WORKSHOP OBJECTIVES

Aim of the workshop

We develop a prototype for an AI application of the customer's choice.

IT Service Management

What applications can we find in the field of service management?

Prototype

What does a prototype look like and how can it be used in a customer environment?

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

AI Solution

How does an AI solution basically work?

AI Solution

What are the benefits of an AI solution?

Workshop

Which follow-up actions or further use cases result from the workshop?

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WORKSHOP

1 General AI Scenarios & Use Cases

2 Your Decision!

3 Level Recognition

4 Bot Protoype
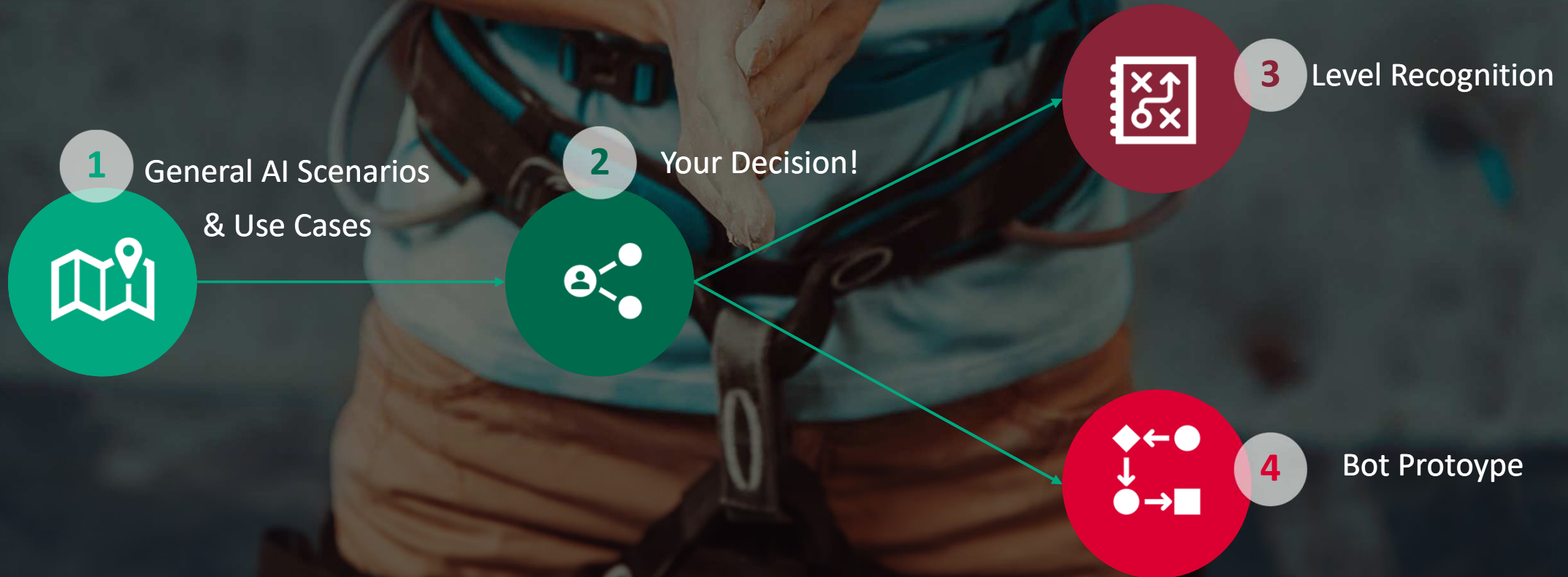
BOT PROTOTYP
User Stories

- **Ticket creation in customer system**

  - As an end user, I would like to report my problem via the RIA chat so that RIA can either offer me a solution or pass my problem on to IT.

- **Create tickets via telephone**

- **Multi language support in use cases**

  - As support manager I want my AI supporter to be able to help my English, French and German customers with their problems.

- **Integration of external information from customer systems**

  - As support manager I want my AI supporter to use information from various systems to help my customers.

- **On-Premises Chatbot**

 - As support manager, I want my AI supporter to work at my site.

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BOT PROTOTYP

Feature	Possible in Workshop	Prototyp
RIA works with 3 customer use cases in Dot4	Yes	
Ticket creation in customer system	Yes	
Create tickets via telephone	Yes	
RIA works with 3 customer use cases in customer SM system	Yes	
Multi language support in use cases	Yes	
Image Recognition	Yes	
Customer use case image recognition	No	
OCR (Text extract from picture)	Yes	
Integration of external information from customer systems	Yes	
On premise Chat Bot	No	

LEVEL RECOGNITION PROTOTYP
User Stories

- AI reporting based on customer data & Proposal of steps to improve efficiency & Analysis of customer data

  - As a support manager I would like to know in which categories an AI would classify our support requests so that I get a suggestion which support categories we really need.

