

A white humanoid robot with large, dark, circular eyes and a small black dot on its forehead. It is holding a black tablet in front of it. The background is a dark, textured wall with vertical lines.

Lizard Uni Bot

Chatbot solution for corporate digital
collaboration in messengers

WHAT DO MILLENNIALS REALLY WANT?

Collaborate and communicate:

- whenever it is convenient
- wherever it is convenient
- the way it is convenient



TRENDS

Bring Your Own Device (BYOD)

Bring Your Own Application (BYOA)

Working on the go

Omnichannel Solutions:

access to corporate information, resources, processes and services using various channels that are all interconnected.

- desktop applications
- mobile apps
- integration with corporate services
- chat bots



FORECAST

Gartner®

By **2025**, customer service organizations that embed AI in their **multichannel customer engagement platform** will

elevate operational efficiency by **25%**

This expected growth is on par with the increase of **millennials** in the workplace.

Because chatbots cater to **millennials' demand** for instant, digital connections that keep them up to date at all times, **millennials** will likely have a large impact on how well and how quickly organizations adopt the technology.

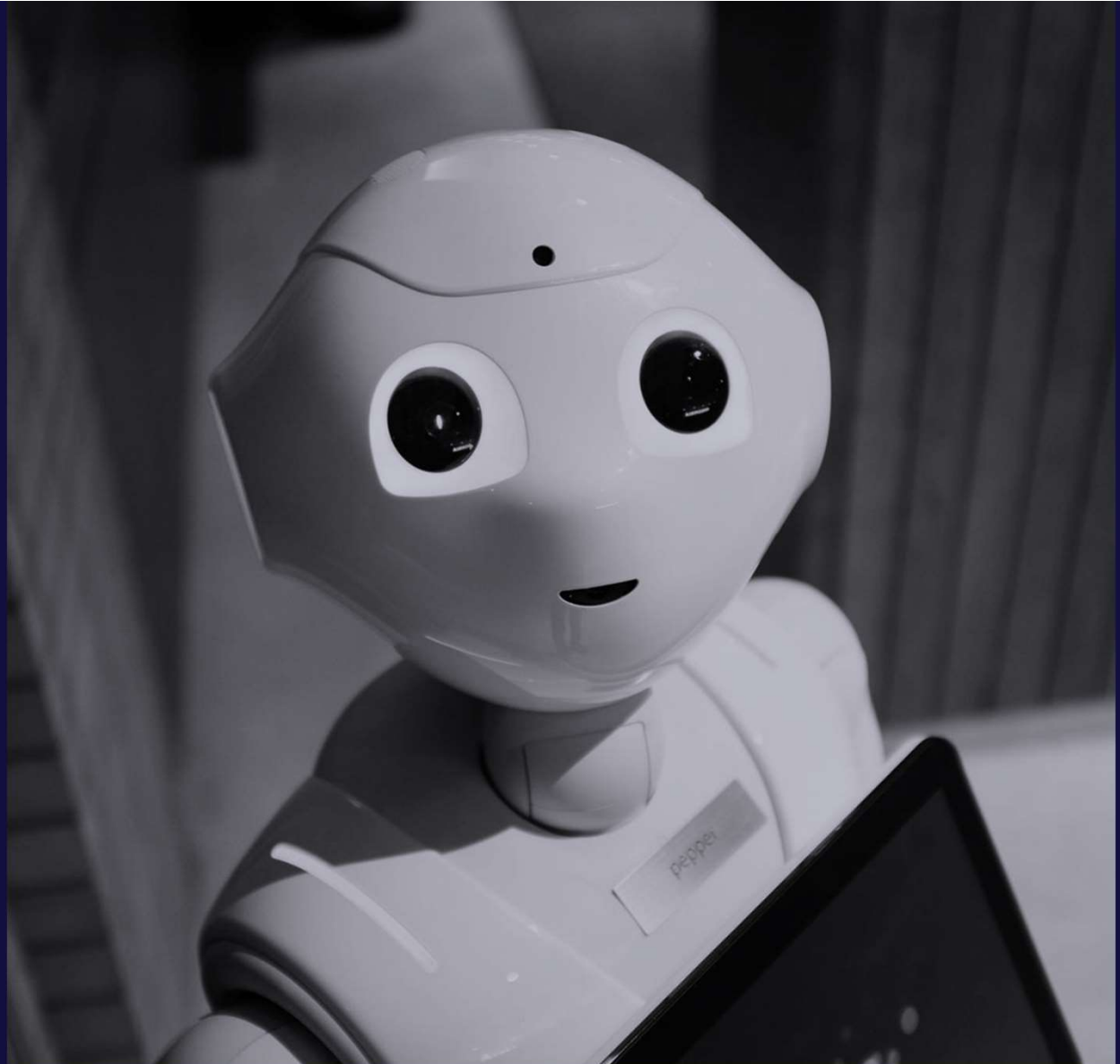
Market Guide for Virtual Customer Assistants, 11 July 2019

