



SOFTWARE. ESSENTIALLY DIFFERENT.

# Tenjin Overview

# We serve today's Business Consumer



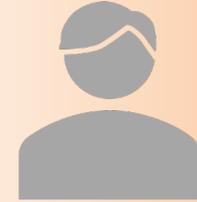
## Business Persona

- Traditional comms
- Traditional device(s)
- Uses a handful of Enterprise applications
- Avoids Social Networks
- Siloed existence



## Business Consumer

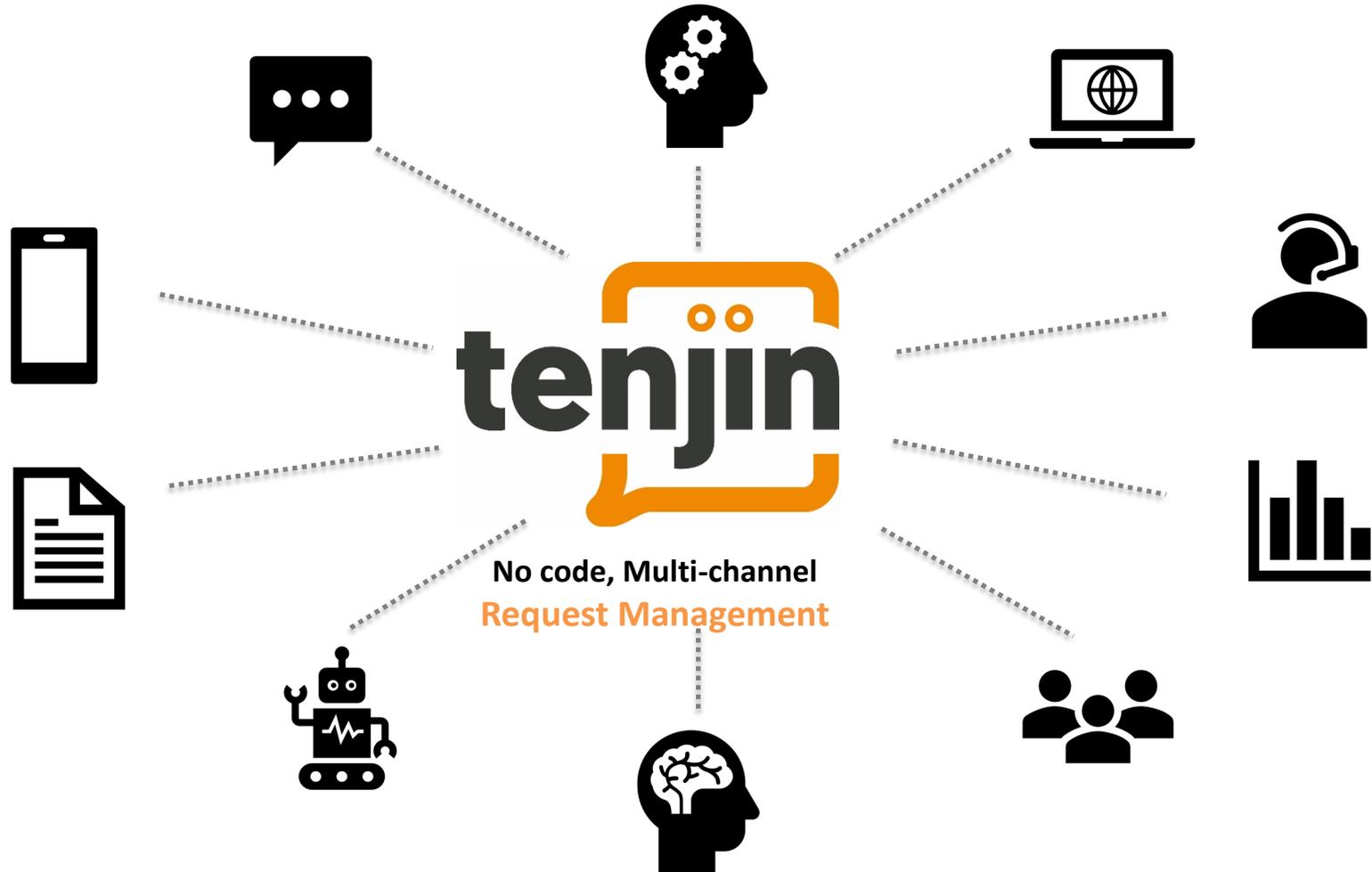
- Wants to be as productive as possible
- Using whichever platform(s) enable them to
- Doesn't want to be bogged down by corporate process
- Nomadic existence when it comes to working habit



