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Chatbots



Meer productiviteit en efficiëntie met een AI gedreven Chatbot

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Ik wil een vlucht
boeken naar Parijs
deze woensdag

Tuurlijk, waar wil je
heen?

Parijs

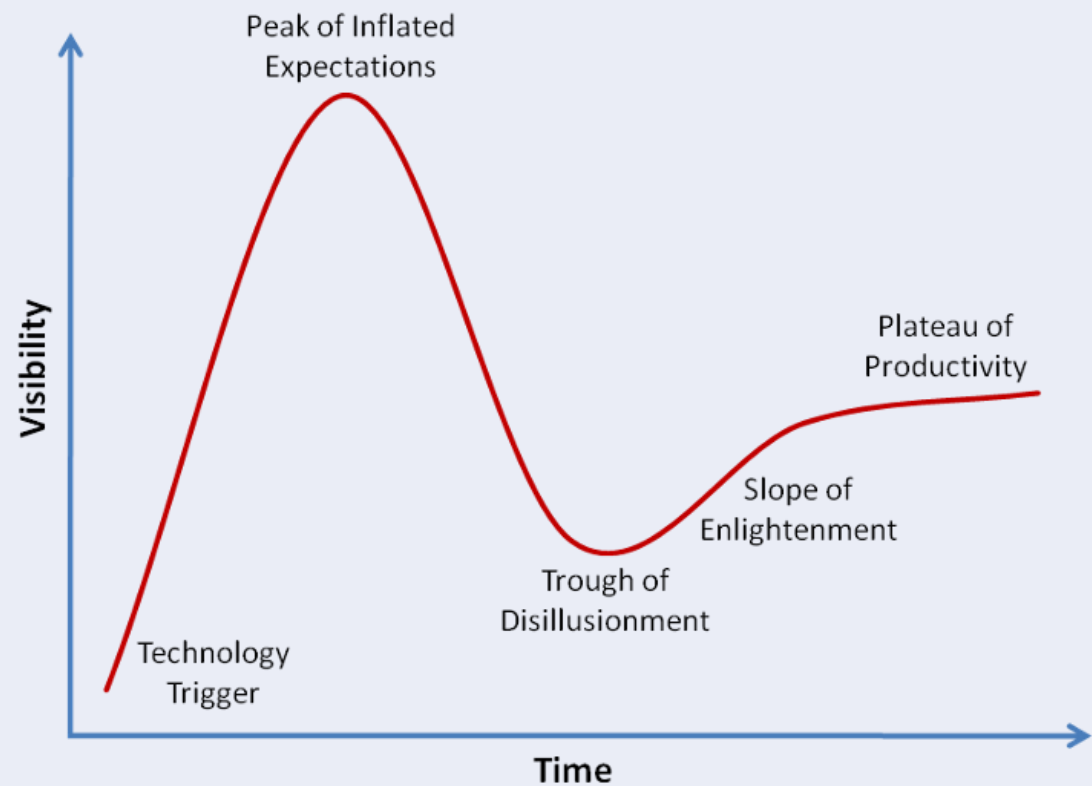
Wanneer?

Woensdag

Sorry, dat begreep
ik niet. Wanneer?

30/03/2018

Voor hoeveel
personen?



Behave like an Answering Machine

Users have to follow a predefined path.

Hello.

Hello there, I am the virtual assistant of ACME bank.

I need to make a money transfer.

What is your account number?

My savings account

Sorry, I don't understand.

What is your account number?

Forget about it.



