



Acelerando procesos de negocio con **Machine Learning**

John Rincon | Machine Learning Business Development for Latin America

PUBLIC

SAP NOW
MEDELLÍN

THE BEST RUN



La **Inteligencia Artificial** es la replicación de la inteligencia humana en las computadoras

Las computadoras son capaces de...

VER

OIR

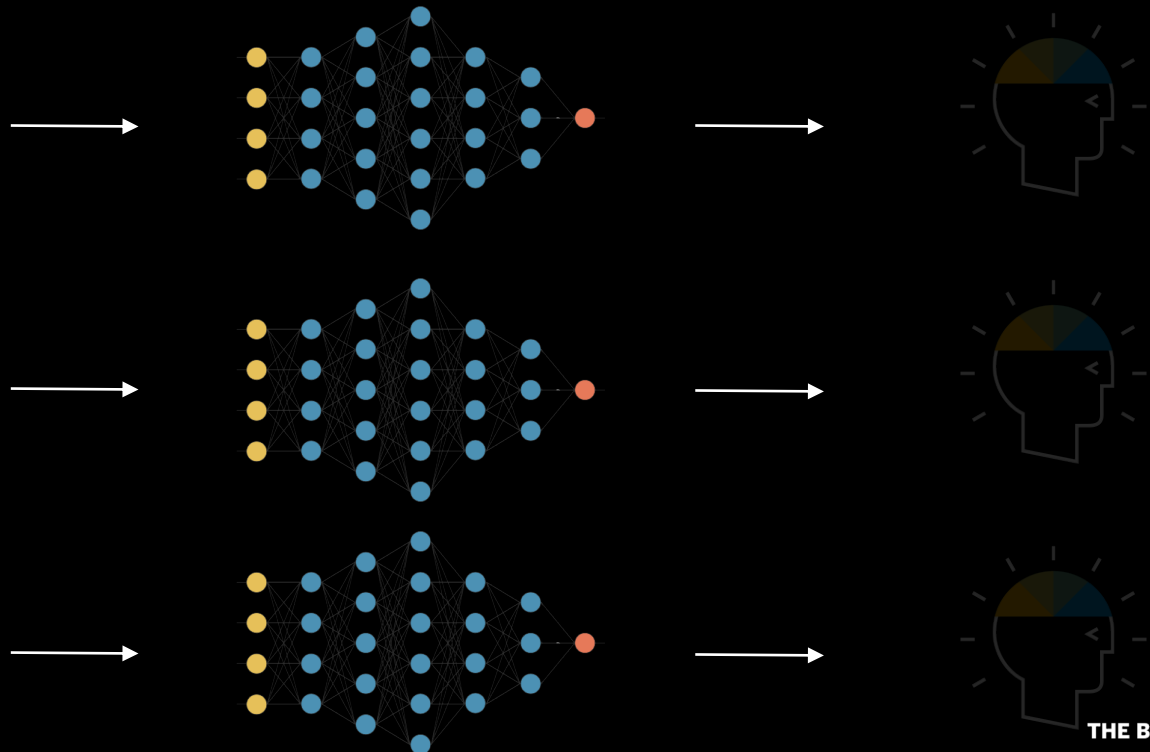
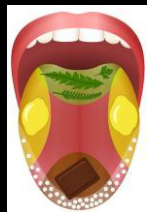
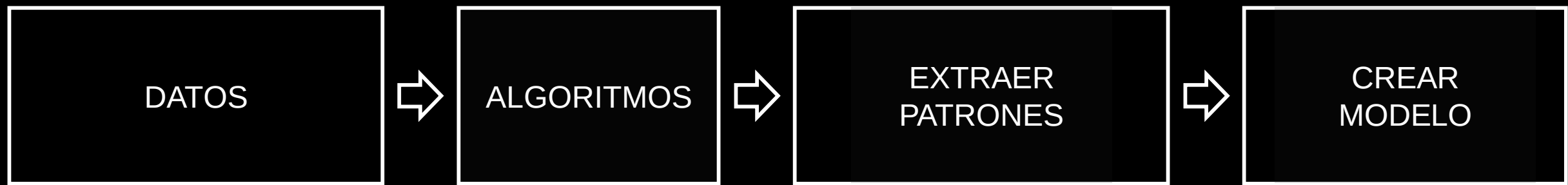
HABLAR