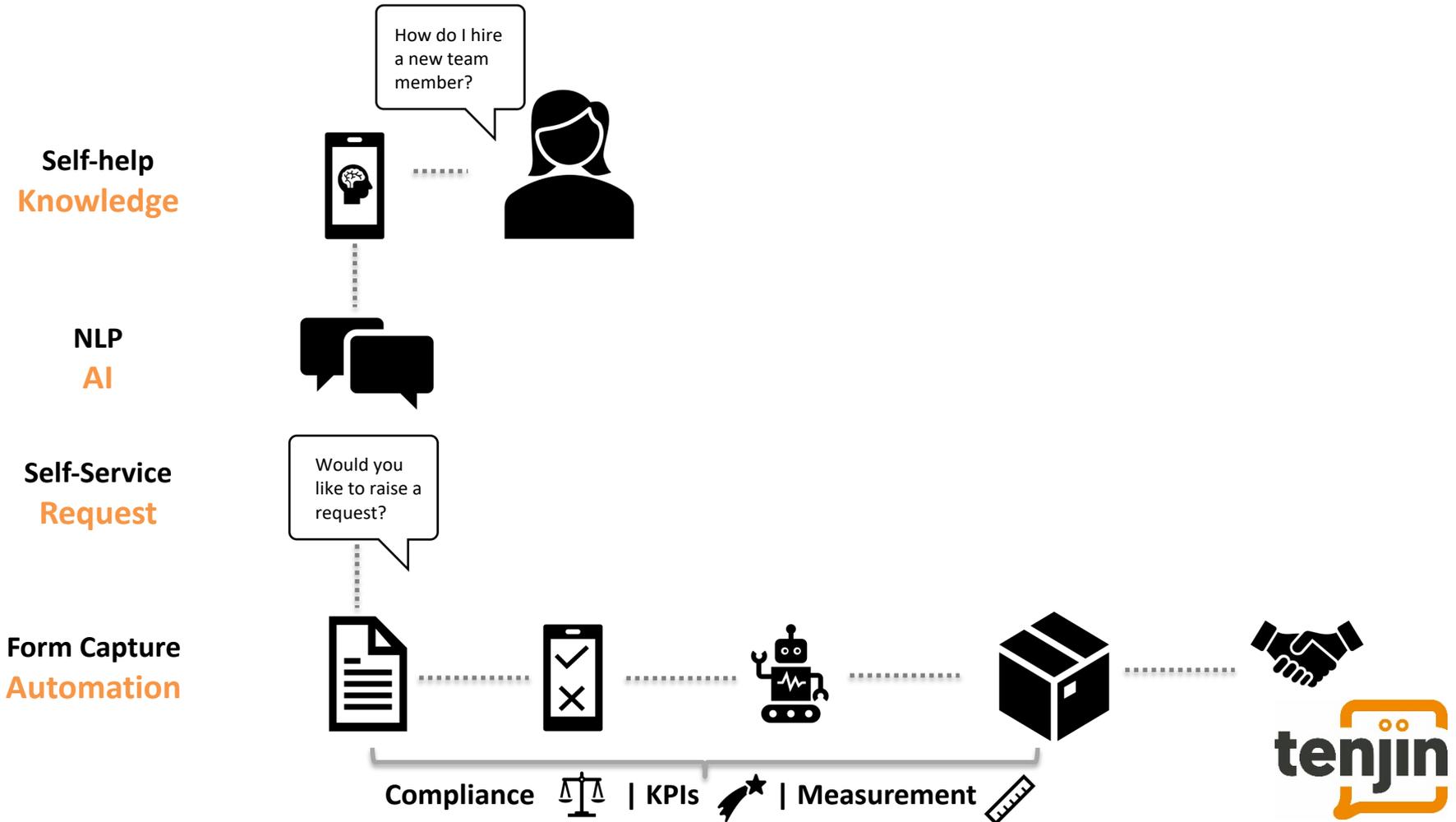
## Consumer Persona

- Hates email
- Rarely use a PC
- Uses 40+ apps, always changing
- Loves Social Networks
- Self-help/service first, community driven

# Different interactions need different experiences



# Access to key information & services, how they want it



# Biomni & Self Service

- Biomni has long history in employee self service
- Encompassing ITIL Service Catalogs and Request Management
- Always focusing on no-code configuration and rapid deployment
- Multi-tenant by design
- Flexible service presentation, request capture, approval and fulfilment workflow features

The screenshot shows the NGSD website interface. At the top, there is a navigation bar with links for Home, My Requests, My Approvals, About Me, Admin, Contact Us, and Logout. Below this is a search bar and a 'CREATE A REQUEST FOR:' section with options for 'You' and 'Someone else?'. A 'TOP REQUESTS' section follows, displaying various request categories such as Desk Phone, System Access, Email, and Biomni Data, each with a list of specific requests and their status.

