



Building Your Own Chatbot with SAP Conversational AI

PUBLIC

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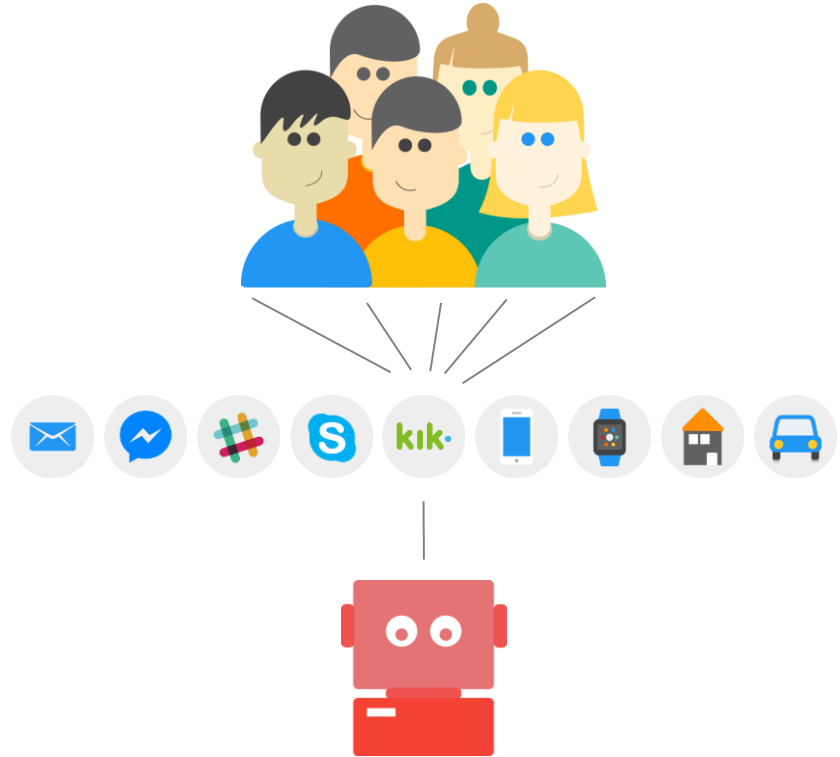
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Introduction to bots



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



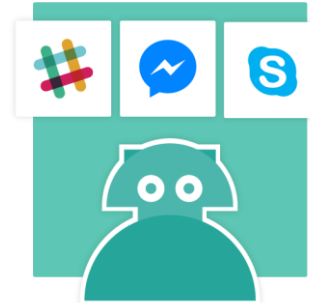
Build complex conversations and powerful logic

TRAIN



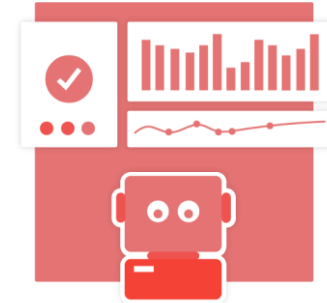
Train your bot to understand human language

CONNECT



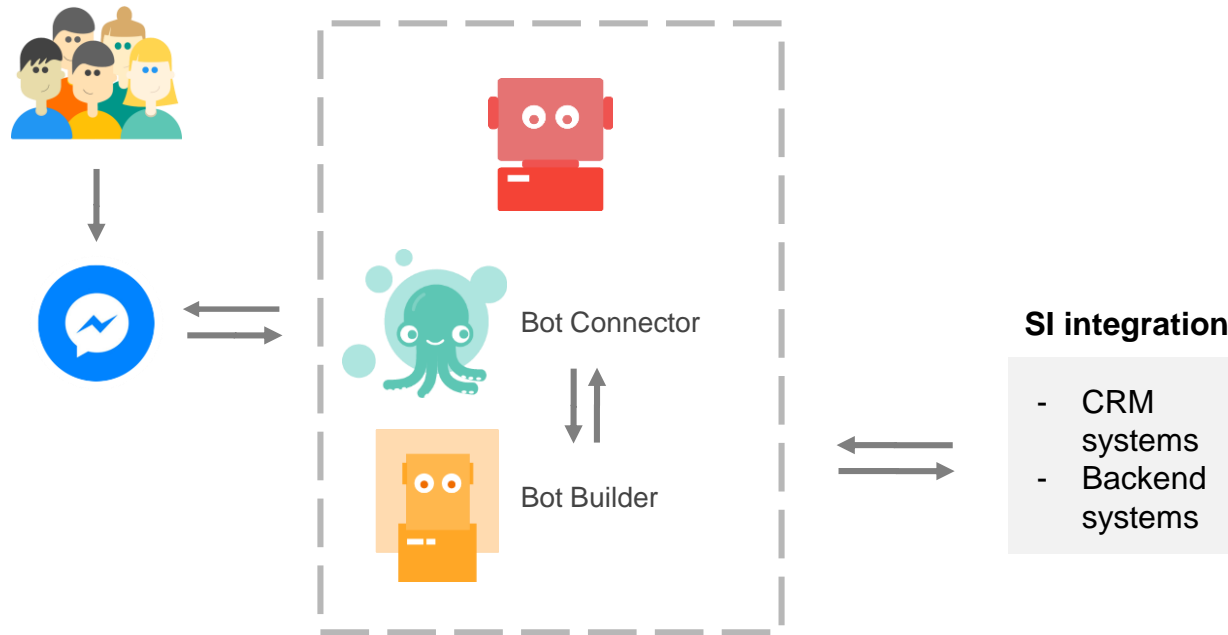
Connect your bot to multiple messaging or fallback channels

MONITOR



Monitor through logs and usage analytics to improve your bot

Building a bot is an open and simple architecture



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...



...and on entity detection

I'm looking for a Japanese restaurant tonight in Paris

RESTAURANT

DATETIME

LOCATION

```
"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



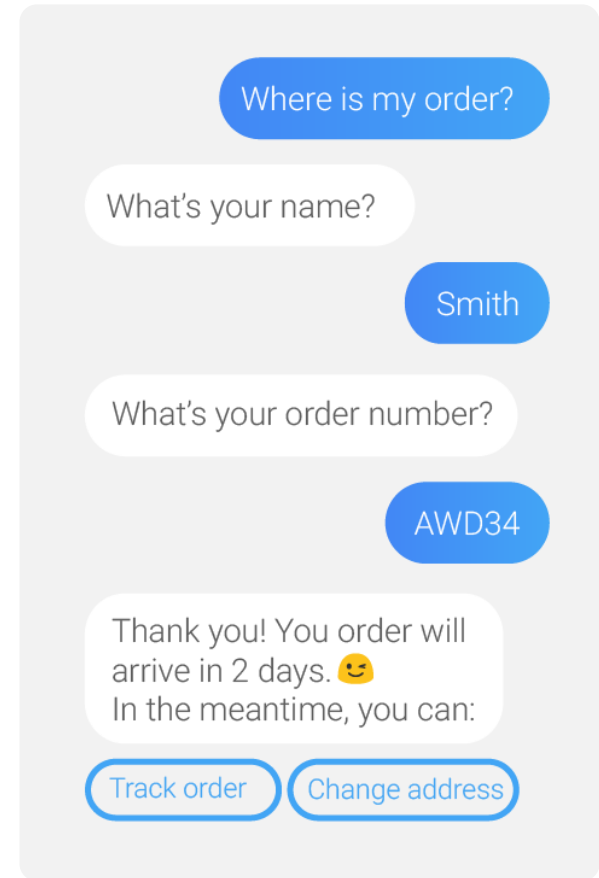
Order tracking



Small talks

E-commerce example

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



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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