Dirk Gepts, Solution Architect Innovation

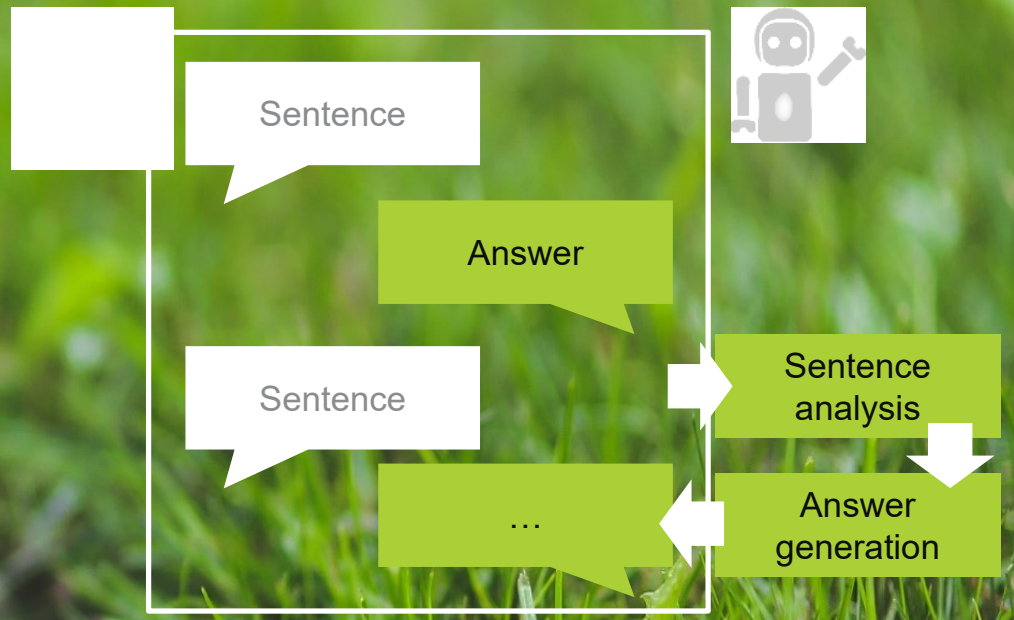
Chatbots

DNA and Added Value

01. DNA OF CHATBOT

WHAT'S A CHATBOT?

A chatbot is a **program** designed to **interact** with a « **human** » using **natural language** simulating a **conversation**.



CONVERSATION TYPE 1: Q&A

INNOVATION BOT

- Bot Foundry
- GLOBAL
- Overview
- Bot
- Settings
- Portal Users
- Global Variables
- CONTENT
- General
- Interjections
- Dialogs
- Faq
  - Faq
  - Definitions
  - Chitchat
- NLP
- Fallbacks
- LOGS
- Conversations
- Not Understood

FAQ — Logout

Save | Cancel | Add QA | Scopes | Add Scope | O365 user adoption | General | Realdolmen ITO | Publish

Scope Realdolmen ITO — Edit Scope | Delete Scope — 3 answers for 6 questions

Question 1

How can I unlock my account?	{Visit [Realdolmen Selfservice](https://self.realdolmen.com/pm/user_name.asp?act=unlock) (This can be done from any device)} {image:http://showcasechatbotportal.azurewebsites.net/images/ITO_UnlockAccount.JPG} {Enter your username. This is the 7 character ID you received. Click on Next.} {Enter the answers to the questions which you have set up when you enrolled your account. Then click on Next again.} {The result should show : "The account has been unlocked successfully, please try to
My account is locked	

Add Phrasing

Question 2

How do I change my password?	According the password policy used at Realdolmen, passwords must be changed every 65 days. Use the password self service tool at https://self.realdolmen.com/pm/ to change your Realdolmen password. (= email password) If you want to keep both your windows and your email passwords aligned, please use control-alt-delete on your workstation to change your windows password.
Where can I change my password?	
My password is about expire. What do I need to do?	

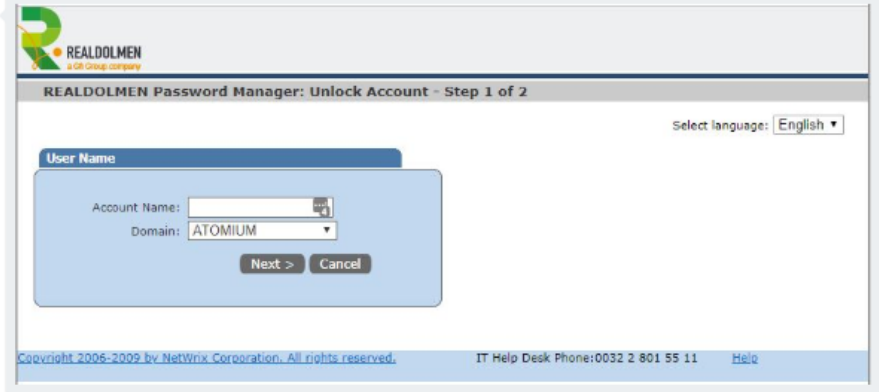
Add Phrasing

Chat

What do I do when my account is locked?

Visit Realdolmen Selfservice (This can be done from any device)

Innovation Showcase Bot



Innovation Showcase Bot

Enter your username. This is the 7 character ID you received. Click on Next.

Innovation Showcase Bot

Enter the answers to the questions which you have set up when you enrolled your account. Then click on Next again.

