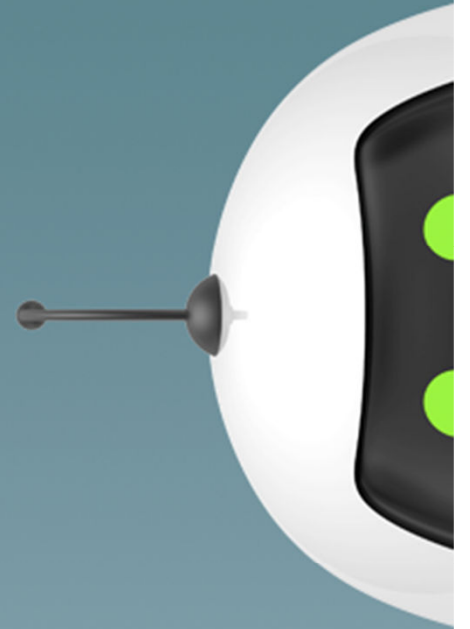


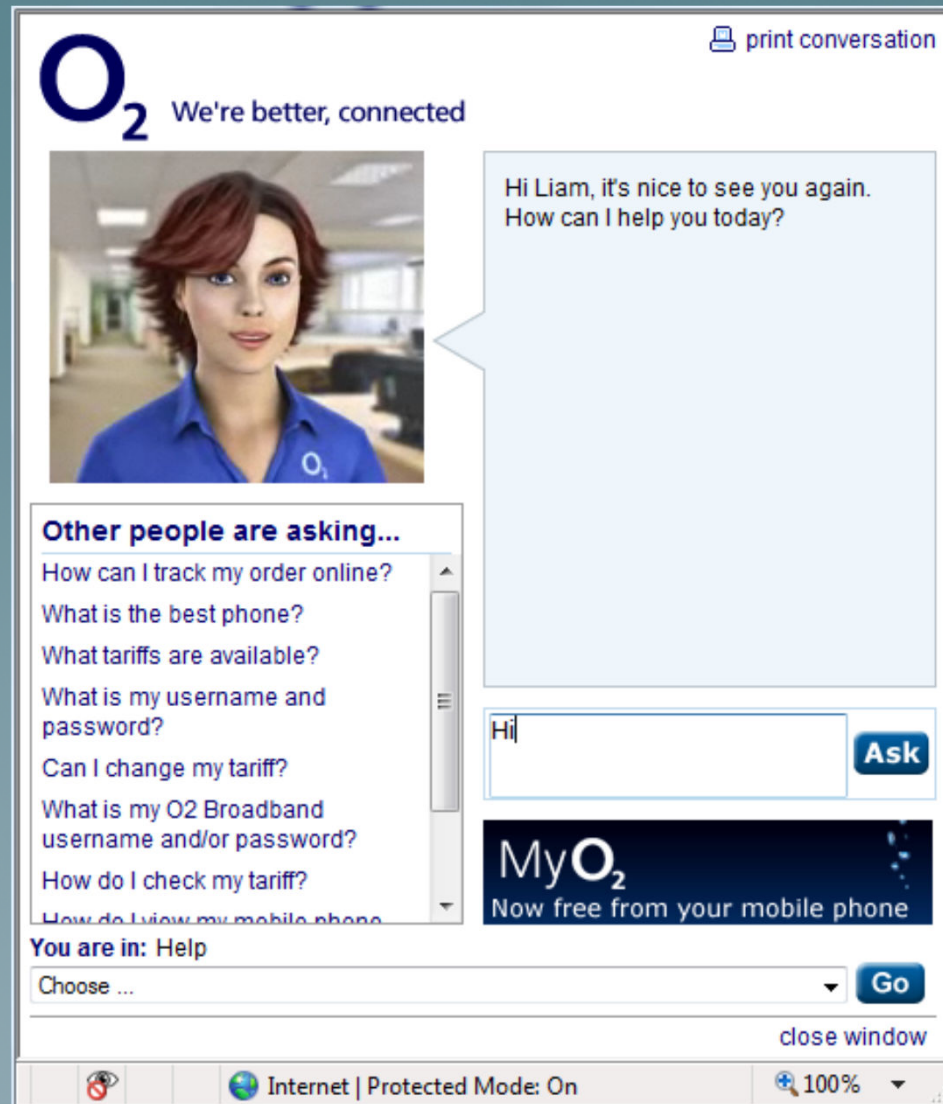
Integrating Virtual Assistant with Live Chat



Virtual Assistant



The user interacts with the Virtual Assistant



The screenshot displays the O2 Virtual Assistant interface. At the top left is the O2 logo with the tagline "We're better, connected". A "print conversation" link is in the top right. A 3D avatar of a woman with red hair, wearing a blue O2 shirt, is shown in a speech bubble. The chat window contains the text: "Hi Liam, it's nice to see you again. How can I help you today?". Below the avatar is a list of "Other people are asking..." with questions such as "How can I track my order online?", "What is the best phone?", and "What tariffs are available?". A search bar at the bottom left shows "Hi" and a "Go" button. A "My O2" banner at the bottom right says "Now free from your mobile phone". The browser's address bar at the bottom shows "Internet | Protected Mode: On" and a zoom level of "100%".

O₂ We're better, connected

print conversation

Hi Liam, it's nice to see you again.
How can I help you today?

