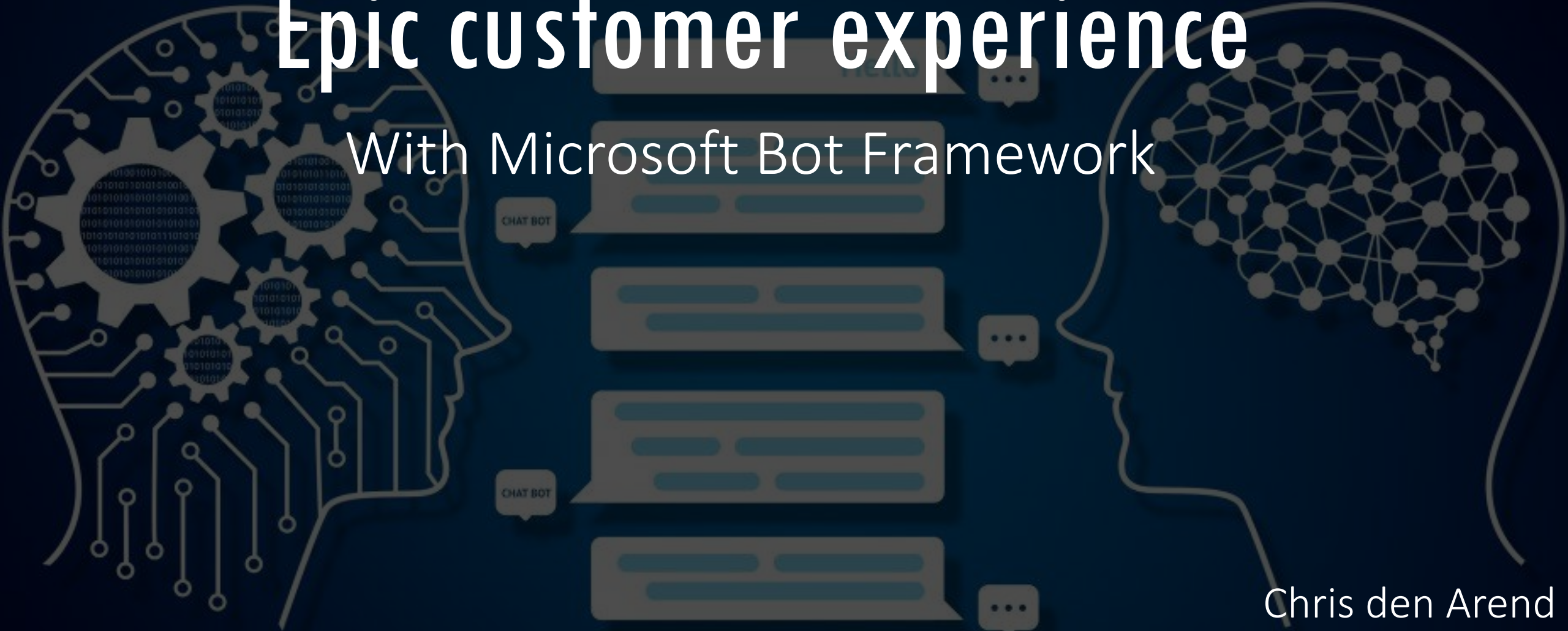


Epic customer experience

With Microsoft Bot Framework



Chris den Arend

Cloud Architect – Chatbot enthusiast

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Wat is een chatbot?

Een bot (afkorting voor robot) is een algoritme dat handelt in naam van een persoon, bedrijf of programma en dat menselijke communicatie kan simuleren.

Chatbot — Why now?

