Participants are grouped as A, B, C, D, E, F, G, H, I, and J

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| **Participant** | **Question** | **Answer** |
| **Participant A:**  **Section 1** | 1. What purposes does chatbot fulfill in your organization? | Two types of chatbots are used in the organization (Web Bot and WhatsApp Bot). The staff use Web Bot as a knowledge repository, as it is easier and quicker for staff and Contact Center Agent to get or find information(policy information, underwriting information, and policy documents) from it. Then clients use WhatsApp Bot for Policy inquiries, claims |
|  | 1. In what ways are chatbots used in your organization? | Web Bot is used by staff to ask HR-related questions like annual leave inquiries, Pension Fund, etc. It also contains policy documents like Organisation’s Security policy, Social Media Security Policy, etc. The Web Bot is also used by the Contact Center Agent to give support and help to the clients. Clients use WhatsApp Bot. Shortly Whatsup Bot will give the same functionalities as the client app (Claim and Policy functionalities) but for now, it only gives policy functionalities like …. |
|  | 1. List the specific processes/operations where chatbots are used in your organization? | Web Bot is used by staff to ask HR-related questions like annual leave inquiries, Pension Fund, etc. It also contains policy documents like Organisation’s Security policy, Social Media Security Policy, etc. The Web Bot is also used by the Contact Center Agent to give support and help to the clients. Clients use WhatsApp Bot. Shortly Whatsup Bot will give the same functionalities as the client app (Claim and Policy functionalities) but for now, it only gives policy functionalities like …. |
|  | 1. What kind of support and maintenance is available for chatbots in your organization? |  |
|  | 1. What kind of data is stored in chatbots in your organization? | Web Bot contains clients, employees, and policy-related data. For now, WhatsApp Bot contains only policy-related data |
|  | 1. Who are the chatbot users? | Web Bot is an internal bot so is used by Employees and Contact Center Agents. WhatsApp bot is used by Clients |
| **Section 2** | 1. Where are the chatbots used in your organization hosted? | The chatbots are hosted in the clouds |
|  | 1. How do the chatbots in your organization integrate with social media platforms? | The social media platform that is used by one of the organization’s chatbot is WhatsApp |
|  | 1. How does the chatbot platform in your organization store data after transactions? | The data is stored in a cloud. Web bot it is a self-learning bot and WhatsApp its not automated only store structured data |
|  | 1. What happens to used data inside chatbots? | The data is stored in a cloud. Web bot it is a self-learning bot and WhatsApp its not automated only store structured data |
|  | 1. What features does your chatbot have? e.g. speech recognition, text-based, or speech to text | It is text-based |
|  | 1. What kind of security measure does your chatbot have to prevent identity theft? | End to end encryption |
|  | 1. What kind of security does the chatbot have to ensure data privacy? | c |
|  | 1. What kind of security measure does your chatbot have to ensure data integrity? | End to end encryption |
|  | 1. What kind of security measure does your chatbot have to prevent unauthorized access? | Encryption, user verification |
|  | 1. What kind of security measure does your chatbot have for user authentication? | End to end encryption, User verification capabilities |
|  | 1. What are the security vulnerabilities that you have found with your chatbot? | No security vulnerability has been found yet |
|  |  |  |
| **Participant B:**  **Section 1.** | 1. What purposes does chatbot fulfill in your organization? | The organization cut out the middleman manual intervention of having to have its customers speak directly with our consultants when they could go into the mobile device and get help through a chatbot that is designed for specific requests that clients need |
|  | 1. In what ways are chatbots used in your organization? | Chatbots gather all the information that is most frequently asked by clients. Then put them into a centralized space where there will be answers for those. The information includes policy documents and when clients wanna check claims etc. So all of that general information, the organization put them into a centralized space where the client can get answers without having to call the contact center. Chatbot just helps quicker without the customer have to wait. |
|  | 1. List the specific processes/operations where chatbots are used in your organization? | One of the chatbots is web-based and the other it's using an actual WhatsApp interface |
|  | 1. What kind of support and maintenance is available for chatbots in your organization? | A query is logged by the user and it goes to consultants and if it is not on the level of consult then they push it over to the technical team which is the developers in the back end |
|  | 1. What kind of data is stored in chatbots in your organization? | Chatbot use AIML. It's a human-readable framework where organization mostly data is stored, frequently asked questions to get a specific answer like one of those in the HR stuff. So if clients want actual documents, the organization doesn't store them in a specific database. The is a rest call to the other microservices that contain that specific information for the client, so chatbots don't keep much valuable information, only just instructions, and if someone needs stuff like attachments, documents, anything else application call external services that are created in the back. |
|  | 1. Who are the chatbot users? | The web-based chatbot is internally and used by staff and WhatsApp chatbot is used by clients |
| **Section 2** | 1. Where are the chatbots used in your organization hosted? | On cloud storage. |
|  | 1. How do the chatbots in your organization integrate with social media platforms? | The chatbot integrated to Watsup via a third-party organization that is a middleman between the organization and the social media platform (WhatsApp) |
|  | 1. How does the chatbot platform in your organization store data after transactions? |  |
|  | 1. What happens to used data inside chatbots? |  |