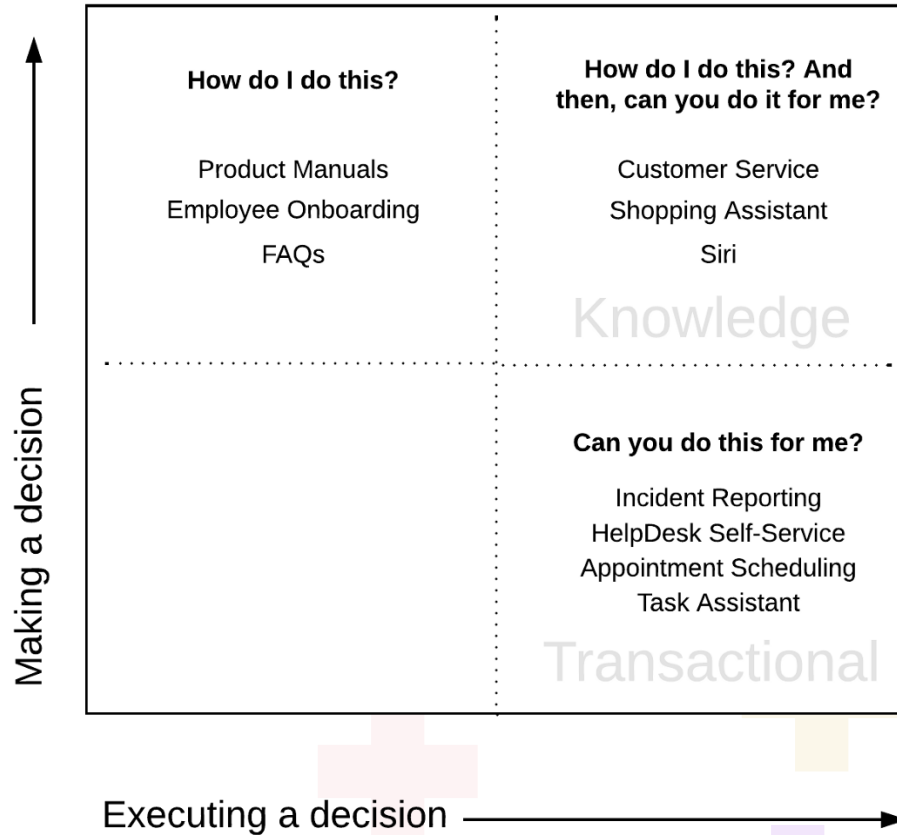
“100% of enterprises started investing in chatbots, but only 40% have a current and investments are faring in a meaningful ROI.”

L. Baker from Gartner

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“Siri Syndroom”

Transactionele vs. Kennis Chatbots



Imperatieve aanpak

1

Gebruik van imperatieve programmeertalen - .NET, Java or JavaScript

2

Vaste beslissingsbomen die beschreven moeten worden in code

3

Kostbaar in ontwikkeling en onderhoud



Declaratieve aanpak

1

Beschrijf de processen die de chatbot kan ondersteunen als conversaties

2

Geef toegang tot de onderliggende systemen die benodigd zijn voor de processen

3

Voorzie de chatbot van Frequently Asked Questions

4

Gebruik onze 'Cognitive Flow' technologie om natuurlijke gesprekken te voeren met uw klant

Converse in a Natural Way

The bot is flexible and learns from context.

Hello.

Hi, Dave.

I need to make a money transfer.

Sure! Same as the last one - to Mary for \$1,000?

