

Contact your account rep to learn more about Atlas Intelligent Chatbot & Virtual Assistant.

Atlas Intelligent Chatbot & Virtual Assistant

**Automate Manual Business Processes
with Intelligent Chatbots**

Atlas Integrations

- SaaS & PaaS platforms
- WebCenter Content & Portal
- Alexa, Cortana
- Facebook, Slack, Skype, etc.
- Procore Project Management
- OpenAir Services Automation

Use Cases

- Virtual Sales Assistant
- Field Service Operations
- Patient Care - Clinical Trials
- Employee Self Service

Features

- Multilingual Support
- Cross Platform Support
- Machine Learning
- Analytics

Supported Technologies

- Databases
 - Oracle
 - MongoDB
- Chatbot Dev Platforms
 - Oracle Intelligent Chatbot Cloud Service
 - api.ai

Contact Information

For more information or to schedule a demo, call +1.952.465-3400, visit www.fishbowlsolutions.com or send an email to info@fishbowlsolutions.com.

Chatbots are transforming how business gets done in the enterprise. Through common chat and collaboration system interfaces like Facebook Messenger and Slack, users are able to access content and complete tasks that before required multiple steps, systems, and data entry. Fishbowl's Atlas provides an easy-to-use chat interface for retrieving, interacting with and contributing content that may live in an array of business applications today. Those applications are not going to consolidate, so having a single source to information will automate critical processes across business divisions. Additionally, the native mobile environment and lightweight footprint facilitates the critical importance of one step access to content while on the go.

Why Atlas - Intelligent Chatbots?

- Reduces the number of steps to get information
- Enables quick task completion through UI elements - buttons and drop-down lists
- Is mobile ready and voice enabled - users aren't tethered to desktops and keyboards
- Can guide your search to return better results
- Takes advantage of machine learning technology - gets smarter with more interactions

How Does Atlas Work?

Atlas uses Natural Language Processing and Machine Learning algorithms to take what the user said and match it up against pre-defined conversations. Those conversations are determined by the following:

- **Intent:** Mapping what the user wants to the bot action. For example, when a user says hello in some form (hi, etc.), and Atlas responds with a random greeting.
- **Utterances:** Examples of different phrases that represent an intent. Atlas will be able to match statements similar to utterances to the intent but it doesn't have to match. For example, "reset my password" and "give me another password".
- **Entity:** Key variables that Atlas parses from the intent. For example, "reset my password for Oracle WebCenter" and "reset my password for OpenAir".

Oracle Chatbot Development Partner

Fishbowl Solutions is an Oracle Partner with specific development focus on the Oracle Intelligent Chatbot Cloud Service. With this platform, we can design a chatbot specific to your use case and process automation initiative.

