Digital Assistants are becoming popular components of an organization's customer service department. Their ability to deflect call volume from live agents provides customers with self-service, 24 x 7 access to support. This helps organizations scale their support staff and reduce costs. With Fishbowl’s Zendesk integration, customers will be able to get answers to common questions through a conversational interface, yet still have easy access to a live support agent when needed.

### Zendesk Digital Assistant Use Case Flow

**Fishbowl’s Digital Assistant for Zendesk** can assist customer service agents with first-line request responses, or can altogether deflect service/ticket submissions. Here’s how:

**Zendesk Service Agent**
1. Request to talk to a live agent prompts chat message to show up in Zendesk chat
2. Chat dialogue preceding live agent request included
3. Agent chats with user/customer using Zendesk chat
4. Service agent creates ticket if unable to answer question/resolve issue

**Digital Assistant**
1. Customer uses digital assistant to ask question or perform service process (cancel account/subscription)
2. When a live agent is needed, digital assistant initiates chat notification in Zendesk

### Why Oracle Mobile Hub and Digital Assistants?

- **One multi-channel engagement platform** - Linking UX across Bots, mobile & web
- **One integrated solution brings it all together** - Channels, dialog flow, AI engine, integration with Bot builder UI
- **Powerful platform** - With machine learning, cognitive, context & knowledge services
- **Integration to enterprise systems** - Optimized for Mobile / Bots systems
- **Seamless hand offs** - Bot to human agent & Agent to Bot
- **Real-time insights across mobile, bots & web** - Understand performance, usability issues, paths & test and train the model

### Oracle Digital Assistant Partner

Fishbowl Solutions specific development focus is on the Oracle Mobile Hub and its Digital Assistant feature. With this platform, we can design a digital assistant specific to your use case or automation initiative.