|  | 1. What features does your chatbot have? e.g. speech recognition, text-based, or speech to text | It is text-based |
|  | 1. What kind of security measure does your chatbot have to prevent identity theft? | So internally organizations have all security protocols in place between the multiple services that have internally in the background |
|  | 1. What kind of security does the chatbot have to ensure data privacy? | Web seal and single sign-on |
|  | 1. What kind of security measure does your chatbot have to ensure data integrity? |  |
|  | 1. What kind of security measure does your chatbot have to prevent unauthorized access? |  |
|  | 1. What kind of security measure does your chatbot have for user authentication? | Two-factor authentication for OTP so you cant pretend to be somebody that you are not because now the user has to have an OTP sent to you for every request |
|  | 1. What are the security vulnerabilities that you have found with your chatbot? | No security cases were raised |
|  |  |  |
| **Participant C**  **: Section 1.** | 1. What purposes does chatbot fulfill in your organization? | It is knowledge augmentation which is assisting employees with access to frequently asked questions, as well as in FAQ through cognitive or intelligent search, and that is for employees across all. Sometimes employees for human resources as well as claims-related information. Then they're also department-specific chatbots which provide departmental policies, procedures, specific FAQs, as well as in FAQ in the form of intelligent search. It's beyond just the chat, but it's also a search bot and document Web document viewer. So it's a little bit more than just a chatbot. It's called a virtual assistant or just a bot, but it's effectively a chatbot and search bot. The organization implemented a departmental solution and employee focus, but there is another chatbot in the organization that is more customer-focused and even public prospect-focused. So this internal chatbot is employee focused and the external chatbot is public-facing. |
|  | 1. In what ways are chatbots used in your organization? |  |
|  | 1. List the specific processes/operations where chatbots are used in your organization? | From 3 specific processes in which chatbots are used, so currently the process is about 10 different domains, claims, human resources, direct lines, personal lines, commercial lines. The actual claims process is for customers, so that's a specific subset area where you can perform a claim, not just ask for information around the claim. So there's a distinction between informational and transactional activities. The organization focused exclusively on informational processes, so providing information to employees. There's some time is also implemented transactional chatbots that allow a customer to perform a transaction such as a claim in the event of an accident and or update their details with a checkered that is linked to a back end system and that one is called WhatsApp bot |
|  | 1. What kind of support and maintenance is available for chatbots in your organization? | The first line support is only one resource currently. It is the first point for any technical business issues for the check, but as well as for any content administration allow optimization activities to the first line support. That first line is from the organization itself. And then if they are any technical issues with using the tool or there are content administrators from the respective departments who want FAQ or change existing frequently asked questions and answers and add or delete or update documents that are ingested into the solution then the service provider provides the first line support. The service provider provides business and Technical Support as well as maintenance for the solution, and there are various types of maintenance, preventative maintenance, adaptive maintenance, and a few other types of maintenance that the service provider has service level agreement on with the organization. So the service provider works on various issues raised based on the severity in agreed timeframes etc. |
|  | 1. What kind of data is stored in chatbots in your organization? | So the data stored in a range from departmental policies, procedures, guidance materials, and training materials, as well as handcrafted frequently asked questions and answers, either specific to the operational processes of a department such as claims or commercial lines for the contact centers typically, but it's broader and then for human resources, it's operational policies like leave policy, overtime policy, paternal leave policy for all employees from an HR perspective. |
|  | 1. Who are the chatbot users? | The largest is the organization employees group, approximately 6000 people. The respective departmental users and their claims commercialized, contact center, direct lines context center, personal line contact center. Even intermediaries in the form of organization-listed agents. |
| **Section 2** | 1. Where are the chatbots used in your organization hosted? | A chatbot is hosted in the third part cloud in a different country to keep information confidential and proprietary. An unfortunately IBM cloud doesn't have an instance in southern Africa |
|  | 1. How do the chatbots in your organization integrate with social media platforms? | so the internal chatbots that for some time do not integrate to social media platforms. However there was a request to extend the chatbot and add the Facebook Messenger platform as an additional channel, a social media channel, but the third party did not win that business because of a strategic architectural decision. The organization took the different direction of using WhatsApp chatbot but from the different service provider |
|  | 1. How does the chatbot platform in your organization store data after transactions? | All chatbot transactions are stored in a third part Mongo database, because of the nature of these solutions because are only really valuable if the content is constantly optimized. And by optimization, it means to store the data in a database of sorts or whatever format so that you can provide that information to the content administrators so they can see how well |
|  | 1. What happens to used data inside chatbots? | Yards reviews for optimization purposes and ongoing maintenance of the solution. |