SENTIR

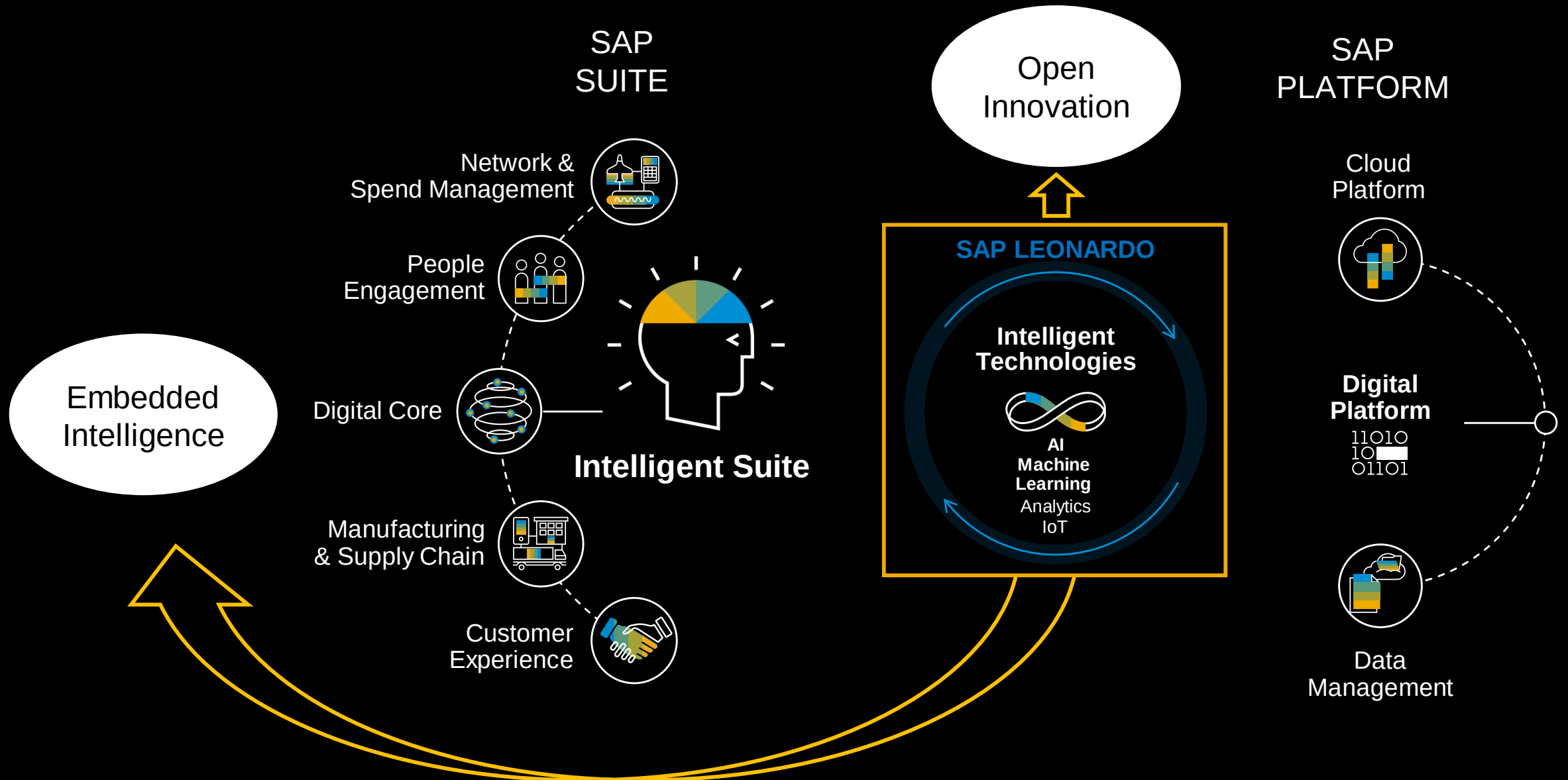
ACTUAR

Como trabaja Machine Learning?

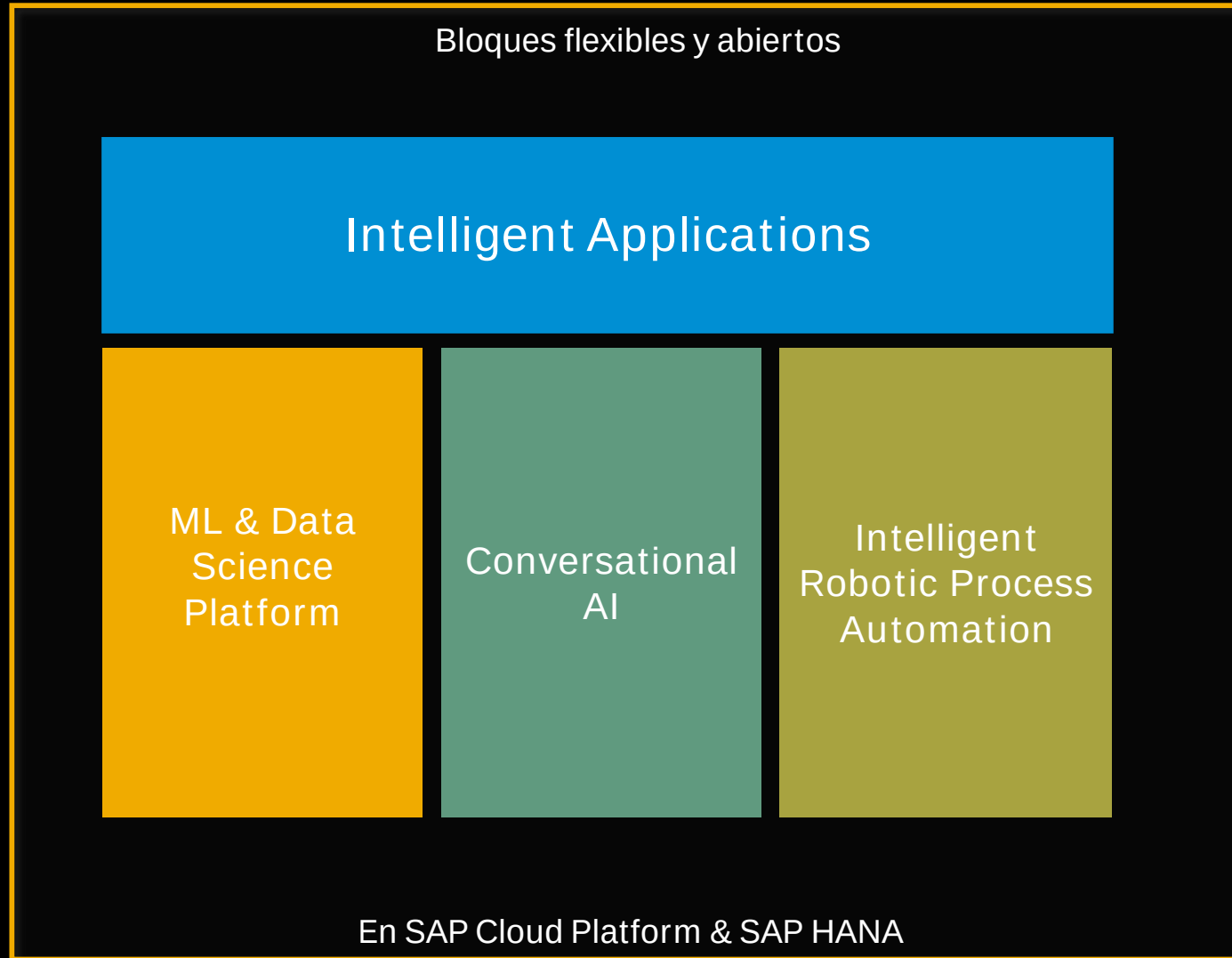
ENTRENAMIENTO:



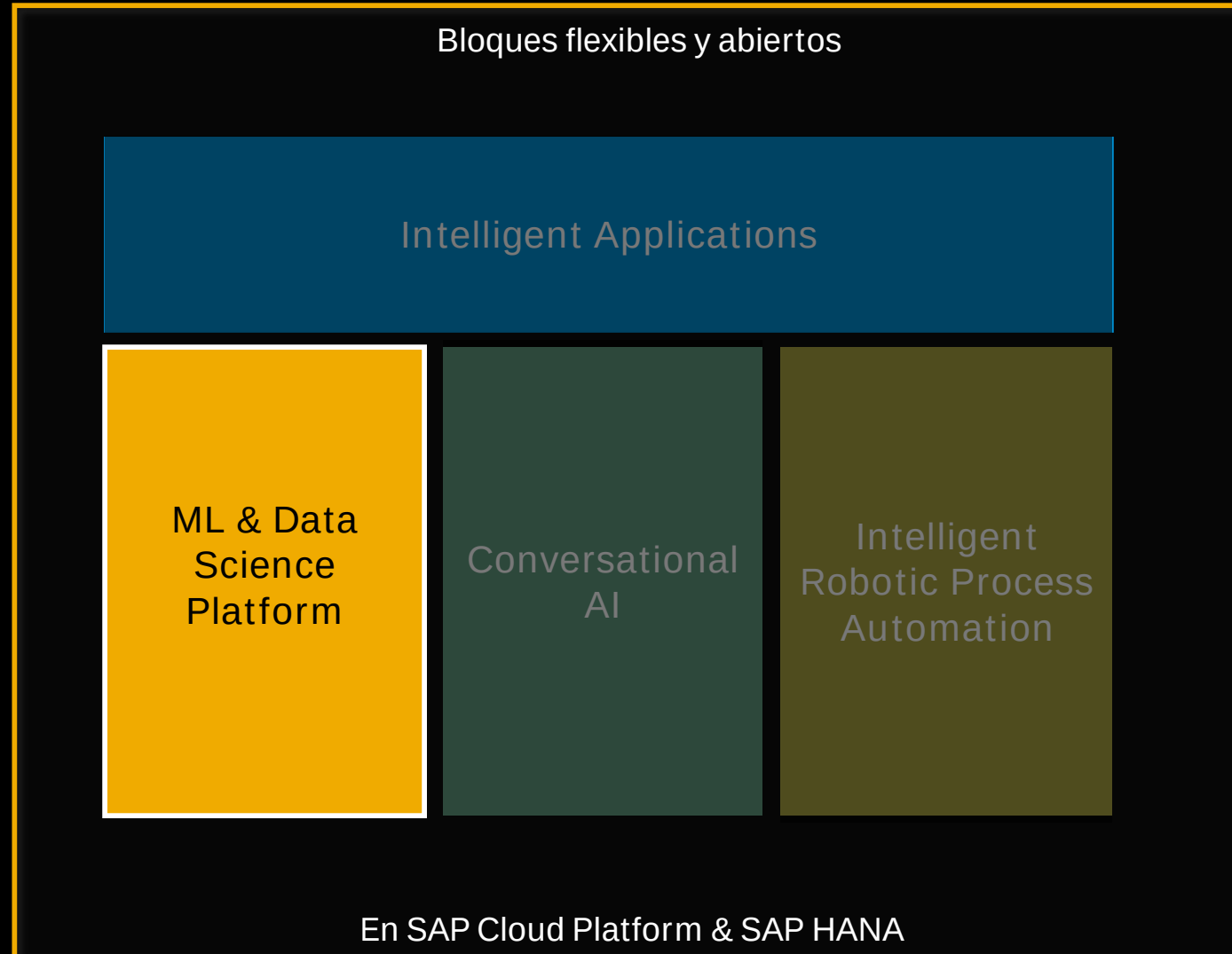
Machine Learning es el corazón de Intelligent Enterprise



Como SAP Leonardo Machine Learning habilita a Empresa Inteligente

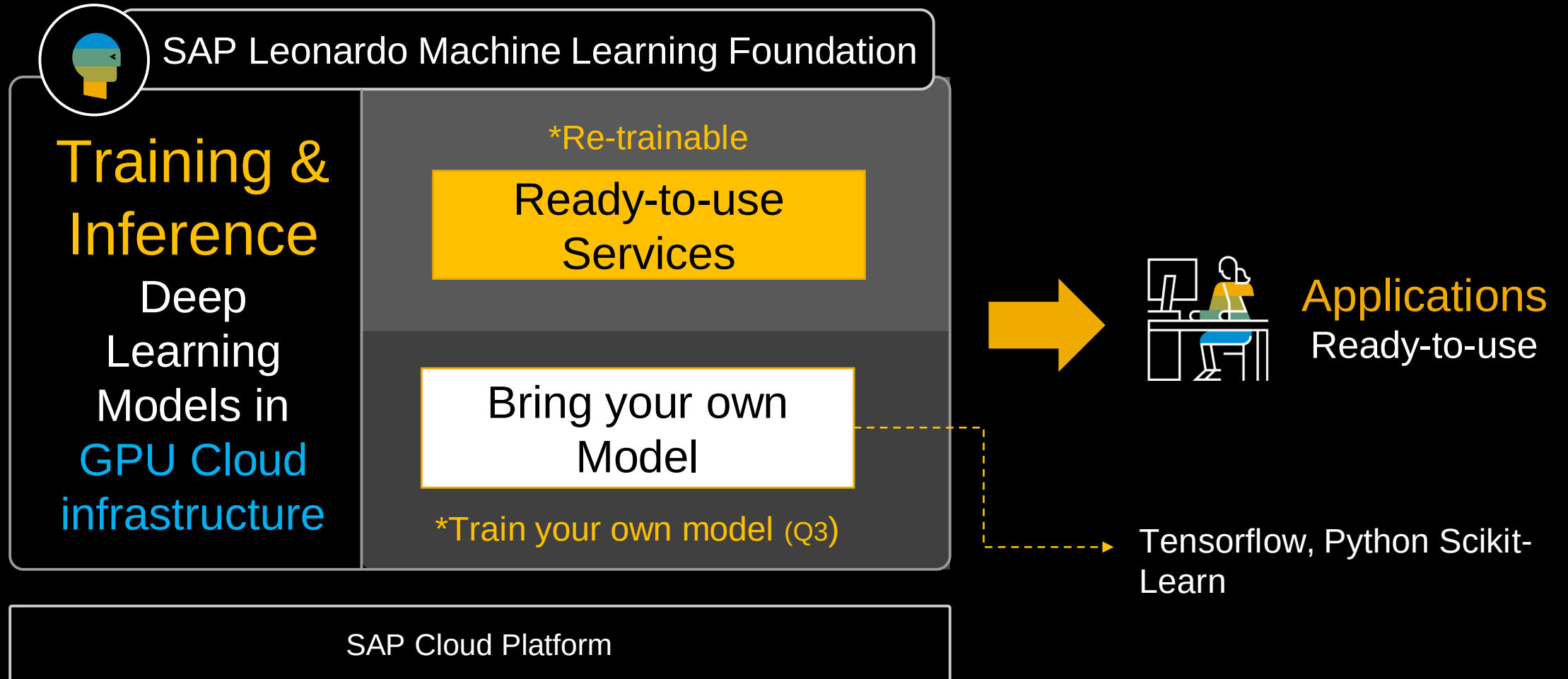


Como SAP Leonardo Machine Learning habilita a Empresa Inteligente



SAP Leonardo Machine Learning Foundation

Permite a clientes y socios de negocio habilitar la empresa inteligente



SAP Leonardo ML Functional Services

Servicios listos para usar



Image

- Customizable **image classification**
- Customizable image **object detection**
- **Human detection**;
- **Face detection**/ Feature Extraction
- Customizable **image feature extraction**
- OCR/ **Scene text recognition**
- Multi-Instance segmentation



