

Intern Helper

the

Intern Pre-onboarding Timeline Helper

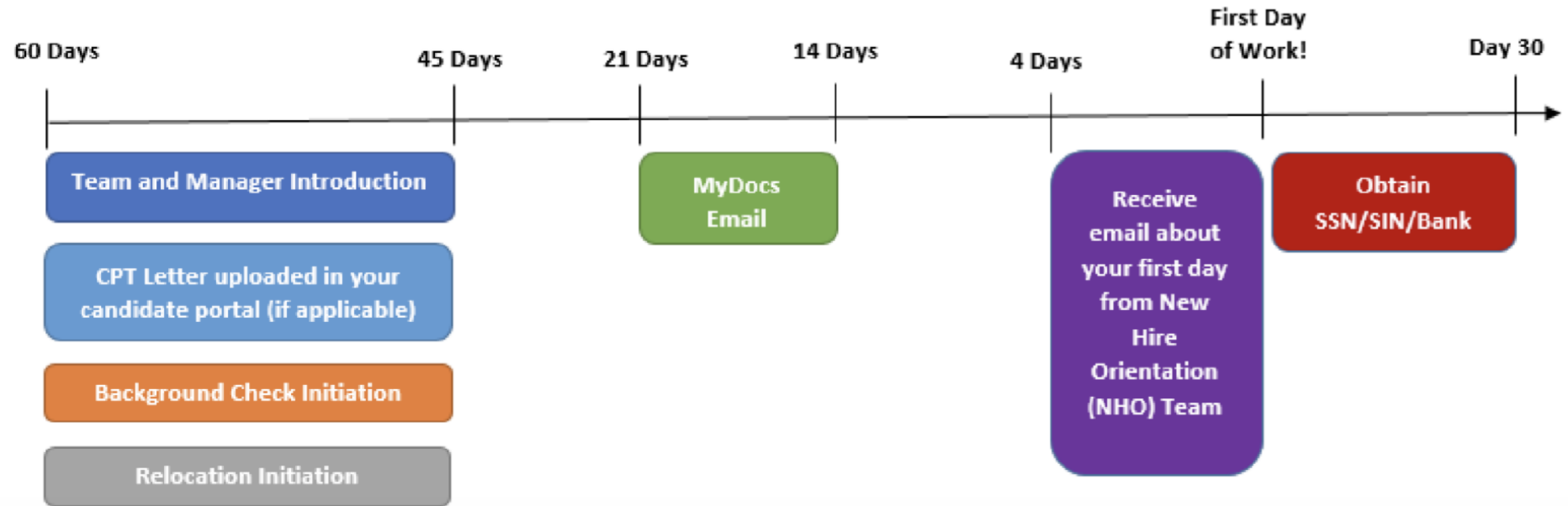
Alexa Skill



alexa

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Onboarding Timeline



Onboarding Timeline

Onboarding Process	Onboarding Partner	When should I reach out?
Background Check	Accurate	Starting in less than 45 days and haven't received email from Accurate
Immigration	Fragomen or BAL	Starting in less than 30 days and haven't received email from Fragomen or BAL
Manager Contact	Amazon	Starting in less than 30 days and haven't been connected with your manager
Relocation	Graebel	Starting in less than 30 days and haven't received email from Graebel
MyDocs Email	Amazon	Starting in less than 14 days and haven't received an email from MyDocs
New Hire Orientation (NHO) Email	Amazon	It's the Friday before your start date (after 10am PT) and haven't received an email from newhiresupport@amazon.com