|  | 1. What features does your chatbot have? e.g. speech recognition, text-based, or speech to text | The organization is planning to do speech recognition in one of the mobile apps. It's currently text-based, so it will be doing speech to text and text to speech, speech recognition, and speech to text. Besides the chat, but the chatbot has got intelligent search which is AI natural language understanding in the home search. So it's better than your traditional text-based queries and allows you to ask a normal full English language question as opposed to a two to the three-word sentence which humans are used to with Google. |
|  | 1. What kind of security measure does your chatbot have to prevent identity theft? | Data at rest is encrypted at the database level as well as with AES 256 decryption. Even the hackers would take a very long time to crack even by the National Security Agency NSA. The documents are stored in the cloud object cloud and object storage is encrypted and all data in flying is HTTPS encrypted. |
|  | 1. What kind of security does the chatbot have to ensure data privacy? |  |
|  | 1. What kind of security measure does your chatbot have to ensure data integrity? | Besides all the security measures stated on top, the organization is currently busy with a piece of work to ensure more accurate data synchronization in terms of content served between the chatbot application and the underlying chatbot solution component. |
|  | 1. What kind of security measure does your chatbot have to prevent unauthorized access? | There are two levels of security with two levels of security. From an access point of view, namely authentication and authorization, authentication is provided by the IBM Identity Service Management which is a traditional light lightweight directory access protocol so that authenticates people to confirm by a token exchange that's managed and then end-user authorization on top of the authentication is provided by roles which are stored and implemented in the application and it got 3 rolls menu that has an end-user content administrator or manager and in administrator, who's writing? And those roles assist in authorization in terms of which department you've got access to, as well as which reports you've got access to and departmental content. What are the security vulnerabilities that you have found with your chatbot? |
|  | 1. What kind of security measure does your chatbot have for user authentication? |  |
|  | 1. What are the security vulnerabilities that you have found with your chatbot? | One of the vulnerabilities is that IBM cloud object storage where the third party serves the PDF documents to view in the Web viewer for ease of access and people to be able to view the original documents in their web browser. But the third party found that by doing so you have to protect the target URL and that was a vulnerability that was resolved by using IP whitelisting which is when the end-user authenticates. They capture their IP address and that IP address can access the cloud object storage URL for a specified amount for that session only. |
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| **Participant D:**  **Section 1.** | 1. What purposes does chatbot fulfill in your organization? | The purpose is to chat with an agent via WhatsApp, then you will then be able to ask generic questions to an agent. I also provide clients self-service functionality within WhatsApp. |
|  | 1. In what ways are chatbots used in your organization? | The organization provides a WhatsApp bot which client self-service, so we'll have situations where clients can get the border letters, the policy schedule and. In other words, you can say it's self-service documentation |
|  | 1. List the specific processes/operations where chatbots are used in your organization? | Whatsup bot is for documentation so that if a client requests various documentation, there will be no need to call an agent(contact center) or go log on to the Internet or anything like that. He can just go on WhatsApp and then authenticate themselves and receive that documentation by email. |
|  | 1. What kind of support and maintenance is available for chatbots in your organization? |  |
|  | 1. What kind of data is stored in chatbots in your organization? |  |
|  | 1. Who are the chatbot users? | Policyholders |
| **Section 2** | 1. Where are the chatbots used in your organization hosted? | Cloud storage |
|  | 1. How do the chatbots in your organization integrate with social media platforms? | WhatsApp for now but in the future, the organization will probably look into the direction of Facebook |
|  | 1. How does the chatbot platform in your organization store data after transactions? | Data is stored in the database |
|  | 1. What happens to used data inside chatbots? |  |
|  | 1. What features does your chatbot have? e.g. speech recognition, text-based, or speech to text | Text-based |
|  | 1. What kind of security measure does your chatbot have to prevent identity theft? | When the user entered a policy number, Passport number, or ID number the bot only looking at the cell phone number allocated to the policy itself. So the bot will send OTP to that phone number. If you enter token number incorrect for the time it will just take you back to the main menu |
|  | 1. What kind of security does the chatbot have to ensure data privacy? | If you do not have active policies linked to the ID number then the bot will tell you that no active policies are linked to this ID number. Also when the bot send back personal details like phone number, ID number, etc. it musks the e.g 083\*\*\*\*\*\*\*92, mil\*\*\*\*ab@gmail.com |
|  | 1. What kind of security measure does your chatbot have to ensure data integrity? |  |
|  | 1. What kind of security measure does your chatbot have to prevent unauthorized access? |  |
|  | 1. What kind of security measure does your chatbot have for user authentication? | For example, If the clients click on border letter they will be enough to authenticate themselves. It will take in the details then they will enter their policy number or ID number or passport number. Then depends on how many policies are allocated to that specific ID number and they will get sent an SMS with a one-time password which they will need to verify that there is the person that is sent and then they will be allocated the policy. Then from there, they will be allowed to then choose. |