The screenshot shows the Biomni Front Office user interface. It features a welcome message: 'Welcome to Biomni Front Office! Biomni enables Enterprises, service providers, telcos and distributors to get to market quickly and cost-effectively and deliver a wide array of IT services. Wherever you are on your journey to the cloud, Front Office can provide a 'service wrap' to your core offerings and help you deliver IT as a Service.' Below the message is a grid of service categories: App Store, Desktop, Cloud, Support, Incidents, People, Access, and Protection.

The screenshot shows the CAPITA website interface. It features a navigation bar with links for Home, Admin, System Administrator, and Logout. Below this is a search bar and a 'Welcome to the City of Westminster Council Appellant service.' section. A 'Welcome to the City of Westminster Enforcement Agency Portal' section follows, displaying various services and forms such as Evidence Checklist A, Witness Statement / Statutory Declaration Creation, Reschedule Request, Do Not Contest form, Witness Statement / Statutory Declaration Referral, Evidence Form, Late Evidence form, and Unacceptable Evidence form.

The screenshot shows the Veritas NetBackup Self Service dashboard. It features a navigation bar with links for Dashboard, My Assets, Usage, and Reports. The dashboard displays a 'My Assets' section with three cards: Attention (2), Unprotected (543), and Protected (23). A progress bar shows 'Using 4.17 TB of 25 TB'. Below this is a table of assets with columns for Status, Name, Protection, Protection Type, and Last Backup.

Status	Name	Protection	Protection Type	Last Backup
Protected	AWS install disk (Volume)	✓	Cloud Snapshots	4 days ago
Protected	devazurevm1	✓	Cloud Snapshots	4 days ago
Protected	DSL	✓	vCloud	18 hours ago
Protected	DSL	✓	vCloud	18 hours ago
Protected	DSL 1	✓	vCloud	18 hours ago
Protected	DSL 2 Mat Rename	✓	vCloud	18 hours ago
Protected	FrenchDSL	✓	vCloud	18 hours ago
Protected	HyperVFile1 on DevNbuAppt	✓	HyperV on Hyper3	18 hours ago
Protected	HyperVFile2 on NISDevNbuLinux	✓	HyperV on Hyper3	13 hours ago

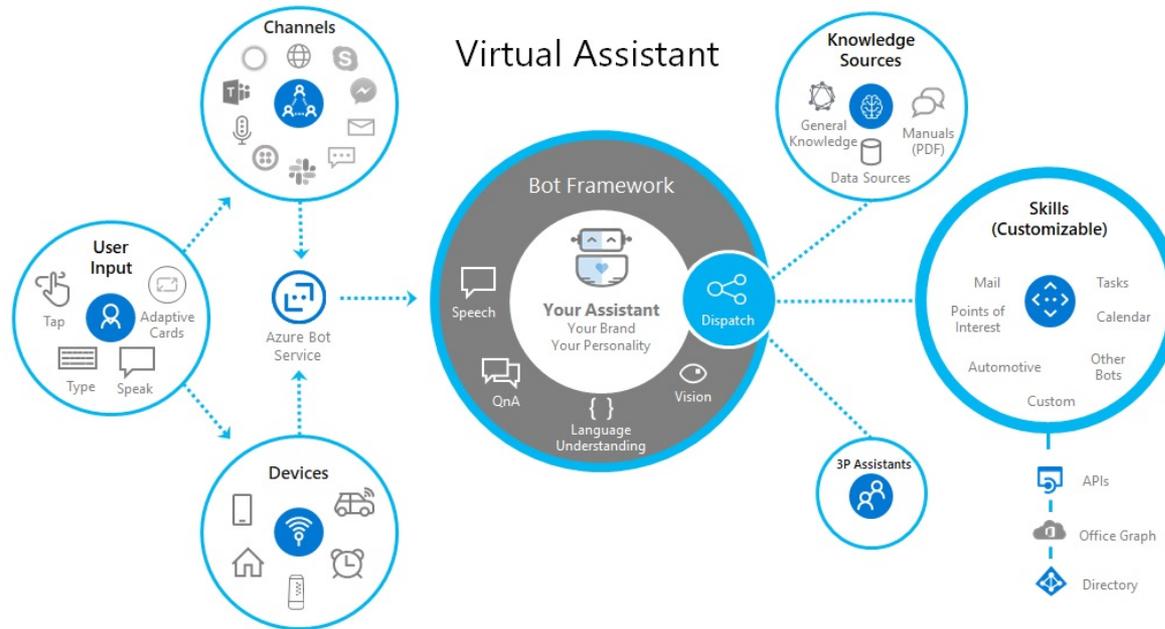
# What is Tenjin?