1. VPA is the new app
2. Messaging is the new platform
3. Chatbots are intelligent

Why now — VPA is the new app

Gartner

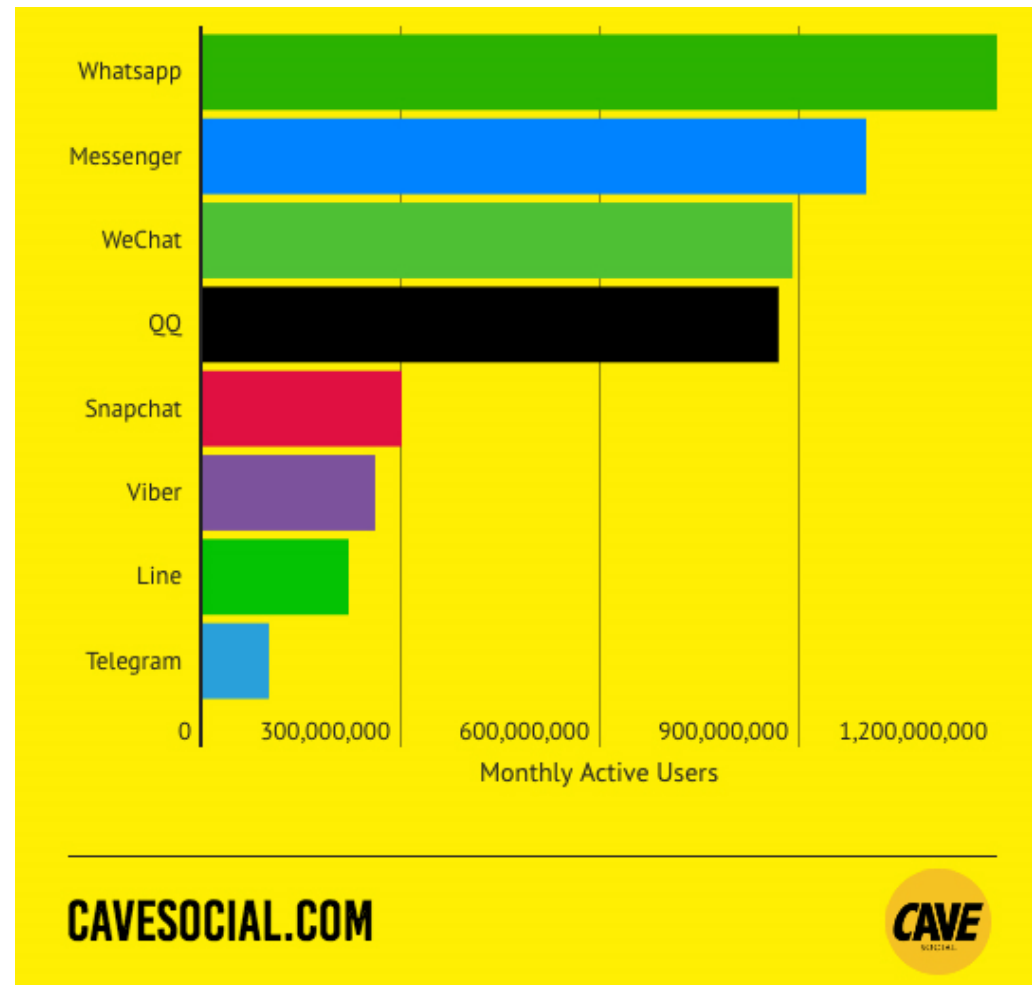
20 percent of user interactions with smartphones
will take place via VPAs

VPAs Will Replace the Usage of Some Apps



Why now — messaging is the new platform

Messaging is one of the few things that people do more than social networking — *Mark Zuckerberg*



A futuristic scene set in a hallway with a red carpet. In the foreground, a robot with a metallic, hexagonal-patterned head and a human-like face is shown in profile, looking towards a man. The man is also in profile, facing the robot, with his hand near his face. In the background, another person is visible walking away. The overall atmosphere is high-tech and contemplative.

