Improve Microsoft Teams Bots with Bot Analytic Services

Crow Canyon Software

CHANGE

BOT IQ BOOSTED

ENGAGEMENT

RECOMMENDATIONS

BOT ANALYTIC SERVICES

Continuous Cycle of Improvement

CONVERSATIONS

What can be done to improve resolution percentages?

What steps can be taken to improve engagement?

Are questions answered and issues resolved?

What percentage of abandonment, unresolved, and dead-end conversations are there?

How many people use the bot, and how often?

Are these repeat users?

What devices are used?

What are the results of engagement?

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Find out more at www.crowcanyon.com