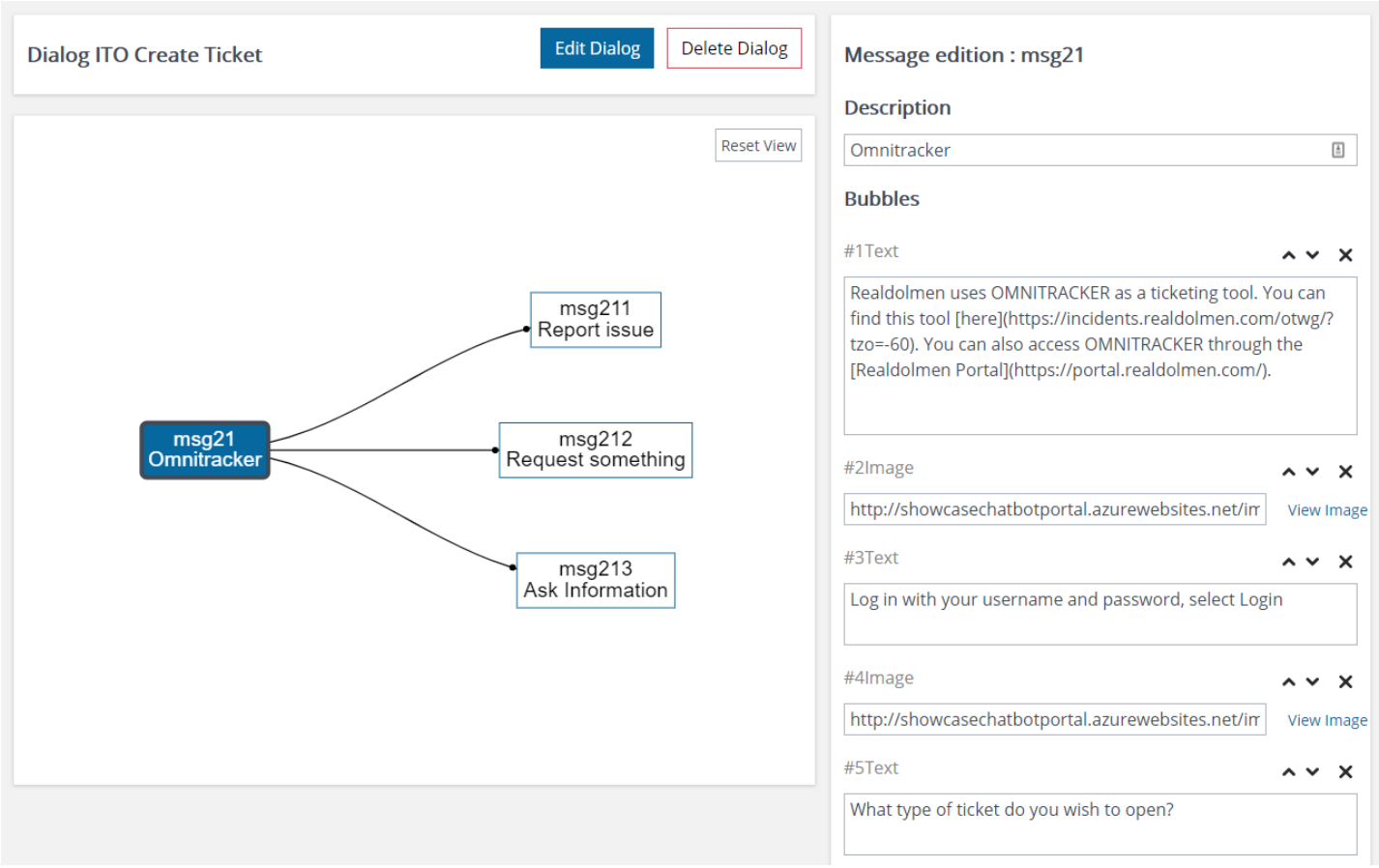
Innovation Showcase Bot

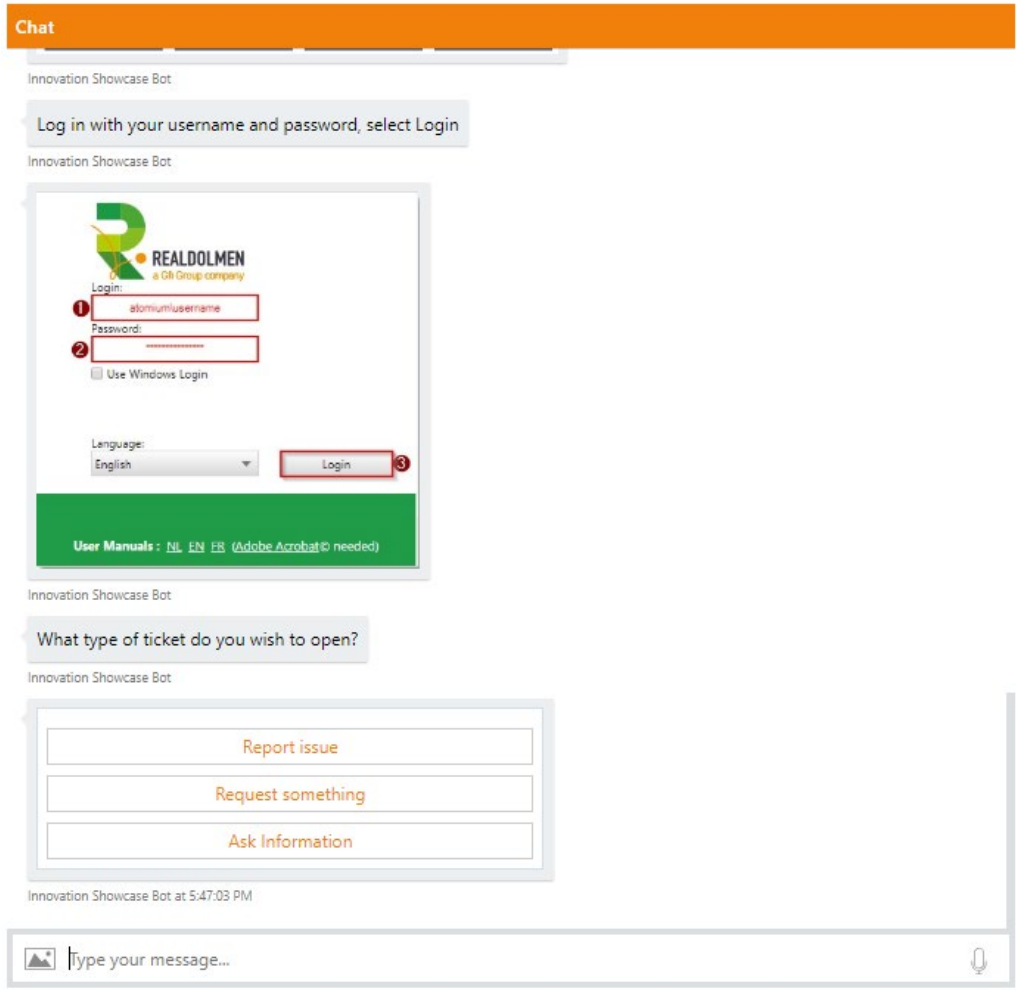
The result should show : "The account has been unlocked successfully, please try to logon in 15 minutes." If not

