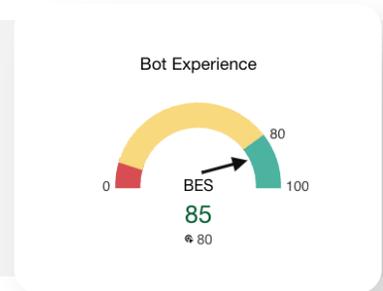


Monitor bot performance in real time

AI-powered QA built for AI-powered bot experiences.

BOT EXPERIENCE SCORE

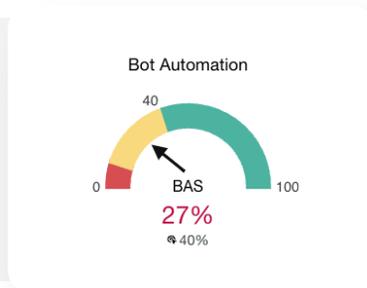
The Bot Experience Score (BES) gives you an objective measurement of overall customer satisfaction with bot interactions.



How is Bot Experience Score measured?

The Calabrio Operations Center uses AI purpose-built to monitor bot interactions and identify the key signals of bot performance:

1. **Bot repetition:** How often does the bot repeat itself within a conversation?
2. **Customer paraphrasing:** Does the customer repeat their query more than once?
3. **Abandonment:** Did the customer leave the conversation before reaching an end-point?
4. **Negative sentiment:** Does Calabrio AI-powered sentiment analytics detect negative sentiment throughout the conversation?
5. **Negative feedback:** Does the customer give explicit negative feedback to the bot?
6. **Profanity:** Does the customer use profanity in the conversation?
7. **Multiple requests for "agent":** Did the customer type "agent" or otherwise request escalation to an agent more than once?



BOT AUTOMATION SCORE

The Bot Automation Score (BAS) gives you an objective measurement of how well the bot satisfies customer needs without requiring escalation to a live agent.

How is Bot Automation Score measured?

The Calabrio Operations Center uses AI that's purpose-built to recognize key signals, including:

1. **Endpoint attainment:** Did the customer reach a conversation endpoint?
2. **Escalation:** Was there escalation to a live agent?
3. **Denied escalation:** Did the customer try and fail to request escalation to a live agent?
4. **Bad containment:** Was the conversation on a topic that should have been escalated, but was not?
5. **Negative feedback:** Did the customer give explicit negative feedback to the bot?
6. **False positives:** Did Wysdom's AI model detect any false positives?

HOW ARE THE BOT EXPERIENCE & BOT AUTOMATION SCORES USED?

You can use the BES and BAS to track bot performance over time. You can also benchmark bot performance against other bots in your contact center, as well as industry standards. You may use the BES and BAS to identify opportunities for improving your bot(s), and can then use the scores to evaluate the impact of changes you've made.