WILDTECH

OPTIMISING CHATBOTS
FOR ENTERPRISE

Chatbots have evolved significantly over the past few years, transforming from simple automated systems to complex AI-driven tools that can be leveraged both internally to improve efficiency, and externally to improve the customer experience.

In this white paper, we will explore what chatbots are, the reasons behind their growing adoption by companies, various use cases across industries, and the best practices for deploying and managing them effectively.

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WHAT ARE
CHATBOTS?

Reading time:
2 Minutes

Chatbots are software applications that simulate human conversation using text or voice interactions.

They range from basic, rule-based systems to sophisticated AI-driven models capable of understanding context, learning from interactions, and providing more accurate and relevant responses over time.

A chatbot can be thought of as a digital assistant that interacts with users to retrieve information, answer questions, or guide them through processes. In more advanced forms, chatbots can analyse unstructured data, learn from previous interactions, and improve their performance based on feedback.

WHY COMPANIES
USE CHATBOTS

Businesses are increasingly adopting
chatbots for several reasons:

1. **Streamline Information Access:** A common example
   is sales teams, who often take days to find necessary
   information due to scattered data across multiple
   platforms like SharePoint and OneDrive. Chatbots can
   quickly sift through large amounts of unstructured data
   and provide the exact information needed, significantly
   speeding up processes.

2. **Improved Productivity:** By automating the retrieval
   and analysis of data, chatbots free up human resources
   to focus on more complex tasks. This not only increases
   productivity but also allows for more strategic use of
   employee time.
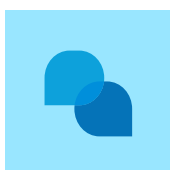
3. **Enhanced Customer and Employee Experience:**
   Chatbots can provide immediate assistance to customers
   and employees alike, offering solutions or information
   without the need to wait for human intervention. This
   improves the overall experience by reducing wait times
   and increasing the efficiency of service delivery.

4. **Data Handling and Analysis:** Chatbots are particularly
   useful for handling unstructured data. For example, a
   chatbot can be set up to analyse documents that contain
   similar information but that are in different formats (such
   as CVs or product manuals). The 'Bots' can quickly extract
   relevant information, and present the data in a structured
   manner.

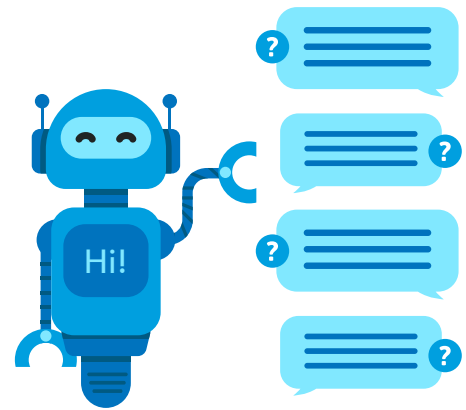# LEVERAGING CHATBOTS IN HR FOR RESUME ANALYSIS

Reading time:
3 Minutes

One of the most compelling use cases for chatbots in the HR domain is the automation of resume analysis. Chatbots can dramatically streamline the process of sorting through large volumes of CVs, saving time and reducing the workload on HR teams.

Here's how it works and why it's beneficial:

A CHATBOT FOR RESUMES
CV SUPER ASSISTANT

1 ### DATA EXTRACTION

A chatbot can be programmed to scan a dedicated folder, such as one on OneDrive, where incoming resumes are stored. The bot analyses each resume, extracting key information like the candidate's name, job experience, skills, and location.

2 ### HANDLING UNSTRUCTURED DATA

Resumes often come in various formats, with information structured differently from one document to the next. The chatbot can be trained to navigate this unstructured data, using AI models to understand and categorise the information correctly.

3 ### QUERYING CAPABILITIES

Once the data has been analysed it can be presented in a usable format. Additionally the HR team can interact with the chatbot by asking specific questions, such as "list candidates with project management experience in Sydney" or "which candidates worked at a specified customer". The bot will search through 100's of stored resumes and return a list of suitable candidates in table form, often within seconds.

