Knowledge Transfer Virtual Workshops:

Improve your business operations by enabling an SAP Conversational AI chatbot

Speaker:

Mariajosé Martínez

Platform & Technologies

Solution Engineer, SAP Mexico

Date & Time:

October 7, 2020

5 PM – 6:30 PM

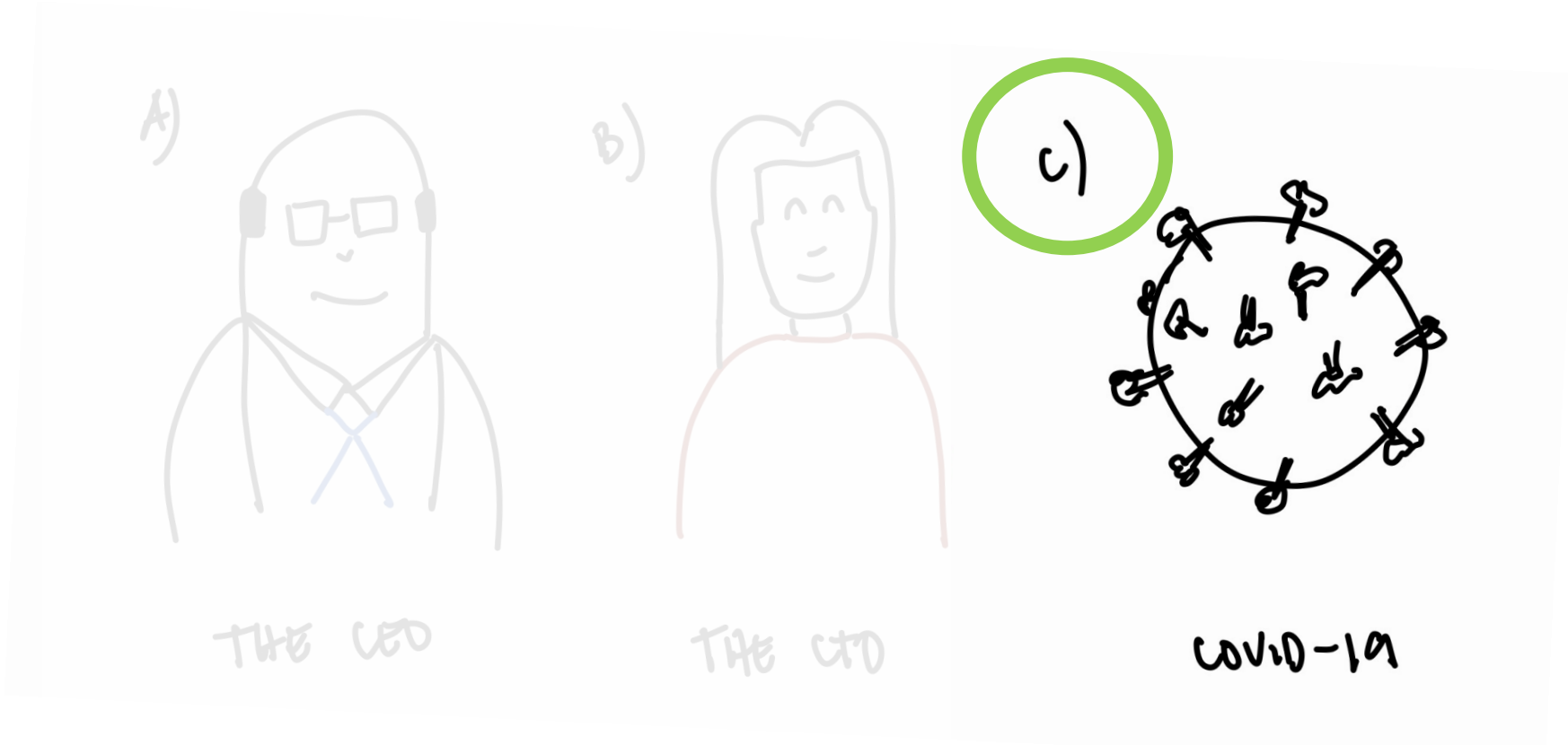
CET (Germany)

THE BEST RUN SAP

“Your call is very important for us. Please stay in the line…”

x100

Who’s leading the Digital Transformation in your company?



