



Chatbots for Digital Transformation 101

This is a prerequisite for understanding Chatbot Author as an enabler for transforming and overturning inefficient knowledge-driven tasks through conversations-as-a-service and compliance automation for and across every public and private sector.

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Top Strategic Predictions for 2018

Bots Take Over

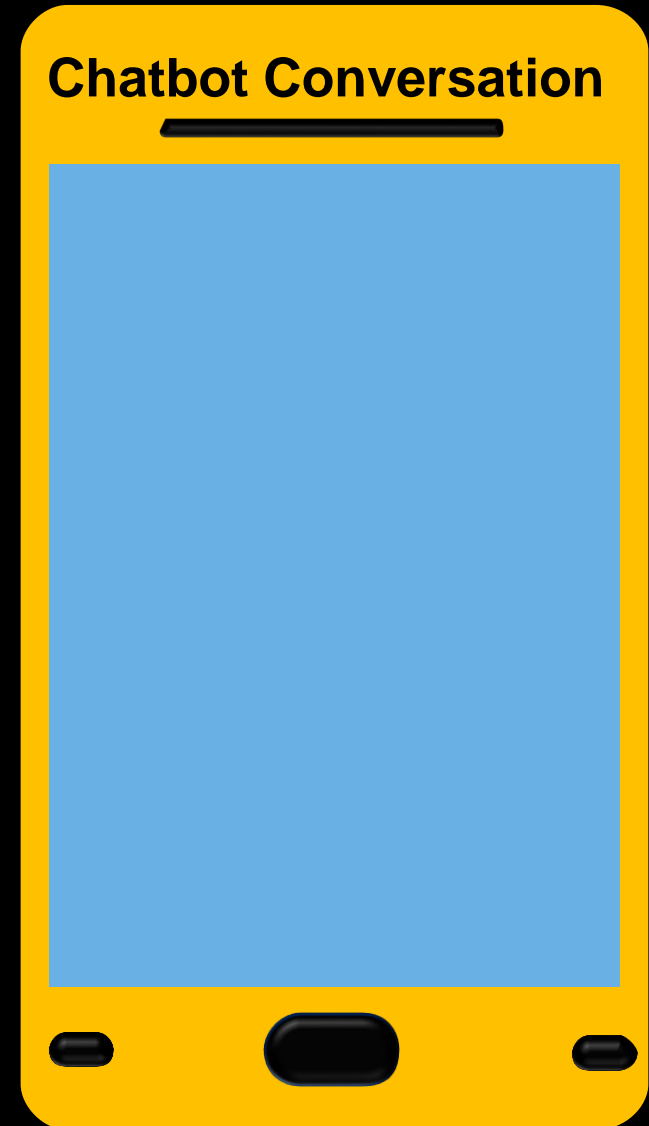
“By 2021, more than 50% of enterprises will spend more per annum on bots and chatbot creation than traditional mobile app development. Individual apps are out. Bots are in.”

Daryl Plummer, Vice President & Gartner Fellow

Artificial Intelligence in the form of conversations is singularly the most important rapidly emerging technology for the digital transformation of services



Chatbot is the term for a type of software designed for conversations with individuals, which is underpinned by Artificial Intelligence





