Virtual Agent Modeling

Build customer service virtual agents faster and smarter

Chatbase

Building AI-powered customer service virtual agents manually is slow and puts customer satisfaction at risk. Instead, Chatbase Virtual Agent Modeling helps you create a robust virtual agent that meets customer needs, in a fraction of the time. It uses Google's machine learning and search capabilities to unlock actionable insights from human-to-human interactions in your contact center's chat and call logs -- making development faster and your virtual agent smarter.

Key Benefits

1 Improve customer satisfaction

Virtual Agent Modeling replaces guesswork with data, ensuring a solution engineered to meet customer needs.

2 Save time and money

Google's machine learning and search capabilities find more opportunities in your data for a virtual agent, faster.

3 Improve results over time

Virtual Agent Analytics (free to use), backed by machine learning, helps you analyze & optimize your agent over time.

> "
> *This new approach to building bots moves at 200 mph, compared to 10-20 mph with current solutions*
>
> —
>
> Fortune 100 CTO

Discover
Find drivers and intents

Model
Understand conversations
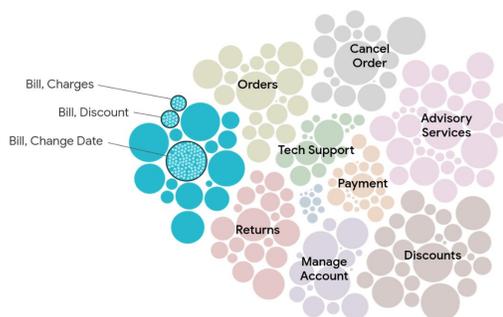
Deploy
Export insights for building

Key Capabilities

### Driver and Intent Discovery

Virtual Agent Modeling relies on Google's world-class machine learning capabilities to analyze thousands of chat or call transcripts, categorizing customer issues into "drivers" and then digging deeper to find specific intents per driver.

Intent Flow Modeling

For each complex intent, Chatbase models a detailed conversation flow you can use to build a virtual agent that responds precisely to customer requests.
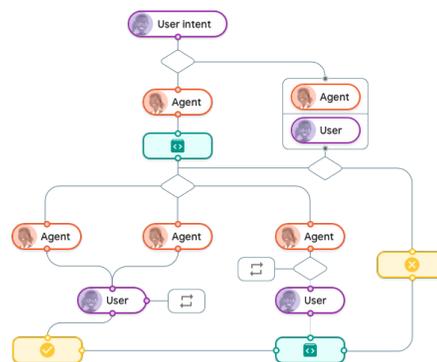
Semantic Search

Semantic Search, based on technology used by Google Search, helps find potentially thousands of phrase variations for training your virtual agent.

Export to Virtual Agent

Developers can export results for faster development of a virtual agent that precisely meets requirements.

Privacy & Data Stewardship

As an additional layer of privacy protection, we automatically remove certain generic sensitive information -- such as addresses, SSN numbers, and phone numbers -- that is detected in the data (i.e., transcripts) you provide. No data is shared with third parties or with other Google teams not involved in providing the Chatbase service. Chatbase is classified as a "Data Processor" per GDPR.

Driver and Intent Discovery

Intent Flow Modeling

Request a demo of the Early Access version: **chatbase.com/modeling**