Not satisfied

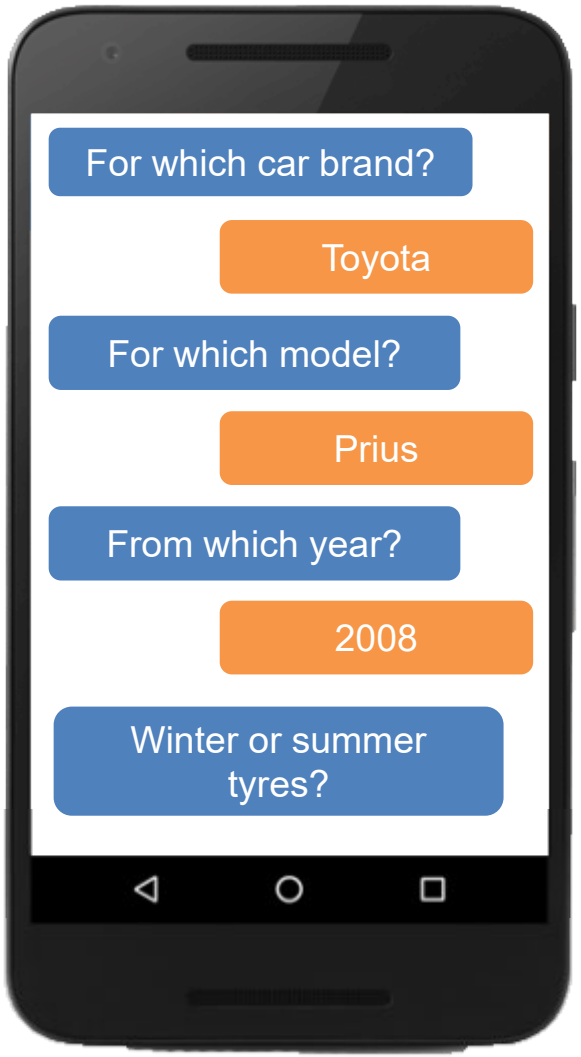
Type your message...

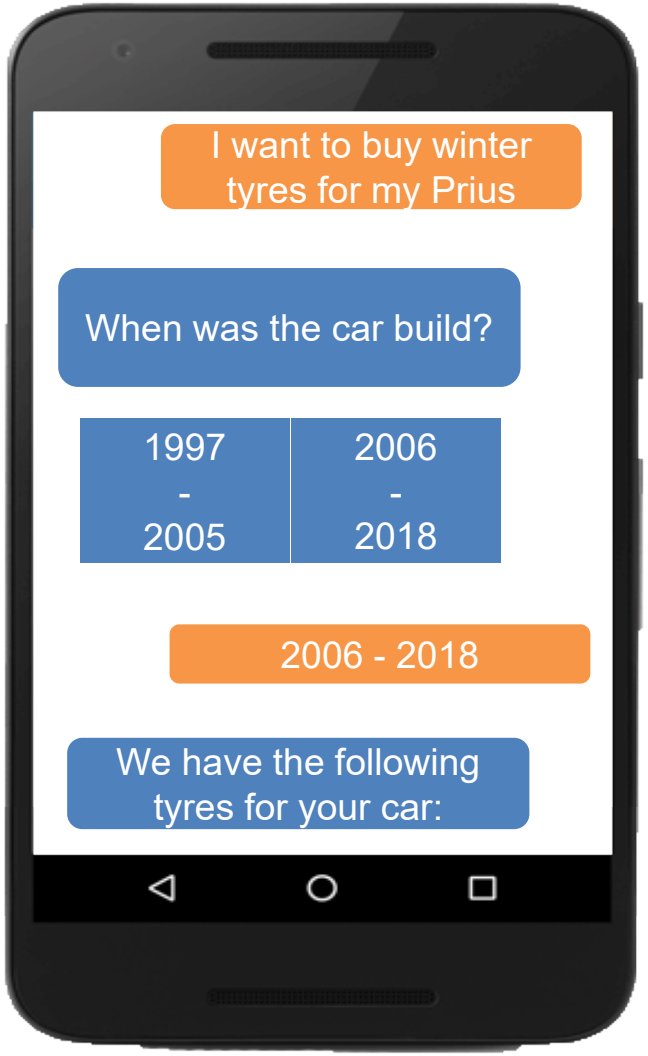
Conversation Type 2: Directed Dialog





Conversation Type 3: Form Flow





"Brand"
"Model"
"Year"
"Type of tyres"

DON'T FORGET ABOUT THE UNFORESEEN!

