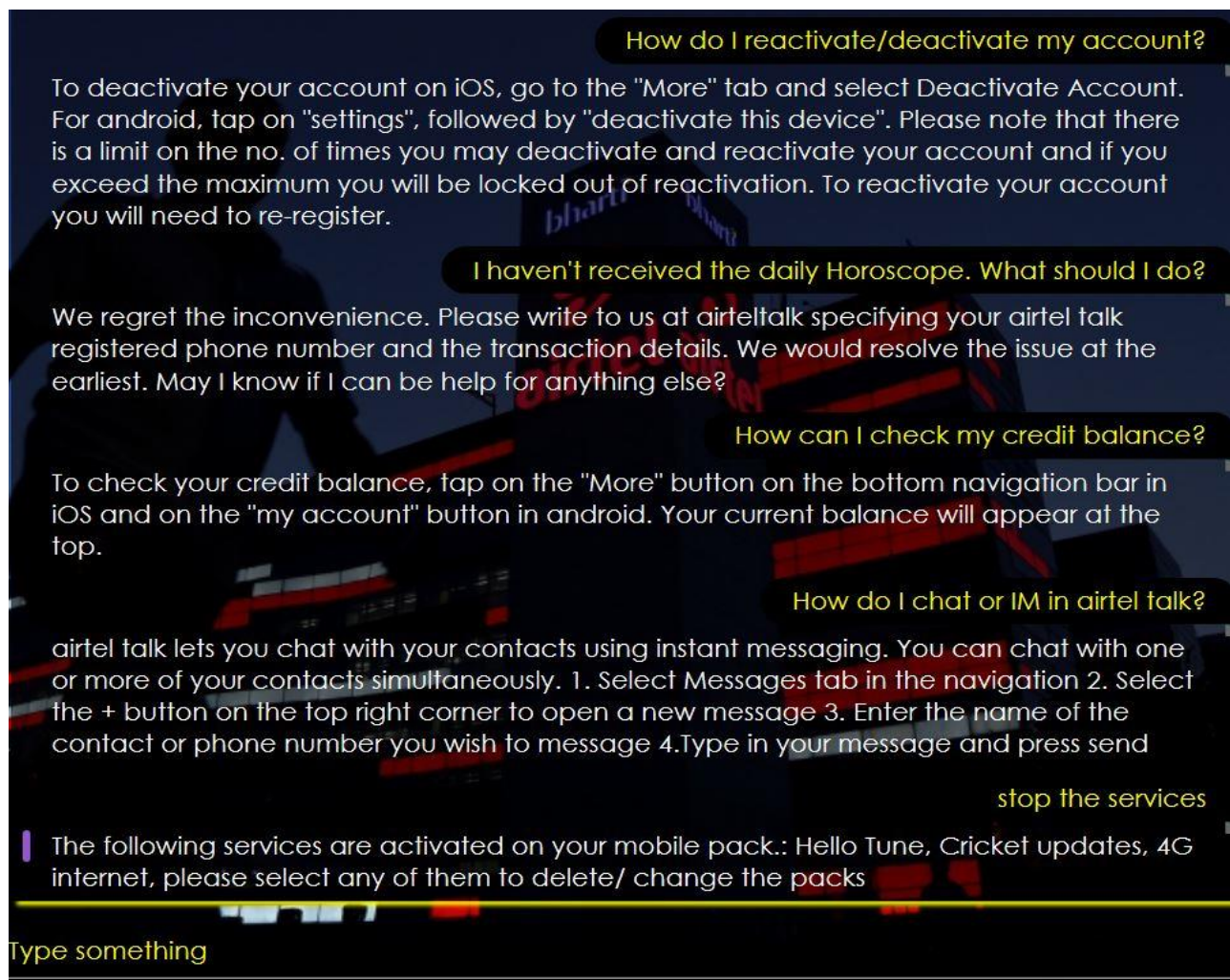   We have trained this bot for the below Frequently asked questions also:
7. Reply "Offers" in the conversation. Watson would be able to give you best offers available to your network connection.
8. Reply "Convert to postpaid" in the conversation. This type of requests can be raised in our chatbot, and your network operator can resolve within 24-48hours

9. Reply "How do I reactivate/deactivate my account?" . It has already answered once by the network operator to the old customer. Now, Watson can search the query for this question and it will fetch the solution from the database and replies in the very short time.

10. Reply "How do I chat or IM in airtel talk?". It has already answered once by the network operator to the old customer. Now, Watson can search the query for this question and it will fetch the solution from the database and replies in the very short time.

11. Reply "How can I check my credit balance?" . It has already answered once by the network operator to the old customer. Now, Watson can search the query for this question and it will fetch the solution from the database and replies in the very short time.

12. Reply "I haven't received the daily Horoscope. What should I do?". It has already answered once by the network operator to the old customer. Now, Watson can search the query for this question and it will fetch the solution from the database and replies in the very short time.

Conversation flow of the App:

Welcome to the Watson Network Assistant. I can help you with your queries related to Airtel, JIO, Vodafone, BSNL, Idea, Tata Docomo, TataSky, Videocon DTH network connections.

hi

Hi! Please enter your mobile number

7893922895

Your number belongs to Airtel network from Karnataka State.
Let me know how I can help you with queries related to Balance enquiry, Recharge, set Hello Tune, Remove add on packs, Data Services, Offer of the day or anything?

recharge

You have selected Recharge, please enter the amount you want to recharge

100

Your recharge is in progress, please give your Paytm-Wallet number for further transaction.

9177757459

Congratualations!! Your mobile number is recharged. Rs.100 has been deducted from your Paytm-Wallet for acknowledgement. Please let me know if I can help in other quieres.

my offers

Best offer of the day: RC 299 get 200.00 talktime and 2GB internet with validity of 30days. You may also consider the below offers: RC 199 get 100.00 talktime and 1GB internet with validity of 30days; RC 99 get 50.00 talktime and 1GB internet with validity of 30days. Any queries?

Frequently asked questions by a customer

Watson Network Assistant's Client:

All the network/ telecom operators and there is large scope.

Watson Network Assistant's Future Enhancements:

- This chatbot can be automated with voice using Text to Speech API's and hence it can be very hassle free customer service to answer the customer's queries through telephonic call.
- To integrate with Facebook, Messenger, Hike to provide easy access with chatbot and to reach more customers online.