Alexa Skill Process – Launch

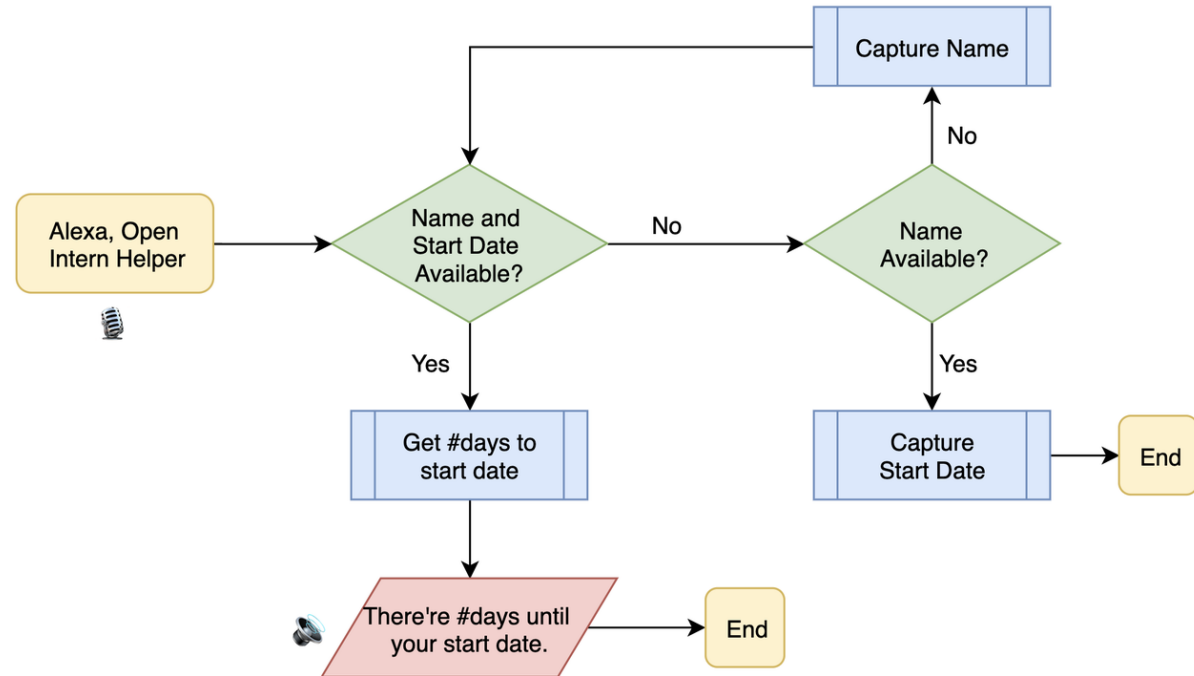
Launch the skill

Alexa checks whether both name and start date are available.

If not, Alexa captures missing info until both of them are available

Alexa responds with #days left for the start date

Next: ready to ask for tasks!



Alexa Skill Process – Next Task

Ask about Next Task

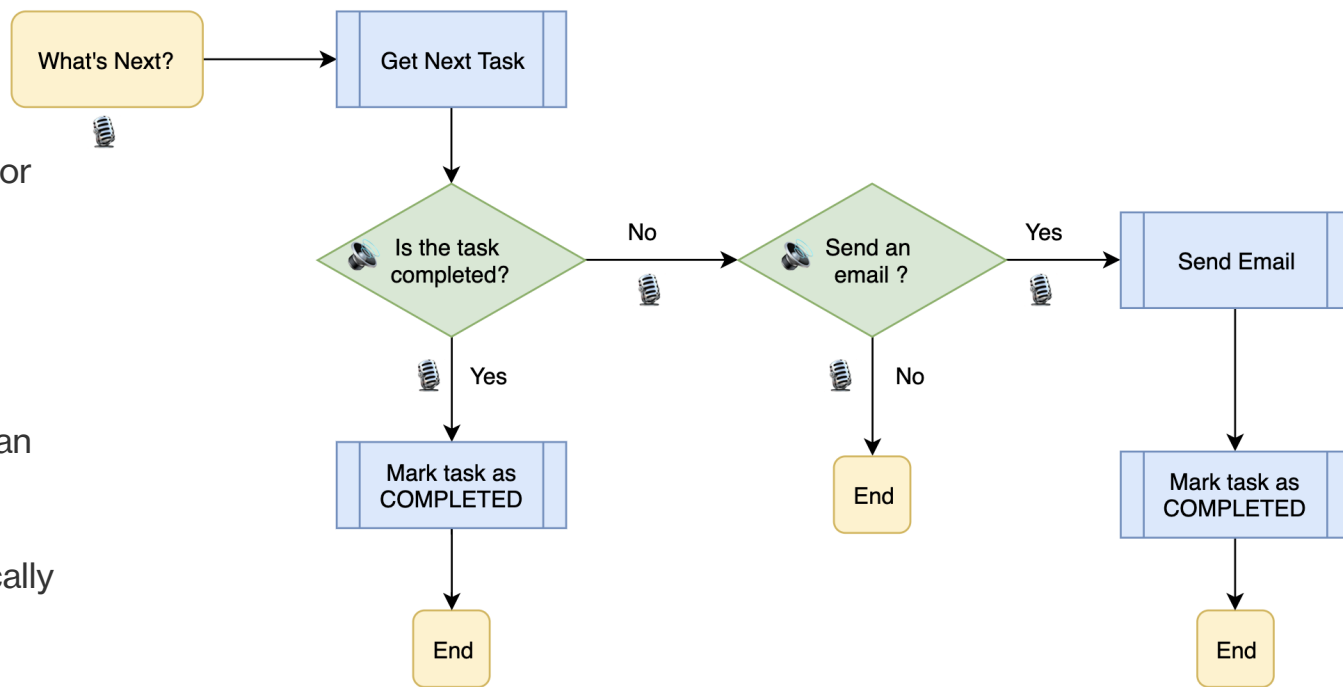
Alexa gets the next task and asks for its completion

