

# TiA Chatbots for Oil & Gas

## Improve Internal and External Communications with Intelligent Chatbots

Create chatbots that can communicate in a natural way with field operators so they can work hands-free and with customers to help them find the product information and recommendations so they can find the right product for their needs.

The accessibility of information in Oil & Gas is crucial to both operations and customer satisfaction. When it comes to internal communications, it is vital that workers, especially field operators, are able to access information with minimal disruption to their work. At the same time, customers need to access product information with ease.

The challenge Oil & Gas companies face in terms of access to information are not small. Traditionally, field operators must stop work so they can use their hands to pull up critical information, resources, data, and field reports. At the same time customers must navigate a company's website to determine what products will best suit their needs.

Tangentia's TiA Chatbots are designed to be able to communicate both internally and externally. This means an Oil & Gas company can use one technology to solve two problems, communicating with both workers and customers using natural language through voice commands or text.

With TiA Chatbots, Oil & Gas companies can improve productivity in the field and employee and customer satisfaction. The result? An overall improvement in operations and a company's bottom line by creating an unparalleled communication experience.

### What tasks can TiA Chatbots perform for Oil & Gas?

- Provide 24/7 support
- Converse using natural language
- Answer questions intelligently
- Perform problem solving
- Connect workers and customers to information
- Provide real-time access to field data and reports

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TiA CHATBOT

Tangentia works closely with Oil & Gas companies to determine the best use of TiA Chatbots for their unique circumstances, whether that is providing workers, customers or both with easy access to information. The goal is to get AI working for you so you can improve communications and operations.

TiA was developed by Tangentia's exceptionally skilled and experienced AI team and is powered by IBM Watson. With decades of experience in AI, RPA and machine learning and with access to incredible talent, our experts can help you transform your internal and external communications.

## Why TiA Chatbots for Oil & Gas

### Hands-Free Access

Field operators can use voice commands for hands-free access to required information, real-time data and field reports without the need to interrupt their work.

### Natural Conversation

The natural language capabilities of the chatbots make it easy for employees and customers to talk with the TiA chatbot just like they would with a real person.

### Complex Problem-Solving

When conducting regular maintenance, problems come up that can be communicated to TiA chatbots so they can search the company database for an intelligent solution.

### Real-Time Updates

Field workers can get real-time updates and alerts when a problem arises, helping them troubleshoot and saving them costly downtime.

### Provide a Shopping Assistant

The TiA Chatbot can walk customers through your product selection, introduce them to new products and use their input to make intelligent product recommendations.

### Help New Hires

New hires can ask the TiA Chatbot questions, access historical data and learn how to apply training material while on the job.

## Put Your Trust in Canada's Leading AI Solution Provider

Are you ready to bring your Oil & Gas communications firmly into the 21st century?

Reach out to the Tangentia team today to learn how we can help you transform your communications to benefit your workers and customers like never before.

Contact  
hello@tangentia.com  
1-416-238-7515  
tangentia.com  
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