Why now — Bots are intelligent

Cognitive Services

Internet of Things

Artificial Intelligence

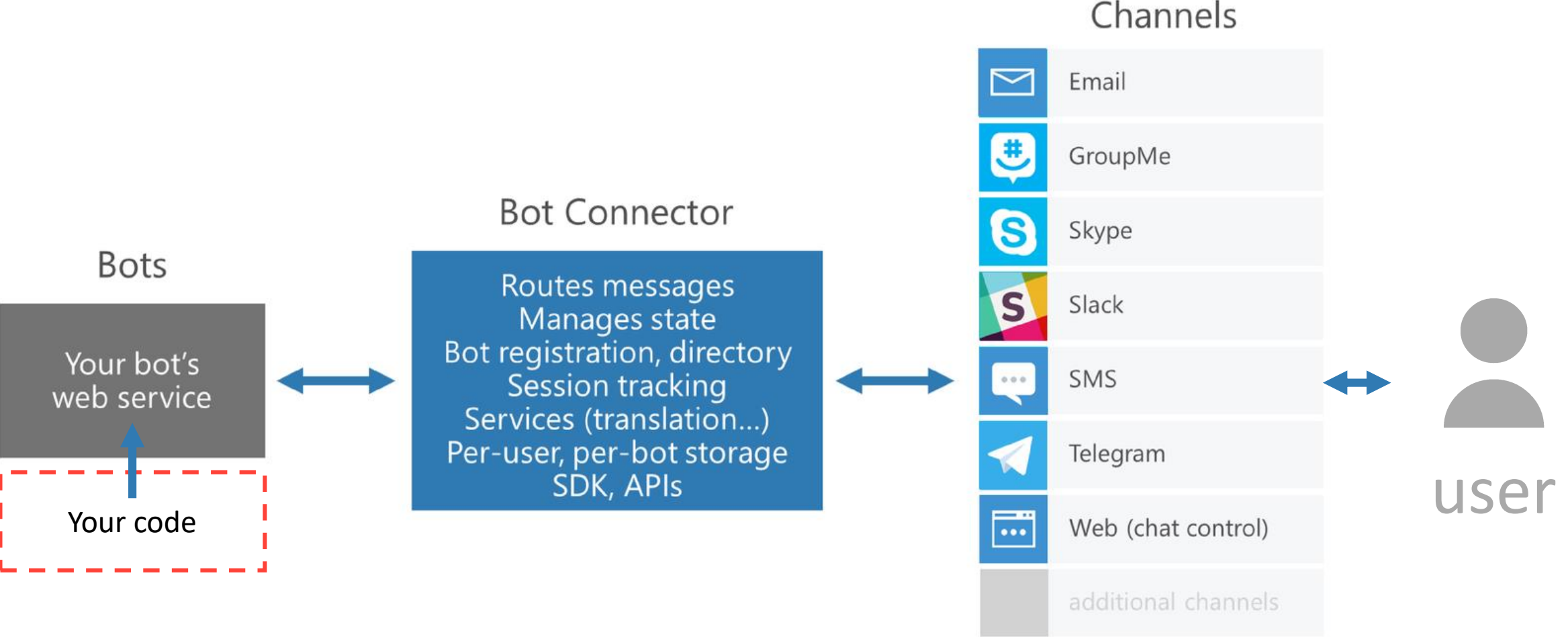


How to build a chatbot?