Text

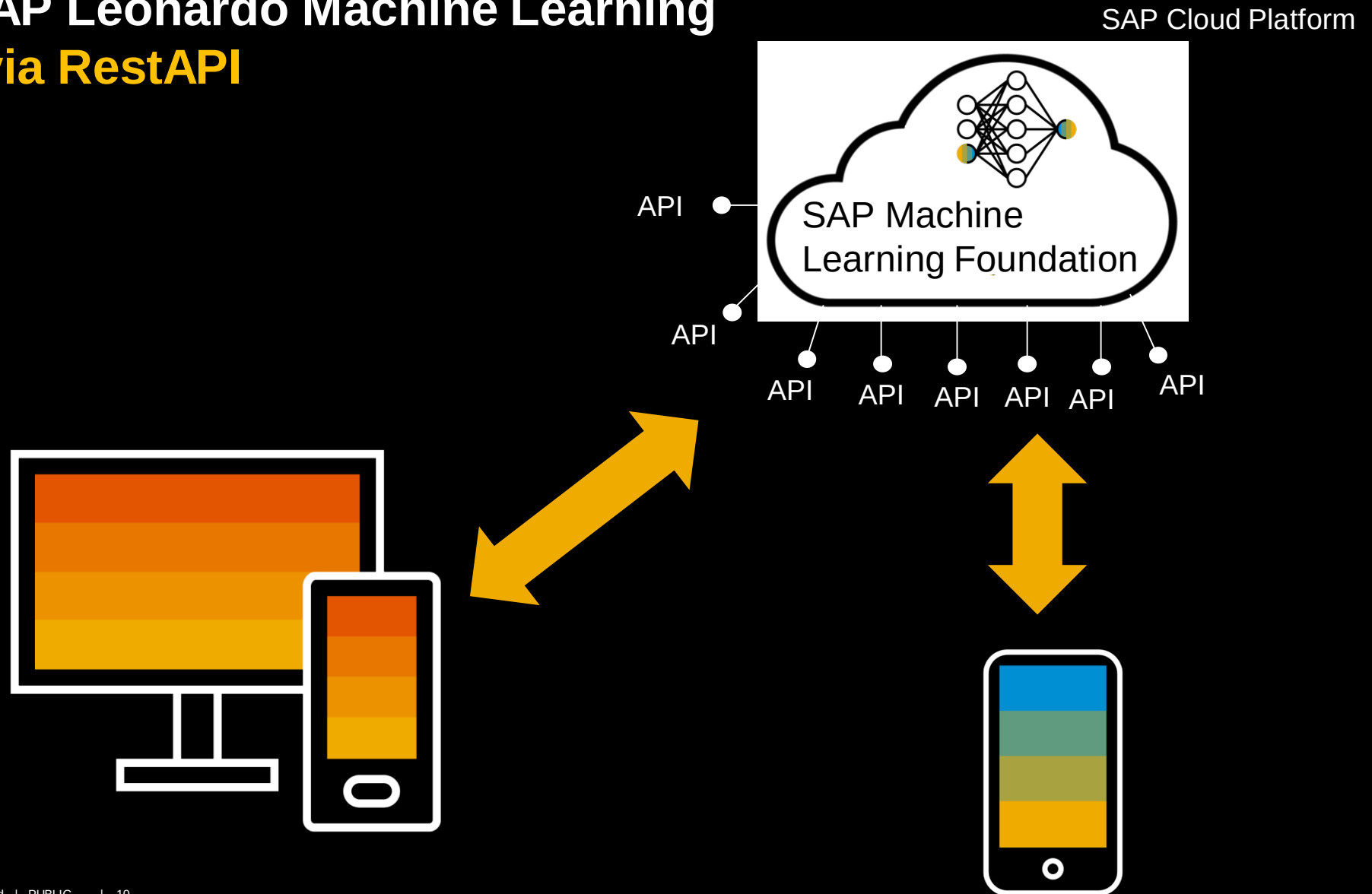
- Customizable **text classification**
- **Text feature extraction**
- Topic detection
- Language detection/ Translation
- Customizable similarity scoring
- Service Ticket Intelligence (Q2)



Speech

- Speech-to-Text
- Text-to-Speech

Cualquier aplicación puede **consumir** los servicios de SAP Leonardo Machine Learning directamente **via RestAPI**



Clasificando material reciclable con SAP ML

(Colombia)

Implementation
Ongoing

Clasifica las
botellas y latas
recicladas
depositadas
utilizando ML
Computer
Vision



Clasificando material reciclable con SAP ML

Cocacola-pet-sinazucar-250ml

Cocacola-pet-sinazucar-250ml 99.81%





Cocacola-pet-sinazucar-250ml	99.81%
Postobon-petverde-h2olima-600ml	0.16%
Cocacola-pet-original-400ml	0.03%