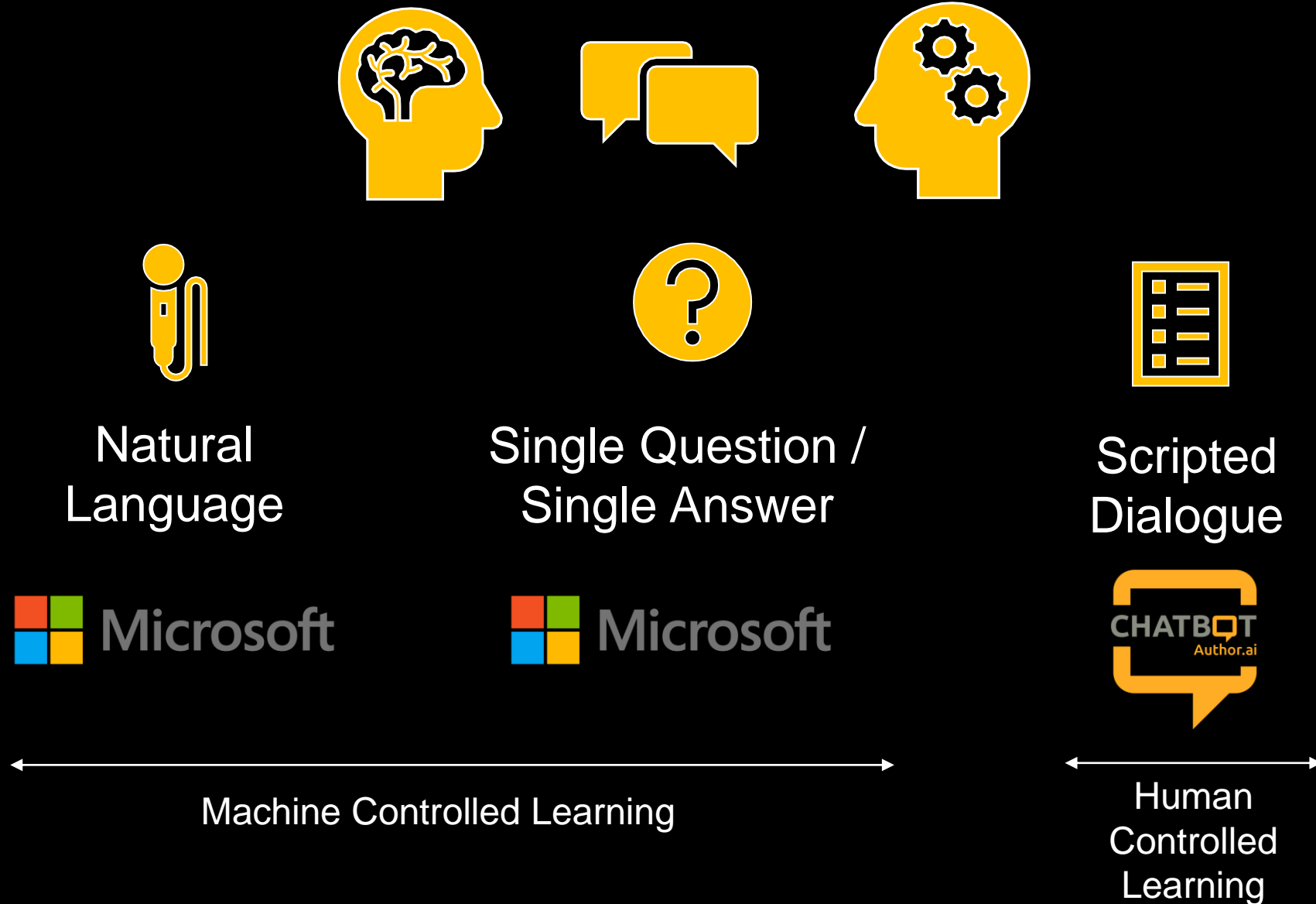
TYPE



TAP

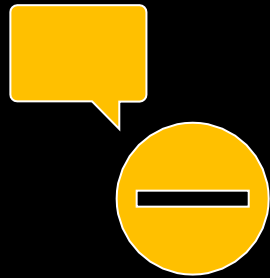


TALK





Natural Language Processing Conversational Machine Controlled Learning Weaknesses



Moral & Ethics

This is so complex compounded by
the need for politically correct
dialogue



Regulatory & Statutory

This is so complex and the machine
must not be empowered to rewrite or
interrupt the law unabated



Standard Operating Procedures¹

This is so complex and the machine
must not be empowered to rewrite or
interrupt policies unabated

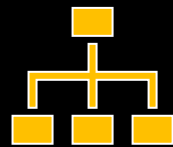
¹ Highly applicable to content correlated to regulatory and statutory matters

Chatbot Author is for scripted dialogue, aimed at repeatable knowledge-driven Standard Operating Procedures



Prescriptive Steps

Sequential steps linked to regulatory, statutory, legal, policy or procedural rules that drive decisions and outcomes.



Permutation Complexity

The prescriptive steps are determined by choices leading to any number of different pathways and outcomes.



Compliance Automation

Governance requires a transparent and unambiguous audit trail of every step taken, each with a date and time stamp.



Controlled Improvements

Extend and enrich the knowledge ecosystem based on evidence derived from compliance automation.

Chatbot Author is frictionlessly integrated with the client's Azure Botframework, the leading omnichannel platform



Scenarios



The Direct Line channel is an API that enables you to build your own branded CUI for Office 365, Dynamics 365 and any Azure Business Application. It can be also used for call centres enabling chatbots to engage with a customer during the wait time for a human operator.



The Team channel enables end-users and chatbots to coexist as a hybrid workforce for improving productivity and performance, whilst benefiting from compliance automation and new forms of business intelligence.

New generation of the cloud is based on pick and mix Microservices. This 'plug and play' capability is a major shift towards industrial reuse at scale.