Other people are asking...

- How can I track my order online?
- What is the best phone?
- What tariffs are available?
- What is my username and password?
- Can I change my tariff?
- What is my O2 Broadband username and/or password?
- How do I check my tariff?
- How do I view my mobile phone...

Hi

Ask

My O₂
Now free from your mobile phone

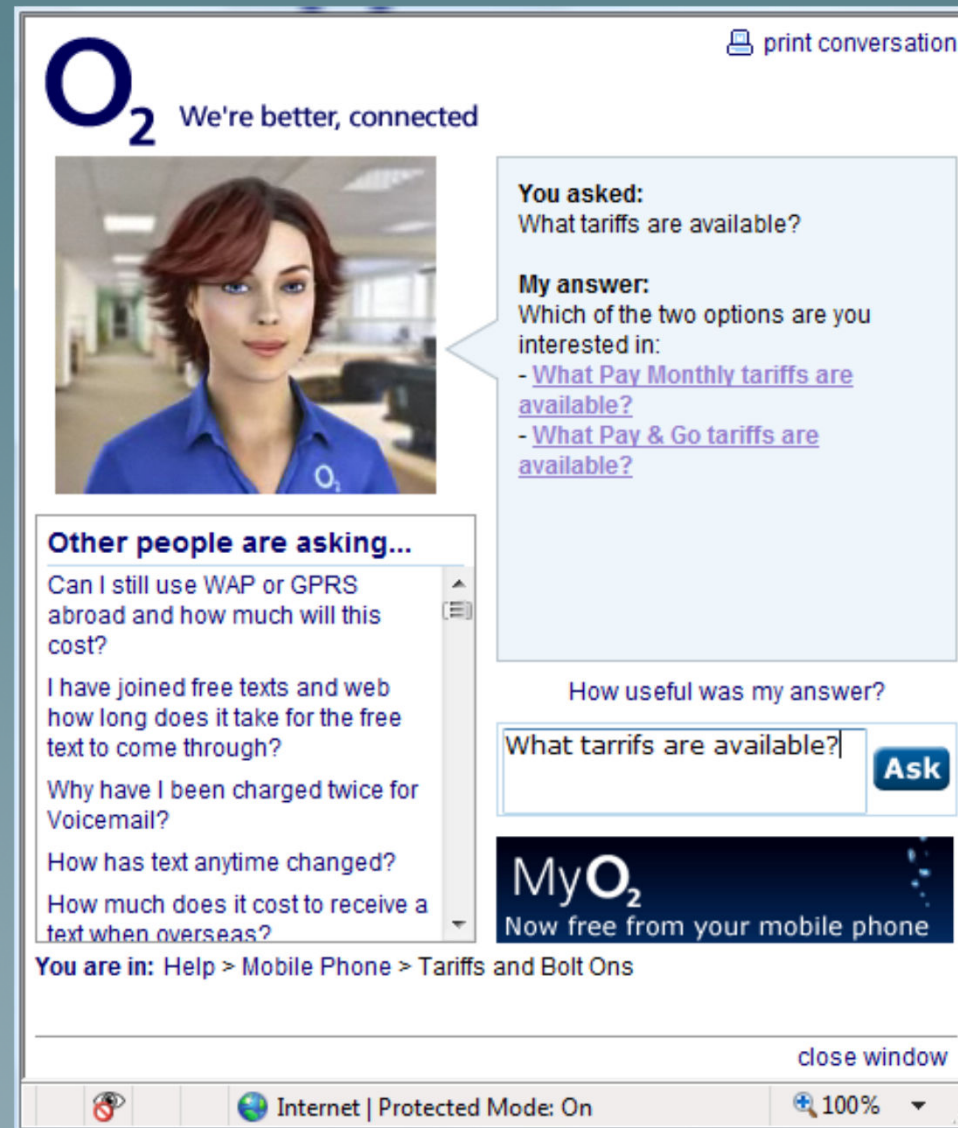
You are in: Help

Choose ... Go

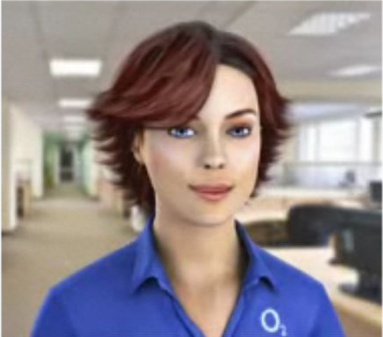
close window

Internet | Protected Mode: On 100%

The VA helps the user with their questions



O₂ We're better, connected



You asked:
What tariffs are available?

My answer:
Which of the two options are you interested in:
- [What Pay Monthly tariffs are available?](#)
- [What Pay & Go tariffs are available?](#)

Other people are asking...

- Can I still use WAP or GPRS abroad and how much will this cost?
- I have joined free texts and web how long does it take for the free text to come through?
- Why have I been charged twice for Voicemail?
- How has text anytime changed?
- How much does it cost to receive a text when overseas?

How useful was my answer?