<https://www.gartner.com/en/documents/3947357>

WHAT IS CHATBOT?

An alternative way to provide quick access to corporate information, systems and services through the familiar and convenient for the employee messenger interface.

- quick adaptation
- remote work
- easy access
- time saving
- cost saving



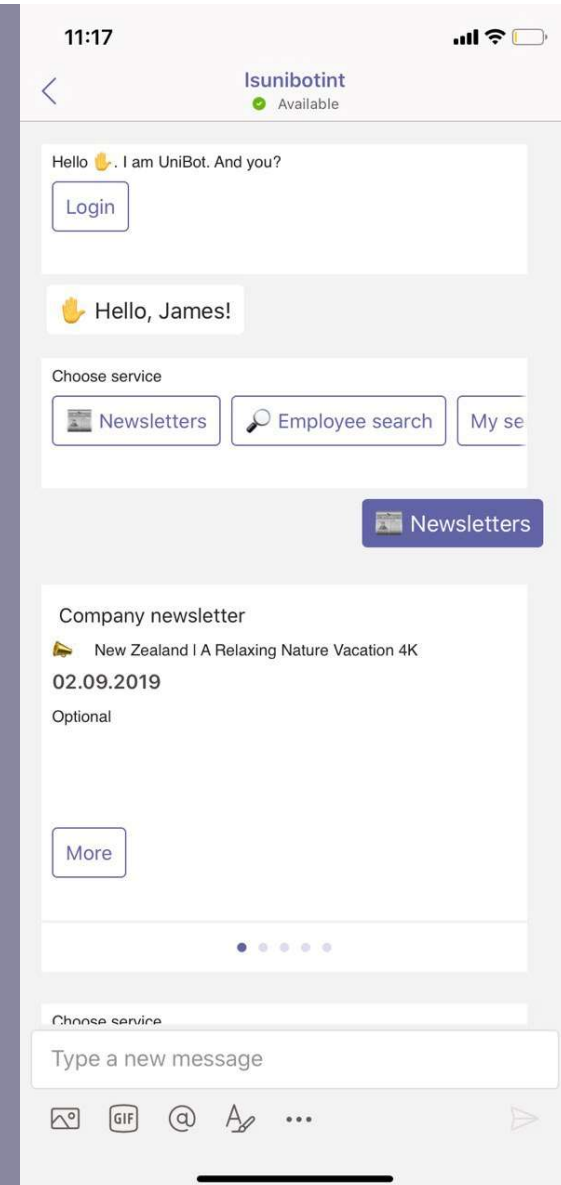
VIRTUAL ASSISTANT

Lizard Uni Bot is a cloud service by Lizard Soft for corporate digital cooperation in instant messaging. Lizard Uni Bot is a virtual assistant for employees.

Developed on Microsoft Office 365 and Azure cloud technologies.

Operates in instant messengers:

- Teams
- Telegram
- Facebook Messenger
- Skype

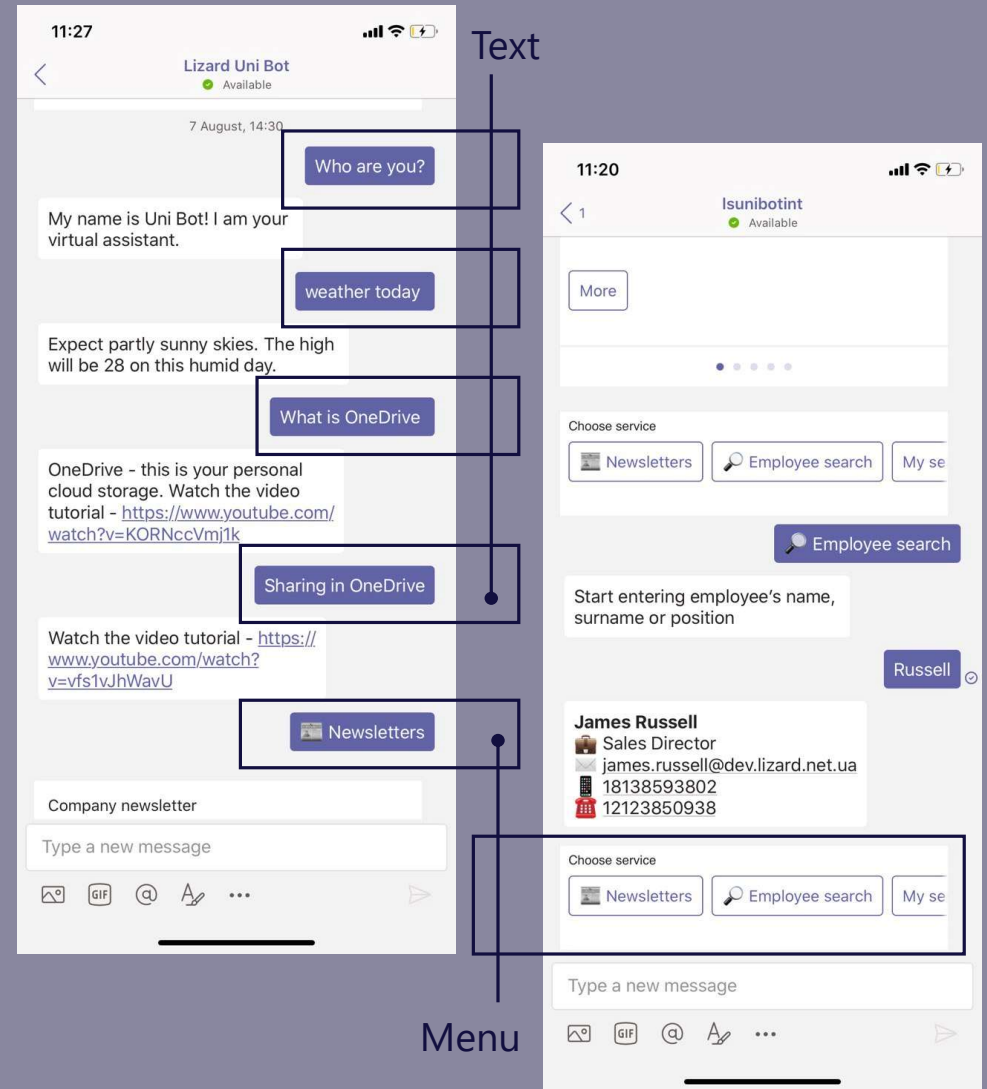


HOW DOES IT LOOK LIKE FOR THE EMPLOYEE?

In the dialog box of any messenger, **Uni Bot** reacts to employees' message and provides the answer to the question.

Uni Bot clarifies the request within the framework of pre-configured processes.

- text recognition of requests
- voice recognition of requests (in Telegram)
- navigation menu