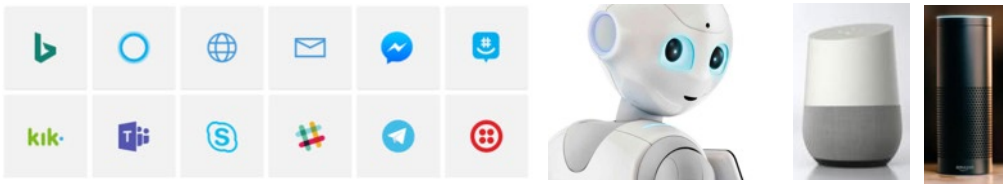
"Your bot will not always have an answer or understand the question!"

- Use Call To Actions: buttons, example phrases, suggestions
- Do not underestimate the importance of chitchat
- Foresee hand-off procedure:

- Use humour to soften the experience
- Ask the user for feedback and use sentiment analysis
- Log conversations and analyse quality

REALDOLMEN CHATBOT ARCHITECTURE

Microsoft Azure



Azure app services

Azure bot service

Azure app insight

(Translator) Pre-processor (Spell Checker)

Dispatcher

Directed Dialog

Natural Language Understanding

Q&A + Chit Chat

Custom Source

Structured

Language Understanding

QnA Maker

Functions

API Integration

Client Services

Office / Dynamics 365

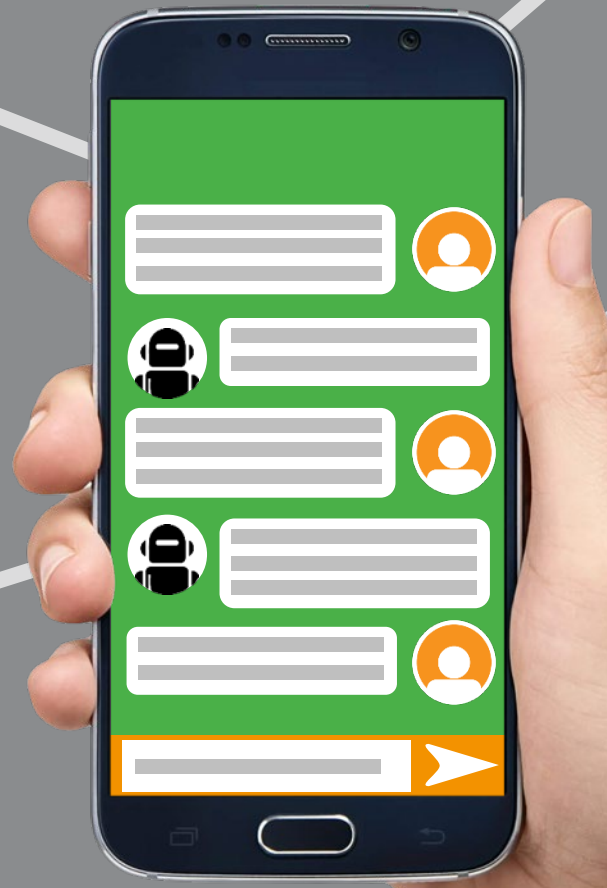
Cloud Services

ServiceNow

…

02. Added Value

Added value of a Chatbot



Leads to better insights on user needs

24 / 7 availability
On your users platform

User takes lead
Better User Experience

Helps you to unburden
Reduce cost

Continuously improved service

03. Use Cases

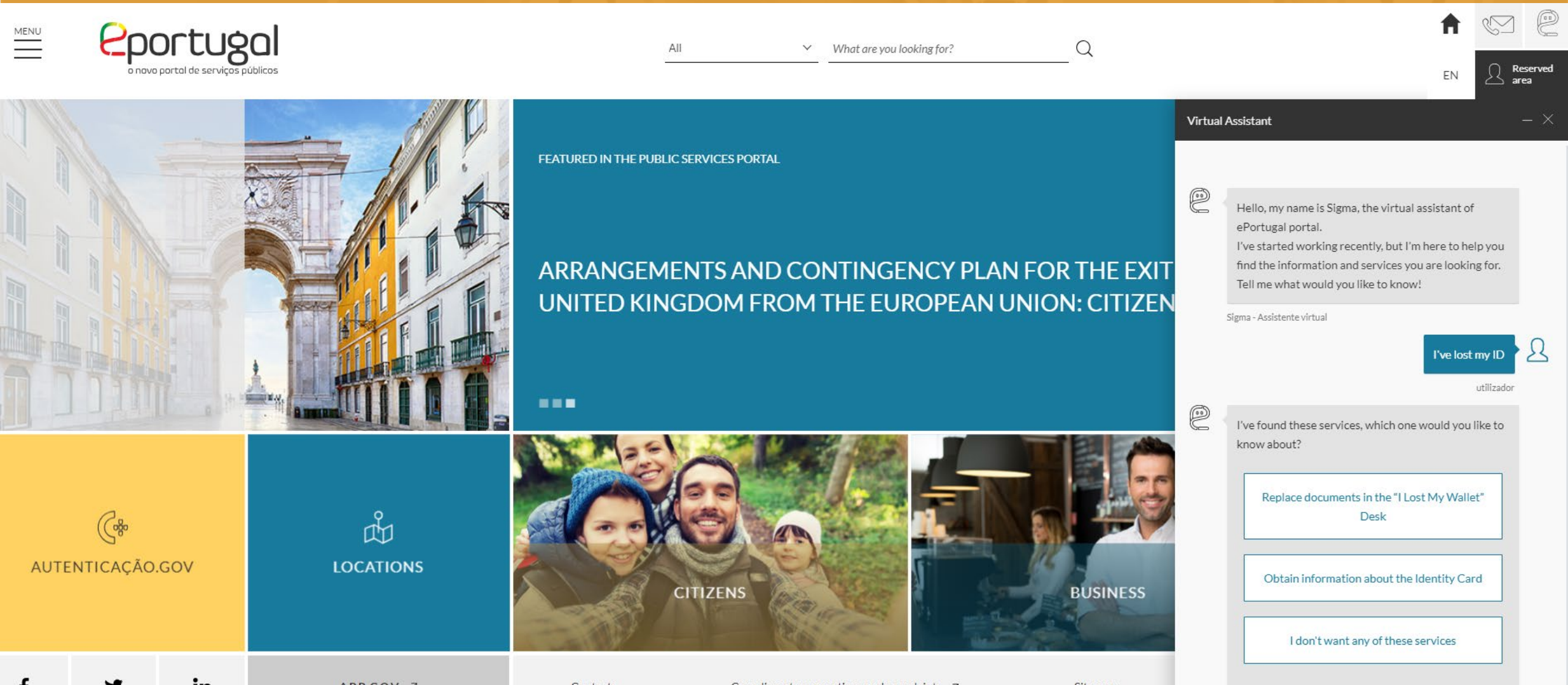
- Service Desk
- Product Configurator
- Smart Agents