|  | 1. What are the security vulnerabilities that you have found with your chatbot? |  |
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| **Participant E:**  **Section 1.** | 1. What purposes does chatbot fulfill in your organization? | The chatbot currently is for various purposes. I think the main purpose is that it gives answers for our employees on repetitive questions. It also tells employees how to ensure certain assets. From our clients, the chatbot is an easy way of finding information to enable them to make certain decisions right there on the spot while speaking to the client. That's the main purpose of the chatbot is easily accessible information to do your job faster, quicker, and more productive. |
|  | 1. In what ways are chatbots used in your organization? | It's for various ways. Before the organization implements that the chatbot, it looked at all QA quality information that comes out to show where organization agents are struggling. In what areas are they struggling? and where are they making certain mistakes. So organization took that information and made it available in the chatbot very easily accessible for them to have a look at that. Also, store all of the standard operating procedures under chatbot. So when the user asks certain questions, it takes the user to that specific standard operating procedure so then know what to do in certain cases. |
|  | 1. List the specific processes/operations where chatbots are used in your organization? | The organization has taken all underwriting rules and mechanisms and made them available in the chatbot. So if the agent is new and does not have much information about some enquired questions the agent has that information handy quite easily through chatbot so it doesn't take up a lot of time because now does not need to go around asking or looking for information from colleagues. The chatbot is also very nice because they use it again from an employee perspective of you can ask the chatbot how many leave days do you have and it will respond by telling you exactly how many leave days you have. You can ask any HR-related query, any learning, and development questions, what courses are available currently for you to develop yourself. So the organization uses it in various ways and will continue building on these chatbots. It's not something that is just staggered, build something and leave it as or business involved. Will continuously build on these things to make sure that the organization stays up to track and make sure that it gets to strategic goals of being a future fit.  WhatsApp chatbot I can put in ID number or policy number in and can ask him to send an updated schedule off current insurance. How is my current insurance look? That was the first process that we've installed So it's very much more of the internal check, but the IBM Watson 1. |
|  | 1. What kind of support and maintenance is available for chatbots in your organization? | It's an involving thing. The organization will continuously build on this as information changes and as it starts moving into other areas of the business you will know sometimes also have a big footprint in Africa the organization hasn't even touched those guys with all those different businesses even specialist businesses. What the organization currently has is a few business units that have been implemented and if you look at a commercial perspective, these dedicated people looking at that information regularly looking at the user experience looking at if it's being used and continuously building upon putting in new content and telling the people of the new content that is available to them. If you look at it from an HR perspective, also got a dedicated team. The organization continues to look at new ways of doing things, adding new content. It has a monthly meeting on what? What is the stuff that came through the chatbot? Could we have answered those things and the things that couldn't answer? and also not being proud, being proactive, and adding things as an organization also both knew modules and learning new policies come along it add those things into the chatbot. |
|  | 1. What kind of data is stored in chatbots in your organization? | It's all internal insurance standard operating procedures or policy wording. look at from HR perspective, all or HR policies is on the all or learning and development, courses and modules, and the date that is stored |
|  | 1. Who are the chatbot users? | All the employees at this stage, contact center uses for commercial and personal queries and employees currently uses from an HR perspective from a group perspective so. The organization also exploring how to take this into our intermediaries? How to make it practical for intermediaries to have a look at this information because that would also be quite nice if the organization has a chatbot on the website and you can ask any insurance-related questions and can start giving them information through, that would be a great value-added benefit to our intermediaries. |
| **Section 2** | 1. Where are the chatbots used in your organization hosted? |  |
|  | 1. How do the chatbots in your organization integrate with social media platforms? |  |
|  | 1. How does the chatbot platform in your organization store data after transactions? | In order for Watson to answer questions, you gotta give Watson the documentation on which its answers are going to be based. So generally speaking, it's fairly unwell, not anonymous information, but it's fairly public information. So if you want Watson to answer questions on HR policy-related matters, you've got to give Watson the HR policy that it analyzes so that it can give you answers so typically. That's the kind of information that is stored in Watson, is like policy documents and policy documents. Generally speaking, are not confidential documents, listen fairly non-confidential. So the data ultimately that get stored and transacted will reside in a different system like in the organization it would be perhaps a policy center or a CRM or something along those lines. CRM is the place where the organization manages the customer and whether it's a voice call or an email or in this case a chat. You want all of those to be in one place so that when the customer phones back a week later you've got context or what they said the week before. |
|  | 1. What happens to used data inside chatbots? |  |