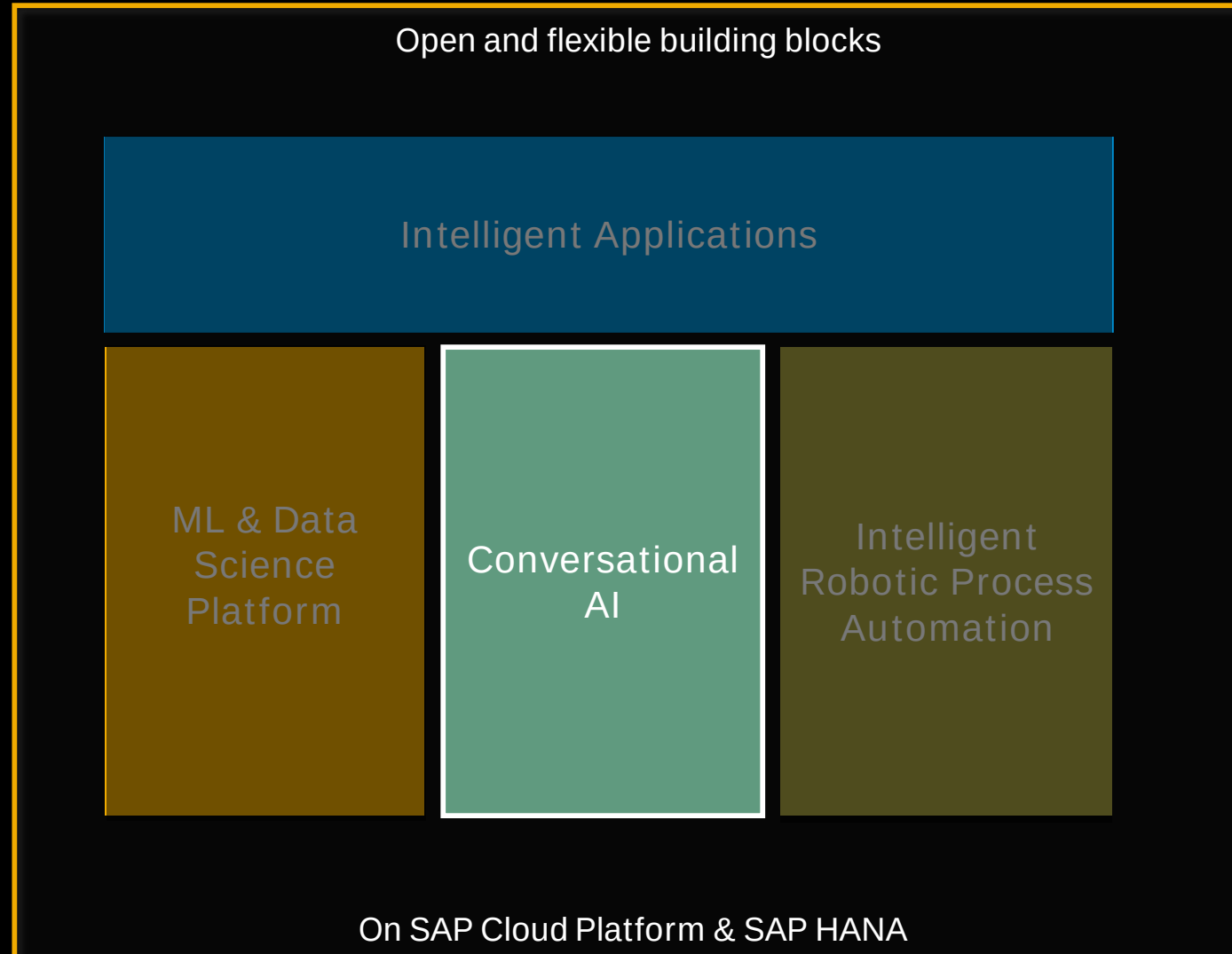
Cocacola-pet-sinazucar-250ml 99.9%





Cocacola-pet-sinazucar-250ml	99.9%
Cocacola-pet-original-400ml	0.1%
Cocacola-pet-sinazucar-500ml	0.0%

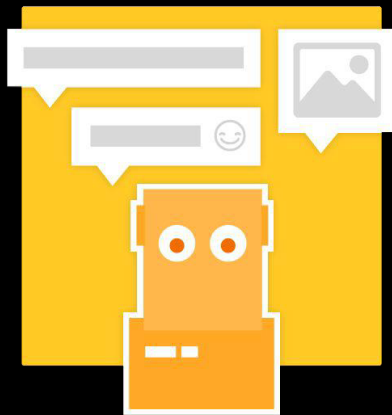
Como SAP Leonardo Machine Learning habilita a Empresa Inteligente



SAP Conversational AI

Plataforma colaborativa para bots

CONSTRUYA



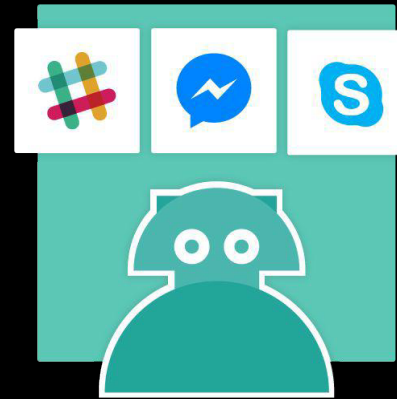
Build complex conversations and powerful logic

ENTRENE



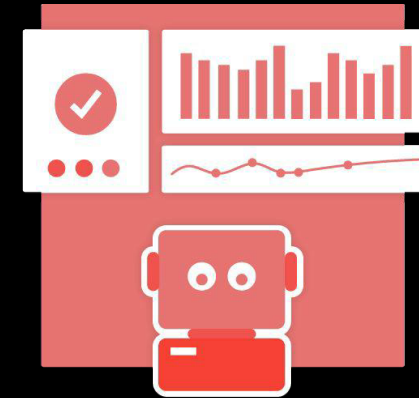
Train your bot to understand human language

CONECTE



Connect your bot to multiple messaging or fallback channels

MONITOR



Monitor through logs and usage analytics to improve your bot

Casos de uso

Customer Service

Gestione sus servicios

SFR

Su Bot de Comunicaciones

Hola, Cuantos datos de mi plan gaste el mes pasado?

En febrero, usted usó 4,6G de su plan de datos.

Cuanto me costó?

Adicionamos nuevos datos con un costo adicional de COP 20.0000

Puedo ver la factura?

Internal Support

IT or HR helpdesk



Desjardins

Henri, su bot de TI

Yo quiero conectar una nueva impresora

Es personal o de uso corporativo?

Es una impresora de la empresa

Que sistema operativo usted tiene instalado ?

Tengo Windows 7

Ok, por favor envieme su nombre

Sales Assistant

Ayude a sus clientes a seleccionar el producto



MICHELIN

Bot comercial

Hola, quiero cambiar las llantas de mi Citroen C2

Cual es el tamaño actual de sus llantas?

175/65 R14 82T

Cual es el cilindraje de su C2?