- Training of customer data

  - As a support manager I would like RIA to classify support requests into the support categories we have chosen.

- Road to AI

  - As a support manager I would like to know which data we have to collect so that our supporters will be accompanied by AI colleagues in the future.
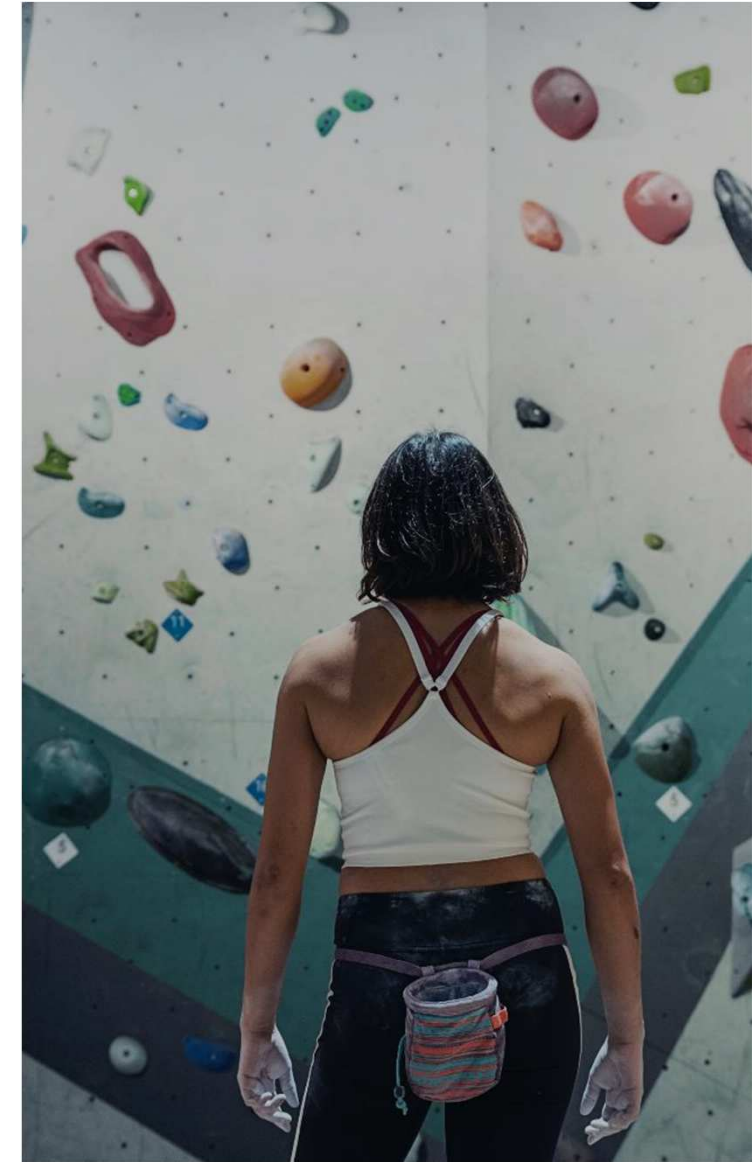
LEVEL RECOGNITION PROTOTYP

Feature	Possible in Workshop	Prototyp
Training of customer data	Yes	
AI reporting based on customer data	Yes	
As a supporter I want to send the ticket information to RIA and get the repective support category/level	Yes	
Analysis of customer data	Yes	
Proposal of steps to improve efficiency	After workshop	
Road to AI	Yes	

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AGENDA
Step 1

1 Introduction and Expectation (30min)

2 Realtech's AI Scenarios (30min)

- ❖ Use Cases Chat Bot
- ❖ Use Cases Level Recognition
- ❖ Boundaries of the Technology

AGENDA

Bot Scenario

1 BOT Technology (1h)

- ❖ Communication channels
- ❖ Action driver
- ❖ Tools (Dialogflow)
- ❖ Deep dive Dialogflow

2 Prototype (4h)

3 Solution Recognition (1h)

- ❖ Solution recognition preview
- ❖ Discussion

4 Further Steps (30min)

AGENDA
Level Recognition

1 Level Recognition (1h)

- ❖ Architecture
- ❖ Data Requirements & Training
- ❖ Requirements system integration

2 Prototype (4h)

3 Solution Recognition (1h)

- ❖ Solution recognition preview
- ❖ Discussion

4 Further Steps (30min)

WORKSHOP REQUIREMENTS (1/2)

- Team Customer (4 Persons max)
  - 1-2 technicians
    - Experts in the customers Service Management System (interfaces, reports)
  - Stakeholder
    - Knows customer pain points
  - Optional: Service Management user
    - Will profit on a new solution