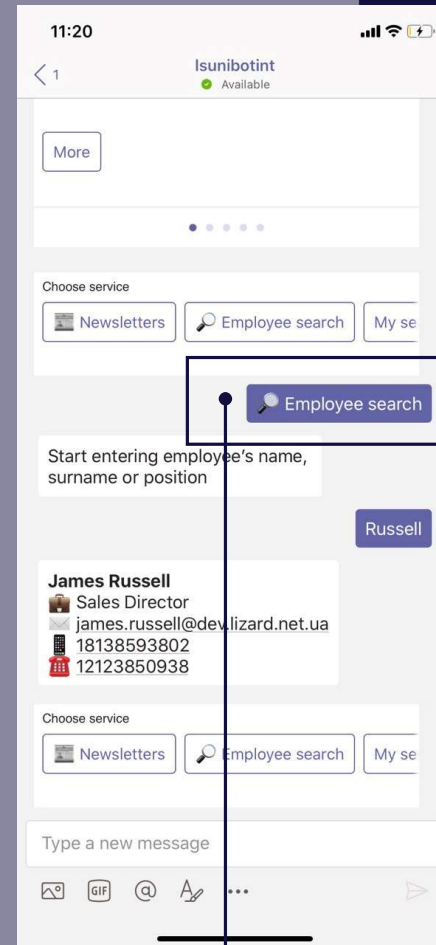


ACCESS TO INFORMATION

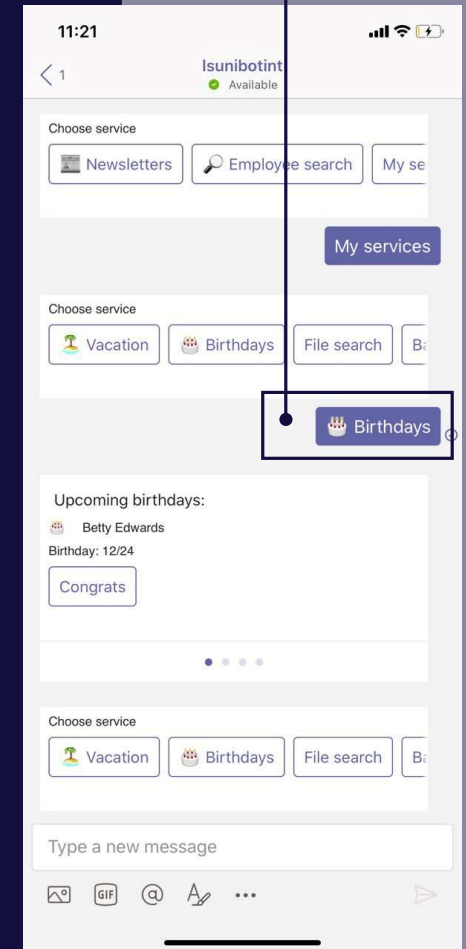
Preset notifications automatic sending.

Information on employees' requests.

- birthdays
- anniversaries
- newcomers
- news
- vacancies
- contact search
- Q&A



Birthdays



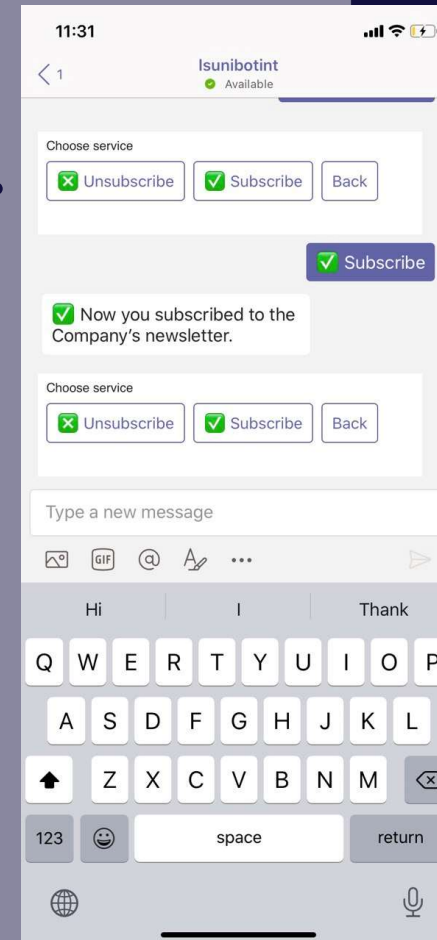
ACCESS TO SERVICES AND PROCESSES

Outgoing requests to internal services:

- car booking
- office supplies
- business cards
- vacation / holiday / sick leave
- business trip

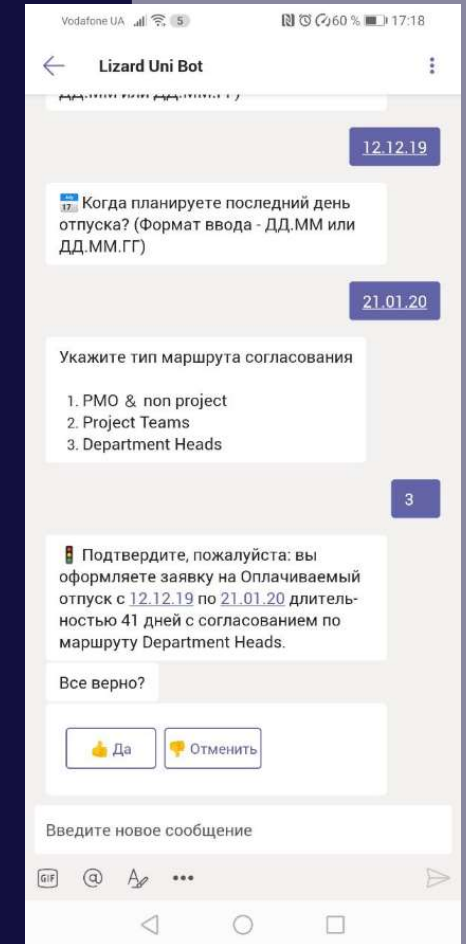
Incoming notifications on actions to do:

- tasks
- approvals
- reminders
- polls



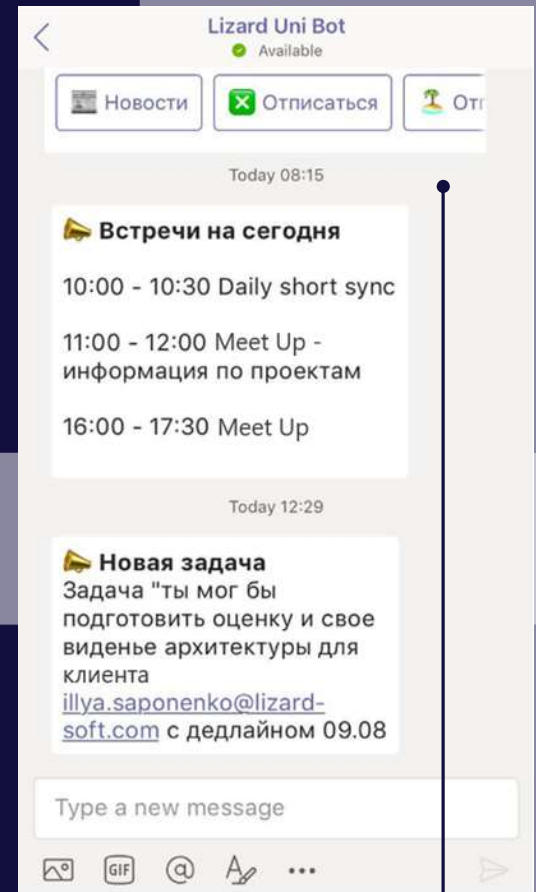
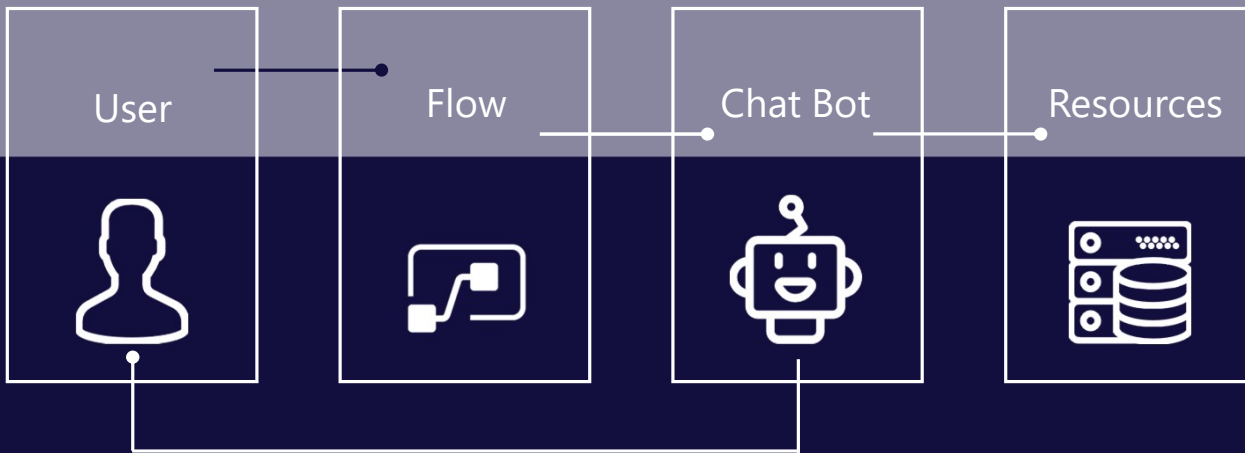
News subscription

Vacation



PERSONAL USER REQUESTS

Personal requests can be set by end user in Microsoft Flow Application to receive information and from internal and external applications and resources.