4 ### ACCURACY AND LEARNING

Initially, chatbots may not always provide perfect results, especially when dealing with diverse or incomplete data. However, as they receive feedback from users—such as corrections or confirmations—they can learn and improve over time, offering increasingly accurate and relevant responses. Consequently, chatbots do need ongoing human monitoring and maintenance, but the efficiency gains for the entire HR team in return are substantial.

BENEFITS
FOR HR TEAMS

TIME SAVINGS

Automating the initial screening of resumes allows HR teams to focus on higher-level tasks, such as interviews and candidate engagement, rather than sifting through hundreds of documents.

IMPROVED DECISION-MAKING

By quickly pulling up relevant candidates based on specific criteria, chatbots help HR teams make more informed and faster decisions about whom to consider for further stages of the hiring process.

CONSISTENCY

Unlike human recruiters who might overlook certain details or inconsistently apply screening criteria, chatbots provide a uniform analysis of each resume, ensuring a fairer and more consistent evaluation process.

SCALABILITY

As companies grow and the number of applicants increases, a chatbot's ability to handle large volumes of resumes without fatigue becomes invaluable. Whether dealing with 100 or 1,000 resumes, the chatbot performs with the same efficiency and accuracy.

REAL-WORLD APPLICATION

Wild Tech is using this technology internally. It was set up to read CV's that are emailed to Wild Tech, which are automatically stored in a OneDrive folder. The bot could be queried with commands like "Find the top most experienced 10 candidates with project management experience based in Sydney."

Although the system is still in development and encounters issues like duplicating results or pulling incorrect data, it is already demonstrating the potential of chatbots to support resume sorting at scale.

With further refinements, such as improving data accuracy and enhancing the bot's learning capabilities, this chatbot is expected to become a critical tool in the recruitment process, enabling teams to efficiently manage large volumes of applicants while maintaining high standards of candidate selection.

OTHER CASES
FOR CHATBOTS

Reading time:
5 Minutes

Chatbots have diverse applications across different sectors. Here are just some potential uses for the technology:

1. INTERNAL DATA RETRIEVAL

In large organisations, finding specific information in vast data repositories can be challenging. A chatbot integrated with platforms like OneDrive or SharePoint can streamline this process by enabling employees to query the system for specific data, such as project managers based in a certain city, and receive immediate results.

2. SALES SUPPORT

Chatbots can assist sales teams by quickly retrieving product information, past customer interactions, and relevant case notes. This is particularly useful in CRM systems where real-time data access can be crucial for closing deals or responding to customer inquiries.

3. CUSTOMER SERVICE

Chatbots have a clear role to play with customer service – and this is typically the first instance of a chatbot deployment for many businesses. A chatbot can handle routine customer inquiries, freeing up human agents to deal with more complex issues. This can significantly enhance the efficiency of customer service operations.

A QUICK GUIDE
TO PROMPTING

Effective prompting helps AI chatbots like Microsoft's Copilot produce better results. Here are five key tips to keep in mind when crafting prompts:

1. KNOW COPILOT'S LIMITATIONS

Copilot works within the current conversation and can't access data outside of it. Make sure to provide as much detail as possible for better results.

2. USE QUOTATION MARKS

If you want Copilot to modify or write specific text, use quotation marks to make it clear. For example, "Rewrite this paragraph: 'Sustainability is essential for future growth.'"

3. BE PROFESSIONAL

Using polite and respectful language can improve the quality of Copilot's responses. Keep it courteous, even when the task is complex.

4. COMMUNICATE CLEARLY

Ensure proper punctuation and grammar. Clear, well-structured prompts help Copilot understand your request more accurately.