What tariffs are available? **Ask**

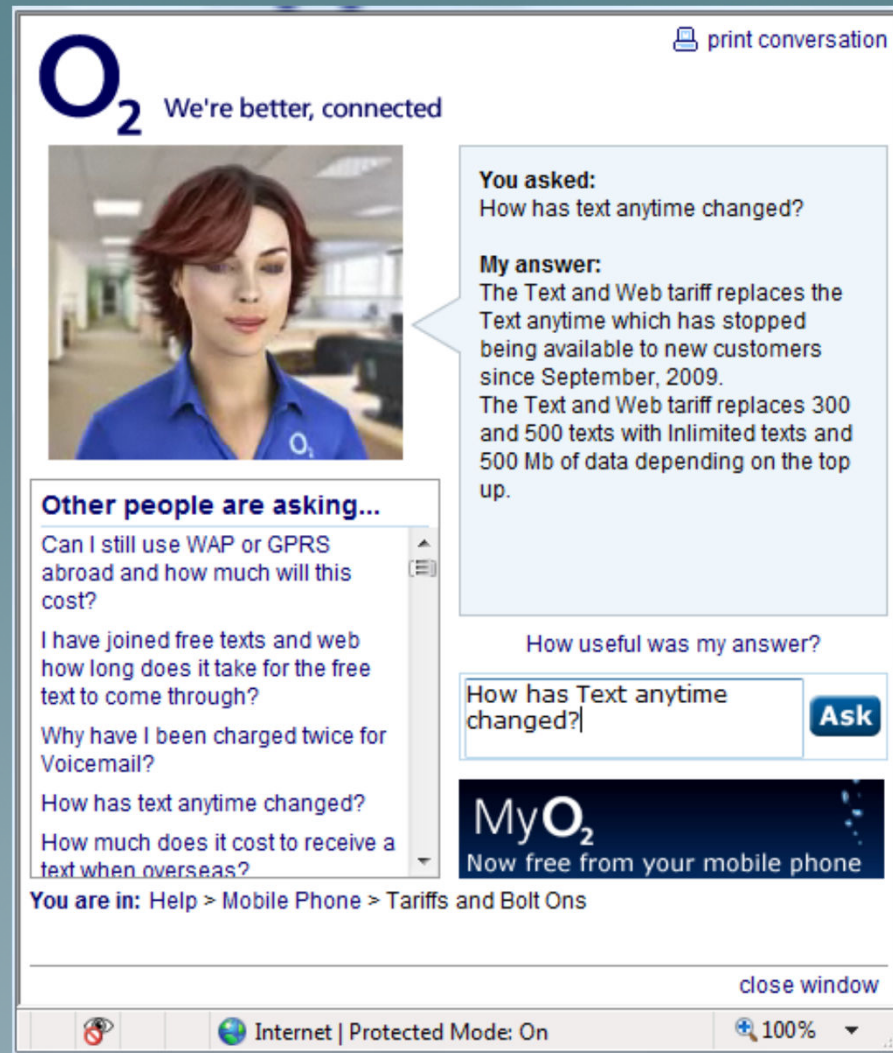
MyO₂
Now free from your mobile phone

You are in: Help > Mobile Phone > Tariffs and Bolt Ons

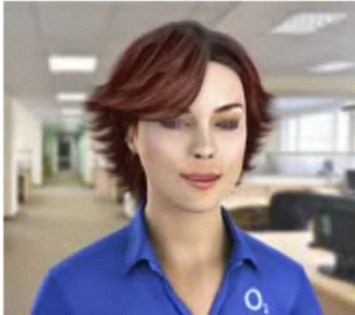
close window

Internet | Protected Mode: On 100%

Multiple questions can be asked creating a history of the conversation



O₂ We're better, connected print conversation



You asked:
How has text anytime changed?

My answer:
The Text and Web tariff replaces the Text anytime which has stopped being available to new customers since September, 2009.
The Text and Web tariff replaces 300 and 500 texts with Inlimited texts and 500 Mb of data depending on the top up.

How useful was my answer?

How has Text anytime changed? **Ask**

Other people are asking...

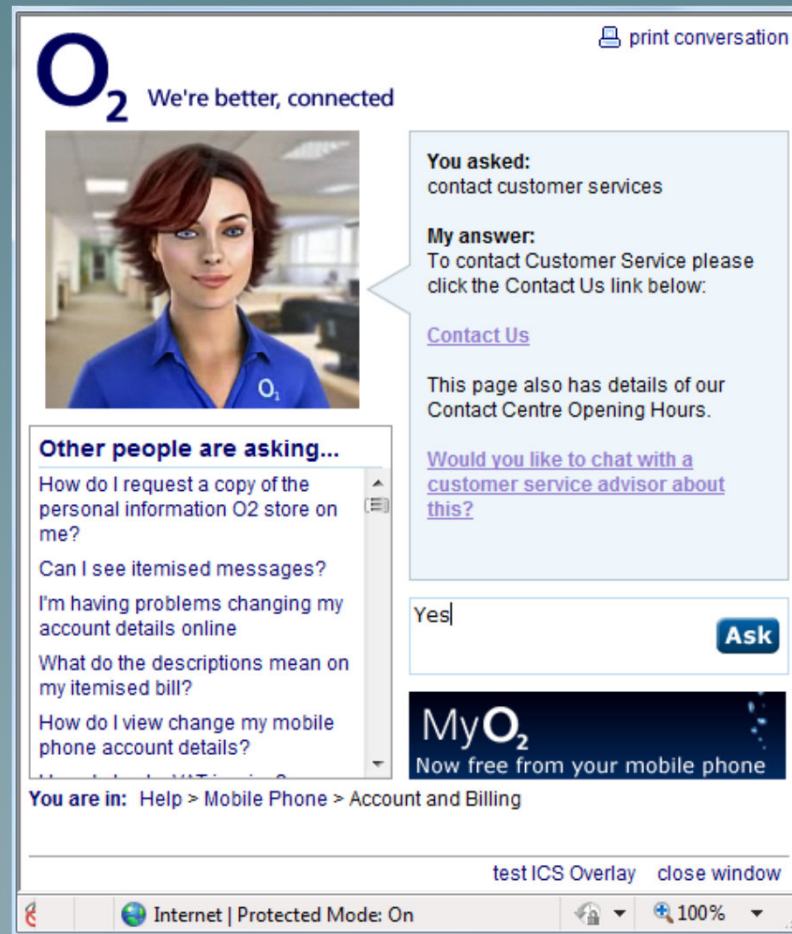
- Can I still use WAP or GPRS abroad and how much will this cost?
- I have joined free texts and web how long does it take for the free text to come through?
- Why have I been charged twice for Voicemail?
- How has text anytime changed?
- How much does it cost to receive a text when overseas?