|  | 1. What features does your chatbot have? e.g. speech recognition, text-based, or speech to text |  |
|  | 1. What kind of security measure does your chatbot have to prevent identity theft? |  |
|  | 1. What kind of security does the chatbot have to ensure data privacy? |  |
|  | 1. What kind of security measure does your chatbot have to ensure data integrity? |  |
|  | 1. What kind of security measure does your chatbot have to prevent unauthorized access? |  |
|  | 1. What kind of security measure does your chatbot have for user authentication? |  |
|  | 1. What are the security vulnerabilities that you have found with your chatbot? |  |
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| **Participant F:**  **Section 1.** | 1. What purposes does chatbot fulfill in your organization? | Primarily chatbots serve as a vehicle for clients to transact and as a communications channel. The organization got a couple of businesses that use it there's the main sometime CMP But it's also used in the TC business, the travel insurance business. Also, just use it as a way to be in contact with clients who prefer to engage with the company via chatbot than using emails or using a telephone calls. It's for clients engaging with the organization using it as a different channel. The chatbot just has a different way to get answers to HR-related questions, that is slightly different from the external ones because the internal ones are not so much about a chatbot that is transactional, but certainly is there to just act as an HR agent If you could describe it that way to answer questions related to HR and HR activities. It is not too dissimilar to how it's used externally, where primarily the reason for creating the chatbots are using the chatbots is to help with capacity in terms of servicing clients |
|  | 1. In what ways are chatbots used in your organization? | if a client is using the chatbot that the bot must fundamentally be able to answer the clients' queries to a large degree, or the client won't actually bother to use the chatbot, they'll just pick up a telephone and phone instead of using the chatbot. So the degree to which the chatbot is used is related to the intelligence of the bot, so perhaps the integration with back-end systems. So in the case of staff, the Watson Bot is relatively useful so long as your questions are related to policy-type questions, but not that useful if you expecting some sort of an integrated response. So if you asked the Watson bot some sort of a policy-related question to say, I am entitled to sick leave? It would respond to you and give you the right answer out of the policy. But if you specifically asked it to say how many sick leave days do I have, it would be able to answer the question because it's not integrated with SAP and that therefore doesn't know how to answer the question you won't really use it for that purpose because it's incapable of doing that, you would actually just manually transact with the system yourself. It can only answer the most general of questions because it's not integrated with SAP. |
|  | 1. List the specific processes/operations where chatbots are used in your organization? | If we take a look internally, it's the HR chatbots that are used specifically, that's the chatbot with Watson and then externally used to get a view and servicing a client as a different channel and then in the travel insurance business where they get used also to get travel insurance as an alternative channel where there's a point at least where the client can engage the insurance company to ask some basic questions about the insurance and those basic processes which can be automated or automated up until the point where if needs are handed off to a human and then a human can take the conversation further. It's also used in the commercial underwriting space to help people with the policy wording.  agent assist is for internal use, with analyzes, HR policies, and answers, HR related queries, also agent assist as analyzed, the commercial and personal lines policy wordings |
|  | 1. What kind of support and maintenance is available for chatbots in your organization? | The internal chatbot is supported by artificial intelligence and machine learning, so there's not a person on the other side of the chat. The clients are engaging with a WhatsApp business account |
|  | 1. What kind of data is stored in chatbots in your organization? | HR solution the back end is actually IBM Watson. Then looking at the actual technical chatbot is maintained and supported by IBM and the organization just buy it as a service from IBM and the purpose or task of the organization is really to do integration with the bot and doing the skinning and the branding and the coloring and all that kind of stuff to make it branded. The actual bot itself is not something the organization built. It's something it purchased as a service from a vendor and the same in the case of whether it's Microsoft CRM platform although it's a different platform. Typically the organization buys that as commercial off-the-shelf software or buy software as a service and it's delivered over an existing chat capability, which is typically something like WhatsApp or something like Facebook Messenger. And again, those are not things that the organization bought. They are simply technologies that are using to extend support and maintenance.  An element of maintenance in the sense of Watson is that Watson will only learn what you give it to learn. So it is in the information security space and you want a chatbot to provide the user with an information security policy it is up to somebody to actually take their policy and give it to Watson to ingest so that it knows how to answer questions related to the policy. So there is maintenance and support required in that regard that the bot only knows what it knows at the point it was developed and maintained, and doesn't magically learn new information without somebody giving it new information to learn. So support and maintenance are less around Bolding the chatbot capability, but more about making sure that the chatbot is actually been given the information it needs to respond to queries from a user point of view, so it's gotta be somebody's job to basically monitor the chatbot and see those conditions with a chatbot is working. So then it's working as expected versus the chatbot is failing to answer questions that people are asking, which means it's not capable of it for whatever reason you know, and then that's an area that needs to be maintained or supported. |
