



JONES SERVICES

IMPLEMENTING AI DRIVEN CHATBOT SUPPORT SYSTEM

Chatbot technology has the potential to entirely alter customer experience to deliver great service in a manner that resonates with modern customers (Mydyti & Kadriu, 2021).

1

RESEARCH

- Task: Research potential AI consultancies or specialists.
- Deliverable: Shortlist potential candidates for evaluation
- Led by: Business Development Team

Nov 23-
Feb 24



Mar 24-
Apr 24



2

DESIGN

- Task: Define chatbot functionalities and integration plan through collaborative workshops.
- Deliverable: Detailed documentation outlining chatbot features and integration strategies
- Led by: IT Development Team

May 24-
Jul 24



3

DEVELOPMENT

- Task: Develop the chatbot system and conduct testing.
- Deliverable: Fully functional AI-driven chatbot system ready for deployment.
- Led by: IT Development Team

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IMPLEMENTATION

- Task: Deploy the chatbot system across support channels. Provide training to employees based on adult learning theories (Knowles, Holton, & Swanson, 2015).
- Deliverable: Chatbot system integrated into operations and employee trained.
- Led by: IT Support Training Team

Aug 24-
Oct 24



Oct 24-
Dec 24



5

EVALUATION

- Task: Monitor system performance, collect user feedback, and optimize chatbot responses based on data. Surveys will be conducted to gather participants' feedback on the effectiveness of the training programs, guiding continuous improvement efforts (Kirkpatrick, 1996).
- Deliverable: Performance reports, user feedback analysis, and optimized chatbot algorithms.
- Led by: Data Analytics and IT Development Team



GOAL

- Decrease High Response Times
- Increase Operational Effectiveness
- Utilize Advanced Technology

References

Kirkpatrick, D. L. (1996). Great Ideas Revisited. *Training & Development*, 50(1), 54-59.

Knowles, M. S., Holton III, E. F., & Swanson, R. A. (2015). *The adult learner: The definitive classic in adult education and human resource development* (8th ed.). Routledge.

Mydyti, H., & Kadriu, A. (2021). The impact of chatbots in driving digital transformation. *International Journal of Energy Optimization and Engineering [IJEE]*, 13(4), NA.