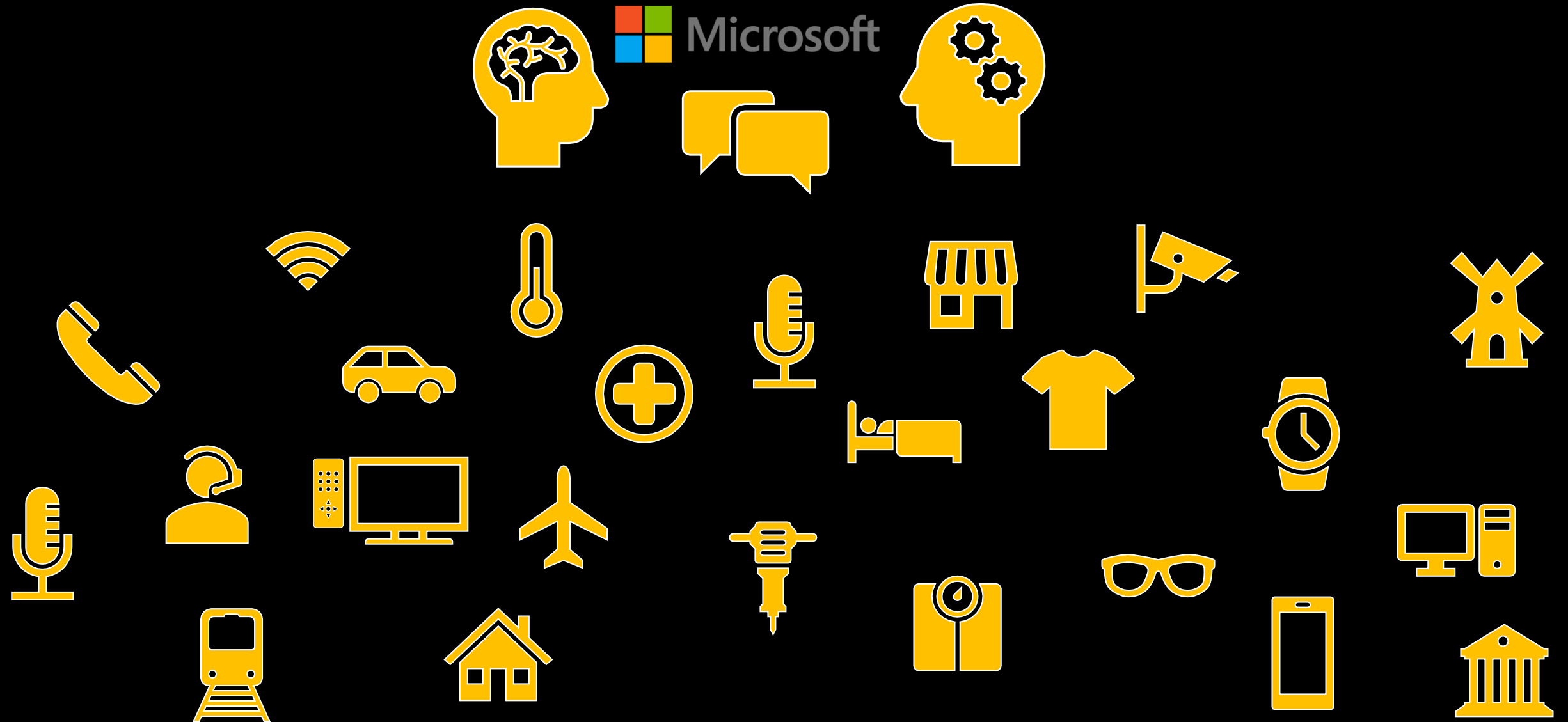














Say goodbye to decision-based form filling beyond the de facto standard of the four silos for repeatable knowledge-driven tasks: 1) the form; and the supportive 2) documented knowledge; 3) knowledge in people's heads; 4) and training.





Funding for
Continuing
Care



Pension
Transfer
Advice

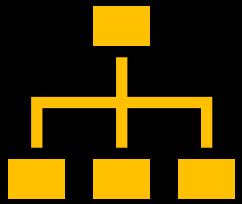


Citizen
Advice re:
Planning



Identifying
Child
Abuse

Logic



Choices,
Pathways &
Outcomes

Narrative



Script
Dialogue
(KISS)

Options



Reduce
Decision
Risks

Content



Deconstruct
&
Reconstruct



Conversation-as-a-Service “It's a simple concept, yet it's very powerful in its impact. It is about taking the power of human language and applying it more pervasively to our computing. With increasing digitization, where every part of our society and economy has been fundamentally transformed because of digital technology, the opportunity is greater than ever before.”

Satya Nadella

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