|  | 1. Who are the chatbot users? | Organization staff and clients |
| **Section 2** | 1. Where are the chatbots used in your organization hosted? | the Watson solution, the one that HR uses that's hosted in the cloud. So it's IBM Watson and would be hosted on IBM's Cloud. The other solutions like the Microsoft CRM solution would be hosted in Datacenters. But perhaps next year will move to the cloud as well For the direct claims department, that chat would be stored in CRM |
|  | 1. How do the chatbots in your organization integrate with social media platforms? | Internal chatbot It doesn't integrate. It's probably technically got the capability to do it, but the organization doesn't integrate with social media platforms for whatever reason. Not sure of the reason. It's probably to keep things more simple the 'cause like you can see an agent assist.  The external facing bot integrates to social media via WhatsApp. |
|  | 1. How does the chatbot platform in your organization store data after transactions? | The intense not to store data in chatbots for any length of time, but to actually store it with this system of record. So in the case of a conversation via, let's say WhatsApp for example, the intent is not to store the conversation history in WhatsApp, but to store it in something like CRM. Because the point of it is that point of CRM is that regardless of how you engage, the agents are supposed to be able to see a history of all of your engagement now that engagement could have been a phone call followed by two emails followed by another telephone call followed by a chat. So the point of CRM is to consolidate all of that information into one place so that regardless of the next conversation you have with some time, whether it's a telephone call in email or chat, that the agent who's facilitating that as the context and the history of the other conversations with you.  Watson, one typically doesn't store much, if any data what they do store, however, is they do have a notion of storing who searched for what? Because you've got to throw it from a process improvement. You must know what the bot didn't do. So that the example of agent assist then if you don't know that the bot consistently is underperforming, you can't improve it. So so in order to report on that. To say but we noticing that the bot was unable to answer in 30% of the cases. What were the questions that were being asked in that 30% of the cases, that information is stored so that you can go and try and improve the 30% to be a better number.  Let's call it the administrative side of the bot. It's definitely keeping a history of what was asked so that you can improve the bot over a period of time, even if it's not kept for a specific person because if you didn't do that, you wouldn't be able to do fundamentally validate whether the bot was actually performing well at all. |
|  | 1. What happens to used data inside chatbots? |  |
|  | 1. What features does your chatbot have? e.g. speech recognition, text-based, or speech to text | In terms of interaction with Watson, it can simply only do text chat. It can't upload a picture and I can't upload voice and it can't upload any other sort of attachment like a document file or a PDF file or something like that. It is limited strictly to typing. |
|  | 1. What kind of security measure does your chatbot have to prevent identity theft? | Chatbots provide end to end enciption. Also on agent assist you can't engage with the chatbot unless you've actually authenticated yourself so you can only begin engagement once you've actually logged into a system with a set or agent assist, so you know whether that's set on your desktop or the client app, you must first have logged in terms of WhatsApp there is a process by which the person must identify themselves to the bot before they can actually have a conversation |
|  | 1. What kind of security does the chatbot have to ensure data privacy? | data privacy point of view, we so so the chatbots that are hosted either on Prem or in the cloud are subject to privacy legislation so parts that are hosted here in South Africa or subject to POPOA any other bots that we have like Watson for example would be hosted in Europe and would be subject to GDPR from a data privacy point of view. So all of the controls with regards to cloud solutions in general, but in this case chatbots, 'cause that's what we're talking about will be those controls related to privacy legislations such as popular in GDPR. So those are things like making sure that information is encrypted at rest, making sure that information is encrypted in transit, etc. It an all covered under requirements for popular and GDPR. |
|  | 1. What kind of security measure does your chatbot have to ensure data integrity? | Come under the same controls that are implemented for POPIAH and With the PR in terms of making sure the person is who they say they are and in terms of protecting the information that's protected in much the same way, from a privacy point of view. |
|  | 1. What kind of security measure does your chatbot have to prevent unauthorized access? | So you can only access it once you've authenticated yourself. In the case of Watson, you signing in with your staff credentials. In the case of WhatsApp, that validation that at the very least that the details you provide are in fact those details on the policy that we have for you. So there isn't understanding that even though I might know your ID number and your cell phone number in order to have that chat, would actually physically need to have your cell. To have that check, because that's the chat on which that is linked to your number. So it will be very difficult for someone to have the chat like you without that |
|  | 1. What kind of security measure does your chatbot have for user authentication? | So that's the notion of either in the case of staff signing in with the username and password, which is the security measure for user authentication. , in the case of its exactly the process is described for WhatsApp. It validating based on something that the person knows and therefore use that to prove that the user is authentic. In some other solutions, you might implement some sort of multi-factor authentication, but to my knowledge, we don't use that. |