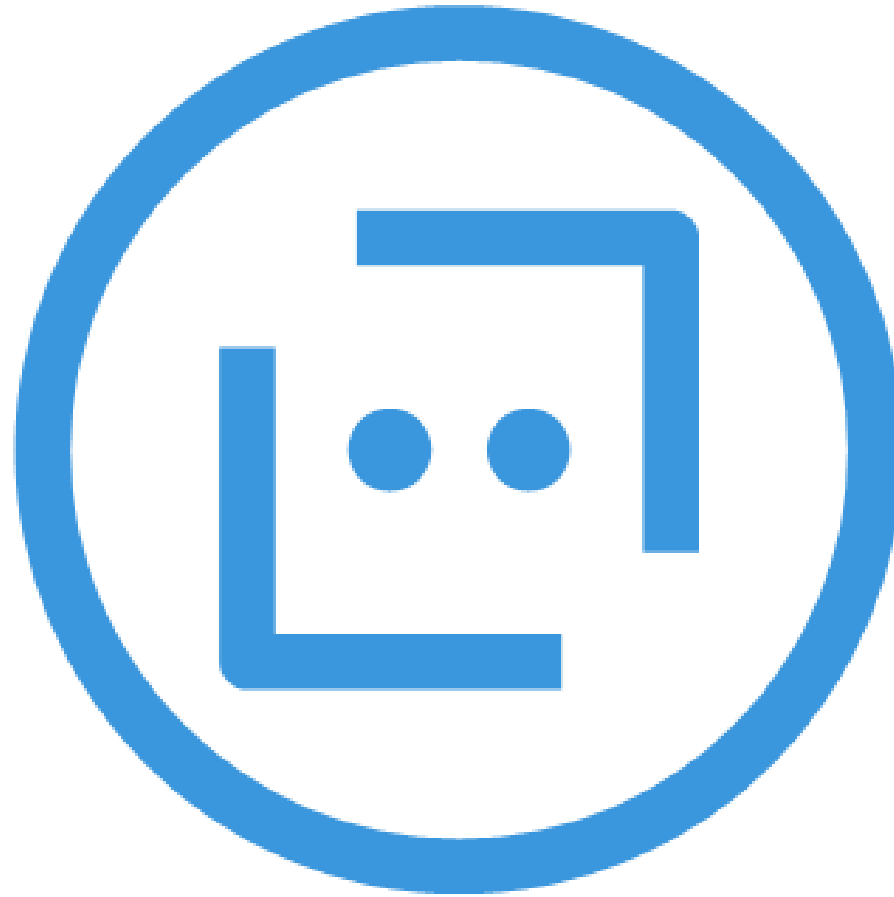


Bot Framework

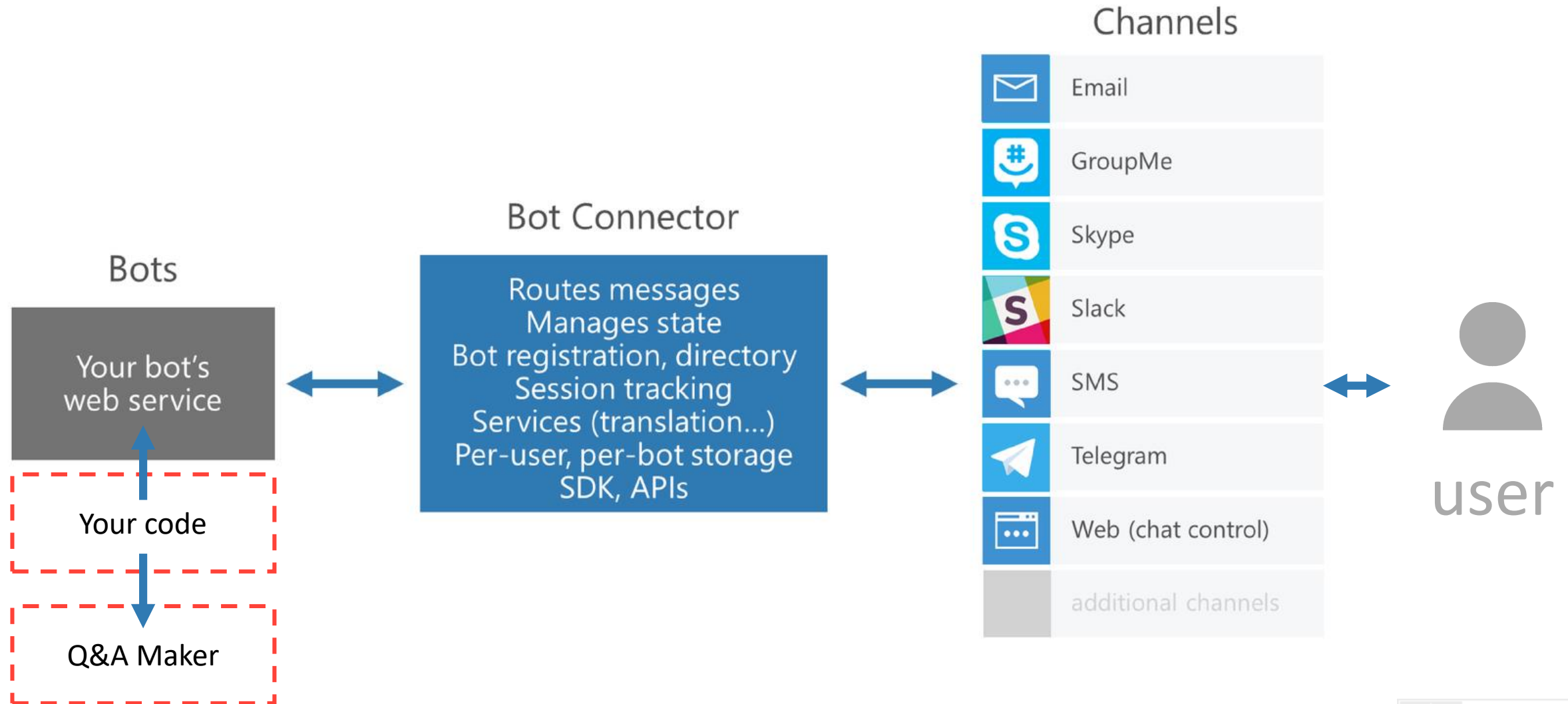
How to build a chatbot?



