



BUILD A CHATBOT

Performance Support Chatbots deliver moment-of-need information required by a worker

- while interacting with a customer
- while completing a process
- or when using an application.

You can build Performance Support Chatbots on Cordiaa without bothering IT folks or outside vendors.

CREATE PERFORMANCE SUPPORT BOT

Tell Andrea: Create Performance Support Bot

Andrea will open up a Form for you to fill up the metadata for the Bot along with setting up the permissions for the Bot.

1

Set Modify and Build Permissions

Set Who all can interact with this Bot

Choose an icon for this Bot

Choose Build for the Bot you just created

2

BUILD THE BOT

Tell Andrea: Manage Performance Support Bots

Andrea will take you to a listing of Performance Support Bots you have access to.

THE BUILD SCREEN

The Build screen has 3 columns.

Enter the unique questions that the user may ask in Col 1.

For each unique question, enter the variations of that question in Col 2.

And update the bot response for each unique question in Col 3.

3

1 The User Asks

2 The User May Also Ask

3 And the Bot Responds

Choose BUILD button on the top right of the screen to invoke this.

4

YOUR BUILD #1

Once you have input a few questions and corresponding bot responses, you can go for your first build.

TEST THE BOT IN CHAT

Congratulations!

You can try out the questions in the chat channel. And come back and modify the Bot to further improve its coverage and accuracy.

5

Takes you to the channel of the Bot you just built

6

KNOWLEDGE GAP DASHBOARD

The Knowledge Gap Dashboard for each Performance Support Bot reflects any user query that the Bot has not successfully responded to.

Helps you enhance the coverage and accuracy of your Bot

We can't wait to see your work go from Good to Great 🚩



The AI Solutions Suite for Work