Yes: alexa marks the task as completed

No: alexa asks whether to send an email

Yes: send the email automatically

No: do nothing



Demo!

Uniqueness

Why not just use a calendar?

- tasks are loaded dynamically based-on start date

- streamlined outreach

Is a happy merger of a calendar and a to-do list application

What We Learned

Basic Amazon Alexa Skills,
standard intents and intent-handlers
allows for creative handling of various conversations

Store and read data from S3.

Design interaction model to make Alexa smart

Dialogue management with intent chaining
Handling Yes/NoIntent with multiple questions

Challenges

Working together in Alexa Developer Console

In this project, we just test services in personal Alexa skill and combine them in one Alexa skill

The better way is to use ask command line tool with git for the version control. It would help a lot for team work.

Understanding the various items in interaction model to make Alexa smart (especially Alexa conversation in beta)

Navdeep explored Alexa Conversation and found it very unintuitive for a complex workflow

Understand the process to read email address from customer's profile and allow permissions

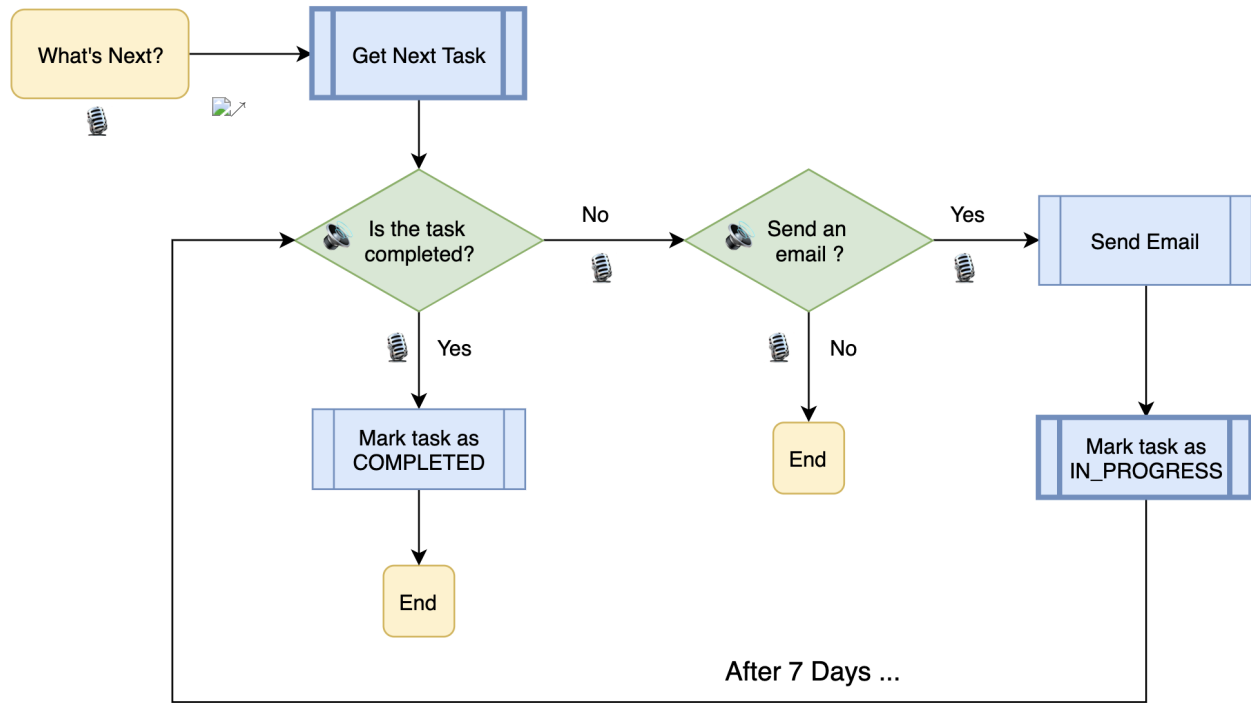
In order to give customers a good experience, it would be better to retrieve email address through profile instead of speech