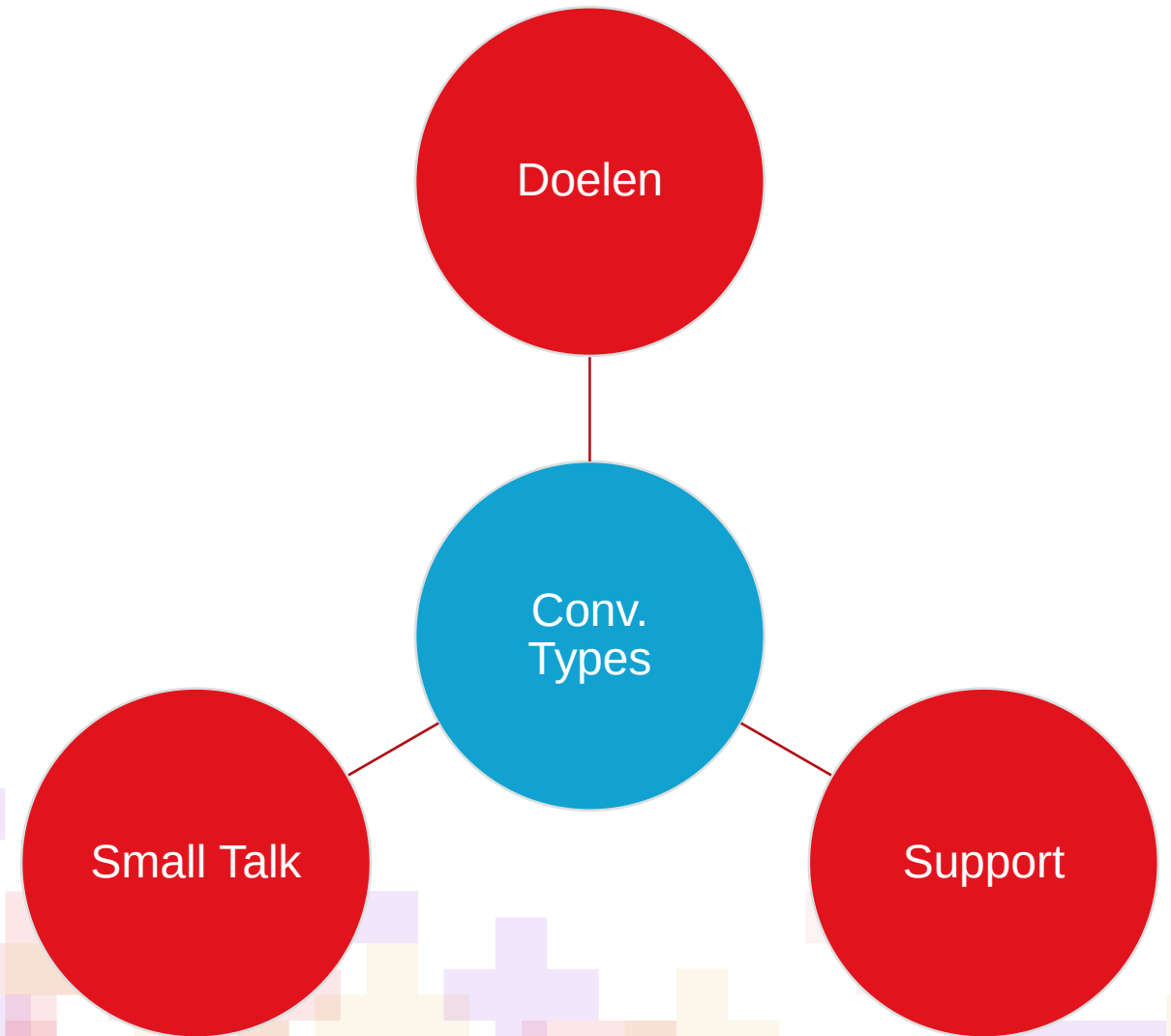
Yes, but make it \$1,200

Ok. Sending \$1,200 to Mary from your Savings account (xxxx-5642).

