engineering process performed by bot coders and developers who do not have firsthand knowledge or training in contact center operations. Such a process is likewise not scalable, and the resulting bots may lack the engagement ability of human agents.

[0005] There is, therefore, a need in the art for improved systems and methods for intelligence-driven automatic bot creation based on scripts and agent interaction.

SUMMARY OF THE CLAIMED INVENTION

[0006] Embodiments of the present invention include methods and systems for transcript-based bot creation. Information may be stored in memory regarding a set of different automation templates associated with different statement types. A transcript may be imported that includes a plurality of statements, which may be analyzed to classify the statements as one or more of the different statement types. The imported transcript may be displayed in a graphic user interface with its statements displayed in accordance with the automation templates associated with the respective statement type. User input may be received, including modification input that modifies at least one automation template associated with at least one statement of the displayed transcript. Designated as an integration point. A custom bot may thereafter be generated based on the modification input and configured to conduct a conversation based on the imported template and to initiate a workflow at the integration point in accordance with the at least one modified automation template.

[0006a] According to a first aspect of the present invention, there is provided a method for transcript-based bot creation, the method including: storing information in memory regarding a set of different automation templates associated with different statement types; importing a transcript via a communication interface, the imported transcript comprising a plurality of statements; analyzing the imported transcript to classify the statements as one or more of the different statement types; displaying the imported transcript in a graphic user interface, wherein the statement within the transcript are displayed in accordance with the automation templates associated with the respective statement type; receiving user input that modifies at least one automation template associated with the displayed transcript, the modified automation template associated with one of the statements designated as an integration point; and generating a custom bot configured to conduct a conversation based on the imported template and to initiate a workflow at the integration point in accordance with the at least one modified automation template.

[0006b] According to a second aspect of the present invention, there is provided a system for transcript-based bot creation, the method including: memory that stores information regarding

a set of different automation templates associated with different statement types; a communication interface that imports a transcript comprising a plurality of statements; a processor that executes instructions stored in memory to analyze the imported transcript to classify the statements as one or more of the different statement types; a graphic user interface that: displays the imported transcript, wherein the graphic user interface displays the statements within the transcript in accordance with the automation templates associated with the respective statement type, and receives user input that modifies at least one automation template associated with the displayed transcript, the modified automation template associated with one of the statements designated as an integration point; and wherein the processor executes further instructions to generate a custom bot configured to conduct a conversation based on the imported template and to initiate a workflow at the integration point in accordance with the at least one modified automation template.

[0006c] According to a third aspect of the present invention, there is provided a non-transitory, computer-readable storage medium, having embodied thereon a program executable by a processor to perform method for transcript-based bot creation, the method including: storing information in memory regarding a set of different automation templates associated with different statement types; importing a transcript via a communication interface, the imported transcript comprising a plurality of statements; analyzing the imported transcript to classify the statements as one or more of the different statement types; displaying the imported transcript in a graphic user interface, wherein the statement within the transcript are displayed in accordance with the automation templates associated with the respective statement type; receiving user input that modifies at least one automation template associated with the displayed transcript, the modified automation template associated with one of the statements designated as an integration point; and generating a custom bot configured to conduct a conversation based on the imported template and to initiate a workflow at the integration point in accordance with the at least one modified automation template.

BRIEF DESCRIPTION OF THE FIGURES

[0007] FIG. 1 illustrates a number of different chat bot failures, resulting from inability to identify precisely what the user is asking.

[0008] FIG. 2 illustrates an exemplary successful conversation with a consumer/user and analysis thereof.

[0009] FIG. 3A-3F illustrate a variety of dashboards that provide different analyses of statements and conversations.

CLAIMS

1. A method for transcript-based bot creation, the method comprising:

storing information in memory regarding a set of different automation templates associated with different statement types;

importing a transcript via a communication interface, the imported transcript comprising a plurality of statements;

analyzing the imported transcript to classify the statements as one or more of the different statement types;

matching the classified statements of the imported transcript to one or more of the stored automation templates associated with the respective statement type of the classified statement;

displaying the imported transcript in a graphic user interface, wherein the classified statements within the transcript are displayed in association with the matching automation templates associated with the respective statement type of the classified statements;

receiving user input that modifies at least one automation template associated with the displayed transcript, the modified automation template associated with one of the classified statements designated as an integration point; and

generating a custom bot configured to conduct a conversation based on the imported template and to initiate a workflow at the integration point in accordance with the at least one modified automation template.

2. The method of claim 1, wherein the set of automation templates is associated with an industry vertical, wherein a different industry vertical is associated with a different set of automation templates.

3. The method of claim 1, wherein the different statement types include statements by agent and statements by end-user.

4. The method of claim 1, wherein at least one of the different statement types is matched to the one or more automation templates based on a predefined intent.

5. The method of claim 1, further comprising tracking a plurality of live conversations with an end-user in real-time, and identifying an intent associated with one of the statements in one of the live conversations, wherein classifying the statement in the imported transcript comprises a comparison to tracked live conversations and the identified intent for the tracked live conversation.

6. The method of claim 1, further comprising identifying an intent associated with a workflow initiated by an agent associated with a live conversation.

7. The method of claim 1, wherein analyzing the imported transcript comprises making a prediction regarding a recommended workflow to initiate in response to one or more of the statements in the transcript.