Service desk Chatbot

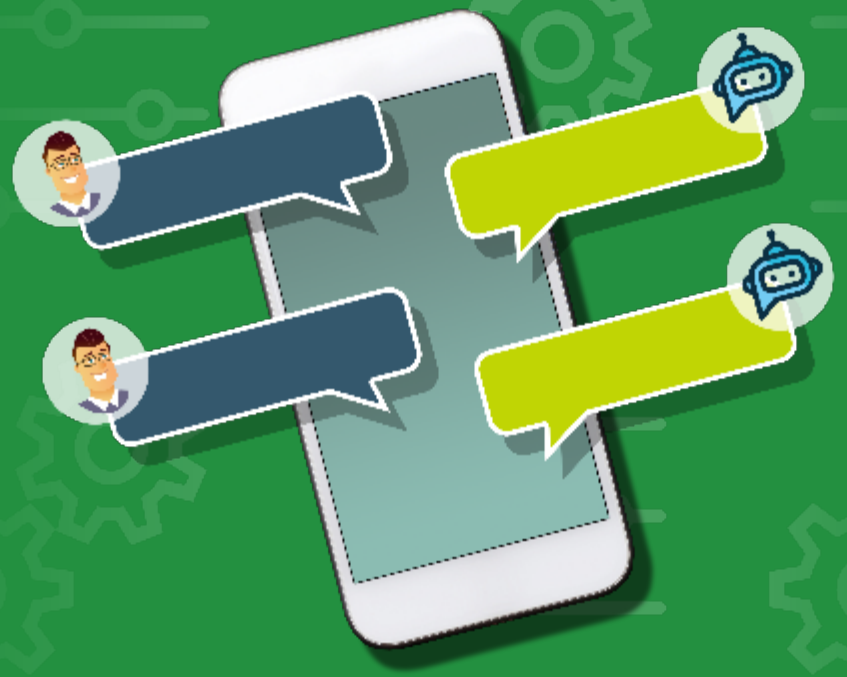
- Combines Q&A and Directed Dialogs with knowledge articles
- Informs about relevant outages or existing tickets
- Creates ticket when needed
- Allows users to check status updates, add information or close tickets
- Handles incoming mails

Product configurator

SMART AGENT ON GOVERNMENT SERVICES



04. bot foundry



http://botfoundry.gfi.world/

Individual Components

Starter kit

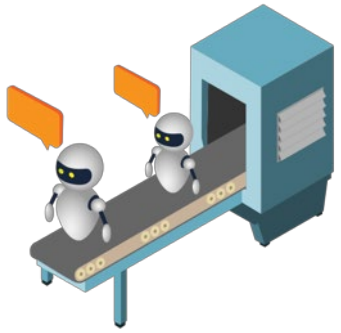
Chatbot including:

- Chit Chat
- FAQ
- Directed Dialogs
- Feedback
- Logging
- GDPR

Administration Portal

Web Application for:

- Easy content management
- Analytics
- Feedback overview
- Not Understood overview



Factory

Web Application for:

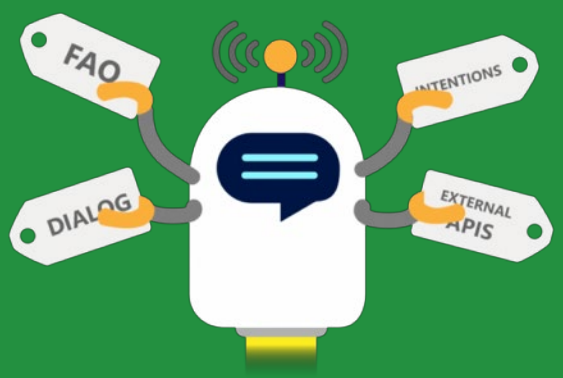
- Deploying chatbots on Azure
- Global analytics
- Global management

Different Packages

STATIC CHATBOT

Includes:

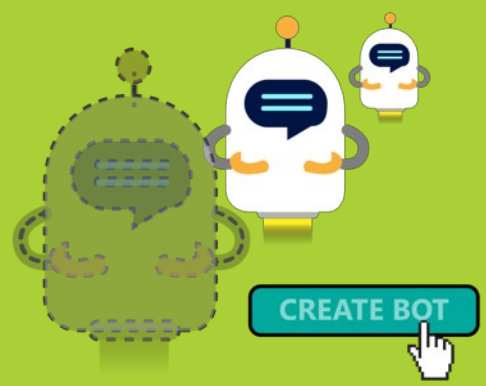
- Starter Kit
- Administration Portal
- QnA & Chit Chat
- Directed Dialogs
- Standard Hand-off



DYNAMIC CHATBOT

Includes:

- All Static Chatbot Features
- Advanced Conversations
- Custom Hand-off
- Integration with External APIs