Forbes

EDITORS' PICK | 20,911 views | Jun 12, 2020, 10:43pm EDT

COVID-19 Accelerated E-Commerce Growth '4 To 6 Years'

John Koetsier Senior Contributor ⓘ
Consumer Tech
John Koetsier is a journalist, analyst, author, and speaker.

CNBC MARKETS BUSINESS INVESTING TECH POLITICS

OUR NEW FUTURE

E-commerce experts on how the industry can capitalize from a coronavirus-led boom in online sales

PUBLISHED TUE, AUG 25 2020•8:52 AM EDT

That's up from 28% pre-COVID-19, according to a new global study of 5,000 consumers. Plus, retailers may want to reduce the number of messages they send, the research suggests.

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Why apply Artificial Intelligence?

With Digital Assistants

Optimize Resources

They improve efficiency and reduce significant costs

24/7 Availability

They are available 24/7, in any country, in any language

Multi-Channel Experience

They are on many channels (web, apps, messengers, ...)

Exceed Expectations

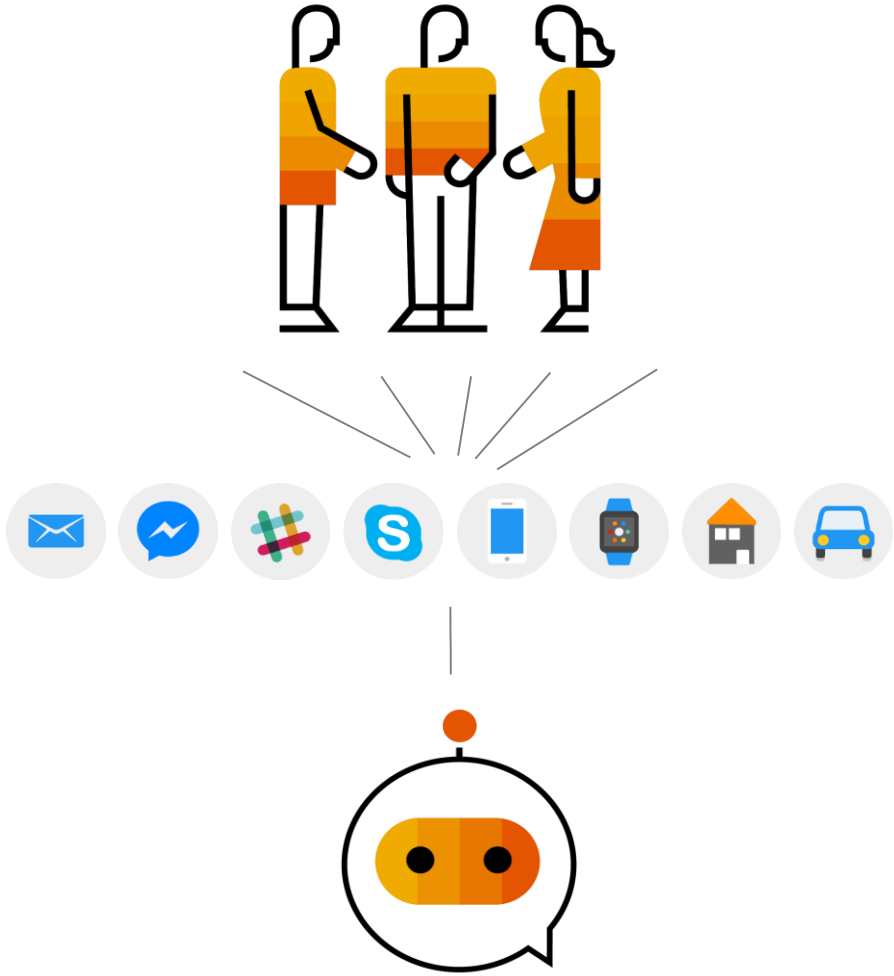
They improve customers‘ and employee‘s experience while reducing churn

