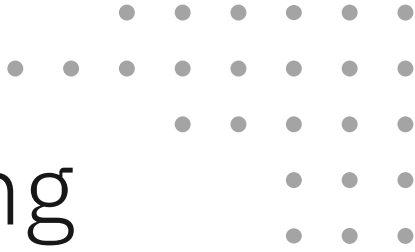


02 Getting Started



The first steps on your Conversational AI journey.

Now that you've proven that AI will meet your business needs, it's time to get started. You are about to embark on a journey that will transform your business and will bring tremendous value to your clients. This episode will outline how to make the beginning of your journey that much easier with three simple steps: Creating your strategy, Building the team, and Preparing your data.

Subchapters

Create Natural Conversations
Integrations
Analytics

Overview of the AI Journey

Taking a step back: An overview of your AI journey

1. Prove that AI can positively impact your business with an initial use case.
2. Adopt an AI approach and understand how it will change organizations and ways of working.
3. Scale your AI solution across your enterprise, user and use case.

There are three steps to getting started.

1. Creating your strategy

Determine if a chatbot is the right strategy for your business.

- Will users interact with it?

Use Design Thinking Principles to:

- Define your objectives
- Find gaps/opportunities
- Lay out realistic goals

Start small and develop iteratively

- Leverage quick wins and your Minimal Viable

Product (MVP) to scale

- Fail fast and recover to make the necessary changes

2. Building the team

Make sure you have the right skills at the right time, including Technical Resources to build your solutions, Subject Matter Experts (SMEs) and End Users to test your solution.

Your team should be aligned to your strategy and success criteria. They should also be able to understand the linguistics of creating an engaging and effective chat conversation, and architect a design to fit your technical environment and requirements.

Team members should include:

- Line of Business Leader
- Project Lead
- Conversational Strategist
- Engineers (Developers)
- Solution Architects
- Sponsor User (Real-world, End user)
- Subject Matter Experts



3. Preparing your data

Acquire representative data through

- Chat Transcripts
- Interviews with End Users
- Question Input Tool

Tip 1

Resist the urge to modify or perfect language from the data that you have. Your solution should be trained to understand just how your users speak.

Tip 2

Train your system in small sprints and use methods like blind and kfold to verify the quality of your data.

Understand the right deployment model

- Based on the data you have, determine your security requirements to understand the right cloud deployment that's right for your business.

Options

Cloud Public, Private or Dedicated

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