

CGI Virtual Service Agent: A self-building conversational bots platform



Enterprises increasingly use artificial intelligence (AI) chatbots to enhance customer and user support, partly due to the rising demand for 24/7 service since the pandemic.

AI-powered chatbots are helping customers, employees, and service agents navigate their digital experience across industries such as banking, communications, health, insurance, retail and consumer services, and the public sector.

CGI Virtual Service Agent rapidly develops chatbots and knowledge bots to support numerous use cases, including:

- **Improving the customer journey** with a chatbot to assist customers in answering questions via chat or voice integration
- **Enhancing the agent experience** with a chatbot used by agents to help answer questions about complex products
- **Speeding HR answers** with a digital assistant to provide quick answers to employee questions about human resources policies
- **Freeing up recruiters** with a virtual assistant to give employees accurate answers about open positions
- **Streamlining IT service management** with a chatbot for IT service managers to handle service requests and resolve incidents
- **Increasing the efficiency of enterprise applications** by enabling business users to manage enterprise resource planning or customer relationship management applications through bots

Rapid deployment: 80% faster, 40% easier

The **CGI Virtual Service Agent** platform enables rapid deployment of both AI chatbots and knowledge bots with lifelong self-learning capabilities.

These bots have been implemented 80% faster than with other platforms, and with 40% less effort in bot agent building and training, compared to human training.



CGI Virtual Service Agent modules

- **Self-Building Module:** allows bot agents to be created automatically by the bots from human inputs (e.g., documents, knowledge bases, FAQs, and simple instructions)
- **Agent Builder Studio:** used to design, test, publish and monitor bot agents in manual and auto mode with a low code environment
- **Analytics Module:** provides reports and visualizations
- **Human Hand-off Module:** allows human agents to equally participate in the chat
- **REST API Services:** used to design, build, publish & monitor CGI Virtual Service Agent bots programmatically

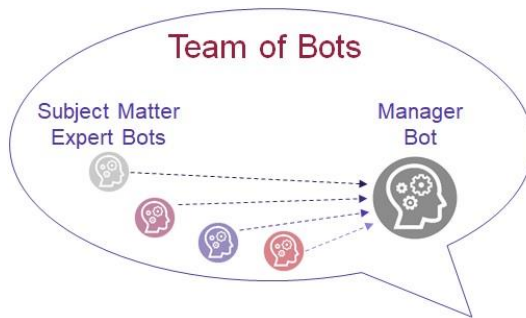
How it works: Chat & knowledge bots

Chatbots help automate routine processes by integrating with IT and business applications. They answer questions based on pre-trained queries.

Knowledge bots explore a knowledge base to find the most relevant answers based on a user's query, understanding the context of that query.

Highly contextual, microbot architecture

The CGI Virtual Service Agent platform delivers contextual conversations by creating subject matter expert (SME) bots and manager bots that consult with each other to answer the question, working as a "hive mind." SME bots hold knowledge for different topics, while manager bots bring SME bots into the conversation as required.



Lifelong self-learning

CGI Virtual Service Agent bots keep learning from their interactions. They learn from reading documents and from building their natural language understanding layer to understand variations of human queries. They also learn from human feedback to understand the difference between good and bad answers.

- Tell a bot it is incorrect and it will rectify answers immediately.
- A bot keeps learning from user interaction.
- A bot can recognize and acknowledge when it cannot understand.

Comprehensive platform

The platform supports 60+ languages with AI translation and is trained in 21 languages. Its architecture supports integration with virtually any system and services such as AI, voice, natural language and image recognition, as well as messengers. Hosting can be on-premises or in the cloud.

About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 76,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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