|  | 1. What are the security vulnerabilities that you have found with your chatbot? | in the case of both Watson and WhatsApp cloud risk assessments were conducted. As part of the cloud risk assessments, we assess whether there are any security vulnerabilities or not, and then the vendor normally provides evidence and you can guess in both the case of what's happen and IBM they've got quite big security teams that actually look after those products. so it's not to say that there's never an issue, but there are people with those vendors that actually. And it's their job to actually deal with any security vulnerabilities. |
|  |  |  |
| **Participant G:**  **Section 1.** | 1. What purposes does chatbot fulfill in your organization? | The primary purpose that it fulfills is that it gives that that human interface to two clients so that they can have a conversation with and get answers that they would normally ask either an agent or any officer within the organization. In other words, It's an automated human being or an automated agent |
|  | 1. In what ways are chatbots used in your organization? | To have a conversation or communication with clients where either the client where the communication is in text format |
|  | 1. List the specific processes/operations where chatbots are used in your organization? | Used in giving information they say about the product. Let's say somebody wants to purchase a product, for instance. Then agents or advisors advising a client on the specific aspects of the product |
|  | 1. What kind of support and maintenance is available for chatbots in your organization? | Chatbots are third-party pieces of software then they integrate with the various systems in the organization. The bigger part of the chatbot is maintained by a third party. Both third parties and organizations need to ensure that the systems are up and running OK, so let's take for instance a chat button itself will not be able to function outside the ecosystem Of business applications. So there has to be that communication and that communication is only enhanced through integration, now when you integrate the integration mechanism that requires support and maintenance. |
|  | 1. What kind of data is stored in chatbots in your organization? | All generic information or can say it's metadata to use the technical team |
|  | 1. Who are the chatbot users? | Users are mainly clients of the organization. Marketers, and telemarketers where they chat to the chatbot and then give the client the information. |
| **Section 2** | 1. Where are the chatbots used in your organization hosted? | Are hosted in the company infrastructure, mainly on the internal application systems |
|  | 1. How do the chatbots in your organization integrate with social media platforms? | Are integrated through WhatsApp but integrated via the internal applications by calling a service or endpoint in APIs |
|  | 1. How does the chatbot platform in your organization store data after transactions? | The record is going to be either created or it's going to be amended some other chatbots themselves have got their own schema or the query of the main database. |
|  | 1. What happens to used data inside chatbots? |  |
|  | 1. What features does your chatbot have? e.g. speech recognition, text-based, or speech to text |  |
|  | 1. What kind of security measure does your chatbot have to prevent identity theft? | they are then subjected to the protection that the organization renders and that gives to every other application or business application system. So since chatbots are hosted in the internal resources of the application, those internal resources reside in a zone called a protected object space |
|  | 1. What kind of security does the chatbot have to ensure data privacy? |  |
|  | 1. What kind of security measure does your chatbot have to ensure data integrity? | Deploy the various features that have already been mentioned, which make sure that the data is secure no one is actually snooping. Make sure that there is no unauthorized amendment of data. |
|  | 1. What kind of security measure does your chatbot have to prevent unauthorized access? | There is a reverse proxy that does authentication via the ELD app or against identity and access management databases or directories. There is also a check on what actions can be performed by the user, can they only read-only or can they write or can they delete? |
|  | 1. What kind of security measure does your chatbot have for user authentication? |  |
|  | 1. What are the security vulnerabilities that you have found with your chatbot? |  |
|  |  |  |
|  |  |  |
| **Participant H:**  **Section 1.** | 1. What purposes does chatbot fulfill in your organization? | It provides answers to some underwriting questions that users might have without having to chat to an underwriter first |
|  | 1. In what ways are chatbots used in your organization? | To answer questions without having to contact someone – we have one for HR queries as well |
|  | 1. List the specific processes/operations where chatbots are used in your organization? | Commercial Lines, Personal Lines, HR |
|  | 1. What kind of support and maintenance is available for chatbots in your organization? | The is a team of 2 people excluding IT and external suppliers that currently update and maintain content on the chatbot |
|  | 1. What kind of data is stored in chatbots in your organization? | Underwriting, process, and policy wording information |
|  | 1. Who are the chatbot users? | Commercial Lines Contact Centre staff |
| **Section 2** | 1. Where are the chatbots used in your organization hosted? | Company’s webpage (Intranet) |
|  | 1. How do the chatbots in your organization integrate with social media platforms? | Currently, it doesn’t |
|  | 1. How does the chatbot platform in your organization store data after transactions? | It keeps the questions that were asked, how many users use the platform on a daily basis |
|  | 1. What happens to used data inside chatbots? | Not sure, it is just there for info purposes |
|  | 1. What features does your chatbot have? e.g. speech recognition, text-based, or speech to text | It’s text-based and recognizes keywords in order to provide answers. There are options to rate q’s, give feedback on them, print/save answer documents |