[Demo 1] - Bot as a Service



Bot as a Service

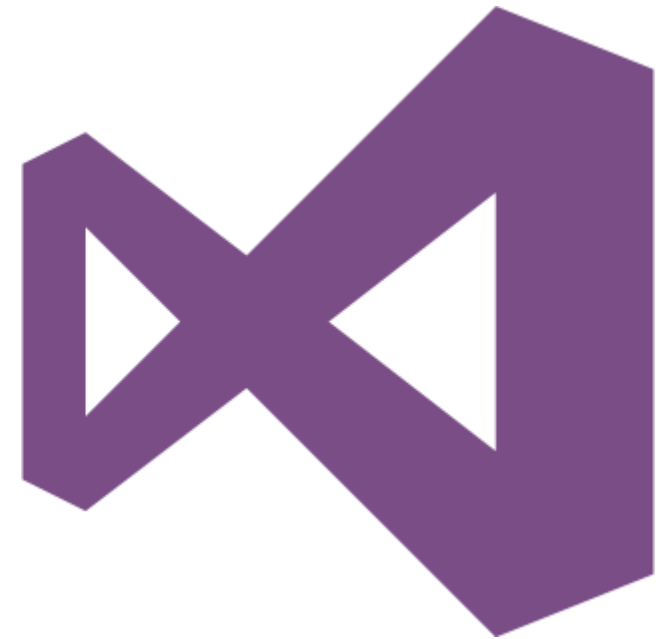


[Demo 2] - Bot in Visual Studio

Visual Studio 2017

Update all extensions

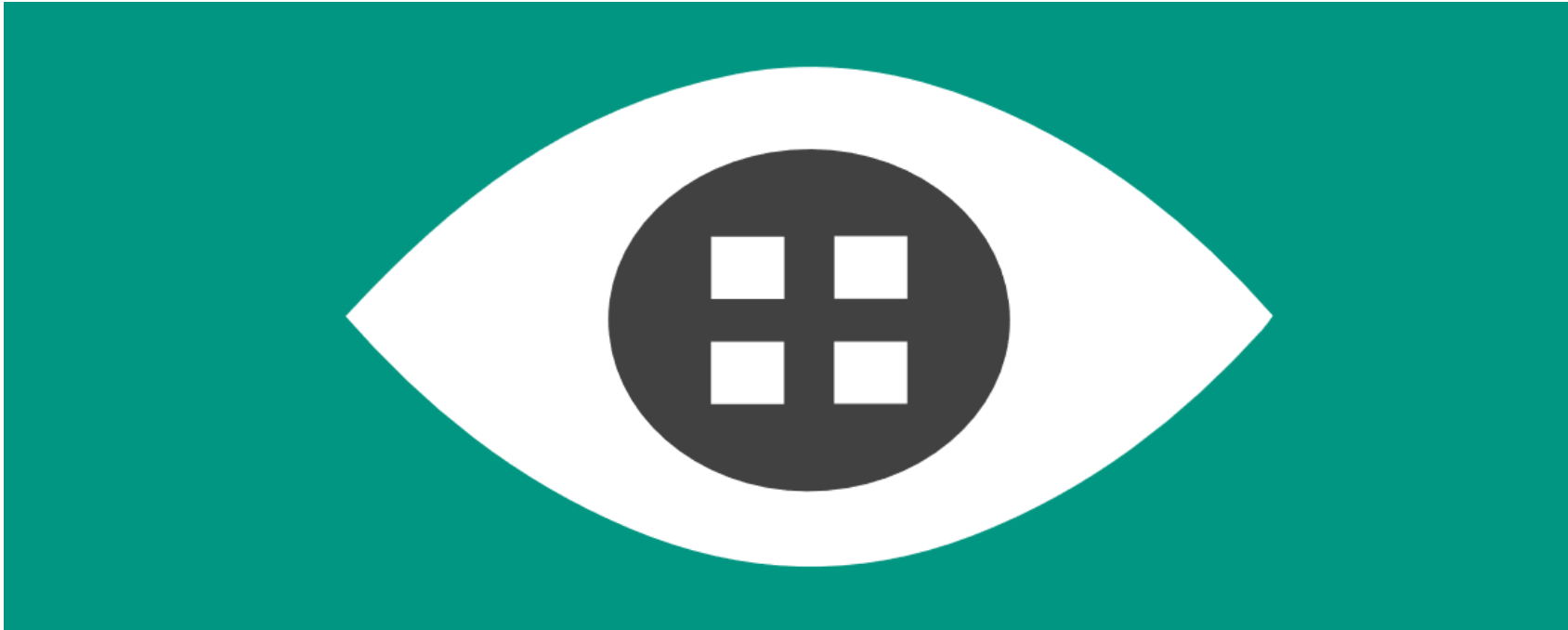
Download project templates