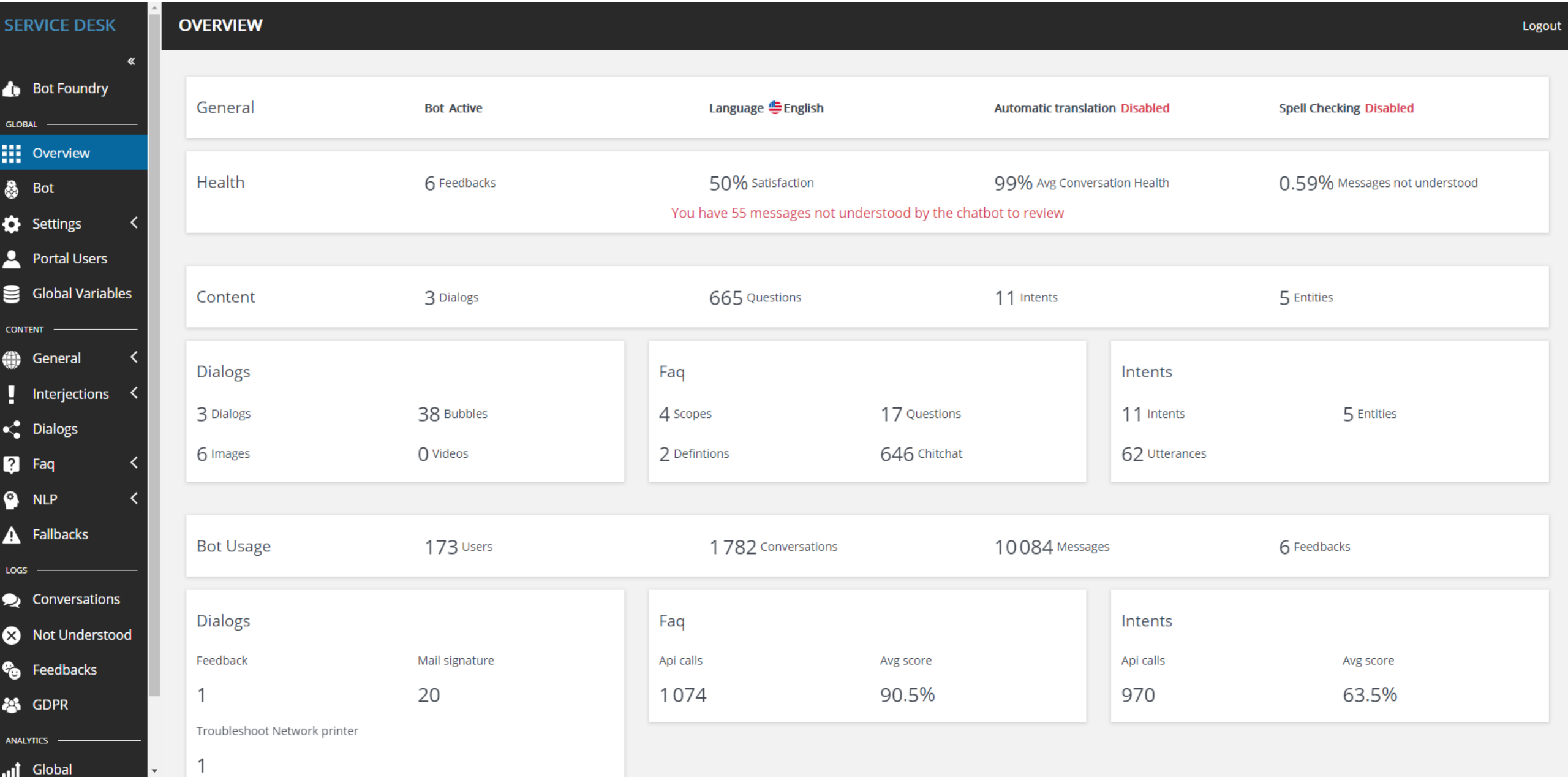


BOT FACTORY

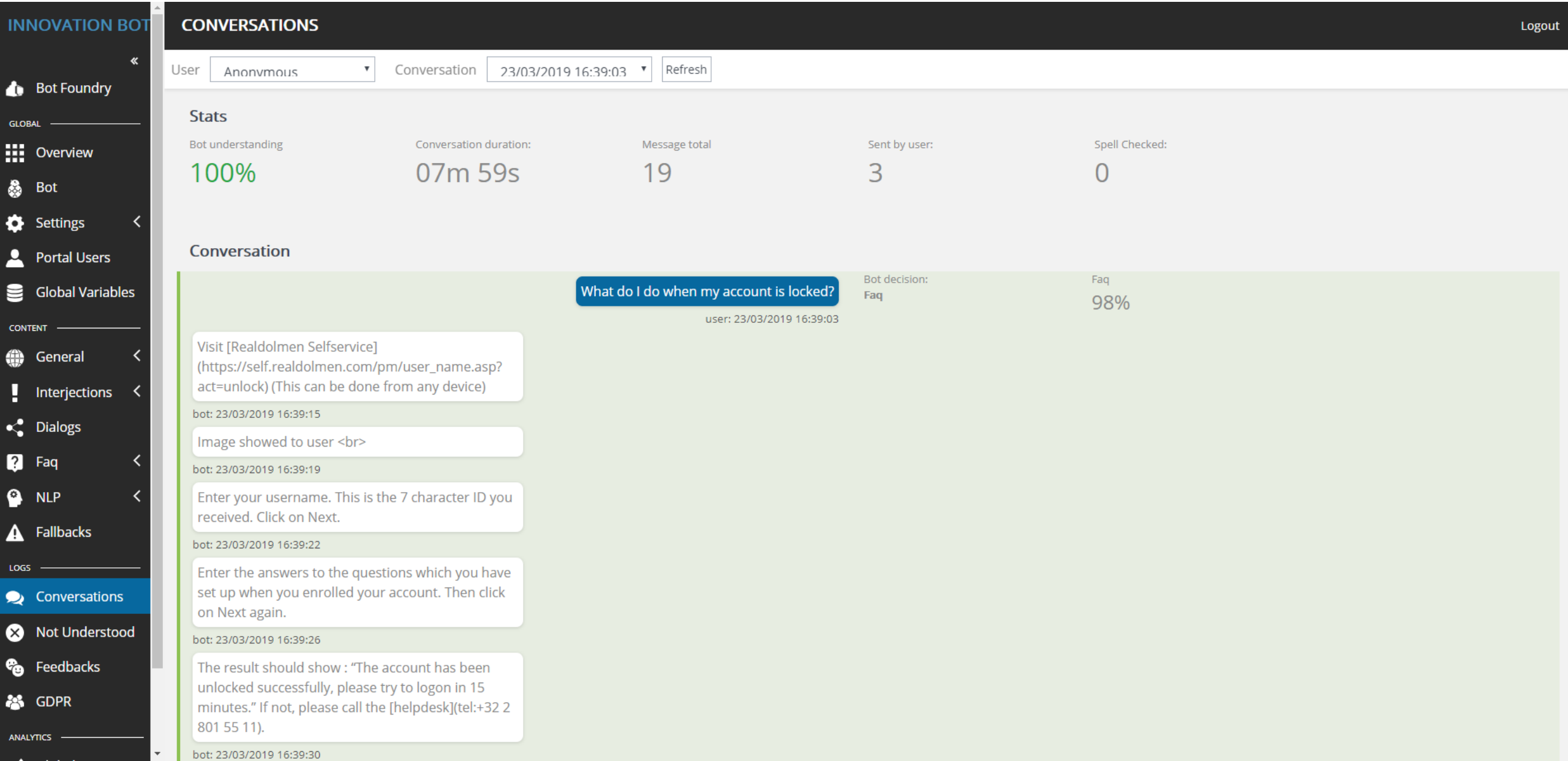
Includes:

- All Static and Dynamic Chatbot Features
- 1 Click Chatbot Instance
- Logical Groups of Bots
- Global Tower of Control