- Tenjin builds on Biomni self service heritage and establishes the Next Generation of Employee Self Service
- **A 'no-code' platform that enables customers to rapidly configure & deploy chat-based employee self-service solutions**
- Helping employees get tasks done faster without having to depend on support staff

# What is Tenjin?

- Built on Azure serverless components including Bot Framework, Cognitive Services and QnA Maker
- Incorporates Natural Language Understanding and Machine Learning
- Extensible platform – define & publish skills
- Pre-built skills library including Knowledge & ServiceNow
- Request skill utilizing Adaptive Cards or dialog capture
- Support for popular chat clients
- Initially deploy to customer Azure accounts – eventually SAAS offering

# Azure Bot Architecture



Azure Platform

Storage

Analytics

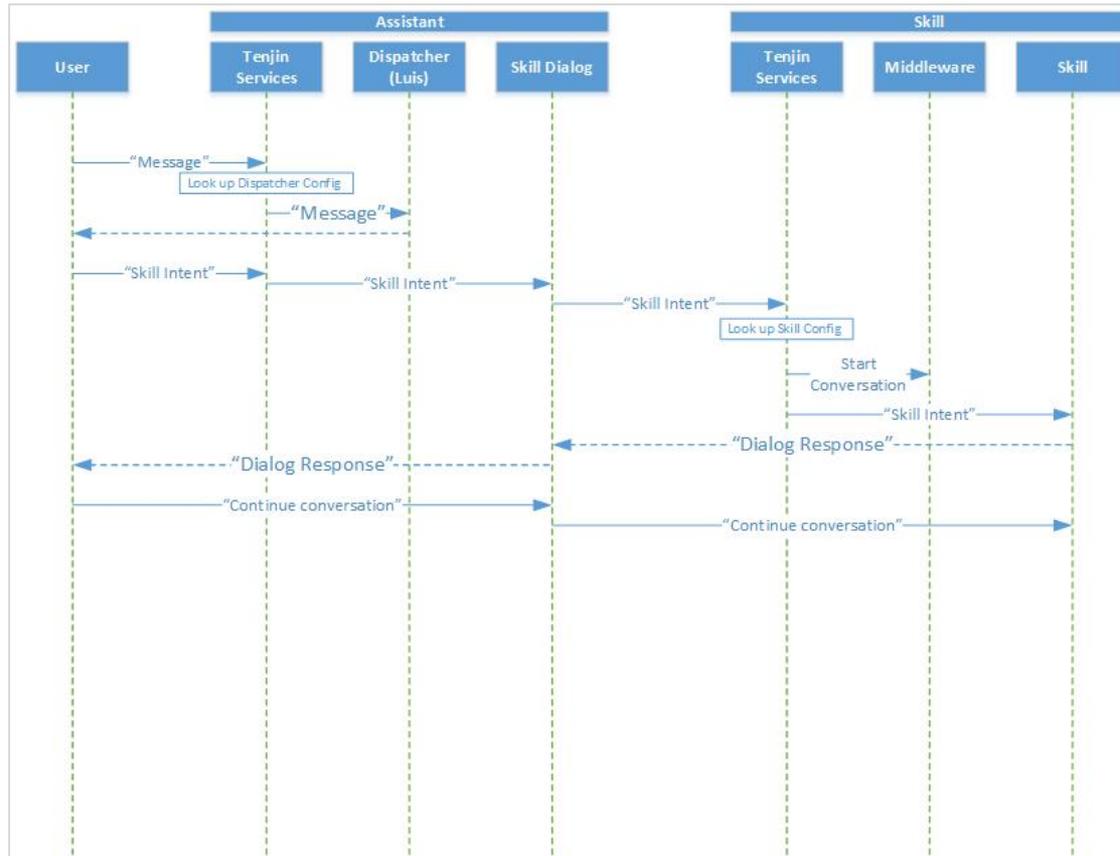
Security

Integration

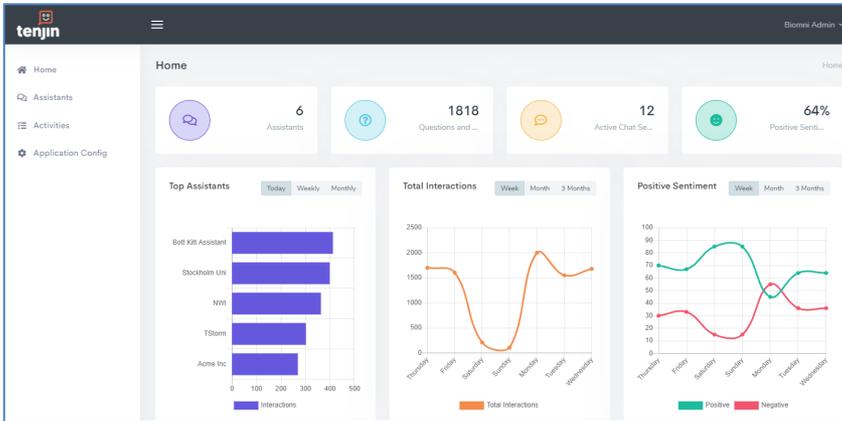
IoT Edge



# Extensible Skills



# Web Console



**Assistants**

+ Add Assistant

- Cognizant Test** (Active) - An internal test assistant. Configure and try skills here before releasing to customers.
