

Title (en)

DATA-DRIVEN DIALOGUE ENABLED SELF-HELP SYSTEMS

Title (de)

ÜBER DATENGESTEUERTEN DIALOG AKTIVIERTE SELBSTHILFESYSTEME

Title (fr)

SYSTÈMES D'ASSISTANCE AUTONOME ACTIVÉS PAR DIALOGUE PILOTÉ PAR DONNÉES

Publication

EP 3365851 A4 20180829 (EN)

Application

EP 16858164 A 20161019

Priority

- US 201514919673 A 20151021
- US 201514919675 A 20151021
- US 2016057775 W 20161019

Abstract (en)

[origin: WO2017070257A1] A method for configuring an automated self-help system based on prior interactions between a plurality of customers and a plurality of agents of a contact center includes: recognizing, by a processor, speech in the prior interactions between customers and agents to generate recognized text, the recognized text including a plurality of phrases, the phrases being classified into a plurality of clusters; extracting, by the processor, a plurality of sequences of clusters, each of the sequences of clusters corresponding to the phrases of one of the prior interactions; filtering, by the processor, the sequences of clusters based on a criterion; mining, by the processor, a preliminary dialogue tree from the sequences of clusters; invoking configuration of the automated self-help system based on the preliminary dialogue tree; and outputting a dialogue tree for configuring the automated self-help system.

IPC 8 full level

G06Q 10/10 (2012.01); **G06F 17/27** (2006.01); **G10L 15/00** (2013.01); **H04M 3/493** (2006.01); **H04M 3/51** (2006.01)

CPC (source: EP)

G06F 16/3329 (2019.01); **G06Q 10/10** (2013.01); **G06Q 30/016** (2013.01); **G10L 15/22** (2013.01); **H04M 3/4936** (2013.01); **G10L 2015/0631** (2013.01); **H04M 3/5166** (2013.01); **H04M 2201/40** (2013.01); **H04M 2203/551** (2013.01)

Citation (search report)

[I] US 2015195406 A1 20150709 - DWYER MICHAEL C [US], et al

Designated contracting state (EPC)

AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO RS SE SI SK SM TR

Designated extension state (EPC)

BA ME

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DOCDB simple family (application)

US 2016057775 W 20161019; AU 2016341280 A 20161019; CA 3005324 A 20161019; CA 3116106 A 20161019; EP 16858164 A 20161019