1,1 l 60

Gracias! Puedo sugerir las siguientes:



GRUPO MERZA | Internal Service Tickets Automation Case | The customer

18

Distribution Centers

150+

Stores

27

States

Different store formats



Current Problem:

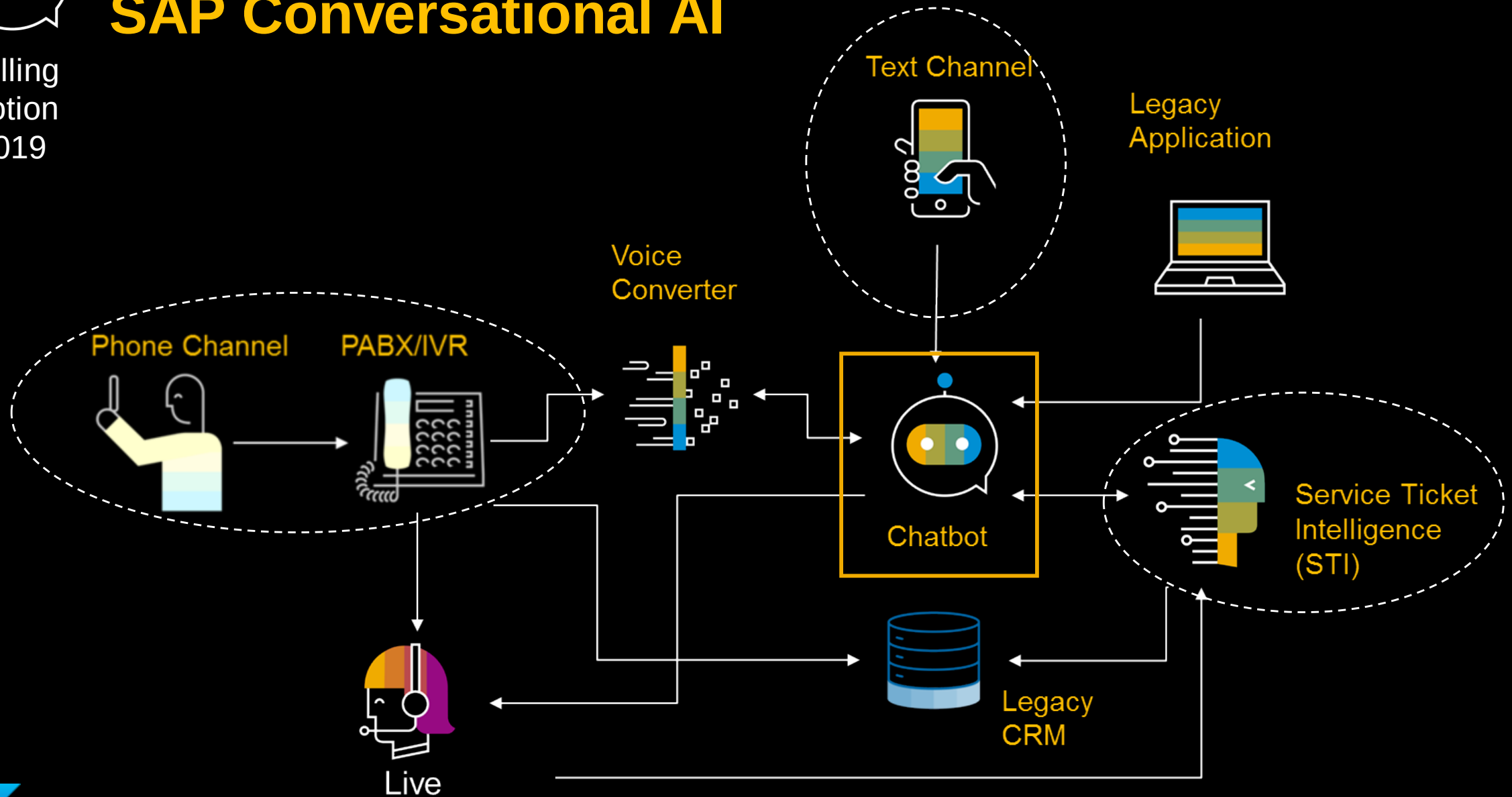
HELP DESK





Selling
Motion
2019

Full Call Center Automation con **SAP Conversational AI**

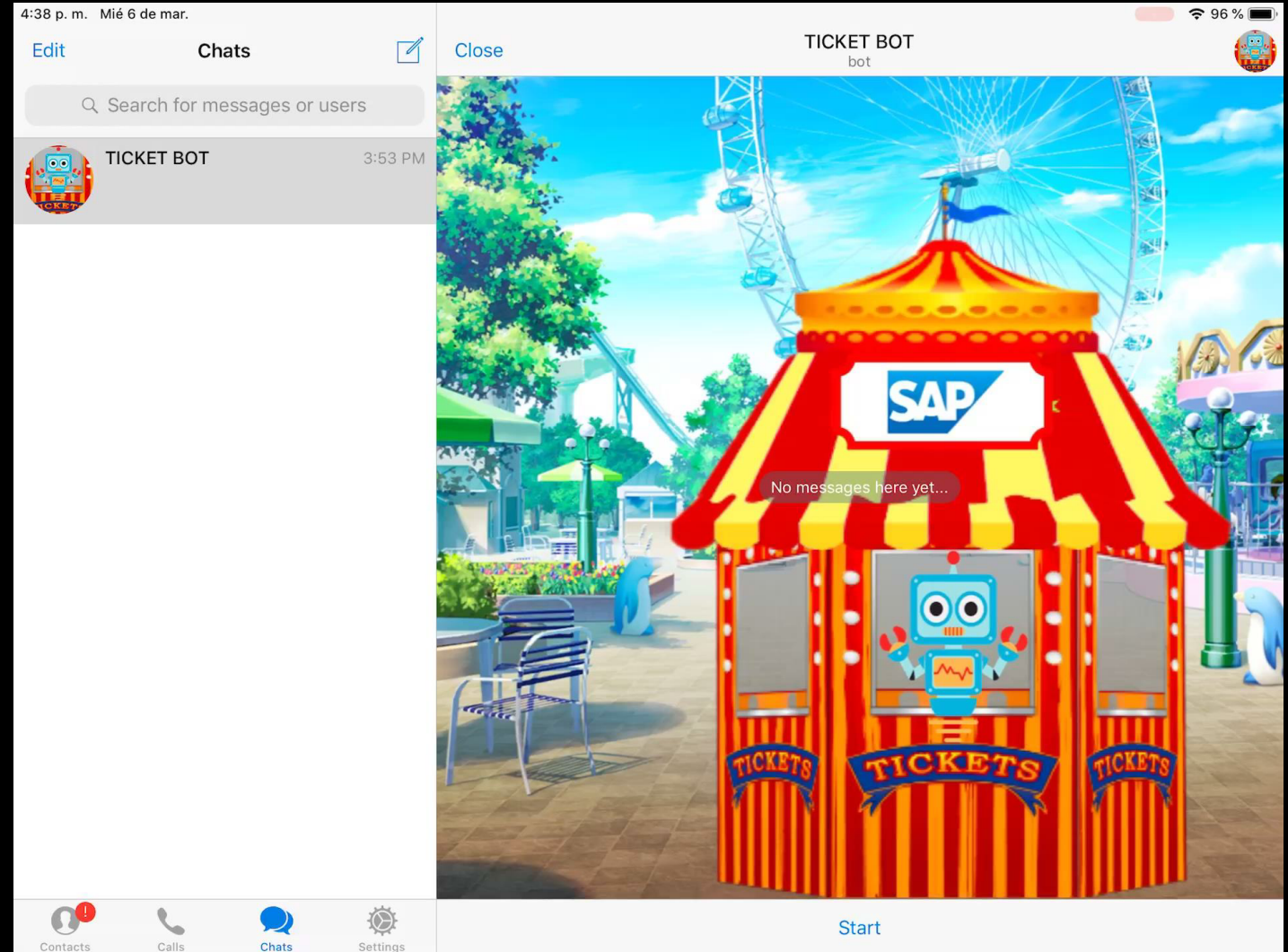


Intelligent Park Experience

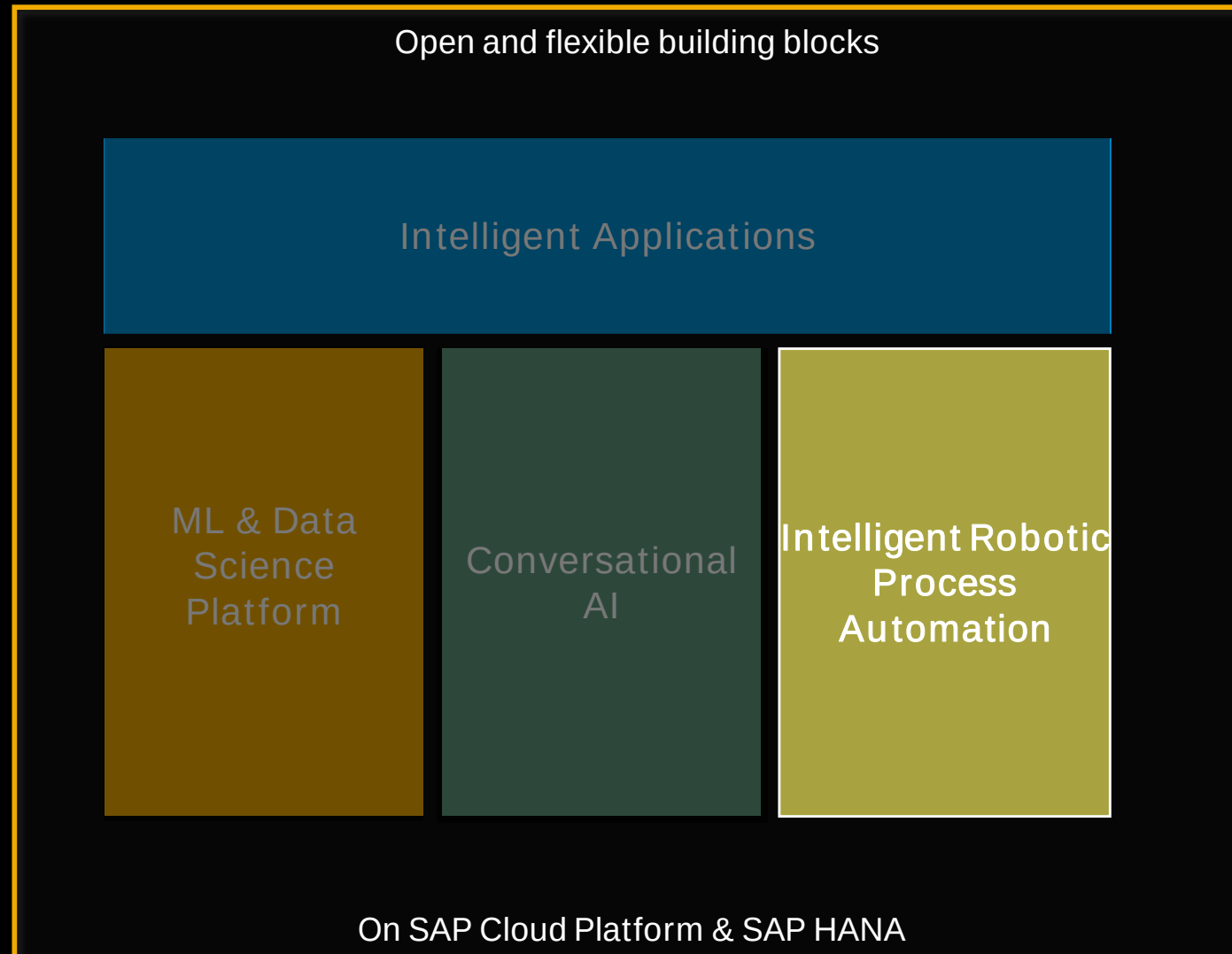
SAP Conversational AI



@ticketsapbot

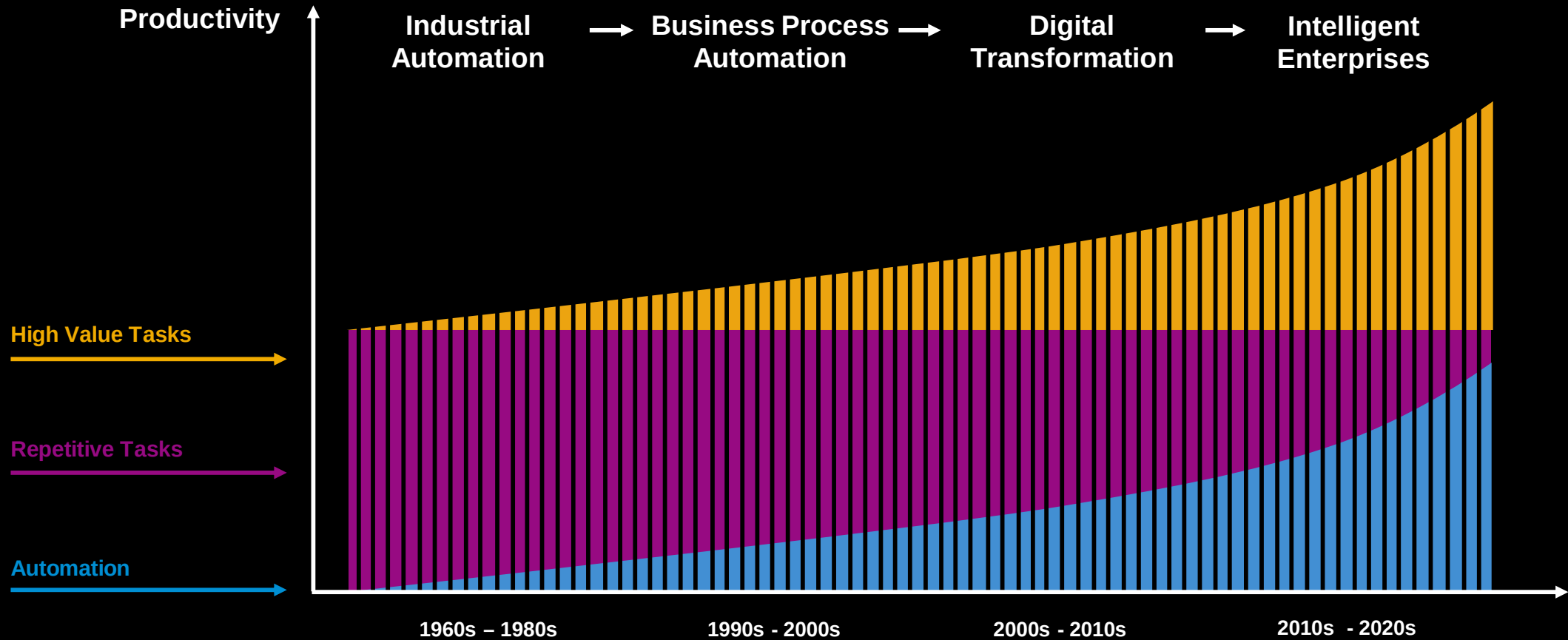