- Stockholm Uni** (Inactive) - Stockholm University. Stockholm University employee focused assistant.
- NWI** (Inactive) - Nort West Industries. Nort West Industries Design & Engineering Chat Bot.
- TStorm** (Inactive) - ThoughtStorm International. ThoughtStorm employee assistant.
- Notre Dame WM Col** (Inactive) - Notre Dame Women's College. Student personal assistant for Notre Dame Women's College.
- Acme Inc** (Inactive) - Acme Inc. Global employee chat bot for Acme Inc.

**Assistant Details**

**Cognizant Test** (Active)

Internal Name: biomni/AT  
Created on: 01/07/2019 12:32:20  
Updated on: 20/09/2019 12:27:36  
Published to: [Icons]

**Knowledge Base Skill**  
8 Knowledge Bases  
7 Published / 1 Draft  
Questions: 112 | Answers: 112

**ServiceNow Skill**  
Manage ServiceNow incidents from the Bot

**Welcome Card**

Open Sample | Select host app: Web Chat | New card | Copy card JSON | Preview mode | Save Welcome Card

**Card Elements**

- Containers
- ImageSet
- FactSet
- ColumnSet
- Elements
- TextBlock
- RichTextBlock
- Image
- Media
- ActionSet
- Inputs
- Input.Text
- Input.Date
- Input.Time
- Input.Number
- Input.CheckboxSet
- Input.Toggle