5. START FRESH

When switching tasks, begin a new conversation or type "new chat" to reset Copilot for the next prompt. This avoids confusion and ensures the AI focuses on the current task.
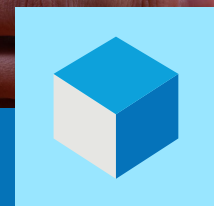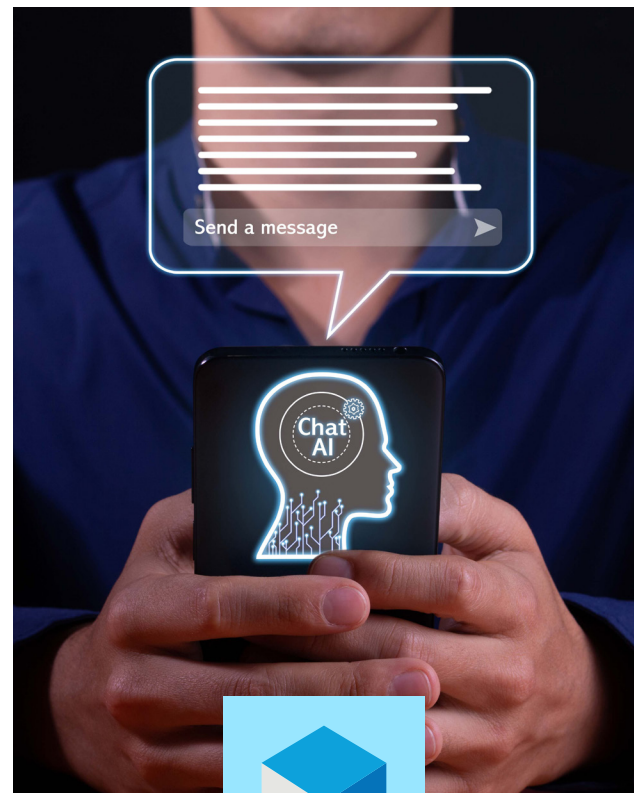
AN EXAMPLE

Basic Prompt:

"Write a blog post on sustainability."

Enhanced Prompt:

"Craft a 1,000-word blog post on sustainability for a general audience. Include real-world examples and emphasise the benefits of renewable energy."

By refining these elements, you can guide AI to deliver precise and valuable results.

USEFUL WAYS TO
START USING COPILOT

As with anything, one of the most useful ways to build experience with Copilot is simply to start using it! Some good, low-friction ways to start integrating prompting into your daily work cycles include:

PROMPTING FOR CONTENT GENERATION

Key scenarios

- Draft with Copilot.
- Rewrite with Copilot.
- Write about....
- Change...
- Summarise this doc.
- Ask a question about this doc.

Prompts to try in Word

- Summarise the key points from the latest market research report /file.
- Generate a competitive analysis of our product versus our competitors referencing / this file.
- Write a product review for our new product based on this / MPF
- Write a press release announcing the launch of our new product XYZ.
- Create a Staff Newsletter updating all staff on ABC

TIP

Reference a file to give Copilot in Word comprehensive context.

PROMPTING FOR SUMMARISATION & EMAIL

Key scenarios

- Summary by Copilot.
- Draft with Copilot.
- Custom....
- Tone: "Direct," "Casual," "Formal," Make it a poem."
- Length: "Short," "Medium," and "Long!

Prompts to try in Outlook

- Write thank you note to the project team for their efforts.
- Add a table from / file in the response and explain the insights driving the decision.
- Draft a reply to / person
- Write an email congratulating my team on the end of the fiscal year.

TIP

Reference a file to give Copilot in Outlook to give comprehensive context.

PROMPTING TO CATCH UP ON A TEAMS MEETING

Key scenarios

- Recap the meeting.
- List action items.
- Suggest follow up questions.
- What questions are unresolved?
- List different perspectives by topic.
- List the main items discussed.
- Generate meeting notes.

Prompts to try to catch up on meetings:

- What decisions were made in this meeting?
- List the pros and cons of XYZ decision in a table format.
- What are some good questions to ask in this meeting?
- List project milestones in bullet format.
- Write a thank you note I can share with the meeting participants.