Como SAP Leonardo Machine Learning habilita a Empresa Inteligente



La empresa inteligente..

eleva a los empleados para que se centren en tareas de mayor valor

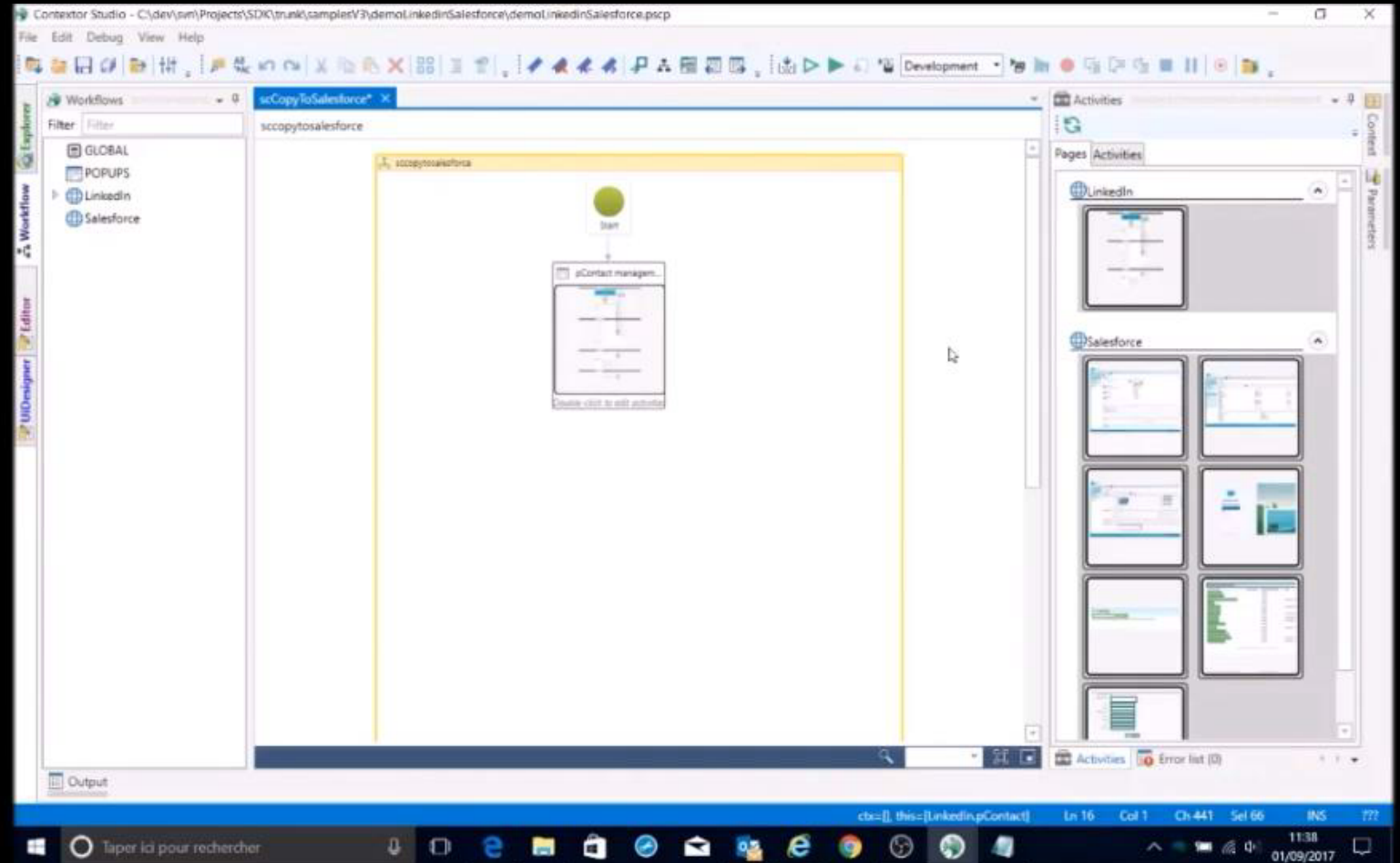


CONTEXTOR

SAP Contextor is now part of SAP.



19 de Noviembre 2018



SAP ha mejorado la solución Robotic Process Automation

Desarrollado por SAP para habilitar la empresa inteligente

Interactuar

Conversational AI (CAI)

- Chatbots
- Procesamiento de lenguaje natural

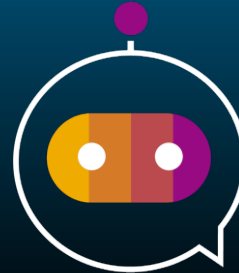


Interfaz

Ejecutar

Intelligent Bot (RPA)

Múltiples flujos de trabajo para la ejecución de tareas.



Realizar tareas

Optimizar

Machine Learning (ML)

Entrenamiento y aprendizaje basado en los datos.



Aprendizaje

← SAP Intelligent Robotic Process Automation →

Ahora tome un momento para reflexionar...

¿Qué actividades realiza a diario y podrían automatizarse con las tecnologías que vio en esta presentación?



Receta para el éxito

Comenzar temprano
con pequeños
prototipos con casos
de uso de alto valor y
despues escale
internamente

SAP Leonardo





Mejores Gracías Mundo

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