

Contact your account rep to learn more about Fishbowl's Digital Assistant for Zendesk or visit www.fishbowlsolutions.com.

Fishbowl Solutions Digital Assistant for Zendesk

Streamline customer access to support and service ticket creation in Zendesk

Services Overview

- Setup Oracle Digital Assistant environment
- Review chat logs or FAQs for intents customer is targeting
- Outline the conversational flow
- Gather Q & A to be handled
- Determine agent handoff cases and design flows
- Set up chat interface
- Set up bot on chat client
- Configure user security for chat client/server
- Configure user identity
- Build conversation flows
- Update UI elements
- Configure Zendesk agent integration

Features

- Handover to live agent using Zendesk
- Web-based chat interface
- Multilingual Support
- Machine Learning
- Analytics

Contact Information

For more information or to schedule a demo, call +1.952.465-3400, visit www.fishbowlsolutions.com or send an email to info@fishbowlsolutions.com.

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.