We provide a platform that automates simple conversations

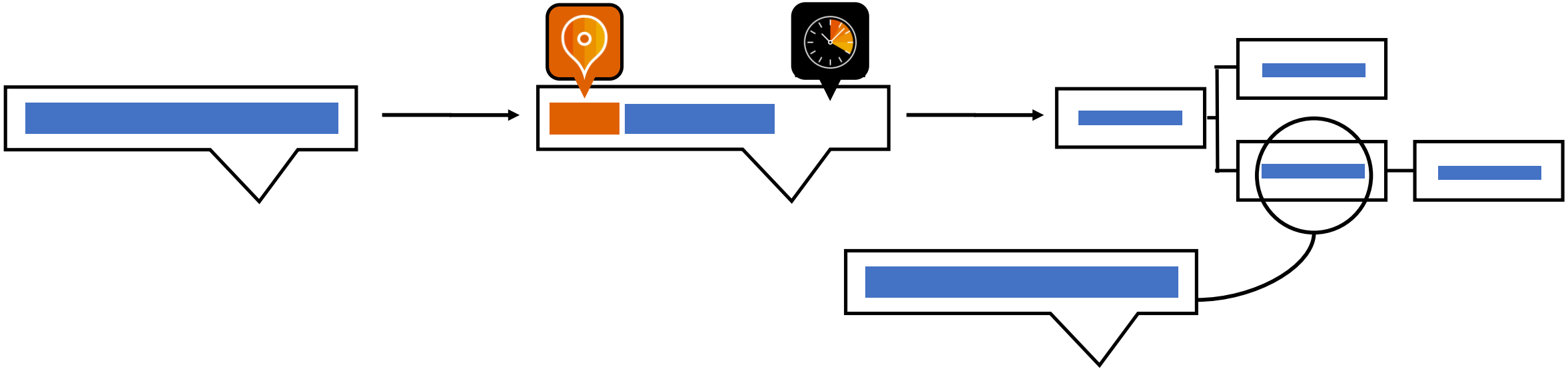
SAP Conversational AI

- An end-to-end **bot-building platform** to train, build, connect and monitor enterprise-ready chatbots

- An enterprise **digital assistant** to offer a unified conversational experience for the entire SAP portfolio of products



Our chatbot building platform 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...

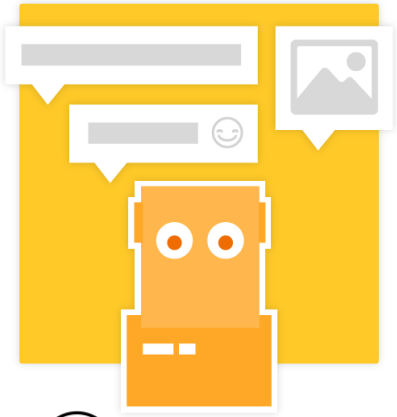
How is this done?

SAP Conversational AI

TRAIN

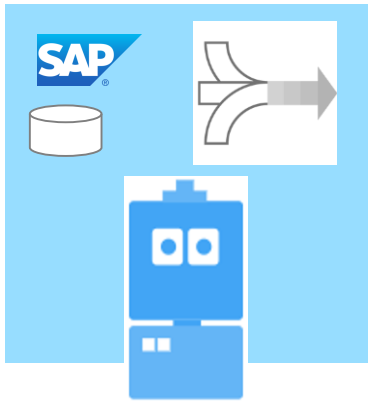
Train your bot with intents to understand human language

BUILD



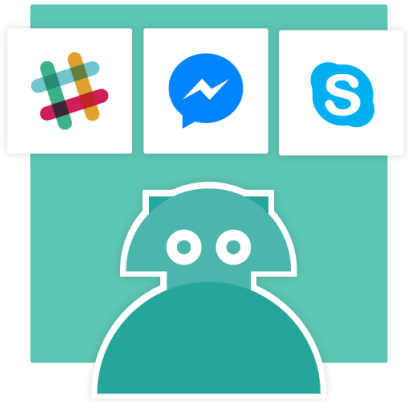
Build complex conversations, skills and powerful logic