[Demo 3] - LUIS




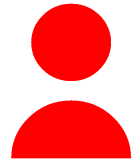
[Demo 4] - Vision



[Demo 4] Insurance bot scenario

Customer facing

 = broken



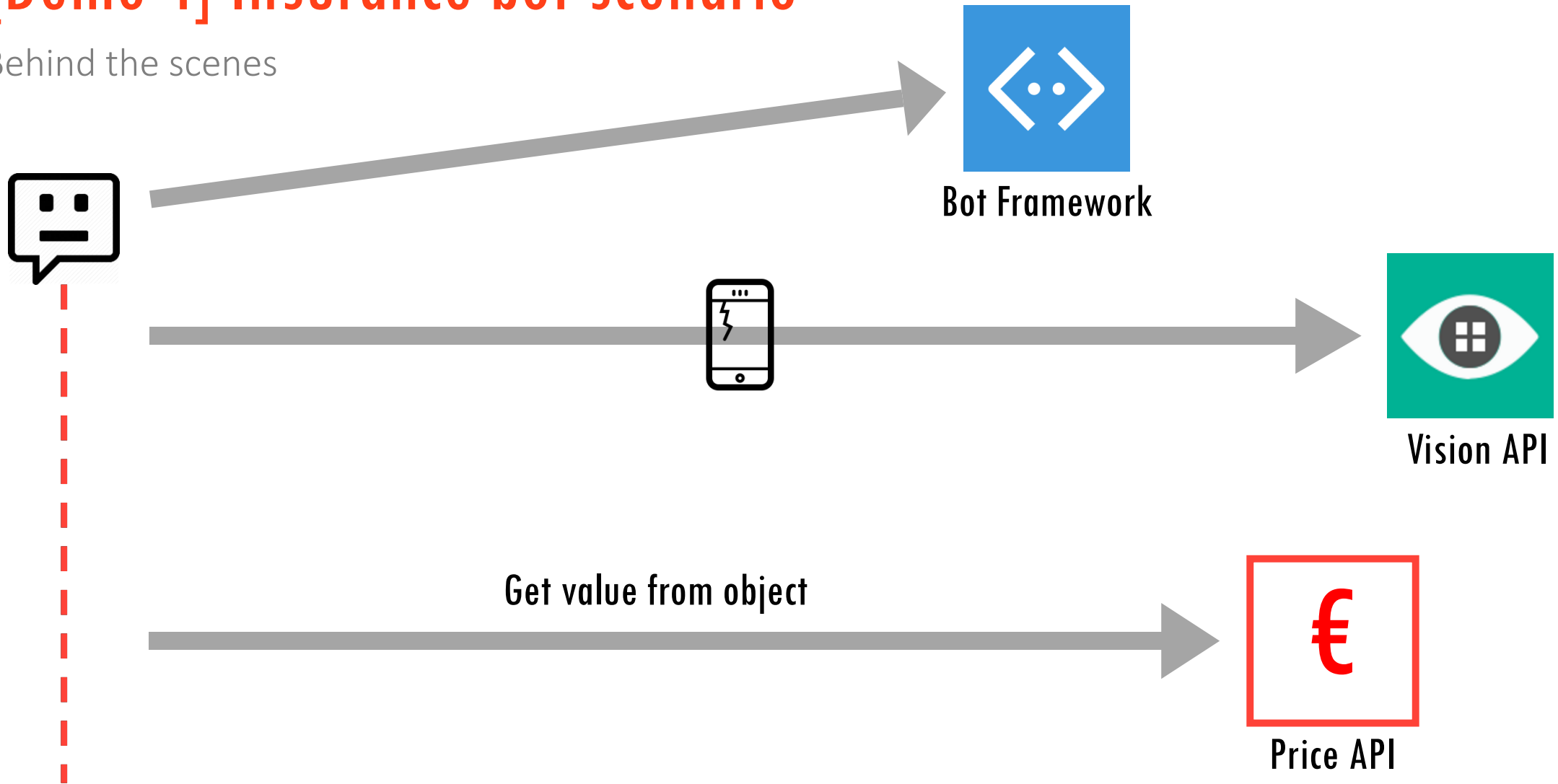
"No problem, please send me an image of the damaged object"