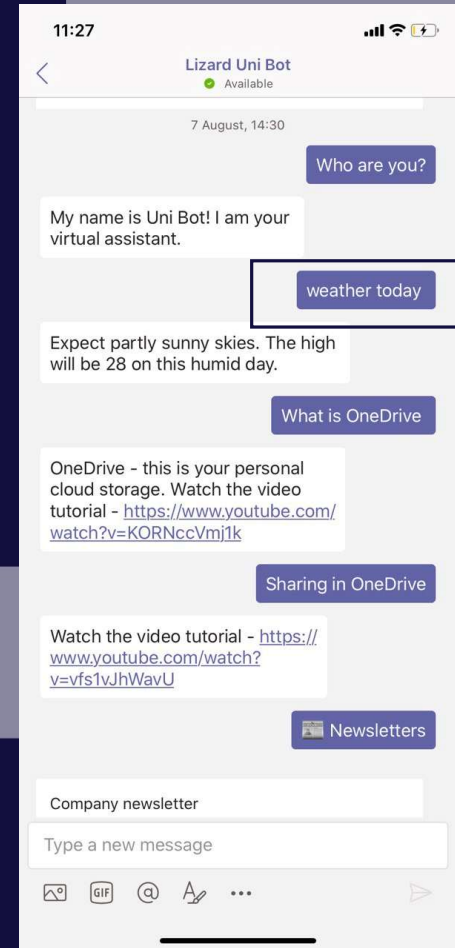
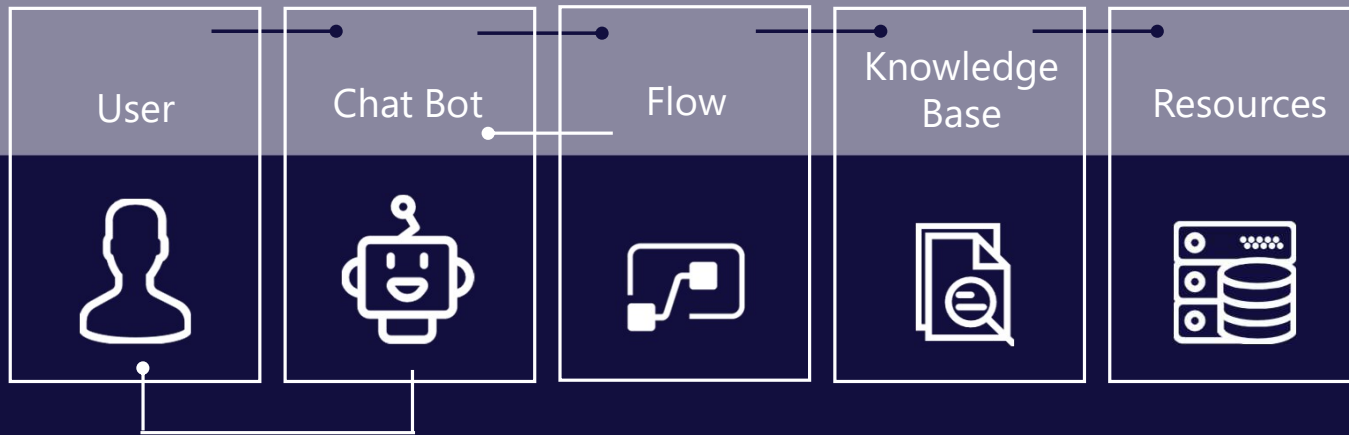