**Card Structure**

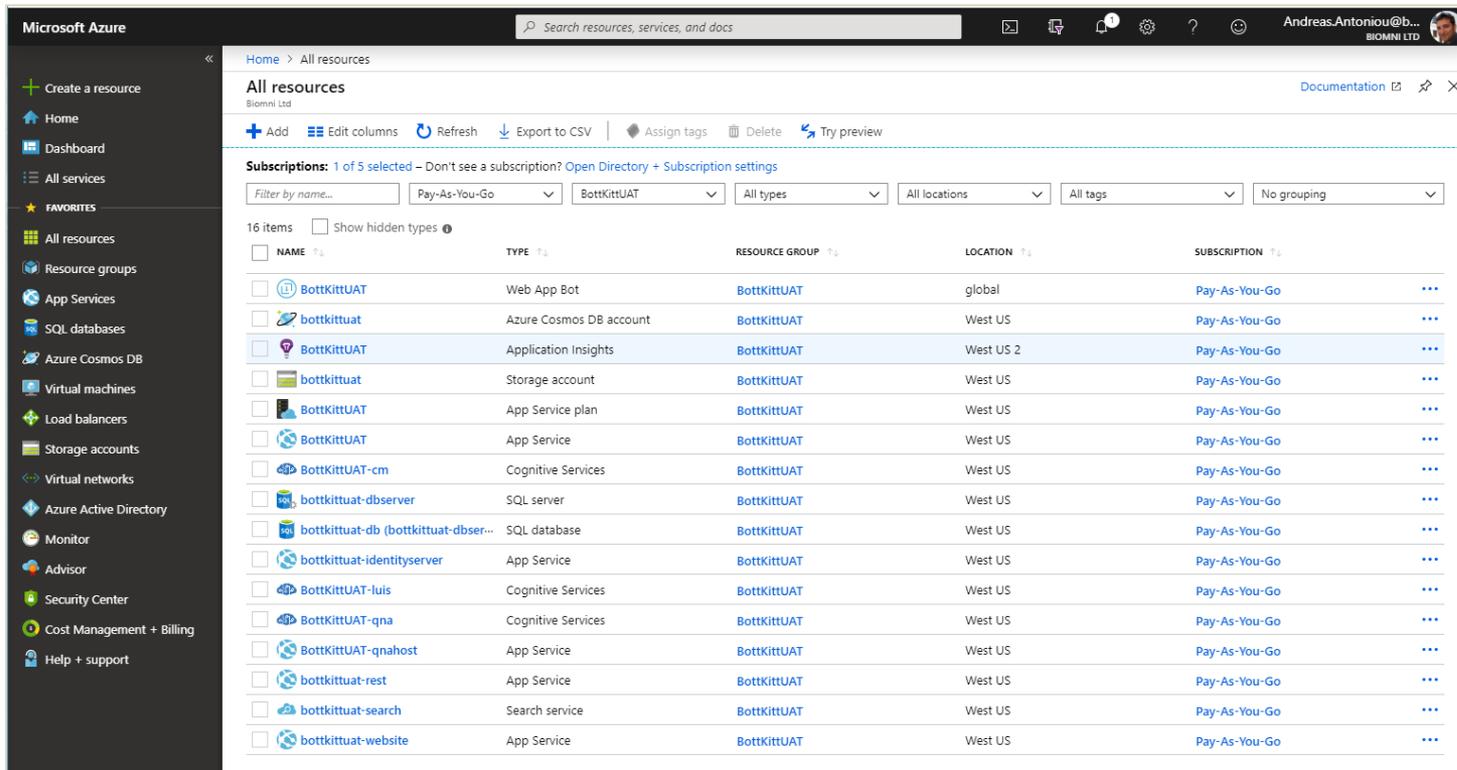
- AdaptiveCard
- Container
- Image
- Container
- TextBlock [Welcome to the Cognizant Virtual Assistant]
- TextBlock [I'm here to help. Ask me a question.]

**Card Payload Editor**

```

1 {
2   "type": "AdaptiveCard",
3   "id": "welcomecard",
4   "body": [
5     {
6       "type": "Container",
7       "items": [
8         {
9           "type": "Image",
10          "url": "http://bus.biomni.com/botpoc/images/cognizantcardbrain.png",
11          "size": "stretch"
12        },
13        {
14          "type": "TextBlock",
15          "text": "Welcome to the Cognizant Virtual Assistant",
16          "weight": "bold",
17          "size": "medium"
18        },
19        {
20          "type": "TextBlock",
21          "text": "I'm here to help. Ask me a question."
22        }
23      ]
24    }
25  ]
26 }
  
