Espressive Barista Control Center

The Espressive Barista Control Center™ is the administrative interface to the intelligence behind Espressive Barista, our AI-based virtual support agent. The Barista Control Center provides a zero-code experience to expand the Barista language model, design dynamic and interactive conversations, and integrate with virtually any API-enabled third-party system. With the Barista Control Center, enterprises can localize content from the Barista Employee Language Cloud, so that Barista understands the language and acronyms of their organization, as well as test and validate any changes before pushing new content to production.

Zero-Code Experience for Extensive Customization

Up until now, enterprises only had two options when deploying workplace virtual agents; they had to choose between a toolkit approach that requires multiple tools, expensive resources, and long deployment times, or an out-of-box solution that could be deployed more rapidly but might lack in customization abilities. This meant they either had to be dependent on expensive professional service resources or go without customization to make it happen. With the Barista Control Center, Espressive fills that gap by accommodating a range of customer requirements all on one platform, without upgrades, as needs evolve.

The Barista Control Center enables customers to easily extend the Barista language model, design dynamic and interactive conversations, and integrate with virtually any API-enabled third-party system—all through a zero-code experience. Whether enterprises want a managed service, the flexibility to make their own updates, or the ability to do deep customization on their own, Barista delivers.

The Barista Control Center is the administrative interface to the intelligence behind Barista, enabling enterprises to fine tune the behavior, understanding, and integrations of Barista. It includes three key modules: (1) the Language Expander; (2) the Conversation Center; and (3) the Integration Designer. The Barista Control Center also incorporates a robust test environment, allowing customers to manage content in sub-production environments for rigorous testing before pushing to production.

ESPRESSIVE LANGUAGE EXPANDER™
The Language Expander enables analysts to easily expand the Barista language model (i.e., understanding) to recognize and add new topics, with a full debugger to ensure customers understand how it is being handled by the underlying NLP engine. Customers can localize content, so Barista will understand the language and acronyms of a given organization. Even the tone of conversations can be personalized to fit a company's culture.

ESPRESSIVE CONVERSATION CREATOR™
When employees have complex issues, simply providing them with one or more knowledge articles is unlikely to result in a deflection. With Conversation Creator, customers can create dynamic and interactive conversations and troubleshooting workflows to ensure complex issues can be deflected. Conversation Creator is also used to create interactive Barista Conversational Surveys.

ESPRESSIVE INTEGRATION DESIGNER™
A common use case for Barista is to automate work by connecting human language to automation. With Integration Designer, customers can extend the reach of Barista to integrate with any RestAPI enabled third-party system, in order to deliver an end-to-end automation workflow. Integration Designer makes it easy for Espressive partners and customers to build integrations, which can then be made available via the Barista Integration Marketplace.

Robust Test Environment

The Barista Control Center also incorporates a robust test environment, enabling customers to manage content in sub-production environments for rigorous testing before pushing to production. Barista was designed to handle large enterprise environments, so every deployment comes with two instances: sub-production and production. Customers can manage content and integrations in their sub-production environment and rigorously test before pushing to production.

The fully automated testing capabilities in Barista allows customers to validate their changes against past interactions and easily highlight potential issues introduced by the changes. Enterprises are then able to troubleshoot and resolve matching issues before pushing new content into production, providing maximum flexibility with peace of mind.

A Paradigm Shift in the Delivery of AI-based Employee Self-help

Barista comes with the Employee Language Cloud that recognizes over two billion phrases out of the box, gets smarter due to collective learning across the customer base, ingests knowledge articles, and provides answers to tens of thousands of topics across commercially available applications. Enterprises can deploy Barista in as little as six weeks with an ROI on day one. Barista can also learn responses to topics by ingesting customer's knowledge articles residing in a number of different systems (e.g., ITSM tool, Confluence, SharePoint). With Barista, enterprises can create, update, or retire FAQs on their own using the Barista FAQ Management Tool, an industry-first technology enabling subject matter experts across the enterprise to manage their own content.

Barista was designed as a continual improvement workstream, making Barista the only virtual agent that connects insights from analytics to the specific areas of content that need attention. It is also the only virtual agent that enables fast deployment, empowers subject matter experts to control their own destiny, and delivers a zero-code interface for extensive customization without any development effort.