You are in: Help > Mobile Phone > Tariffs and Bolt Ons

close window

Internet | Protected Mode: On 100%

Handover to live chat can be initiated by any predetermined triggers/rules



The screenshot displays a web browser window with the O2 logo and the tagline "We're better, connected". A virtual customer service advisor, a woman with red hair wearing a blue O2 shirt, is shown in a video feed. The chat history shows a user asking "contact customer services" and the advisor replying "To contact Customer Service please click the Contact Us link below:". A "Contact Us" link is provided, along with a link to chat with a customer service advisor. The user has typed "Yes" in the chat input field. The browser's address bar shows "Internet | Protected Mode: On" and the page title is "test ICS Overlay".

O₂ We're better, connected

print conversation

You asked:
contact customer services

My answer:
To contact Customer Service please click the Contact Us link below:

[Contact Us](#)

This page also has details of our Contact Centre Opening Hours.

[Would you like to chat with a customer service advisor about this?](#)

Yes

Ask

MyO₂
Now free from your mobile phone

Other people are asking...

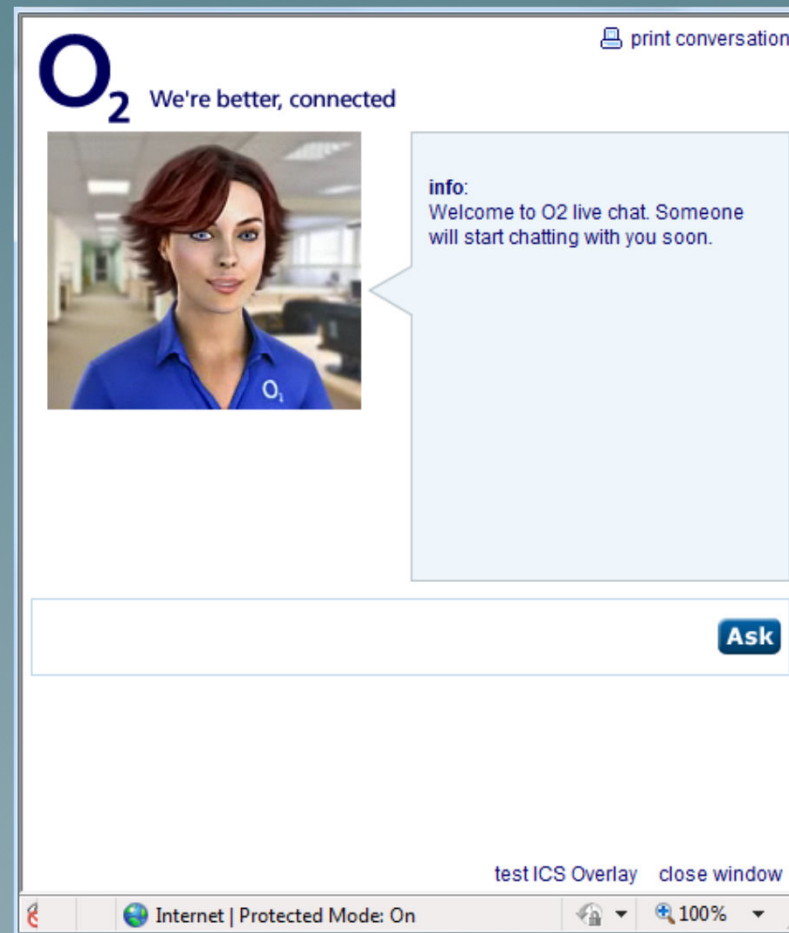
- How do I request a copy of the personal information O2 store on me?
- Can I see itemised messages?
- I'm having problems changing my account details online
- What do the descriptions mean on my itemised bill?
- How do I view change my mobile phone account details?

You are in: Help > Mobile Phone > Account and Billing

test ICS Overlay close window

Internet | Protected Mode: On 100%

New interface is then displayed



The VA alerts the Live Person agent and gives them a history of the conversation with the VA prior to the agent accepting the call

TicketID: **Subject:**
Name: 74.3.201.245.reverse.gogrid.com

Transfer Stop History

Visitor:

Pre-chat

User:

VA:Hi, it's nice to see you again. How can I help you today?