```

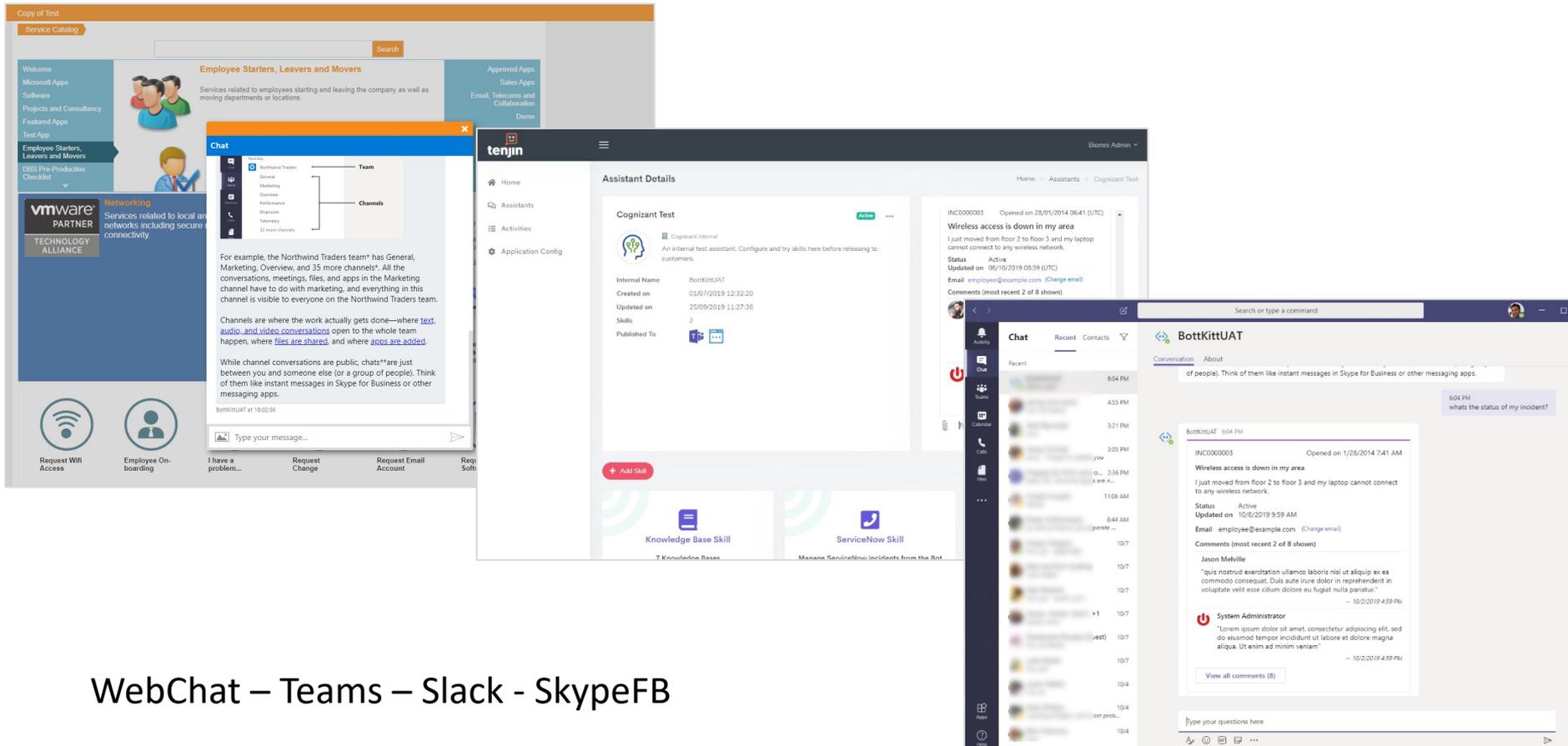
# Managing Azure Resources



The screenshot shows the Microsoft Azure portal interface. The left sidebar contains navigation options like 'Home', 'Dashboard', 'All services', and 'FAVORITES'. The main area displays 'All resources' for 'Biomni Ltd'. A table lists 16 items with columns for NAME, TYPE, RESOURCE GROUP, LOCATION, and SUBSCRIPTION. The selected subscription is 'Pay-As-You-Go'.

NAME	TYPE	RESOURCE GROUP	LOCATION	SUBSCRIPTION
BottKittUAT	Web App Bot	BottKittUAT	global	Pay-As-You-Go
botkittuat	Azure Cosmos DB account	BottKittUAT	West US	Pay-As-You-Go
BottKittUAT	Application Insights	BottKittUAT	West US 2	Pay-As-You-Go
botkittuat	Storage account	BottKittUAT	West US	Pay-As-You-Go
BottKittUAT	App Service plan	BottKittUAT	West US	Pay-As-You-Go
BottKittUAT	App Service	BottKittUAT	West US	Pay-As-You-Go
BottKittUAT-cm	Cognitive Services	BottKittUAT	West US	Pay-As-You-Go
botkittuat-dbserver	SQL server	BottKittUAT	West US	Pay-As-You-Go
botkittuat-db (botkittuat-dbser...	SQL database	BottKittUAT	West US	Pay-As-You-Go
botkittuat-identityserver	App Service	BottKittUAT	West US	Pay-As-You-Go
BottKittUAT-luis	Cognitive Services	BottKittUAT	West US	Pay-As-You-Go
BottKittUAT-qna	Cognitive Services	BottKittUAT	West US	Pay-As-You-Go
BottKittUAT-qnahost	App Service	BottKittUAT	West US	Pay-As-You-Go
botkittuat-rest	App Service	BottKittUAT	West US	Pay-As-You-Go
botkittuat-search	Search service	BottKittUAT	West US	Pay-As-You-Go
botkittuat-website	App Service	BottKittUAT	West US	Pay-As-You-Go

# Assistants



**Service Catalog**

**Employee Starters, Leavers and Movers**  
Services related to employees starting and leaving the company as well as moving departments or locations.

**Approved Apps**  
Sales Apps  
Email, Telecons and Collaboration  
Demo

**Networking**  
Services related to local area networks including secure connectivity.

For example, the Northwind Traders team\* has General, Marketing, Overview, and 35 more channels\*. All the conversations, meetings, files, and apps in the Marketing channel have to do with marketing, and everything in this channel is visible to everyone on the Northwind Traders team.