TIP

There is a setting in Copilot in Teams to use Copilot without recording/transcription but to unlock the full list of capabilities, you must enable the recording/ transcription of the meeting.

These are all areas of daily work for most people, and developing skills around how to integrate Copilot into those work processes will result in an immediate boost in productivity.

BEST PRACTICES
FOR CHATBOT
DEPLOYMENT AND
MANAGEMENT

Reading time:
3 Minutes

Deploying and managing chatbots effectively requires a highly structured approach. Wild Tech has developed a streamlined process that is highly repeatable and helps an organisation deploy, test, monitor and refine a chatbot quickly.

1. IDENTIFY THE USE CASE

The first step is to clearly define the use case. As discussed, this could range from analysing CVs to retrieving specific project data and answering customer queries conversationally. Understanding the specific problem the chatbot will solve is crucial for its successful deployment.

2. UNDERSTAND THE AUDIENCE

Identify who will be using the chatbot—whether it's internal staff, customers, or other stakeholders. Knowing the audience helps in tailoring the chatbot's functionality and interaction style to meet their needs.

3. DATA QUALITY AND MANAGEMENT

The success of a chatbot depends heavily on the quality of data it accesses. Throughout the deployment process the first thing to emphasise is the importance of data cleansing and ensuring that the chatbot pulls information from reliable and up-to-date sources. For instance, duplications in CVs or outdated information can lead to incorrect or irrelevant responses.

4. START SMALL WITH A PILOT PROGRAM

Before full-scale deployment, it's advisable to start with a small trial involving a specific group of users. This allows for testing and refining the chatbot's functionality based on real-world interactions. Feedback from this pilot phase can be invaluable in optimising the bot's performance.

5. IMPLEMENT A FEEDBACK LOOP

A feedback loop is essential for ongoing improvement. Users should be able to provide feedback on the chatbot's performance, which can then be used to train and refine the bot. For example, if the chatbot provides an incorrect or unsatisfactory answer, it should be flagged and reviewed by a human agent for correction.

6. HUMAN OVERSIGHT AND ESCALATION

While chatbots can handle a variety of tasks, human oversight remains crucial. A good practice is to set up a "Centre of Excellence" where a team monitors the chatbot's interactions and steps in when the bot fails to provide the correct information. This human layer ensures that complex queries are handled appropriately and that the chatbot continues to learn and improve.

7. MONITORING AND EVALUATION

Continuous monitoring of the chatbot's performance is necessary to ensure it meets the intended goals. Key metrics to track include the number of successful interactions, the rate of escalation to human agents, and user satisfaction levels. Regular evaluations can help in fine-tuning the chatbot's capabilities.

8. SECURITY CONSIDERATIONS

Security is a critical aspect of chatbot deployment, especially when handling sensitive information. With chatbots, security means limiting access to certain data sets and implementing measures to prevent unauthorised transactions. Ensuring that the chatbot adheres to security protocols is vital to protecting the integrity of the system and the data it handles.

GET STARTED
WITH CHATBOTS NOW

Chatbots offer significant potential for improving business processes, enhancing customer experiences, and optimising internal operations. However, their successful deployment requires careful planning, robust data management, and continuous oversight.

Finding the right partner, with proven experience and expertise in deploying a chatbot, can help you get it up to speed quickly and efficiently. Talk to the team at Wild Tech about what a chatbot can do for your various lines of business.

ABOUT
WILD TECH

Wild Tech are end-to-end digital transformation partners, that leverage a unique industry led approach, combined with market leading platforms, to build Australia's next generation of digital operating models.

The company is Australian owned and operated with a demonstrated national capability.

For Wild Tech, the evolution of transformation starts with a deep understanding of industry requirements. That means listening in order to be a step ahead, ensuring that end-to-end business processes, and organisational maturity, are considered in light of the nuances of each platform and their ability to deliver on the promise of truly transformative technology.

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