Building Your Own Chatbot with SAP Conversational AI
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Introduction to bots
What is a bot?

A bot is a program that automates a task. Through messaging channels, users make a request. The bot understands the request and executes it.
Building a bot is a 4-step process

**BUILD**
Build complex conversations and powerful logic

**TRAIN**
Train your bot to understand human language

**CONNECT**
Connect your bot to multiple messaging or fallback channels

**MONITOR**
Monitor through logs and usage analytics to improve your bot
Building a bot is an open and simple architecture

SI integration

- CRM systems
- Backend systems
Our bot building tool follows this process

First, we get the user’s input through a messaging channel.

Second, we use NLP to understand the user’s input.

Third, we need to manage the conversation.
Natural Language Processing
Our NLP technology is based on intent classification…

- I have no internet
- 4G doesn’t work
- No signal at my place

- greetings
- report-issue
- weather
...and on entity detection

I’m looking for a **Japanese restaurant** **tonight** in **Paris**

```json
"datetime": {
  "formatted": "Wednesday, 11 January 2018 at 09:00:00 PM",
  "iso": "2018-11-01T21:00:00+00:00",
  "accuracy": "hour",
  "raw": "tonight",
  "confidence": 0.97,
}
```
Conversation
Skills definition

A skill is a block of conversation that has a clear purpose and that your bot can execute to achieve a goal. It can be as simple as the ability to greet someone, but it can also be more complex, like giving movie suggestions based on information provided by the user.
E-commerce example

An e-commerce chatbot might have 3 skills, such as product search, order tracking, and small talk.

E-commerce:

- Product search
- Order tracking
- Small talks
E-commerce example

Here’s an example of a conversation with an e-commerce chatbot to track an order.

Where is my order?

What’s your name?

Smith

What’s your order number?

AWD34

Thank you! You order will arrive in 2 days. 😊
In the meantime, you can:

Track order
Change address
Skills logic

Skills are made up of three parts:

**Triggers**
Conditions that determine if the skill should be activated.

**Requirements**
Determine the information that the bot needs to retrieve from the user, and how to retrieve it.

**Actions**
Performed by the bot when all requirements are complete (for example, send a message).
To summarize...

- Intents
- Entities
- Skills
Workshop
Before we get started

Here are the prerequisites.

Fork this bot in Recast.AI:
https://recast.ai/pe/movie-bot-skills-training
Resources
Resources

To help you go further!

Slack
slack.cai.tools.sap

GitHub
github.com/SAPConversationalAI

Documentation
cai.tools.sap/docs

Blog
cai.tools.sap/blog
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