User:Hi

VA:Hi I'm Lucy, how can I help you?

User:What tariffs are available?

VA:Which of the two options are you interested in: - What Pay Monthly tariffs are available? - What Pay & Go tariffs are available?

User:How has text anytime changed?

VA:The Text and Web tariff replaces the Text anytime which has stopped being available to new customers since September, 2009.The Text and Web tariff replaces 300 and 500 texts with Unlimited texts and 500 Mb of data depending on the top up.

User:Why has my sim been disconnected?

VA:We're sorry to hear your SIM seems to be disconnected.This could be due to a number of reasons below:You have asked to be switched from Pay & Go to Post payYou have requested this SIM be disconnectedYou have not made a chargeable call within a 6 month period.A Live Agent is currently available to look into this for you - would you like to chat to the Live Agent?

Arial 10 B I U

Send

Info

Visitor Info

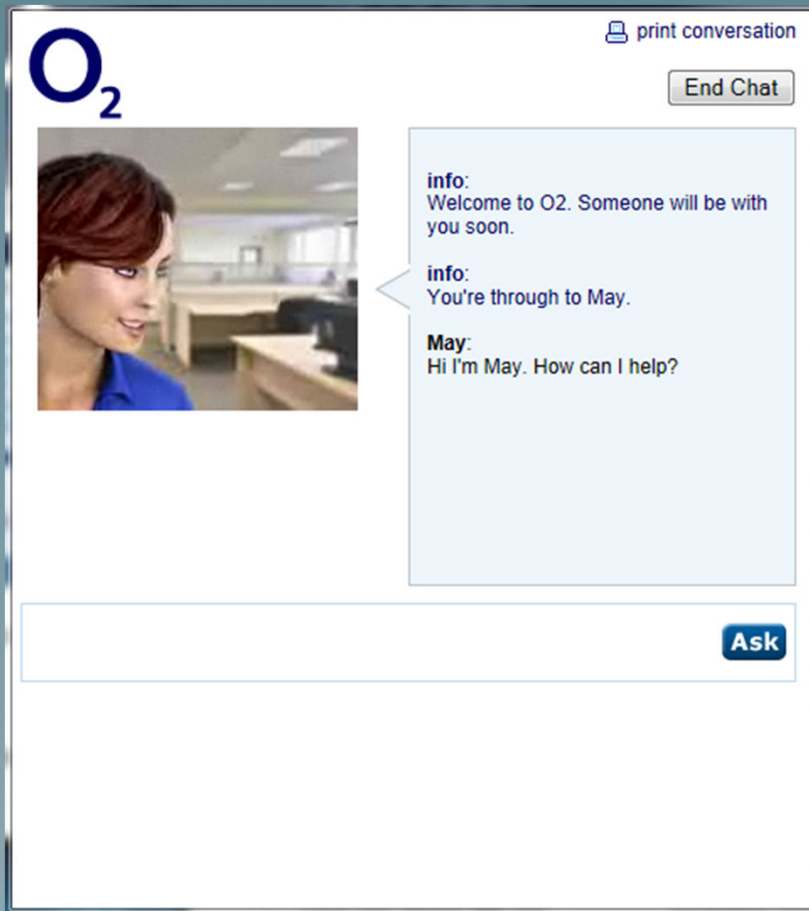
Contact ID	74.3.201.245.reverse.gogrid.com
Country	United States
City	San Francisco
Organization	Creative Virtual
Postal Code	94105
ISP	GoGrid
Connection Type	Unknown
Time Zone	America/Los_Angeles
IP	74.3.201.245
Host	74.3.201.245.reverse.gogrid.com
State/Province	California

Session Info

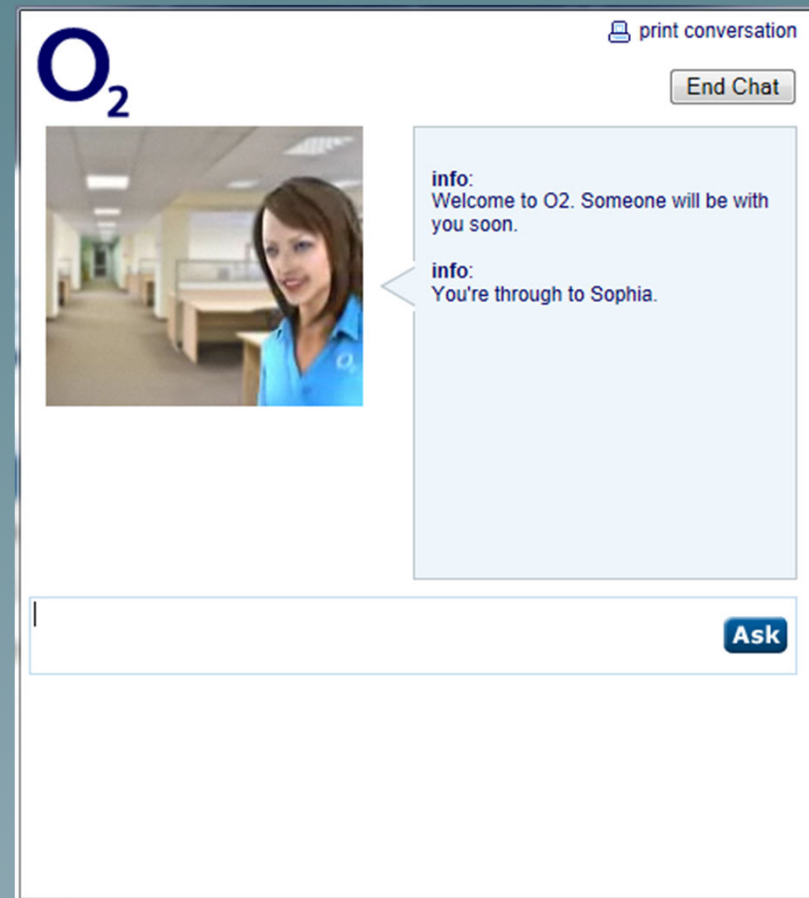
State	Chatting
Operator	Chris
Browser	Python-urllib/2.6
Cobrowse Support	No
Last Visit	
Last Chat	