- Team REALTECH
  - 2-3 AI integration experts

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WORKSHOP REQUIREMENTS (2/2)

- Meeting Preparation Call
    - Customer objectives & expectations
    - Technical requirements

- Technical Requirements
    - Wlan
    - Access to cloud (firewall, …)
    - Interface access to customers Service Management System
    - Interface documentation
    - Possibility to start tickets in customer system

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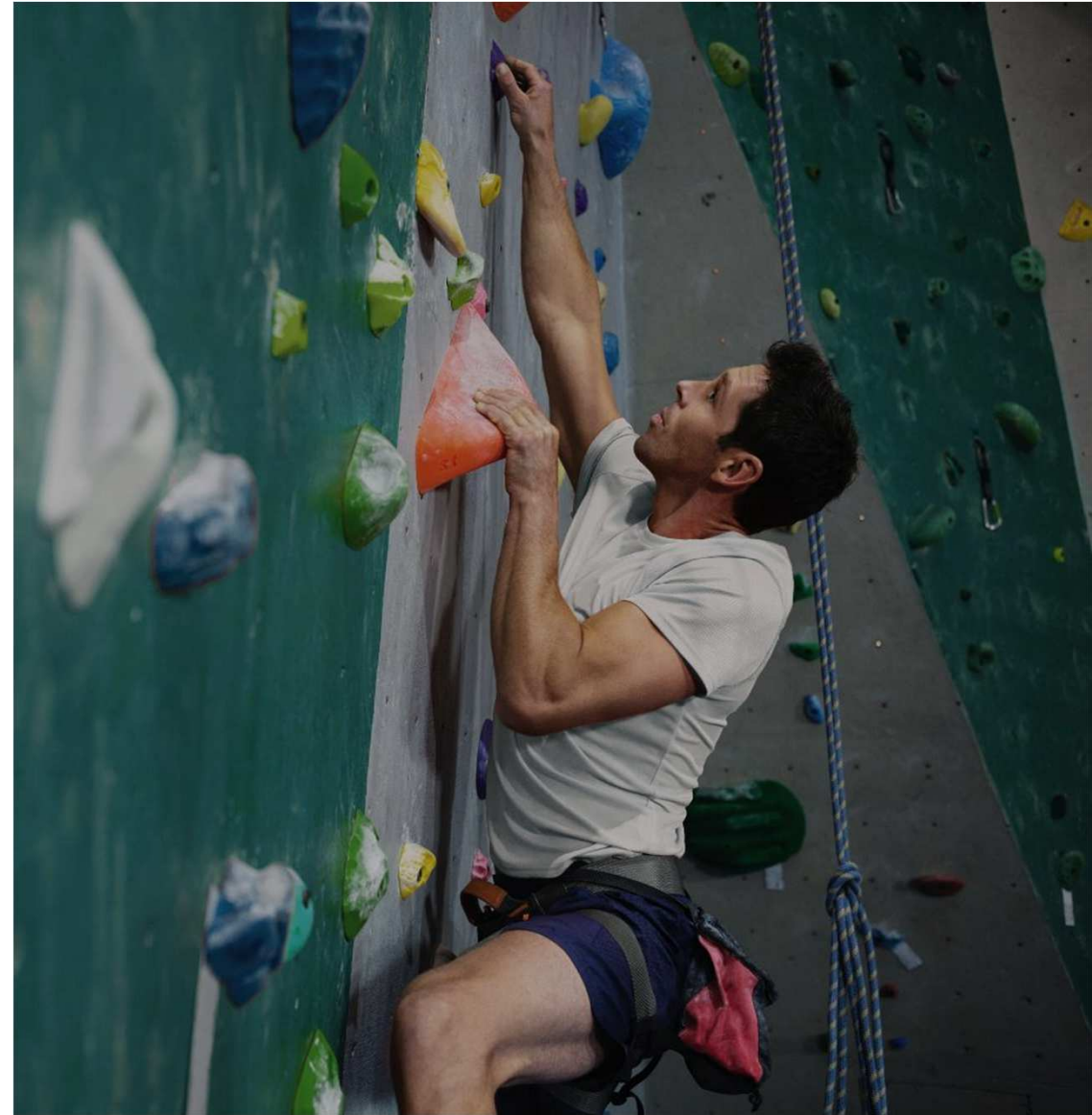
BENEFITS

- ❖ Increased efficiency by covering routine activities

- ❖ Shorter processing time for incidents and thus improved response time

- ❖ Increasing the accuracy and quality of troubleshooting

- ❖ Permanent accessibility (Conversational AI)

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THANK YOU FOR YOUR ATTENTION

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