INTEGRATE



Integrate your bot with data providing systems

CONNECT



Connect your bot to multiple messaging or fallback channels

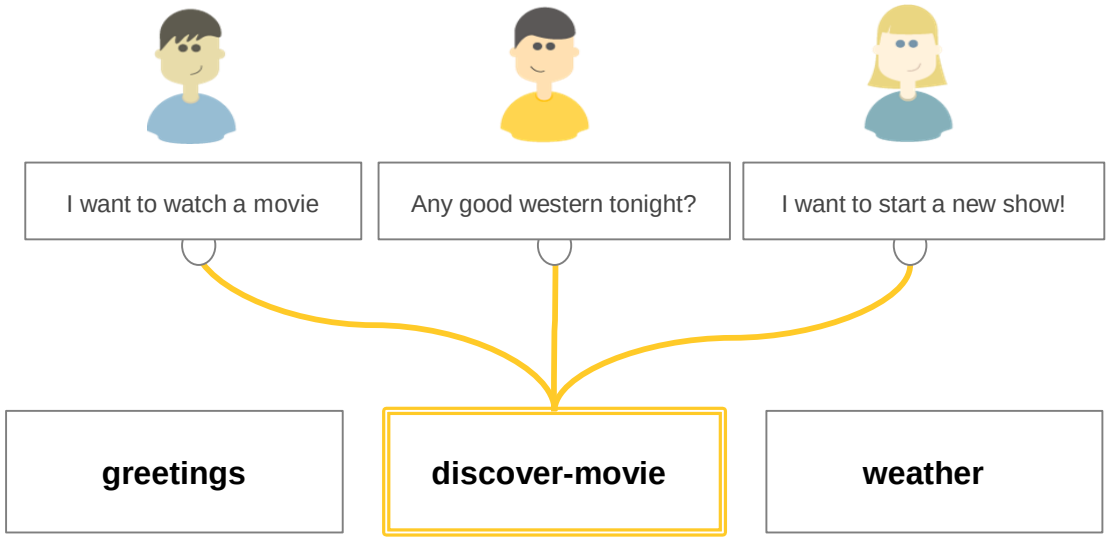
MONITOR

Monitor through logs and usage analytics to improve your bot

TRAIN

SAP Conversational AI

INTENTS



ENTITIES

BUILD

SAP Conversational AI

SKILLS

Business	Floating	Fallback
Closely related to the core purpose of your bot	Small talk and unrelated questions	It will activate automatically if there are no other skills

BUILD

SAP Conversational AI

TRIGGERS

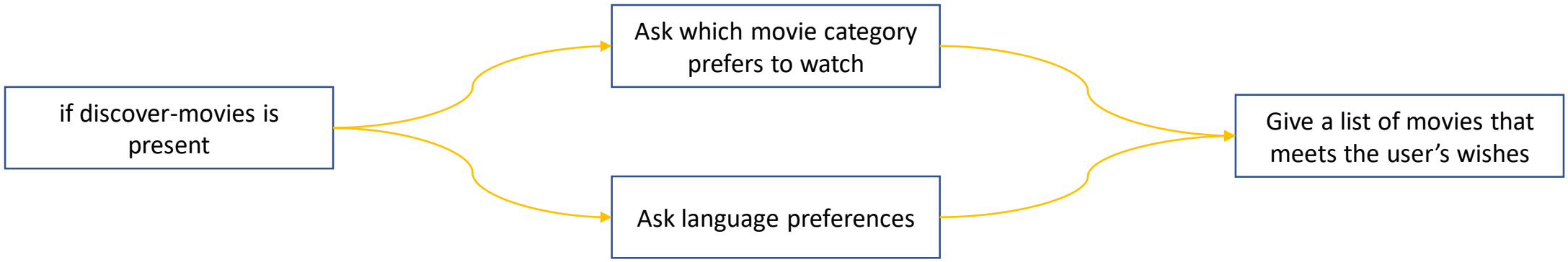
What does the bot need to start a skill?
What's the condition?

REQUIREMENTS

What does the bot need in order to give a proper answer to the user?

ACTIONS

What is the bot going to answer we the user meets its requirements?

