



eGain Virtual Assistant

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VA 3.0

Dialog management

Context awareness

Transaction enabled

Personalized Knowledge

AI process guidance

Machine learning

A screenshot of a chatbot interface. At the top left is a circular profile picture of a black cat with white whiskers. The chat history shows the following messages:

- Bot: "How can we help you?"
- User: "I need help with returns"
- Bot: "I can see that you have recently received a delivery from us. How would you like to handle your return?"
- User: (radio button selected) Exchange
- User: (radio button selected) Refund
- User: (radio button selected) My query is not about a Return

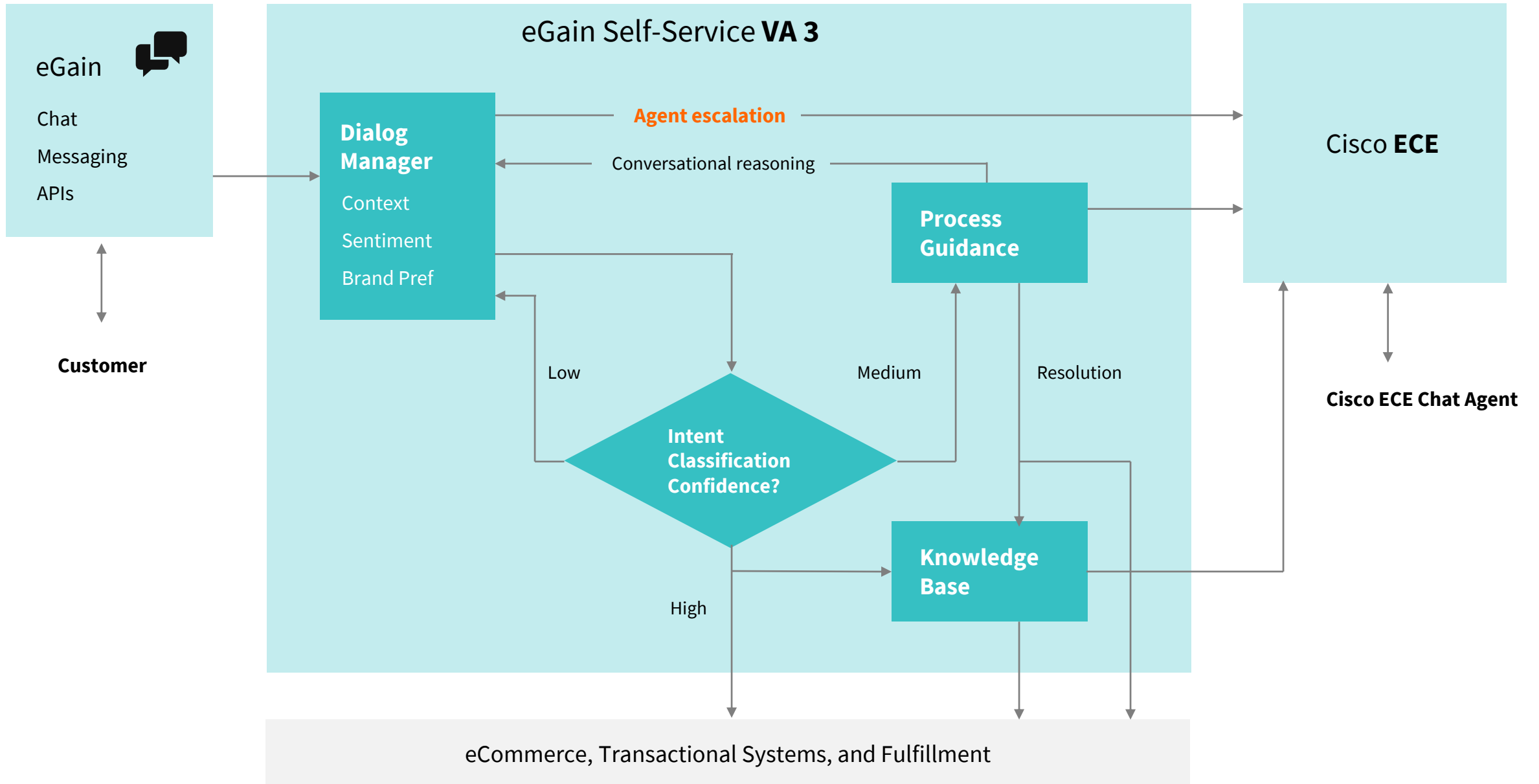
At the bottom, there is a text input field with the placeholder "Type a message here.." and a "Powered by eGain" logo.

A screenshot of a chatbot interface, continuing the conversation from the previous screenshot. The chat history shows the following messages:

- User: "How do I return?"
- Bot: "Exchange"
- User: "What is the problem with the item that you wish to return?"
- User: "It is damaged"
- Bot: "I'm sorry that the item was damaged when it arrived. I'll arrange for a new one to be sent immediately. Please return the damaged item using the bag enclosed in your package."

At the bottom, there is a text input field with the placeholder "Type a message here.." and a "Powered by eGain" logo.

eGain Virtual Assistant (VA / Chatbot)



Virtual Assistant



Hi Chris Melter! What do you need help with?