Other Variables

Lucy then exits the interface and new avatar enters

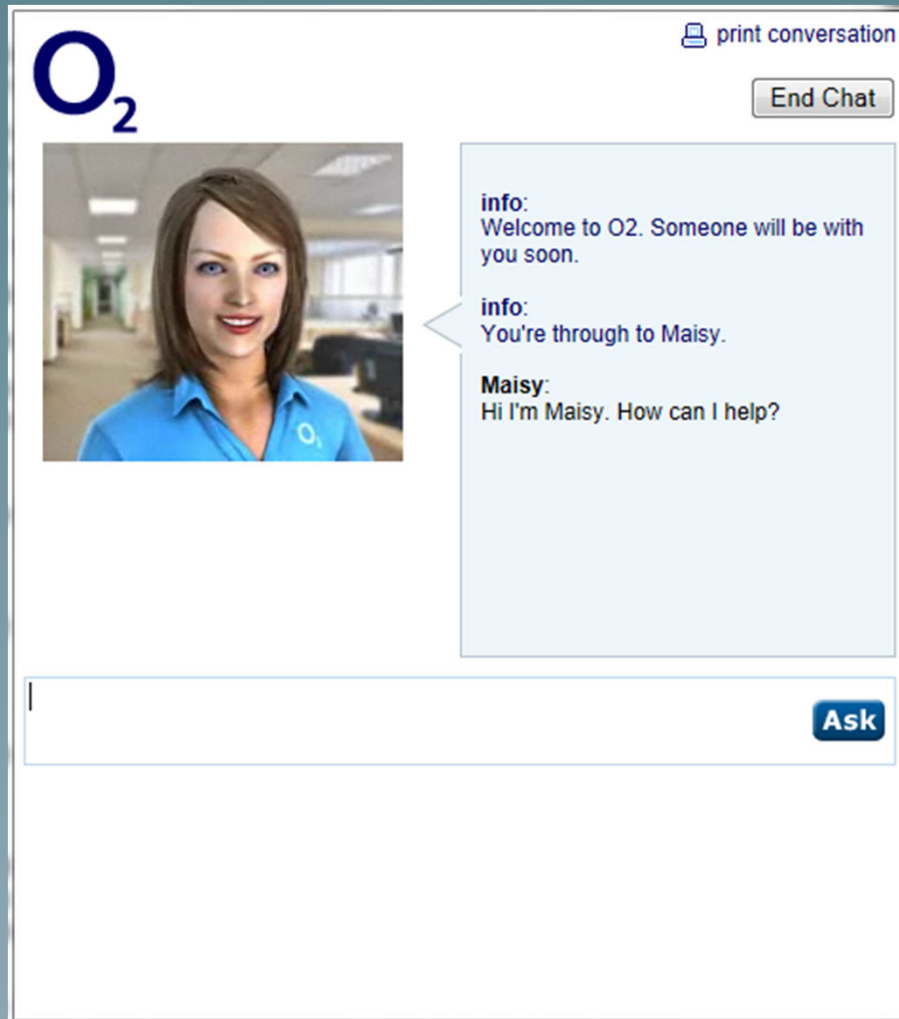


The screenshot shows the O2 chat interface. In the top left corner is the O₂ logo. In the top right corner, there is a "print conversation" icon and an "End Chat" button. On the left side, there is a video feed of a woman with red hair, identified as Lucy. The chat area contains three messages: an "info" message saying "Welcome to O2. Someone will be with you soon.", another "info" message saying "You're through to May.", and a "May" message saying "Hi I'm May. How can I help?". At the bottom of the chat area is an "Ask" button.

