

RightAnswers Chatbot Competition Gives Students Real-World Programming and Business Experience

Promotes Innovation and Technical and Business Expertise in Developing a Chatbot for Customer Service

EDISON, NJ, USA, November 29, 2016 /EINPresswire.com/ -- [RightAnswers](#), the #1 provider of knowledge management and social knowledge software, is sponsoring a technology development competition for Monmouth University students to build a customer service chatbot.



Teams will be comprised of students from Monmouth University's Leon Hess Business School and the School of Science's Computer Science and Software Engineering programs. The goal of the competition is for students to develop a chatbot that will drive a specific consumer/user situation and with that provide the business perspective, research and data on the market opportunity this chatbot addresses.

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Jeff Weinstein, President and CEO, RightAnswers

“Chatbots are emerging as a way for companies to interact and engage with their customers,” said Jeff Weinstein, President and CEO of RightAnswers. “This leading-edge channel of communication is expected by many industry analysts to revolutionize the approach and quality companies will use to address their customers’ buying and service experience.”

The teams will be judged on:

- Usefulness of the chatbot in handling a real-world customer

support or IT problem

- Quality of business analysis
- Innovative use of RightAnswers products
- Creative use of Natural Language Processing (NLP)
- Overall quality of presentation and demonstration

“This is a great opportunity for our students to get practical experience and really show off their skills. The response has been enormous and I look forward to some impressive entries,” stated Susan Gupta, PhD, MBA Director, Monmouth University.

“We are very excited to give Monmouth University students the opportunity to work in a commercial environment and to showcase their technical expertise and business acumen,” continued Weinstein. “As a fellow Hawk who earned my MBA at Monmouth and as a CEO of a technology company, I see the importance of having students from multiple disciplines working together. Successful technology solutions always need to balance the commercial side and the technical side.”

The event kicks off December 6, 2016. The Award Reception will take place February 4, 2017, at Monmouth University.

About RightAnswers

RightAnswers is the #1 provider of cloud-based knowledge management, web and mobile self-service and social knowledge software for improving customer service, IT support and enterprise-wide collaboration. Our flagship product, the Enterprise Knowledge Hub, promotes knowledge-sharing across your organization, increasing employee engagement and your overall productivity and efficiency. Our 450+ clients around the globe use RightAnswers seamlessly integrated with their CRM, ITSM or other enterprise software to provide outstanding customer experiences while saving millions of dollars a year. Learn more at www.rightanswers.com.

About Monmouth University

Monmouth University’s commitment to transformative learning is founded on three core principles: an intellectually challenging and rigorous academic experience built on a strong foundation in the liberal arts; learning experiences that are both immersive and that extend beyond the classroom; and preparation for life after Monmouth. To enhance the breadth and impact of our commitment, we offer a high level of personalization for each student, infusing the Monmouth Experience throughout every aspect of campus life. Monmouth’s beautiful coastal campus sits at the heart of a vibrant culture rich in history, the arts, technology and entrepreneurship. Our renowned faculty are actively involved in advancing academic research nationwide while encouraging meaningful community involvement and critical thinking for self-fulfillment.

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