H&R Block

I need to print export my last year returns

Customer

Which one applies?

I'm having trouble printing.

I need to find my return.

I need the steps to print my return.

Type a message here.

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Virtual Assistant



Other issue

H&R Block

Other issue

Customer

To further assist you, we're going to connect you to a product specialist. Do you wish to continue?

Yes

No

H&R Block

Type a message here.

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Live Chat



H&R Block

Other issue

To further assist you, we're going to connect you to a product specialist. Do you wish to continue?

H&R Block

Yes

I have added you to the queue.

H&R Block

Your estimated wait time is 3 minutes

Type a message here.

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Intent Classifier Bootstrapping

	A	B	C	D	E	F	G
1	healthcare_findplan	How do I find the best plan for me?					
2	healthcare_findplan	What plans do you offer?					
3	healthcare_findplan	Do you offer plans to people like me?					
4	healthcare_findplan	I need healthcare and need help					
5	healthcare_findplan	Can you help me find a plan?					
6	healthcare_findplan	What plan is best for me?					
7	healthcare_findplan	I need a medical plan					
8	healthcare_findplan	What medical plan is best for me?					
9	healthcare_findplan	Can you help me find a good medical plan?					
10	Registration	How can I register					
11	Registration	How do I qualify for access?					
12	Registration	How can I access plans?					
13	Registration	How can I see the plans offered?					
14	Registration	Why do I need to register?					
15	Registration	When can I register					
16	Registration_time	How long does it take to register?					
17	Registration_time	I don't have a lot of time to register					
18	Claims_submit	How do I submit a claim?					
19	Claims_submit	When can I submit a claim?					
20	Claims_submit	Who can submit my claim?					
21	Claims_submit	Can you help me submit a claim?					
22	Claims_submit	How do I arrange setup for electronic claim submission?					

Process Guidance Management

The screenshot displays the Process Guidance Management interface, divided into two main sections: a tree view on the left and a list view on the right.

Tree: Knowledge Base

- ▶ C33: Burial Allowance
- ▶ C34: Tax Products
- ▶ C35: Help Preparing Taxes
- ▶ C4: General Benefit Information
- ▶ C5: Contact Information
- ▶ C6: Process the Label (ML only)
 - ▶ Q9:[ML]Label Confidence
 - ▶ Q28:[ML]Supporting Information
 - ▶ Q27:[ML]Adjusted Confidence
 - ▶ C12: Record Actual Label
 - ▶ C16: Adjust Confidence
 - ▶ C17: Examine Support for Assumption
- ▶ C7: High Confidence
 - ▶ Q49:[ML]Inferred Label 2
 - ▶ tax_general_info
 - ▶ benefit_contact_info
 - ▶ tax_returns
 - ▶ office_location
 - ▶ burial_allowance
 - ▶ tax_products
 - ▶ help_preparing_taxes
 - ▶ refund_delayed
 - ▶ claim_dependent
 - ▶ password_reset
 - ▶ form_help
 - ▶ C9: Medium Confidence