Event calendar

Q&A

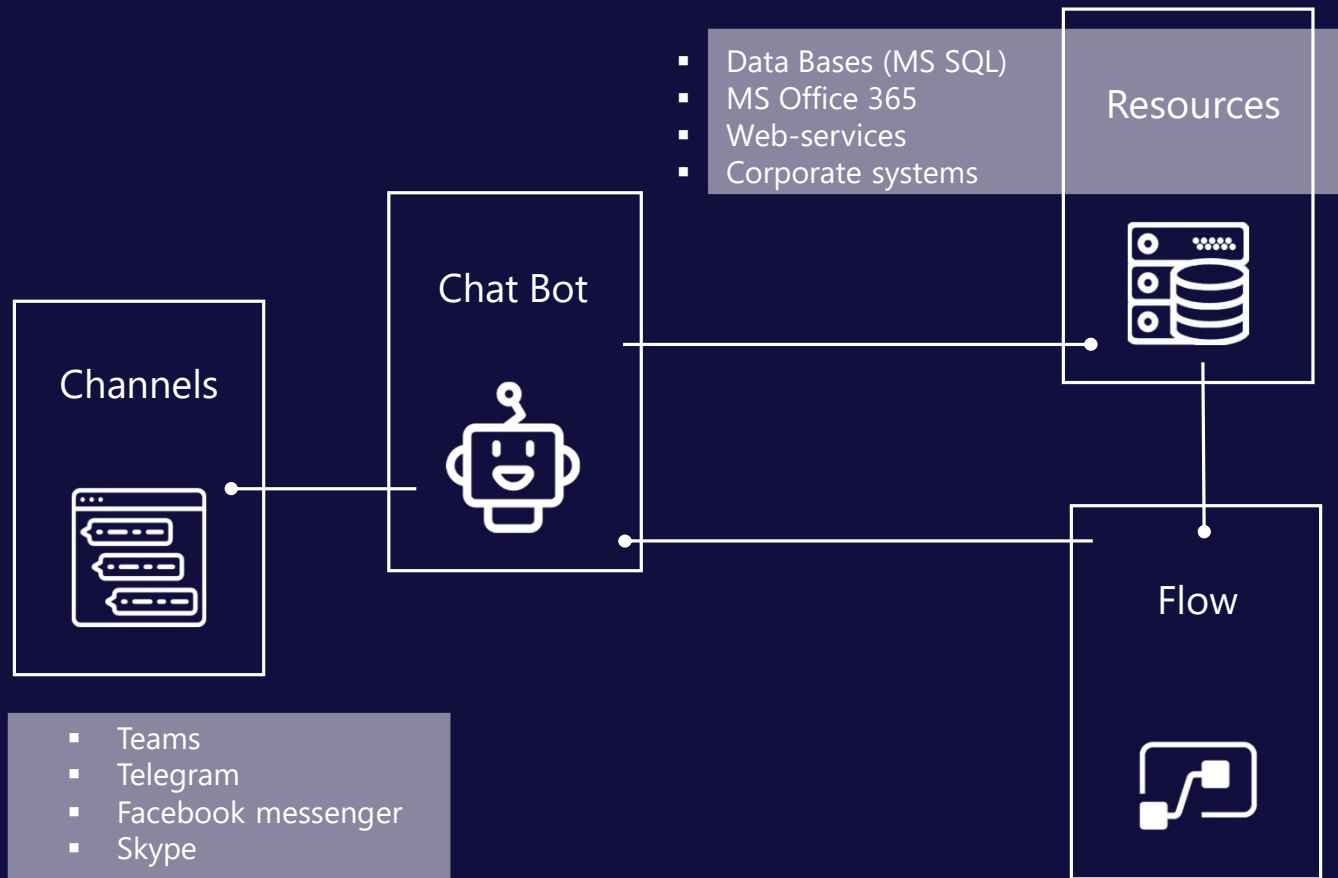
Information Search by keywords in the corporate knowledge base on the basis of the Microsoft Q&A Maker cloud service.

The knowledge base contains answers in the form of textual information and/or links to external and internal resources.



Weather forecast

HOW DOES IT LOOK FOR IT?



Chatbot due to preconfigured processes:

- makes a request to internal and external applications data and turn back the received information to the user
- gets request from Microsoft Flow and send it to user



TEAMS INTEGRATION FOR EMPLOYEES' SERVICES THROUGH LS UNI BOT FLOW INTEGRATION THROUGH LS UNI BOT IN TEAMS

The screenshot displays a Microsoft Teams chat window. At the top, there is a search bar with the text "Search or type a command" and a user profile picture in the top right corner. The chat header shows the "UniBot" bot name and navigation tabs for "Conversation", "Files", and "About". The chat history includes a message from "Isunibotint" at 4:50 PM that says "Hello 🙌 . I am UniBot. And you?" with a "Login" button below it. A subsequent message from a user says "Hello, James!". Below that, a "Choose service" menu is shown with five buttons: "Newsletters", "Employee search", "My services", "My subscriptions", and "Flow dialogs". On the left side of the Teams interface, a vertical sidebar contains icons for Activity, Chat, Teams, Calendar, Calls, and Files.