Channels are where the work actually gets done—where text, audio, and video conversations open to the whole team happen, where files are shared, and where apps are added.

While channel conversations are public, chats\* are just between you and someone else (or a group of people). Think of them like instant messages in Skype for Business or other messaging apps.

**tenjin**

**Assistant Details**

**Cognizant Test** Active

**Internal Name:** BotKittUAUT  
**Created on:** 01/07/2019 12:32:20  
**Updated on:** 25/09/2019 11:27:30  
**Skills:** 2  
**Published To:** 1

**Knowledge Base Skill**  
7 Knowledge Bases

**ServiceNow Skill**  
Manage ServiceNow incidents from the Bot

**Skype for Business**

**BotKittUAUT**

Conversation About

of people. Think of them like instant messages in Skype for Business or other messaging apps.

6:04 PM: what's the status of my incident?

6:04 PM: BotKittUAUT

6:04 PM: INC000003 Opened on 1/28/2014 7:41 AM

**Wireless access is down in my area**  
I just moved from floor 2 to floor 3 and my laptop cannot connect to any wireless network.

**Status:** Active  
**Updated on:** 10/10/2019 9:59 AM  
**Email:** employee@example.com (Change email)  
**Comments (most recent 2 of 8 shown)**

**Jason McVillie**  
"quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur."  
-- 10/2/2019 4:59 PM

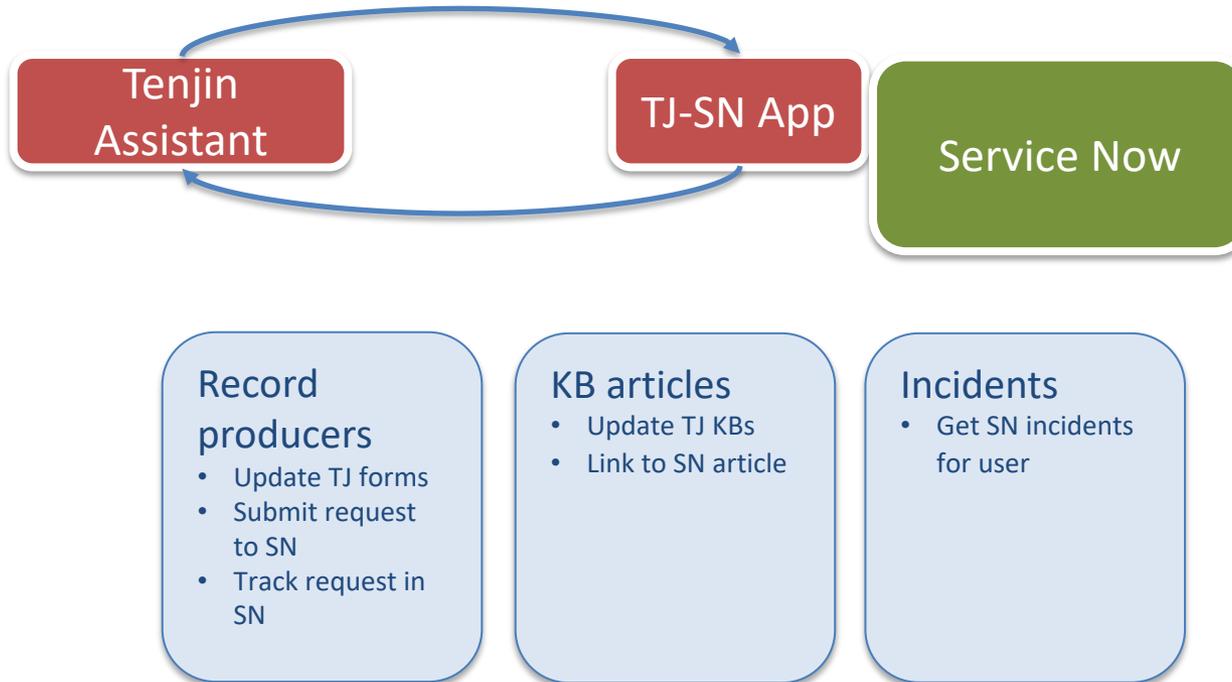
**System Administrator**  
"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam"  
-- 10/2/2019 4:59 PM

View all comments (8)

Type your questions here

WebChat – Teams – Slack - SkypeFB

# Service Now Skill



# Tenjin Requests

- Incorporated into any skill – the integrated system fulfils the request
- Includes Front Office
- Forms can be discovered via natural language or guided catalog
- Capture request via dialog or adaptive card