List: Q49:[ML]Inferred Label 2

Name	Description
C9: Medium Confidence	

Properties: Q49:[ML]Inferred Label 2

References

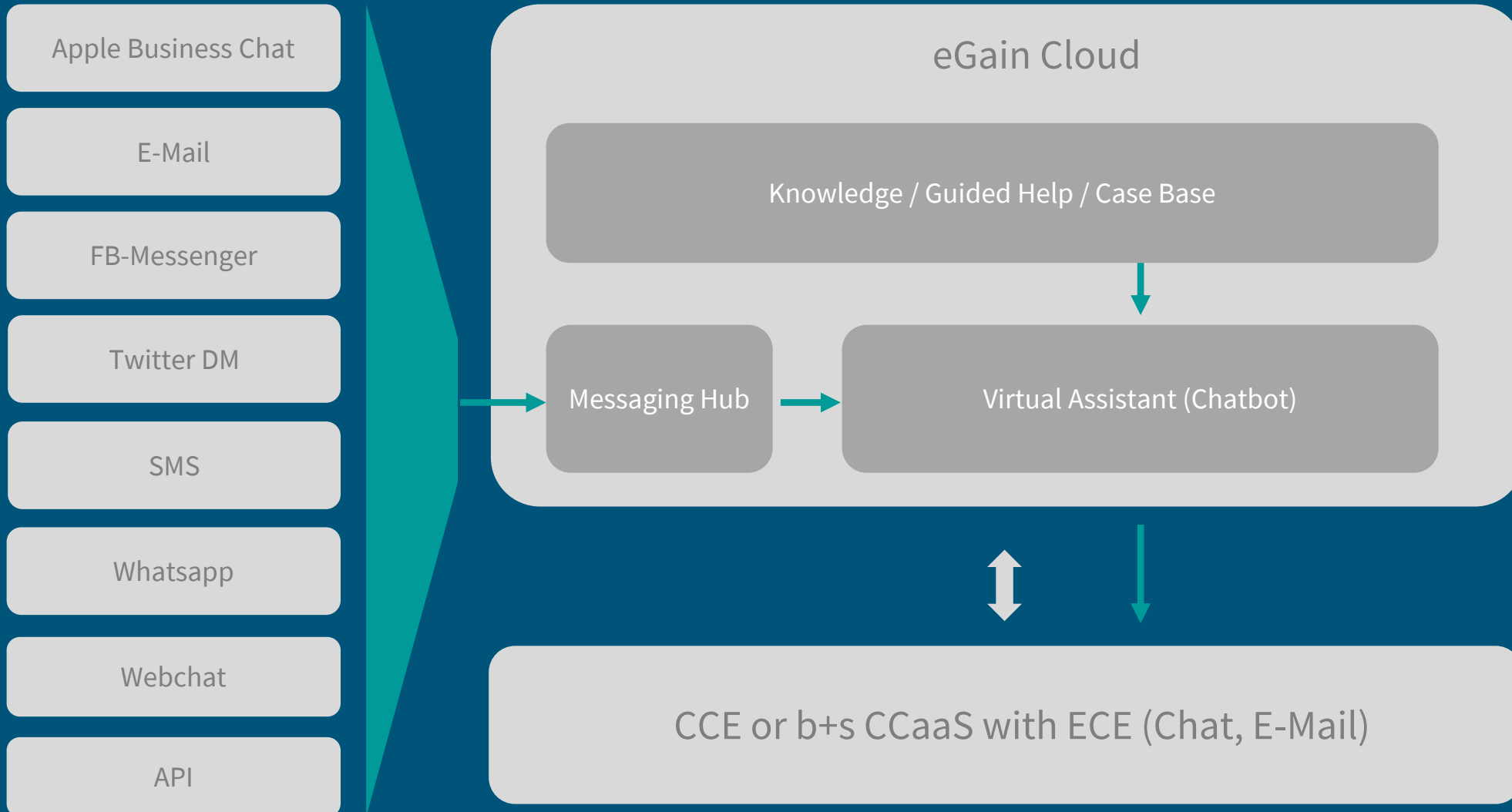
General | Answers | Scoring | Additional Information | Comments | Details

Name	Value
Name *	Q49
Text of question *	[ML]Inferred Label 2
Type	List
Visible	Yes
Allow range answers	No
Format	Radio button
Circular matching	No
Cluster	Root Cluster

eGain Background Modules (subject to change)

- eGain Add-ons are running on aws (Ireland or Germany)
(exception CallTrack for ECE)
- OneTag
- Microsoft LUIS (BYO Intent Engine is supported through customization)

Cisco ECE - eGain Architecture



eGain Messaging Hub Configuration

Administration | Consoles | Search | Refresh | Options | Messages | Log Out | Help

Tree: Administration | List: Channel Adapters

Administration

- Departments
 - Testathon
 - Calendar
 - Chat
 - Messaging Hub
 - Channel Adapters
- Classifications
- Dictionaries
- Email
- Integration
- Macros
- Personalization
- Products
- Secure Messaging
- Security
- Settings
- User
- Workflow

Manage Social Adapters


Name	Type	Channel Account
eGain University Social Channel Adapter	Facebook	Messaging Hub FB Adapter
Testathon - Twitter 2	Twitter	Twitter Post 2
Testathon-Facebook	Facebook	Facebook Post
Testathon-Twitter	Twitter	Twitter Post

Properties: eGain University Social Channel Adapter

General

Name	Value
Name *	eGain University Social Channel Adapter
Type *	Facebook
Channel Account *	Messaging Hub FB Adapter
Chat Entry Point *	Default Entry Point
Start with Virtual Assistant	PurpleNile
Virtual Assistant Query Parameters	language=EN-US&channel=facebook
When agents are unavailable	Create chats when agents become available
Default Language	English(United States)
Messaging Adapter	eGain Messaging Hub Adapter

User name: AFeist@egain.com | UI: English | KB: English (US) | Ready



Commercials (subject to change)

- eGain add-ons like VA can be purchased via Cisco Pricelist (SolutionsPlus programme)
- eGain Virtual Assistant: IPCE-EGAN-PRD-BDL, US\$ 2975 per year, 12'000 sessions (per year)

Retrieving the answer from a knowledge base (included) or dipping into backend transactional systems (via adapter integration). It includes the ability to seamlessly escalate with full conversational context to a chat-based agent when the customer has ECE (or Advisor Gadget in Finesse) deployed.

Session definition: up to ten (10) minutes. A Session of X minutes will result in $(X/10)$ rounded up to the nearest integer) number of Session Billable Units.

- eGain Knowledge Agent/Author: IPCE-EGAN-SGL-FTR, US\$ 1475 per year, 2 Named users, Knowledge Base and Guided Process
- Messaging Bundles: for Facebook Messenger, Twitter Direct Messages and Whatsapp
- Customer Journey Analytics (CJA)
- Cloud-Add-ons (Compliance, Security, Sandbox, ...)

Professional Services – Starter Package

Includes:

- Proactive Virtual Assistant
- Brand-aligned in one language for top 5 contact drivers
- Handover to ECE

Pricing:

- Euro 40'000.-

Extra:

- Additional brands
- Additional languages and contact drivers

THANK YOU!