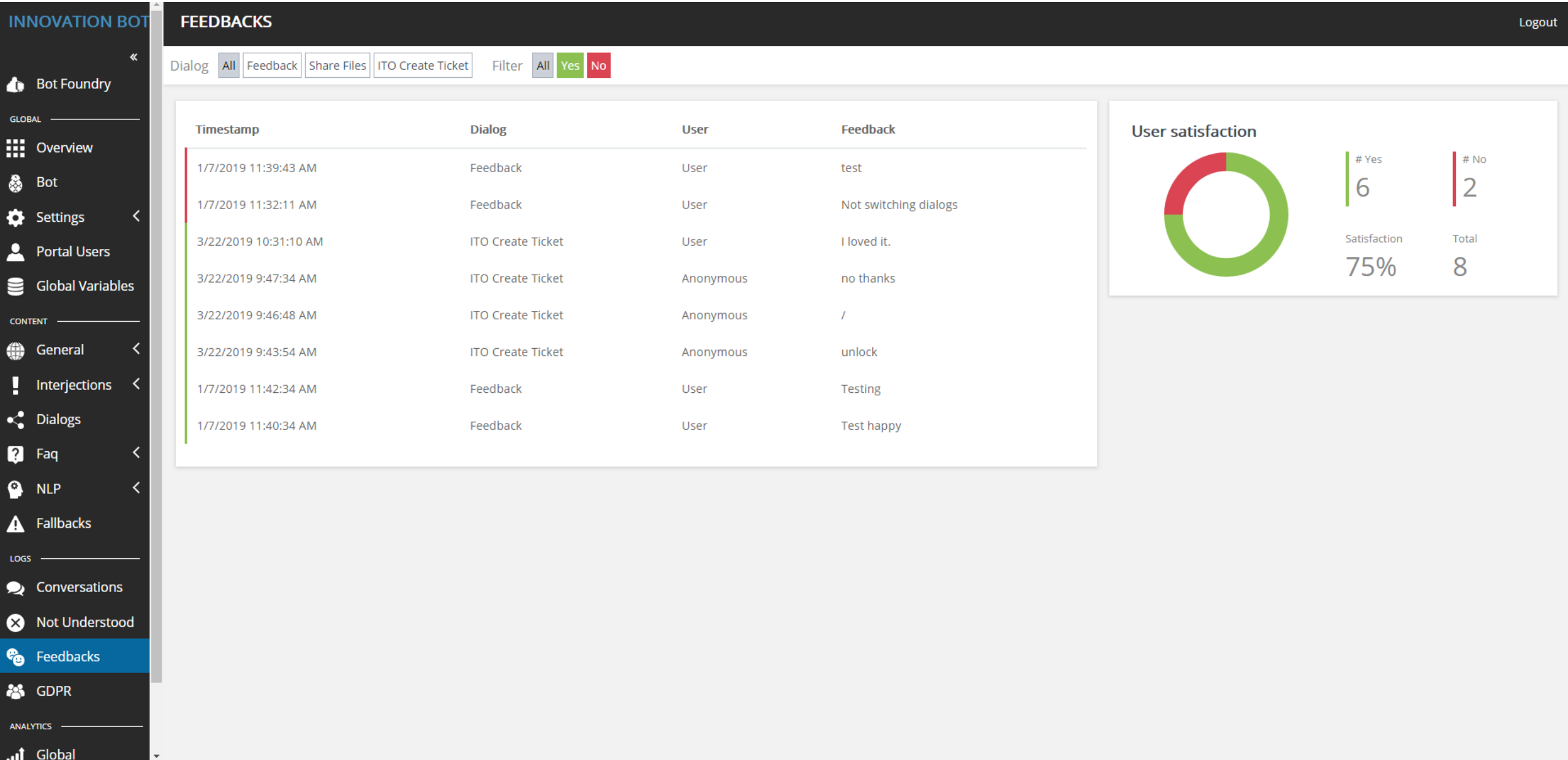
ADMINISTRATION PORTAL - OVERVIEW



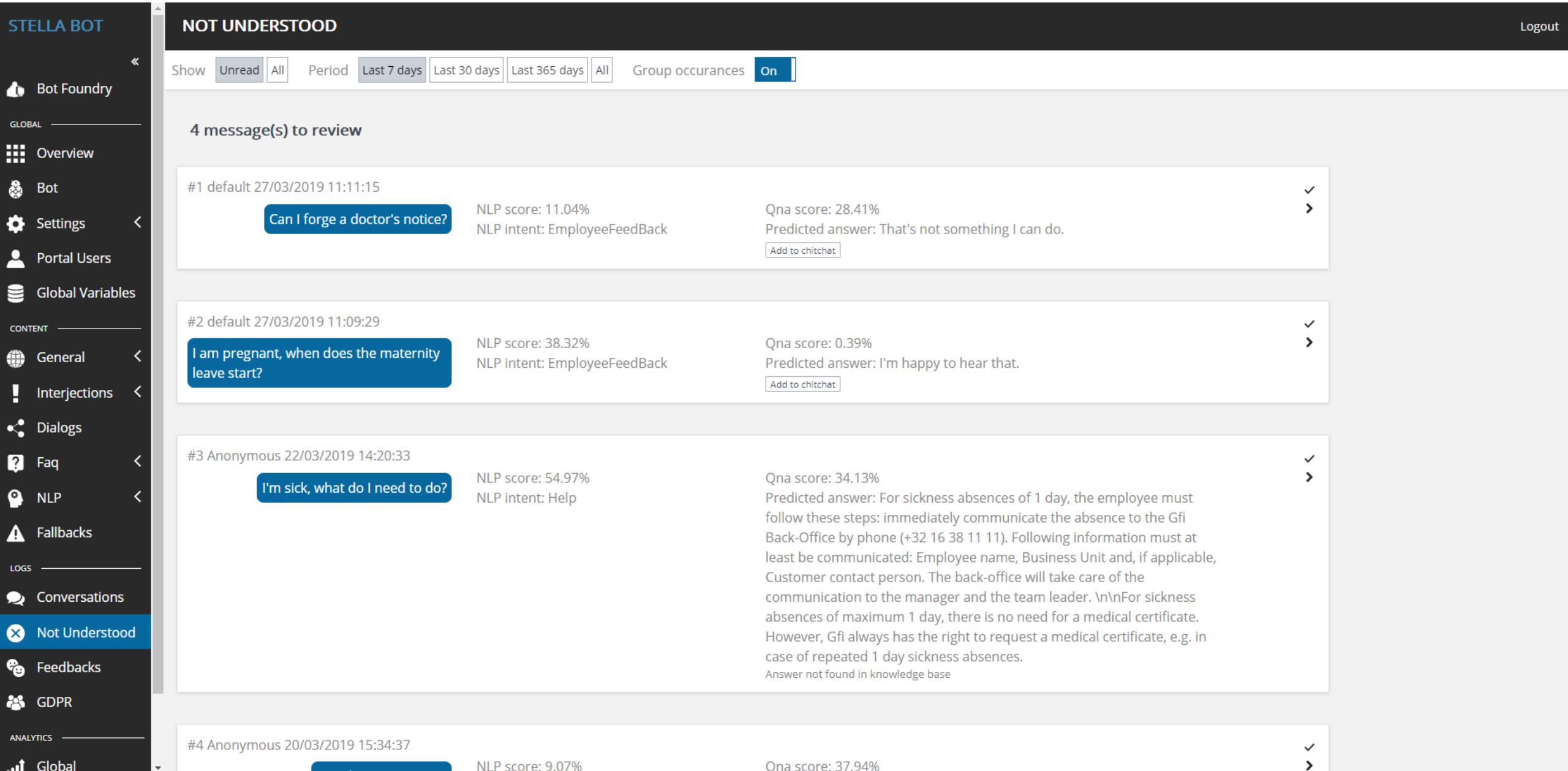
Administration Portal – Conversation Log



Administration Portal – Feedback Overview



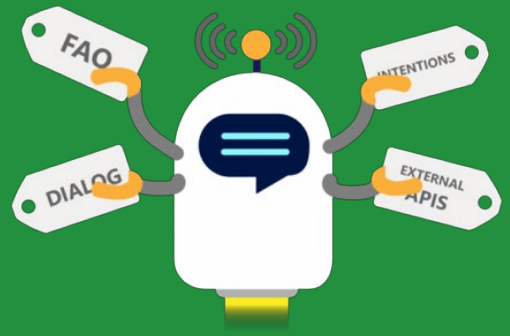
Administration Portal – Not Understood Details



How to get started?

STATIC BOT - Trial Version

- 5 days consultancy (setup, training, advise)
- 30 days free use of demo environment
- All static features (limited # of interactions)



Dynamic BOT - Design Sprint

- Design Sprint of 1 week with 2 consultants
- Results in chatbot prototype
- 30 days free use of prototype on demo environment
- All dynamic features (limited # of interactions)
- Can serve as intake for Agile chatbot project

05. QUESTIONS

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What's Next ?

	Technical Track	Services & Management Track
14:15-15:00	Choosing the right Cloud connectivity model *Nichola Van de Voorde*	IOT, beyond the hype *Johan Kumps*

New challenges
NEW IDEAS

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