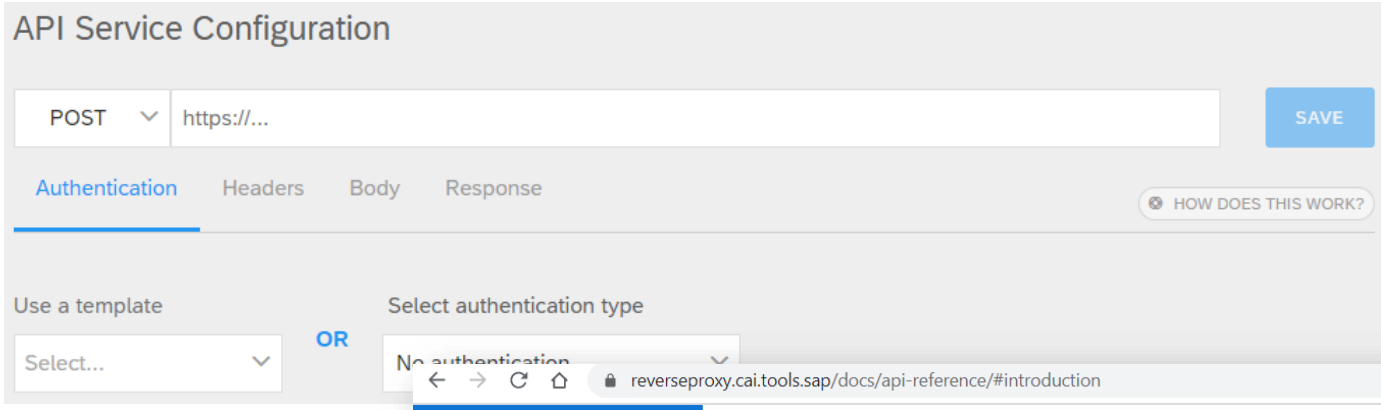


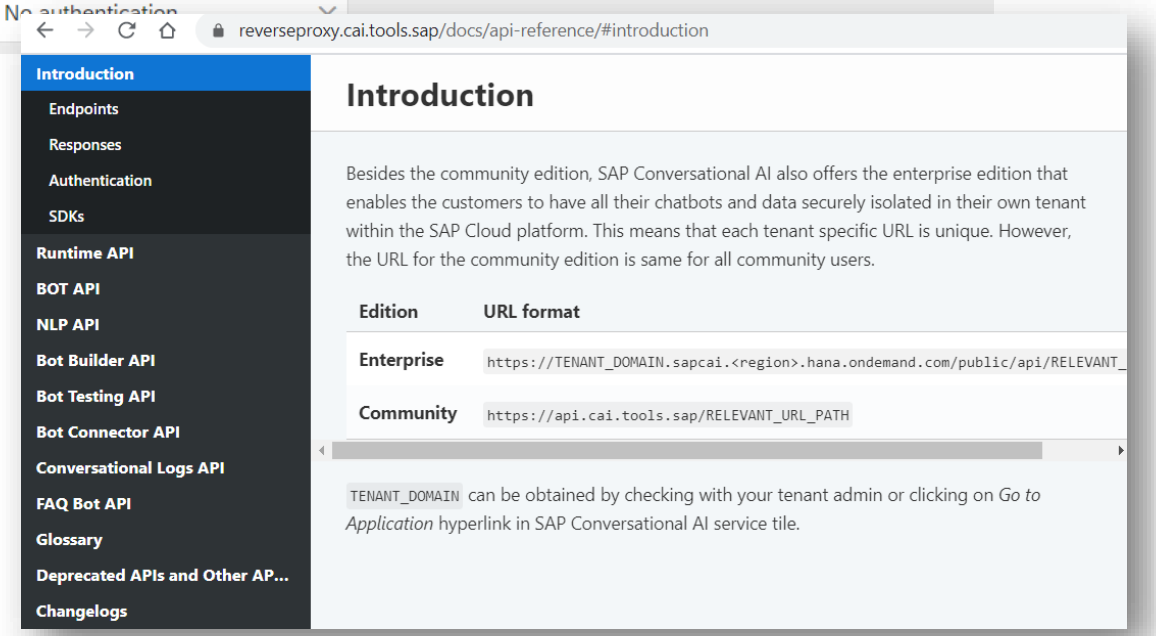
INTEGRATE

SAP Conversational AI

INTEGRATE SERVICES

- CONNECT EXTERNAL SERVICE
- CALL WEBHOOK
- CONSUME API SERVICE

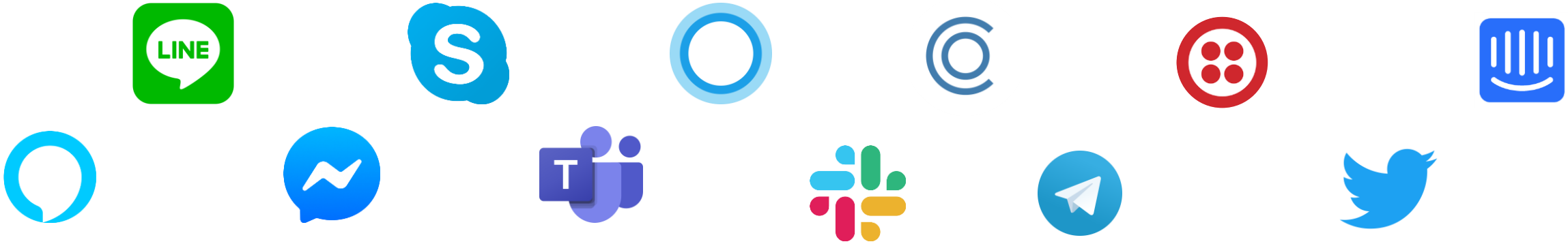




CONNECT

SAP Conversational AI

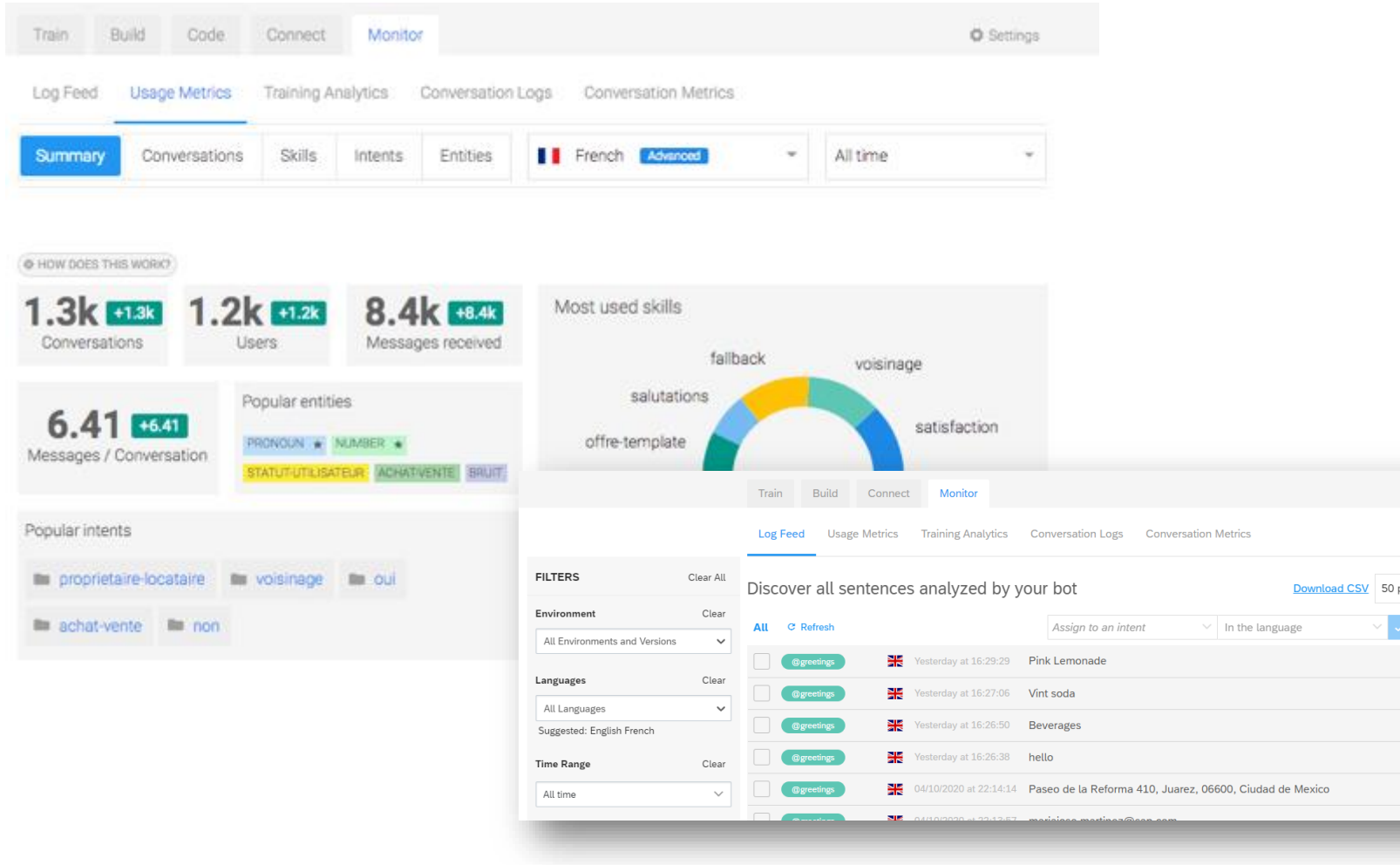
+10 CHANNELS