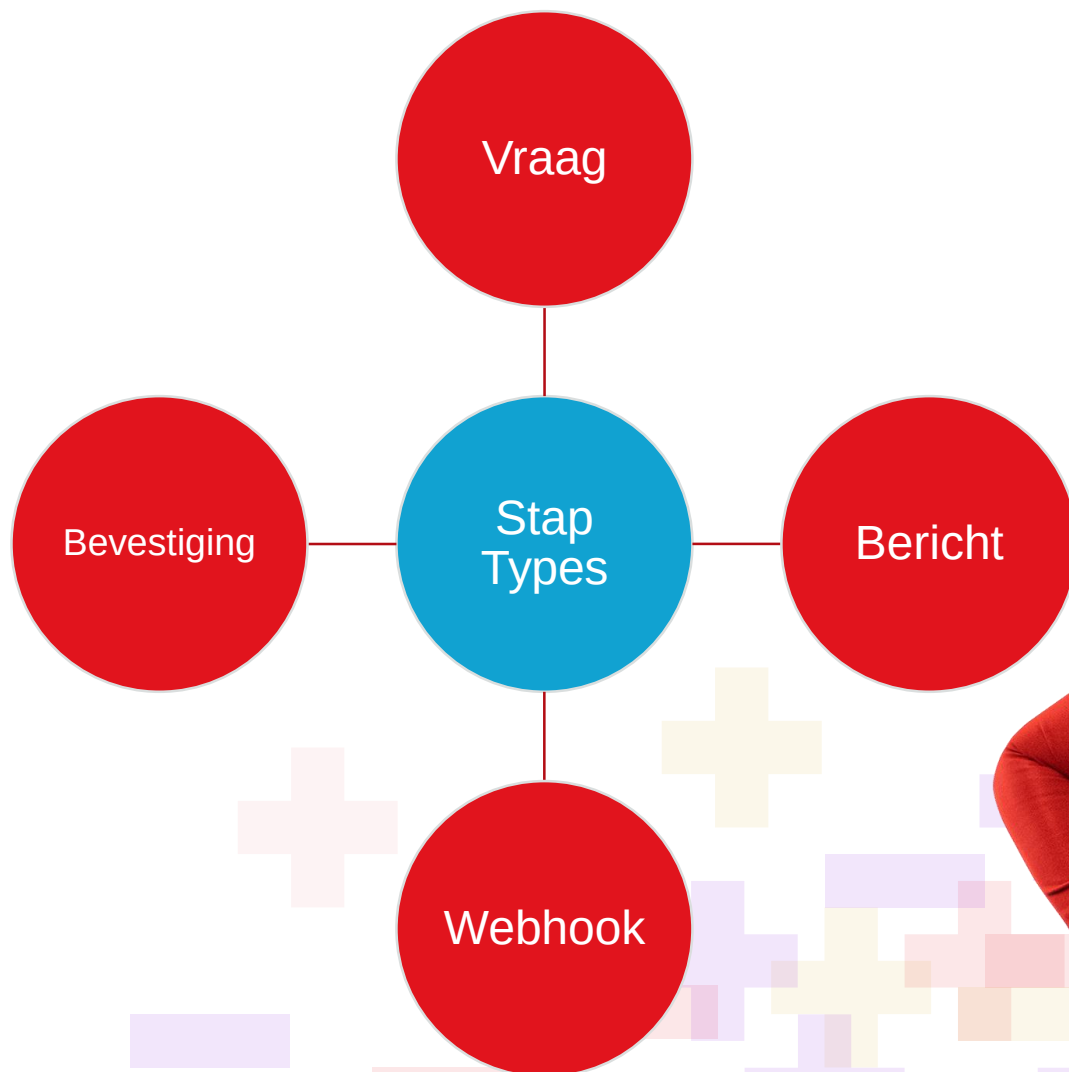
CONFIRM

MAKE A CHANGE

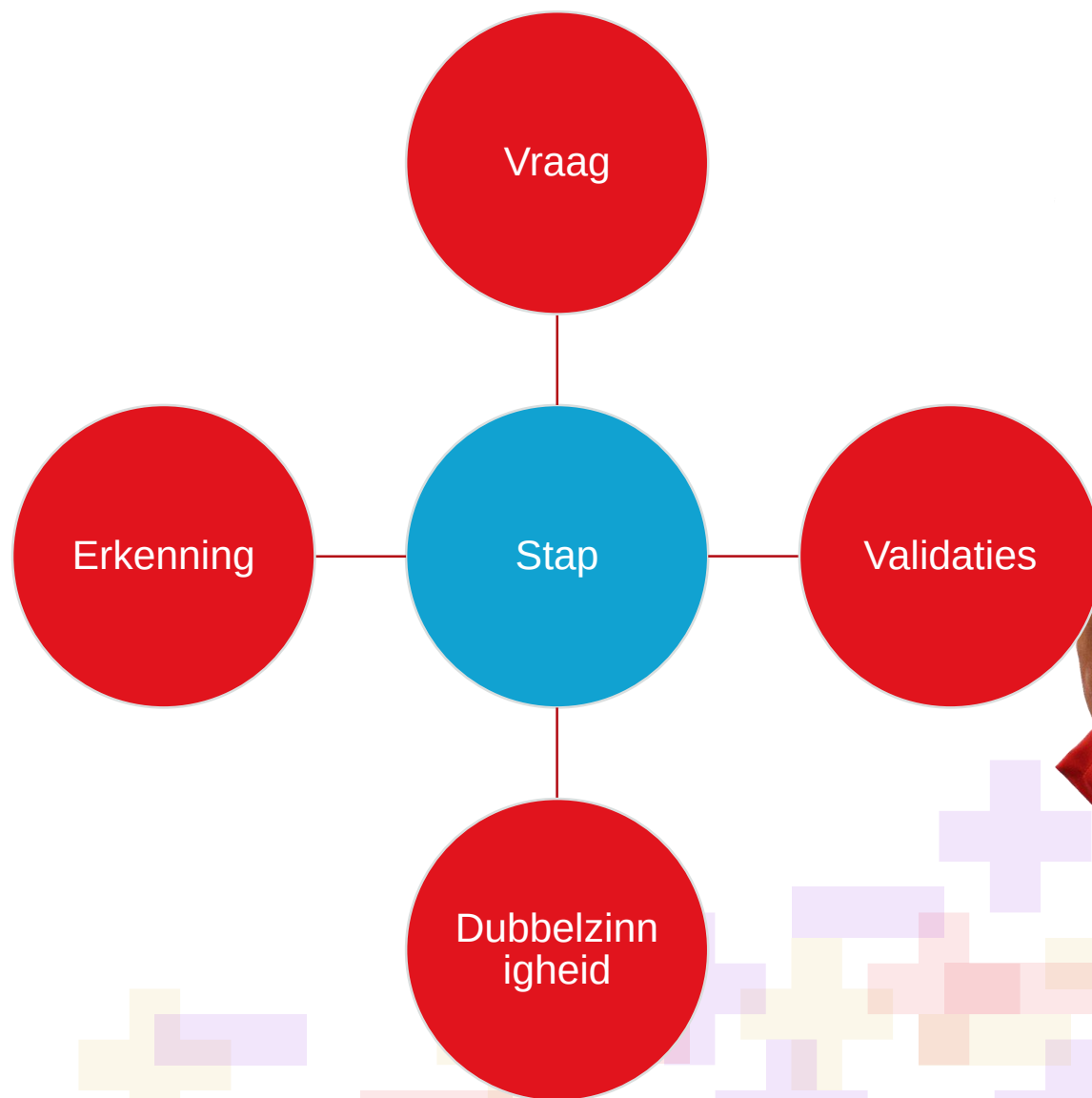
Conversatie types



Iedere conversatie bestaat uit stappen



Stap definities



Natural Language Processing

Natural Language Understanding

Traits by Wit.ai

Regex

Dynamic Training

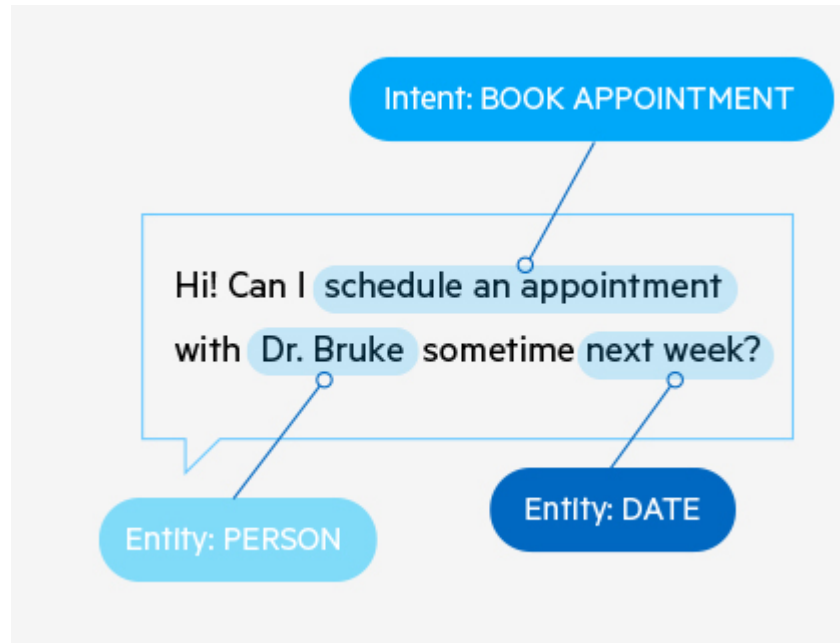
Static Training

Keywords

Synonyms

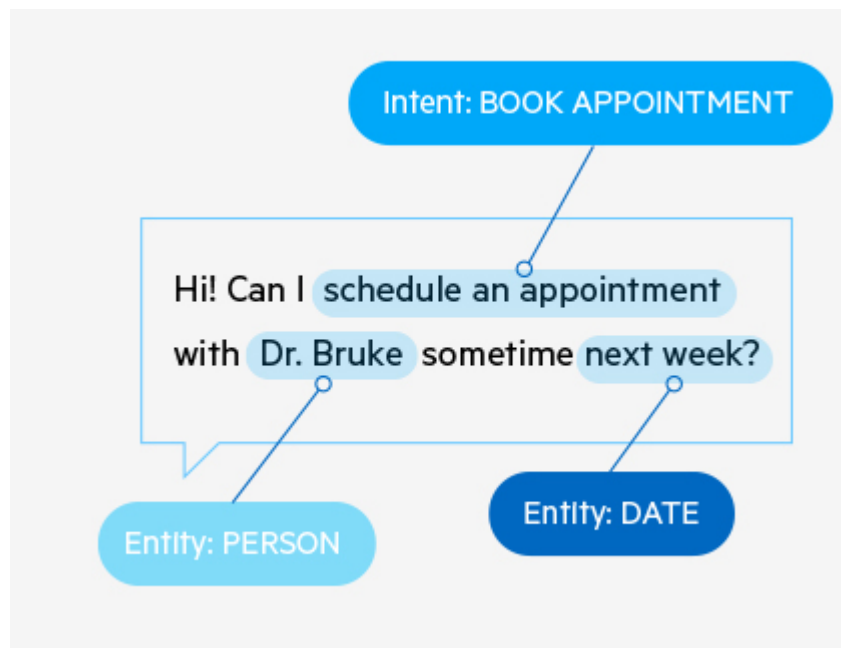


Slot Algoritme



Kortetermijngeheugen

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Langetermijngeheugen

- Do you want to visit Dr. John Burke again?
- Yes
- Is your phone still +359886098271?
- Yes
- Who is the doctor that you want to see?
