Quest Pro: Response and Citation Bots for Automating Responses

Quest, a comprehensive request management system, offers two bots that work with your team to help automate workflows and improve efficiency in managing in-bound requests.
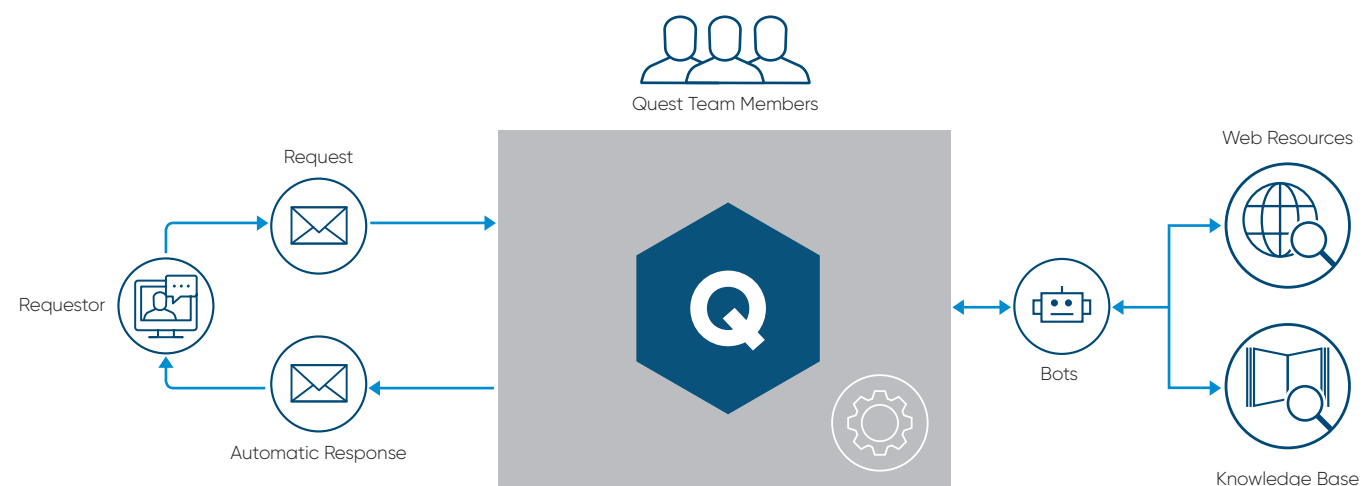
Response Bot

- Machine learning powered automatic responses to frequently asked questions
- Configurable options ensure you are in control of what is sent
- Suggestions can be made to assignees for review before sending to requestors
- Reduce time spent on repetitive requests and increase speed of responses
- Create workstream specific knowledge bases

Citation bot

- Quest connects to web-based resources to retrieve request content
- Saves valuable time by automatically handling requests for retrieving materials such as patents, dockets, and other information
- Provide instant answers to requestors or document links to researchers
- Initially, the new citation bot will work with a top legal information service provider to return a link to a docket when a matching identifier can be found in the body of a request

How it works

1. Quest's bots will check inbound emails that request content from an external resource or match internal FAQs.
2. If a match is found an email with links to the relevant content will be automatically sent to the requestor.
3. Quest users can also review suggestions on the request form for additional context before replying to the requestor.
4. Frequent repetitive work can now be delegated to the bot.
5. All response options are configurable to ensure the appropriate level of review takes place.