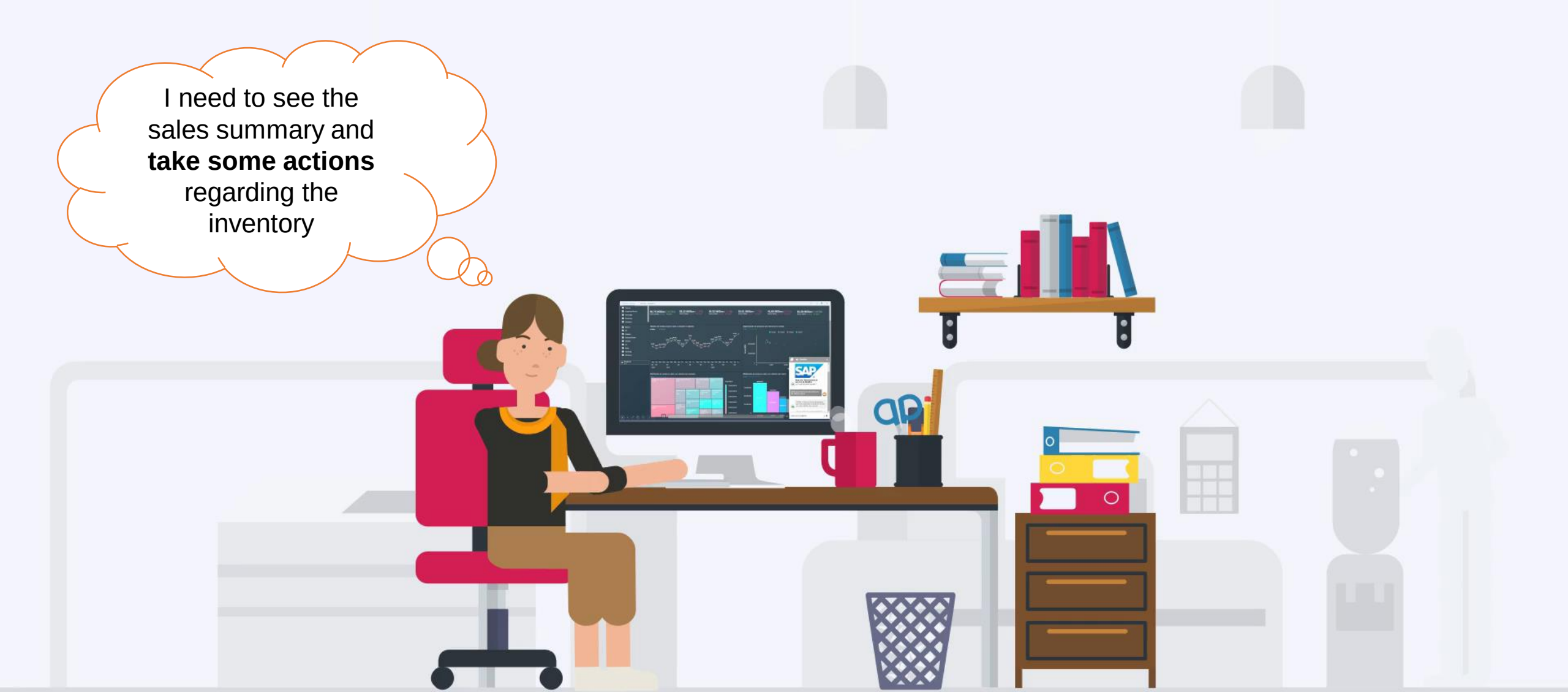
MONITOR

SAP Conversational AI

- LOG FEED
- USAGE METRICS
- TRAINING ANALYTICS
- CONVERSATION LOGS



DEMO


I need to see the sales summary and **take some actions** regarding the inventory

HANDS-ON EXERCISE

Key takeaways, value messages

Automation is not longer an option

- Reduce low value and time consuming tasks
- Optimize time and money resources

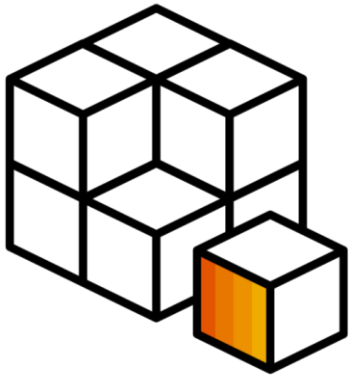
Exceed customer expectations

- Keep and move to your customer's pace
- Boost your customer experience

Robotizing is easier than it seems

- Easy custom configuration
- Deploying projects in faster times

Want to get started with SAP Conversational AI?



