Winner Named in RightAnswers Chatbot Development Challenge at Monmouth University

Winning Chatbot Addresses a Real-World Customer Service Need

EDISON, NJ, USA, February 15, 2017 /EINPresswire.com/ -- RightAnswers, the #1 provider of knowledge management, enterprise search and social knowledge software, is pleased to announce the winners of the RightAnswers@Monmouth University Chatbot Development Challenge.

In the competition, students from Monmouth University's Department of Computer Science/Software Engineering and the Leon Hess School of Business teamed up to develop a customer service chatbot – software that conducts a conversation to answer people's questions.

(Left to right) Susan Forquer Gupta, PhD, MBA Program Director, Associate Professor, Monmouth University; competition winners Giuseppe Licata, Nicole Puccio and Anthony Vezzana; Jeff Weinstein, RightAnswers President and CEO

Chatbots are emerging as an important customer service tool, as they quickly answer questions without human intervention and ideally in a friendly, conversational way, providing a good user experience while lowering customer service costs.

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At the Presentation and Awards Reception, held February 4, 2017, at Monmouth University, the winning team, The Binary Trio (Giuseppe Licata, Nicole Puccio and Anthony Vazzana), demonstrated a chatbot that provided useful information to prospective college students. Not only did their chatbot field questions about university admissions, but the answers also included a sensitivity to the need to market the university.

Judging criteria included:
• Understanding the target market
• Usefulness of the solution
• Quality of the presentation and software demo
• Adherence to the project timetable

• Team dynamics
• Receptiveness to coaching and progress throughout the competition

The chatbots developed by the other teams in the competition provided safety information to outdoor enthusiasts, and helped consumers find recipes based on specific nutritional and health needs.

"The students did a terrific job outlining the business cases and doing the research to better understand the value of the business cases. They brought a lot of creativity and energy to the competition. Their grasp of the business aspects as well as their technical expertise was impressive," stated Weinstein.

RightAnswers will be distributing plaques to the winning team members at the Monmouth University – Niagara men's basketball game on Thursday, February 16, 2016.

About RightAnswers
RightAnswers is the #1 provider of cloud-based knowledge management, enterprise search 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 rightanswers.com.

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