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## Optimize Chat Support with Deskpro's AI Chatbot

2024-11-08 - Lara Proud - Comments (0) - Product (Admin)

The latest enhancement to your customer support toolkit: Deskpro's AI Chatbot. This addition uses Deskpro's AI suite developments to transform how customers interact with your chat.

The AI Chatbot can understand customer questions accurately, search your Help Center for information, and provide clear conversational responses. It's always available to assist users, making customer service more efficient and consistent.

Pass the conversation to an Al bot.		How do I request time off or a vacation day?	
Name*	~		
Al Bot Response		You	4m a
This is for internal use only. Al Data Source*		o request a vacation day, submit a equest through our <u>online portal</u> .	
FAQs		nce you login into your account and icking on the "Time Off" tab.	
Help Center Content Found			
Customize the bot's response and present choices after it generates an answer. If no actions is taken by the user, the can continue chatting with the bot by default.		hen complete the request form with ne dates you wish to take off.	
Message*	D	id that resolve your query?	
Did that resolve your query?	·	s, that helped No, get more help	
Options*	Manr	iy · Just now	
Yes, that helped	•		
No, get more help	⊕ Send	a message	>

Users can also see processing indicators to provide transparency and presence for the conversation. Plus, your Chatbot respects user permissions to ensure it generates responses using information they have permission to access.

This addition to your messenger is configured easily in your Chatflows, to get started check out the <u>AI Chatbot Guide</u>. With Deskpro's AI Chatbot, you can enhance your customer service with smarter, faster, and more efficient support.