|  | 1. What kind of security measure does your chatbot have to prevent identity theft? | No personal data is shared |
|  | 1. What kind of security does the chatbot have to ensure data privacy? | No personal data is shared |
|  | 1. What kind of security measure does your chatbot have to ensure data integrity? | No personal data is shared |
|  | 1. What kind of security measure does your chatbot have to prevent unauthorized access? | Each user is granted access physically by request. The user has to have an active staff number and be a part of the CLCC environment |
|  | 1. What kind of security measure does your chatbot have for user authentication? | You have to log in to the chatbot |
|  | 1. What are the security vulnerabilities that you have found with your chatbot? | None |
| **Participant I:**  **Section 1.** | 1. What purposes does chatbot fulfill in your organization? | It's an HR virtual assistant. |
|  | 1. In what ways are chatbots used in your organization? | Provides answers to HR queries, HR-related queries. HR virtual assistant is used on our intranet. Employees can access the chatbot via the Internet. |
|  | 1. List the specific processes/operations where chatbots are used in your organization? | The company input the bot with the policies and the answers to the questions and then the bots learn to find them. Example of policies is as follow vacation leave performance management, payslips, anything related to HR. It basically yeah it searches well, I mean an employee types in a question, for example, payslip. Then it goes into funds all the information related to a payslip. So they can't get their payslips, but they can get the policy about the payslip. The chatbot contains even jokes, so you know certain teams have had to sit and come up with questions and answers so that if somebody asks a question can respond to us. |
|  | 1. What kind of support and maintenance is available for chatbots in your organization? | The company use an external provider that supports and maintains this chatbot |
|  | 1. What kind of data is stored in chatbots in your organization? | Policy related information |
|  | 1. Who are the chatbot users? | Internal employees |
| **Section 2** | 1. Where are the chatbots used in your organization hosted? | It's hosted externally then integrated into the company’s intranet |
|  | 1. How do the chatbots in your organization integrate with social media platforms? |  |
|  | 1. How does the chatbot platform in your organization store data after transactions? |  |
|  | 1. What happens to used data inside chatbots? |  |
|  | 1. What features does your chatbot have? e.g. speech recognition, text-based, or speech to text |  |
|  | 1. What kind of security measure does your chatbot have to prevent identity theft? |  |
|  | 1. What kind of security does the chatbot have to ensure data privacy? |  |
|  | 1. What kind of security measure does your chatbot have to ensure data integrity? |  |
|  | 1. What kind of security measure does your chatbot have to prevent unauthorized access? |  |
|  | 1. What kind of security measure does your chatbot have for user authentication? |  |
|  | 1. What are the security vulnerabilities that you have found with your chatbot? |  |
|  |  |  |
| **Participant J:**  **Section 1.** | 1. What purposes does chatbot fulfill in your organization? | The bespoke Virtual Assistant or Bot implemented is made up of a Chatbot which provides for Frequently Asked Questions (FAQs) & Answers built upon on IBM Watson Assistant, a Searchbot with Cognitive Search surfacing human resources documentation built upon IBM Watson Discovery and finally, a Web Document Viewer which enables an end-user to be presented with the original document section being sought. The solution utilizes best in class solution components from IBM Watson, which provides Enterprise-Grade Artificial Intelligence and is hosted securely on the IBM Cloud |
|  | 1. In what ways are chatbots used in your organization? | The bespoke Virtual Assistant or Bot implemented is made up of a Chatbot which provides for Frequently Asked Questions (FAQs) & Answers built upon on IBM Watson Assistant, a Searchbot with Cognitive Search surfacing human resources documentation built upon IBM Watson Discovery and finally, a Web Document Viewer which enables an end-user to be presented with the original document section being sought. The solution utilizes best in class solution components from IBM Watson, which provides Enterprise-Grade Artificial Intelligence and is hosted securely on the IBM Cloud |
|  | 1. List the specific processes/operations where chatbots are used in your organization? | HR processes ALG |
|  | 1. What kind of support and maintenance is available for chatbots in your organization? | The organization has someone who is the key stakeholder for support and maintenance (SLA) |
|  | 1. What kind of data is stored in chatbots in your organization? | HR Data ALG |
|  | 1. Who are the chatbot users? | Internal Employees |
| **Section 2** | 1. Where are the chatbots used in your organization hosted? | IBM Cloud |
|  | 1. How do the chatbots in your organization integrate with social media platforms? | IP of Santam HR – Data Analytics is used for Employee analytics |
|  | 1. How does the chatbot platform in your organization store data after transactions? |  |
|  | 1. What happens to used data inside chatbots? | IP of Santam HR – Data Analytics is used for Employee analytics |
|  | 1. What features does your chatbot have? e.g. speech recognition, text-based, or speech to text | Text-based from a project perspective – currently in use |
|  | 1. What kind of security measure does your chatbot have to prevent identity theft? | Subject to service provider Cloud Security protocols. |
|  | 1. What kind of security does the chatbot have to ensure data privacy? | Subject to IBM Cloud Security protocols. |
|  | 1. What kind of security measure does your chatbot have to ensure data integrity? | Subject to IBM Cloud Security protocols. |
|  | 1. What kind of security measure does your chatbot have to prevent unauthorized access? | Subject to IBM Cloud Security protocols. |
|  | 1. What kind of security measure does your chatbot have for user authentication? | Subject to IBM Cloud Security protocols. |
|  | 1. What are the security vulnerabilities that you have found with your chatbot? | Subject to IBM Cloud Security protocols. |