8. The method of claim 1, wherein analyzing the imported transcript comprises identifying a handoff point between the bot and an agent associated with a live conversation.

9. The method of claim 1, further comprising generating an agent dashboard displaying current metrics regarding tracked conversations.

10. The method of claim 1, further comprising providing a filter tool selectable to filter a plurality of tracked conversations based on one or more of the metrics.

11. The method of claim 1, wherein analyzing the imported transcript comprises assigning a sentiment score.

12. A system for transcript-based bot creation, the method comprising:

memory that stores information regarding a set of different automation templates associated with different statement types;

a communication interface that imports a transcript comprising a plurality of statements;

a processor that executes instructions stored in memory to:

analyze the imported transcript to classify the statements as one or more of the different statement types;

match the classified statements of the imported transcript to one or more of the stored automation templates associated with the respective statement type of the classified statement;

a graphic user interface that:

displays the imported transcript, wherein the graphic user interface displays the statements within the transcript in accordance with the automation templates associated with the respective statement type, and

receives user input that modifies at least one automation template associated with the displayed transcript, the modified automation template associated with one of the statements designated as an integration point;

wherein the processor executes further instructions to generate a custom bot configured to conduct a conversation based on the imported template and to initiate a workflow at the integration point in accordance with the at least one modified automation template.

13. The system of claim 12, wherein the set of automation templates is associated with an industry vertical, wherein a different industry vertical is associated with a different set of automation templates.

14. The system of claim 12, wherein the different statement types include statements by agent and statements by end-user.

15. The system of claim 12, wherein at least one of the different statement types is matched to the one or more automation templates based on a predefined intent.

16. The system of claim 12, wherein the graphic user interface further tracks a plurality of live conversations with an end-user in real-time, and wherein the processor executes further instructions to identify an intent associated with one of the statements in one of the live conversations, wherein the processor classifies the statement in the imported transcript based on a comparison to tracked live conversations and the identified intent for the tracked live conversation.

17. The system of claim 12, wherein the processor executes further instructions to identify an intent associated with a workflow initiated by an agent associated with a live conversation.

18. A non-transitory, computer-readable storage medium, having embodied thereon a program executable by a processor to perform method for transcript-based bot creation, the method comprising:

storing information in memory regarding a set of different automation templates associated with different statement types;

importing a transcript via a communication interface, the imported transcript comprising a plurality of statements;

analyzing the imported transcript to classify the statements as one or more of the different statement types;

matching the classified statements of the imported transcript to one or more of the stored automation templates associated with the respective statement type of the classified statement;

displaying the imported transcript in a graphic user interface, wherein the classified statements within the transcript are displayed in association with the matching automation templates associated with the respective statement type of the classified statements;

receiving user input that modifies at least one automation template associated with the displayed transcript, the modified automation template associated with one of the classified statements designated as an integration point; and

generating a custom bot configured to conduct a conversation based on the imported template and to initiate a workflow at the integration point in accordance with the at least one modified automation template.

19. The system of claim 12, wherein the processor analyzes the imported transcript by making a prediction regarding a recommended workflow to initiate in response to one or more of the statements in the transcript.

20. The system of claim 12, wherein the processor analyzes the imported transcript by identifying a handoff point between the bot and an agent associated with a live conversation.

21. The system of claim 12, wherein the graphic user interface further generates an agent dashboard displaying current metrics regarding tracked conversations.

22. The system of claim 12, wherein the graphic user interface further provides a filter tool selectable to filter a plurality of tracked conversations based on one or more of the metrics.

23. The system of claim 12, wherein the processor analyzes the imported transcript by assigning a sentiment score.

24. The non-transitory, computer-readable storage medium of claim 18, wherein the set of automation templates is associated with an industry vertical, wherein a different industry vertical is associated with a different set of automation templates.

25. The non-transitory, computer-readable storage medium of claim 18, wherein the different statement types include statements by agent and statements by end-user.

26. The non-transitory, computer-readable storage medium of claim 18, wherein at least one of the different statement types is matched to the one or more automation templates based on a predefined intent.

27. The non-transitory, computer-readable storage medium of claim 18, further comprising instructions executable to track a plurality of live conversations with an end-user in real-time, and to identify an intent associated with one of the statements in one of the live conversations,

wherein classifying the statement in the imported transcript comprises a comparison to tracked live conversations and the identified intent for the tracked live conversation.

28. The non-transitory, computer-readable storage medium of claim 18, further comprising instructions executable to identify an intent associated with a workflow initiated by an agent associated with a live conversation.

29. The non-transitory, computer-readable storage medium of claim 18, wherein analyzing the imported transcript comprises making a prediction regarding a recommended workflow to initiate in response to one or more of the statements in the transcript.

30. The non-transitory, computer-readable storage medium of claim 18, wherein analyzing the imported transcript comprises identifying a handoff point between the bot and an agent associated with a live conversation.

31. The non-transitory, computer-readable storage medium of claim 18, further comprising instructions executable to generate an agent dashboard displaying current metrics regarding tracked conversations.

32. The non-transitory, computer-readable storage medium of claim 18, further comprising instructions executable to provide a filter tool selectable to filter a plurality of tracked conversations based on one or more of the metrics.

33. The non-transitory, computer-readable storage medium of claim 18, wherein analyzing the imported transcript comprises assigning a sentiment score.