NEWSLETTER (automated, integrated with Flow + notifications and subscriptions)



Search or type a command



 UniBot

Conversation Files About


- Activity
- Chat
- Teams
- Calendar
- Calls
- Files
- ...

4:50 PM
Newsletters



Isunibotint 4:50 PM
Company newsletter



 **New Zealand | A Relaxing Nature Vacation 4K**
02.09.2019
Optional
[More](#)

Choose service

-  Newsletters
-  Employee search
- My services
- My subscriptions
- Flow dialogs



Search or type a command



UniBot

Conversation Files About



Isunibotint 4:50 PM
Company newsletter

SharePoint Spaces: Are You Ready for It? 27.09.2018

By now you've already heard the big announcement that came out of the SharePoint Conference (SPC) held in Las Vegas a few weeks ago. The announcement of SharePoint spaces took almost everyone in the audience by surprise.

[More](#)

Choose service

Newsletters

Employee search

My services

My subscriptions

Flow dialogs

Activity

Chat

Teams

Calendar

Calls

Files





Search or type a command



LS UniBot

Conversation Files About

4:50 PM
Employee search



Isunibotint 4:50 PM
Start entering employee's name, surname or position

4:50 PM
james



Isunibotint 4:50 PM
James Russell
Sales Director
james.russell@dev.lizard.net.ua
18138593802
12123850938

Choose service

- Newsletters
- Employee search
- My services
- My subscriptions
- Flow dialogs

- Activity
- Chat
- Teams
- Calendar
- Calls
- Files

The screenshot shows a Microsoft Teams chat window with a dark blue header and a vertical sidebar on the left. The sidebar contains icons for Activity, Chat, Teams, Calendar, Calls, Files, Get app, Apps, and Help. The main chat area has a search bar at the top with the text "Search or type a command". Below the search bar, the chat header shows "UniBot" with tabs for "Conversation", "Files", and "About".

The chat history includes:

- A message from "Isunibotint" at 5:04 PM with the text "Choose service" and three buttons: "Vacation", "Birthdays", and "File search". A "Back" button is also present.
- A notification bubble on the right side of the chat area with the text "5:04 PM Birthdays".
- A message from "Isunibotint" at 5:05 PM with the text "Upcoming birthdays:" and a card for "James Russell" with the text "Birthday: 9/5" and a "Congrats" button.
- A second "Choose service" message from "Isunibotint" with the same buttons as the first message.

At the bottom of the chat area, there is a text input field with the placeholder "Type your questions here" and a row of icons for attachments, emojis, GIFs, and more options.

Search or type a command

UniBot

Conversation Files About

Choose service

- Newsletters
- Employee search
- My services
- My subscriptions
- Flow dialogs

5:34 PM
My services

Isunibotint 5:34 PM

Choose service

- Vacation
- Birthdays
- File search
- Back

5:34 PM
File search

Isunibotint 5:34 PM
Type the search query

5:34 PM
James Russell

Type your questions here

The screenshot displays the UniBot interface within a Teams chat window. The chat header shows 'James Russell' as the contact. The main content area displays search results for a query, listing five items:

- Isunibotint 5:34 PM
James @ Work
2017-02-17T15:29:13Z
James Russell
- Альбом№2
2016-09-22T13:34:38Z
James Russell
- Attachments
2017-03-15T13:49:40Z
James Russell
- Notebooks
2017-02-17T15:29:13Z
James Russell
- TeamsNotebook(Shared)
2017-03-15T13:49:43Z
James Russell

Below the results, a message states: 'Top 5 results are searched. Specify, to find more.' A 'Choose service' dialog box is open, offering three options: 'Vacation', 'Birthdays', and 'File search'. The 'File search' option is selected. A 'Back' button is also visible. At the bottom, there is a text input field with the placeholder 'Type your questions here' and a set of icons for actions like copy, paste, and emojis.



WEATHER WIDGET IN TEAMS



Lizard Uni Bot 11:11 AM

Expect partly sunny skies. The high will be 28 on this humid day.

11:11 AM
Weather today



LIZARD SOFT USA

tel.: (650) 452-6955

e-mail: ask@lizard-soft.com

www.lizard-soft.com

San Diego, California

LIZARD SOFT GLOBAL HQ

tel.: (044) 232-95-10

e-mail: ask@lizard-soft.com

www.lizard-soft.com

02160, Ukraine, Kyiv, 15 Sobornosty Ave.

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