

Implementation roadmap for customer service chatbot communication channel

The slide illustrates the implementation roadmap for a customer service chatbot. It includes quarterly task schedules with responsible managers, etc.

Responsible Manager	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024
Derek Jamison			Chatbot sends the phrase to machine learning NLP (natural language processing) engine		
		Builds a system that initiates a task			
			Intent is used to call upon proper service		
Kim Kelly	Develop artificial neural network that translates speech to text			Add test here	
		Add test here	Add test here		
Lily Perez	Natural language processing engine extract user intent from given phrases				
				Data returned to chatbot	
Nathan Hodges	Machine learning technology generates text based responses				
		Add test here		Add test here	



Roadmap United States 68 2402 Chatbot Development Roadmap For

D Kirk



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