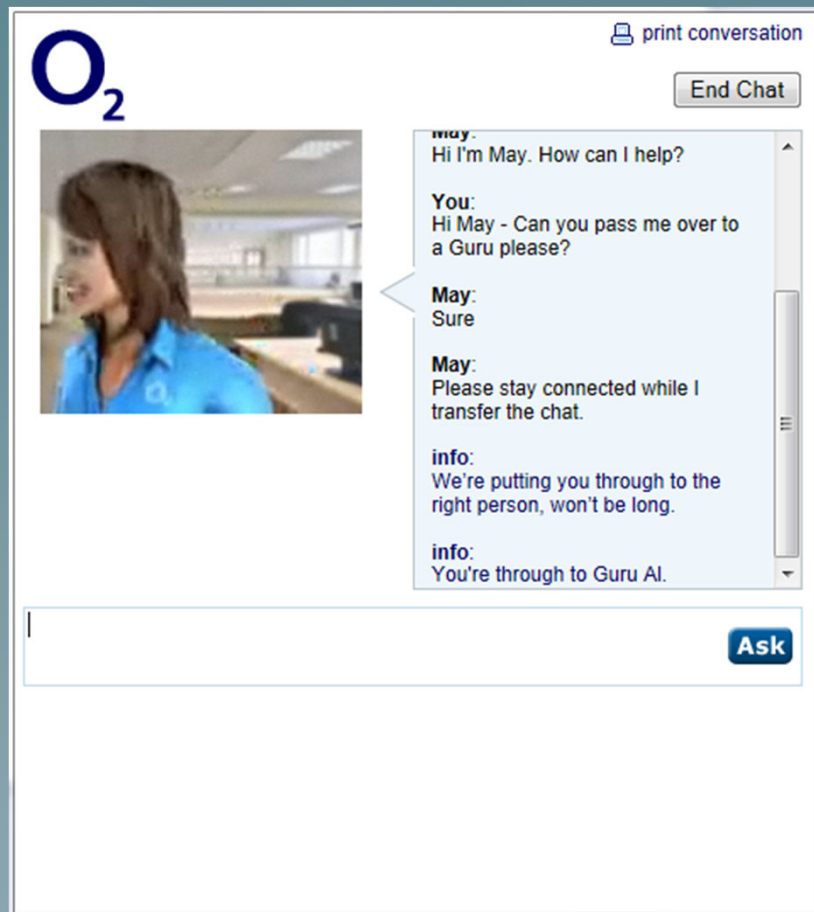


The screenshot shows the O2 chat interface. In the top left corner is the O₂ logo. In the top right corner, there is a "print conversation" icon and an "End Chat" button. On the left side, there is a video feed of a woman with brown hair, identified as Sophia. The chat area contains two "info" messages: "Welcome to O2. Someone will be with you soon." and "You're through to Sophia.". At the bottom of the chat area is an "Ask" button.

The Live Person interaction takes place in the existing VA template



The Agent can escalate to a Guru if they are unable to help



print conversation

End Chat

O₂

may:
Hi I'm May. How can I help?

You:
Hi May - Can you pass me over to a Guru please?

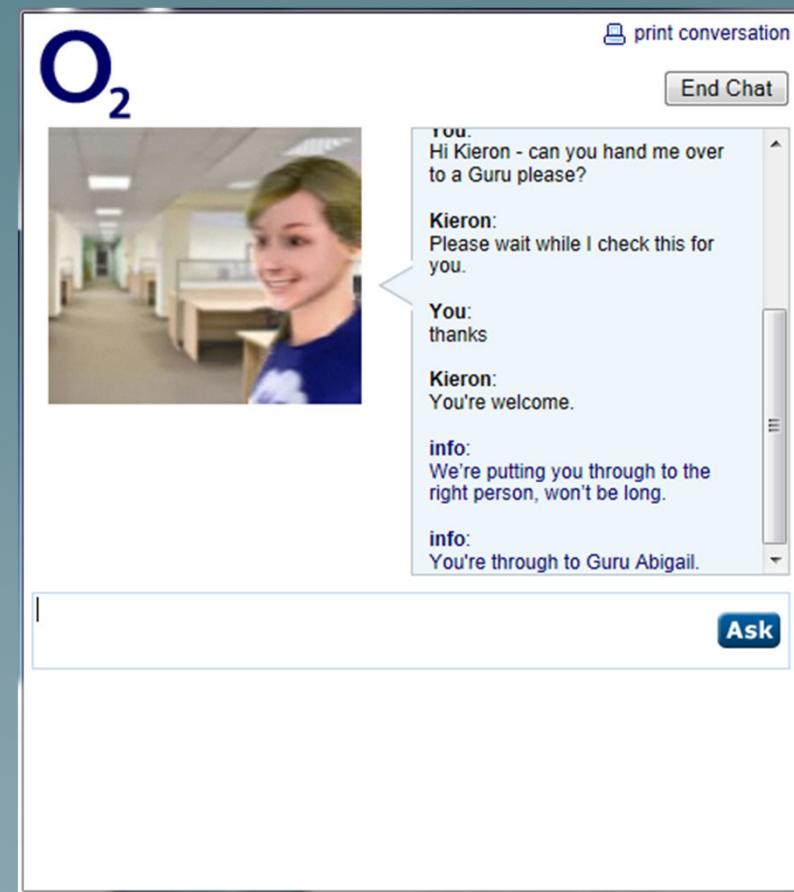
May:
Sure

May:
Please stay connected while I transfer the chat.

info:
We're putting you through to the right person, won't be long.

info:
You're through to Guru Al.

Ask



print conversation

End Chat

O₂

You:
Hi Kieron - can you hand me over to a Guru please?

Kieron:
Please wait while I check this for you.

You:
thanks

Kieron:
You're welcome.

info:
We're putting you through to the right person, won't be long.

info:
You're through to Guru Abigail.

