

RightAnswers and Monmouth University Host Awards Reception for Customer Service Chatbot Development Challenge

The Winning Chatbot Will Have Solved a Real-World Customer Service Challenge

EDISON, NJ, USA, January 30, 2017 /EINPresswire.com/ -- [RightAnswers](#), the #1 provider of knowledge management, enterprise search and social knowledge software, and Monmouth University are holding the Presentation and Awards Reception for the customer service chatbot challenge at 9:30 am–12:00 pm on Saturday, February 4, 2017 in the Main Auditorium in Pozycki Hall at Monmouth University in West Long Branch, NJ.



The chatbot development competition is comprised of Monmouth University Business and Computer Science students competing to develop software that delivers automated customer service support through messaging platforms. Teams have been working on their projects since mid-January.

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Jeff Weinstein, President and CEO, RightAnswers

At the Presentation and Awards Reception, the three finalist teams will present chatbots that:

- Help consumers find recipes based on specific nutritional and health needs
- Help students and parents with university admissions questions
- Provide outdoorsmen with guidance on camping questions and safety measures

A key part of the competition has been mentoring of the students by individuals on the RightAnswers management

team on their business analysis, technical implementation and presentation skills. “We are impressed with the ideas and energy the students are bringing to this competition. It is also rewarding coaching and giving students insight into real-world strategies when developing business software solutions. Moreover, we want to develop the future entrepreneurs of tomorrow, and we think competitions like this are a good step in that direction,” said Jeff Weinstein, President and CEO, RightAnswers.

RightAnswers’ executive management team will select the winning chatbot, judged according to:

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

- Quality of business analysis and research for the size of the problem
- Innovative use of a knowledge base
- Creative use of natural language processing (NLP)

[Register](#) for the free event, which will include breakfast, team presentations and demos of the chatbots, and announcement of the winners.

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.

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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