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HPE AI integraged Content Search Chatbot for technical support, purchase and sales queries
(D2289)

Team - Vikrant Dhimate   Submitted: Feb 26 2021   Category: Compute   Status: Not Selected

+

Description	Attachments (4)	Votes

HPE is a global, edge-to-cloud Platform-as-a-Service company which helps to transform business of customers. HPE (https://www.hpe.com/) currently has HPE live Chatbot which are not Interactive and AI powered.

Our proposal is to improvise HPE Live Chat to an interactive AI based Chatbot to enable customers to get their most of the queries resolved automatically. AI based interactive Chatbots are one of the efficient ways of communicating with customers which can improve the customer experience. The essence of this communication is in the form of dialogues. Contrary to just publishing the information on a website, customers who use a Chatbot can quickly get to the accurate information by asking questions. The Chatbot can help or suggest customers the possible options where ever applicable. E.g. It can suggest possible options like Content Type, Software Downloads, Documents, Forums, Resources to understand direction of customer query.

The current HPE live chat shows static options as given below.

Progress

Stage: Results

Submission Team

V   D

Details

Vote Score:	2
Votes:	2
Rank:	70
Unique Views:	2
Total Views:	43
Comments:	0
Favorited:	1

Linked Submissions:
No Linked Submissions

Considering example of technical support here, the customer has to manually go to HPE Support center site and then search for any specific product or support articles. Also this is time consuming and many a times customer have to talk to support representative to get the answers. Since most of the times due to lack of enough manpower, it becomes impossible to initiate a communication with customers. This Chatbot will allow us to start a conversation with customer, regarding any issue, any time of the day. This will HPE brand one step ahead among the competitors and it will be one of those few enterprise companies which provides support for 24/7.

   An AI powered interactive Chatbot can quickly narrows down choices and provides customers with accurate information. It provides round-the-clock access to information for your business needs and makes good and timely decisions. Using question–answer pairs, the user can traverse the knowledge captured in the databases.
This speeds up the servicing time. The offers, notifications as well can be published to specific set of customers via Chatbots.
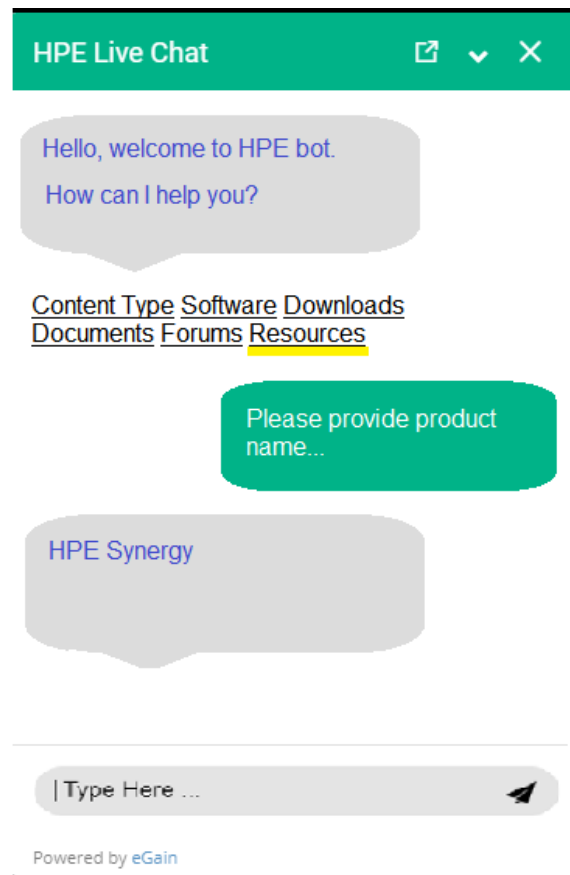
Is your idea related to a Product, Service, Process, Partnership or User Experience? *
Service

Is your idea an improvement to an existing service or is your idea completely new? *
Improvement on an existing service

What people, partners and/or resources do you anticipate needing to make your idea work? *

A small team of enthusiast and technocrats having knowledge on building bots, AI/ML and NLP.

Guidance/Expert opinion on sales, support etc.

Access to existing public data on Documentation, Alert, Reference Information, Parts and Specifications, Support Articles etc.

Would you place your idea as a low, medium or high potential investment for HPE to implement? *
Low $

What value does your idea bring to HPE? *

HPE's one of the core value is "Customer First". By proposing and productizing this idea we will be making a better customer experience. This will give us opportunity to reduce customer queries/calls which actually doesn't need in person interaction. This will create a positive impact on customer satisfaction and will reduce support calls.

Customers will get ease access to required content and chat bot will help in getting directional and focused answer. A smart bot will leverage multiple channels and give customers focused content. Proactive customer interaction will help in increasing the sales opportunity

How does your idea fit into our business strategy? *

Bots are very efficient for gathering information. It acts as a bridge between customer and sales & support.

https://www.hpe.com/ should have an interactive AI based chatbot.

HPE slots into As A Service (AAS) holding the core value Customer first by building a deeper rapport with customers. Also Improving customer service increases opportunities for sales. Going forward we can monetize the Chatbot by making the same As A Service, offsetting support.

Using this kind of chatbot not only helps to make the servicing more efficient, but will help in quickly and accurately.

With revolution in smart phone and latest technology and trends, this will bring support and sale to fingertip of customer.

What kind of benefit(s) would your idea bring? *
Makes money
Saves money
Improves customer experience
Improves competitiveness

Is your idea innovative only for HPE or innovative to both HPE and the external market? *
HPE only

Is there anything else the judges should consider with your idea? *

Technologies are emerging every day and staying on top of the latest trends is critical for business development.

Chatbot is cost-effective, easy to implement, maintain and use. With AI integration to a Chatbot we can easily streamline process of communication and give an extensive support for customers. This will give a better way to communicate, sell or support HPE customers. Also this can be done with minimal investment which in turn improve customer satisfaction and help in cost reduction.

Have you previously submitted your idea in another forum such as Innovation Challenge, Tech Con, or Invention Disclosure? *
No

Would you like your idea to be visible to the HPE community or kept private? *
Visible to HPE community

Comments (0)

No comments

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