- John Burke, David Alcutt, Others

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John Leader
Head of The Department of Neurology

John Doe
Neurosurgeon

Hailey Kim
Neurologist

Edgard Sanders
Neurologist

Melissa Patterson
Neurosurgeon

Submit

Conversational UI

Hello! I am a chatbot...this is a welcome message

I can help you with...

Hi! I have a question...

Sure, the answer is...

suggestion 1 suggestion 2 suggest

Type a message...

Pop-up

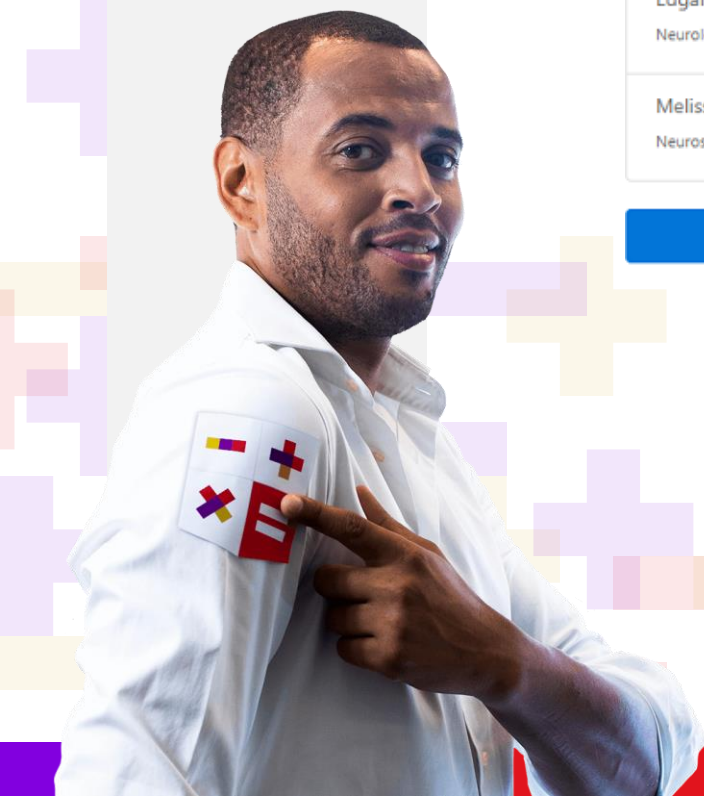
Let's book a flight

Sure, select a departure date.

< December 2017 >

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

20/12/2017





15 keer sneller

Om te ontwikkelen en
publiceren op 2 kanalen

2.8 keer goedkoper

Kosten van ontwikkeling

30% minder telefoongesprekken

Voor het maken van doktersafspraken

1.2 FTE

Die 24/7 werkt is de equivalent van de
implementatie van de chatbot

3,200 patiënten

Gebruiken Viber om te communiceren met
het ziekenhuis

A man with short dark hair and a light beard, wearing a white button-down shirt, is pointing his right index finger towards the text. On his left shoulder, there is a patch with four colored squares (yellow, red, blue, green) and a white cross. The background is white with faint, colorful cross patterns.

Meer informatie?

Kom naar onze booth, of probeer het zelf!

<https://bots.kinvey.com/login>