"Ah, I see your damaged phone and the value loss. Don't worry we'll take care of it."

[Demo 4] Insurance bot scenario

Behind the scenes



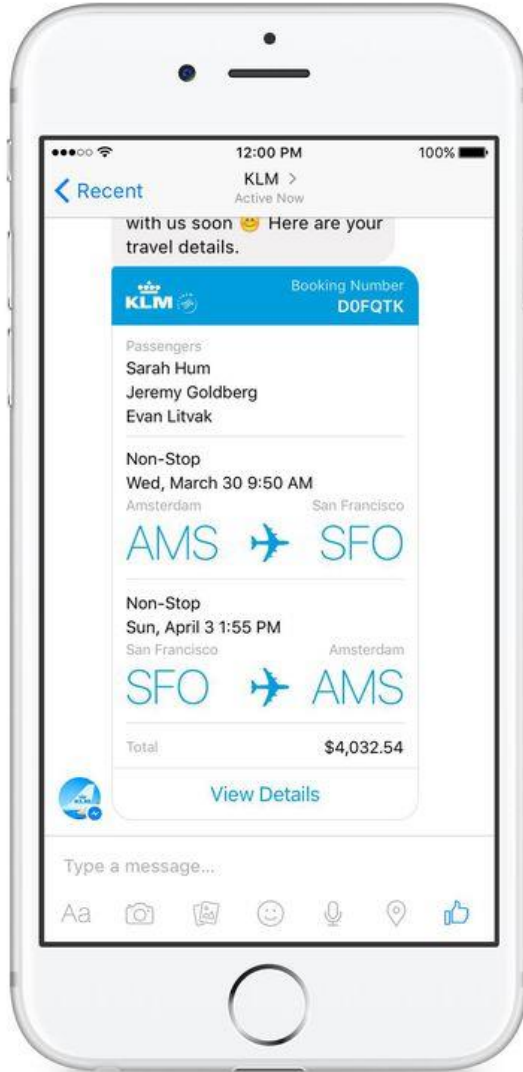
Wow! What are you gonna use it for?





Filing a claim is
just as **easy**

KLM



KONE

LIVE FEED ●

STOCKHOLM, SWEDEN

Listen live →

07-03-2017 | LOCAL TIME

KONE Elevator 06:39

Status: Idle on floor 5.

06:39 KONE Cloud

You're idle. Check.

LIVE FEED ●

ILLINOIS, USA

Listen live →

06-03-2017 | LOCAL TIME

KONE Elevator 23:39

Standing by.

23:39 KONE Cloud

Okay. Excellent.

LIVE FEED ●

ESPOO, FINLAND

Listen live →

07-03-2017 | LOCAL TIME

KONE Elevator 07:40

Heading down. 11.1 meters.

07:40 KONE Cloud

Okay.

LIVE FEED ●

CÔTE D'AZUR, FRANCE

Listen live →

07-03-2017 | LOCAL TIME

KONE Elevator 06:39

Waiting for the next ride.

06:39 KONE Cloud

I'm reading the same.



"DON'T BE AFRAID OF
NEW ARENAS."

- Elon Musk

MOTIVATIONGRID.COM



SOGETI