

Winning the Customer Experience Game with Dialogflow and Gemini

FluentData provided engineering and consulting services, helping the customer assess the challenge of user experience modernization.

The challenge

FluentData implemented Wingo's customer support chatbot in Dialogflow ES. They wanted to move the current capabilities to the enterprise version of Dialogflow (CX) and add new capabilities.

The solution

FluentData learned about the capabilities of the existing chatbot and implemented a new chatbot using GenAI capabilities. Implementation included existing integrations but also optimized the deployment and testing strategy of the resulting bot. In the process, we laid the foundation for extending the chatbot with new functionality in an easy and manageable way.

The result

By modernizing Wingo's chatbot implementation and optimizing their development, testing, and delivery mechanisms, FluentData laid the foundation for adding new functionalities and capabilities.

“ FluentData was instrumental in adapting Dialogflow CX to Wingo's specific needs. Thanks to their team, we developed an AI-powered chatbot that boosted user self-management and aligned with Wingo's objectives. ”

Angel Alayon, Experiencia al Cliente/Usuario, Wingo



About Wingo (airline)

Wingo is a low-cost airline operating in Latin America and the Caribbean. Its main features include low prices, punctuality, safety, personalization, and a vacation package business line. Wingo is a subsidiary of Copa Airlines Colombia.

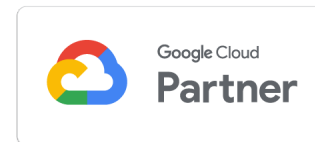
Vertical/horizontal solution: Tourism & Leisure

Primary project location: Colombia



About Fluentcore, LLC

We are a group of seasoned consultants and engineers passionate about excellence. We strive to do regular things in extraordinary ways.



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