Start building chatbots

- Create your account
- Tutorial: Build your first chatbot
- Read our product documentation
- Explore our learning journey

Stay in touch and learn

- Product Page
- SAP Community
- SAP Tutorials
- SAP Developers
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- LinkedIn
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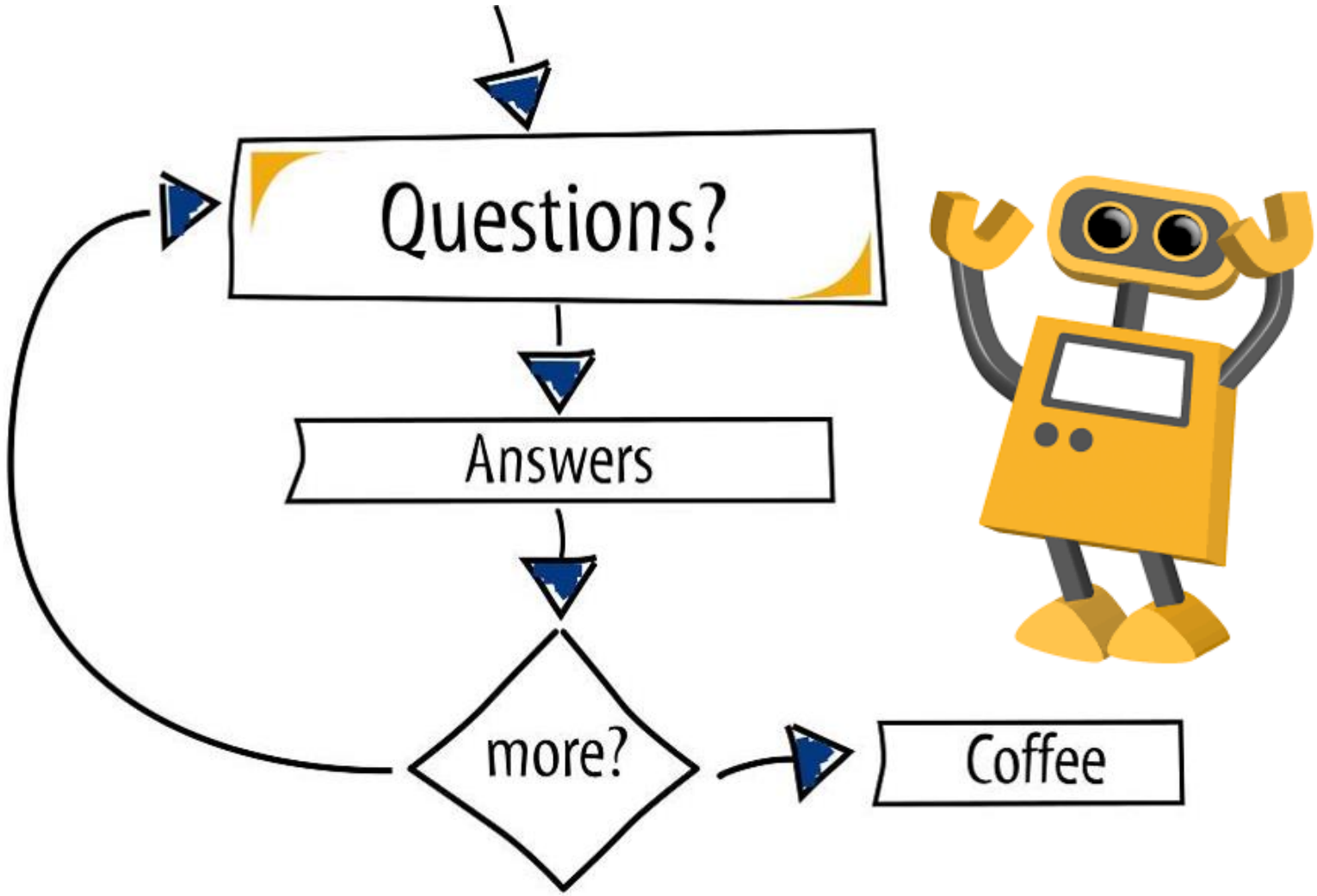
Start with a productive usage

- Get to your Account Executive to subscribe to SAP Conversational AI on SAP Cloud Platform through CPEA credits or buy a standalone license on the SAP Store.


Questions?
Answers
more?
Coffee

Thanks for joining us!
See you next time! ☺

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