Ask

Live Person agent continues the conversation with the user

TicketID: **Subject:**
Name: 74.3.201.245.reverse.gogrid.com

Transfer Stop History <> [Icons]

Chat Email Note Log

VISITOR:

Pre-chat

User:
 VA:Hi, it's nice to see you again. How can I help you today?
 User:Hi
 VA:Hi I'm Lucy, how can I help you?
 User:What tariffs are available?
 VA:Which of the two options are you interested in: - What Pay Monthly tariffs are available? - What Pay & Go tariffs are available?
 User:How has text anytime changed?
 VA:The Text and Web tariff replaces the Text anytime which has stopped being available to new customers since September, 2009.The Text and Web tariff replaces 300 and 500 texts with Unlimited texts and 500 Mb of data depending on the top up.
 User:Why has my sim been disconnected?
 VA:We're sorry to hear your SIM seems to be disconnected.This could be due to a number of reasons below:You have asked to be switched from Pay & Go to Post payYou have requested this SIM be disconnectedYou have not made a chargeable call within a 6 month period.A Live Agent is currently available to look into this for you - would you like to chat to the Live Agent?

Chris: Hi How can i help you?
 Visitor: My sim isn't working
 Chris: OK - no problem i'm sure we can fix that for you

Arial 10 B I U [Icons]

Send

Info

Visitor Info

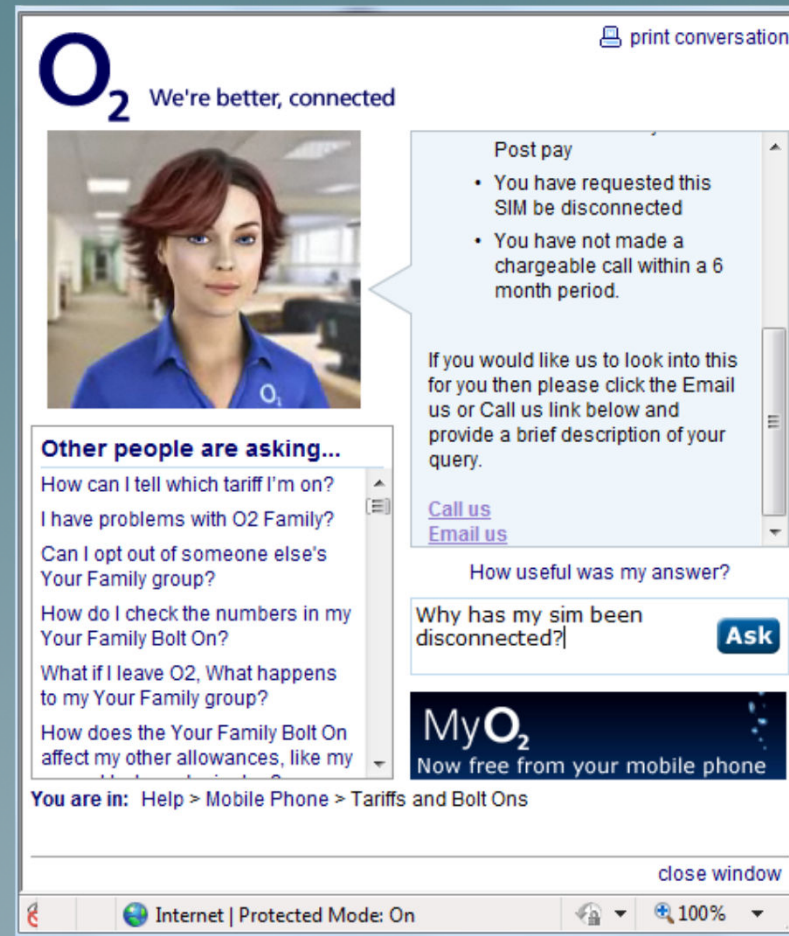
Contact ID	74.3.201.245.reverse.gogrid.com
Country	United States
City	San Francisco
Organization	Creative Virtual
Postal Code	94105
ISP	GoGrid
Connection Type	Unknown
Time Zone	America/Los_Angeles
IP	74.3.201.245
Host	74.3.201.245.reverse.gogrid.com
State/Province	California

Session Info

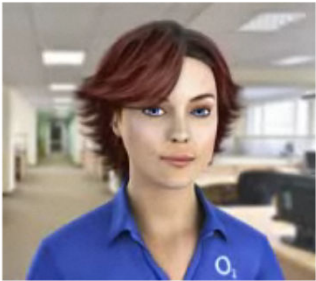
State	Chatting
Operator	Chris
Browser	Python-urllib/2.6
Cobrowse Support	No
Last Visit	
Last Chat	

Other Variables

The VA can detect if the Live Person agent isn't available (out of hours, engaged with other users etc) and can offer alternative escalation options



O₂ We're better, connected print conversation



Post pay

- You have requested this SIM be disconnected
- You have not made a chargeable call within a 6 month period.

If you would like us to look into this for you then please click the Email us or Call us link below and provide a brief description of your query.

[Call us](#)
[Email us](#)

How useful was my answer?

Why has my sim been disconnected? **Ask**

MyO₂
Now free from your mobile phone

Other people are asking...

- How can I tell which tariff I'm on?
- I have problems with O2 Family?
- Can I opt out of someone else's Your Family group?
- How do I check the numbers in my Your Family Bolt On?
- What if I leave O2, What happens to my Your Family group?
- How does the Your Family Bolt On affect my other allowances, like my

You are in: Help > Mobile Phone > Tariffs and Bolt Ons

close window

Internet | Protected Mode: On 100%



- Any Questions?