Create different templates for interns to send email in different scenarios

Potential Future Implementation

Intern Helper does not let you “move on” to the next task/item to complete until you complete the one it tells you

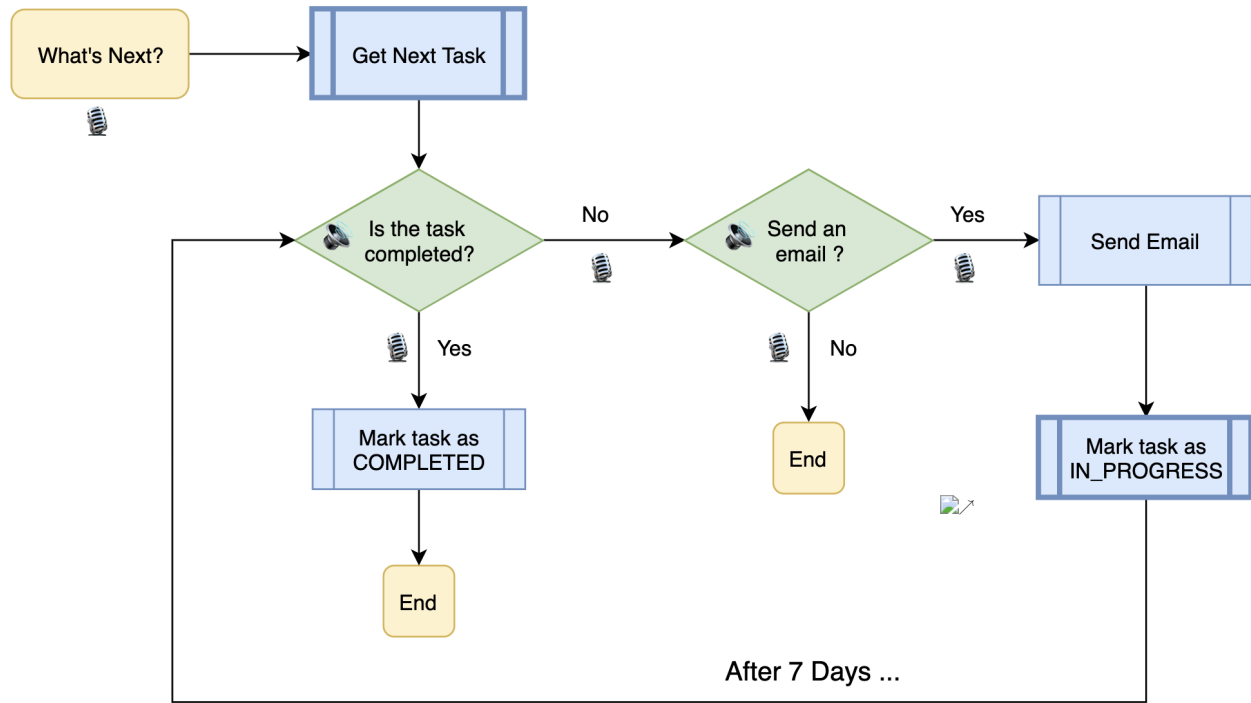
What happens if we send out an email and the future intern doesn't receive anything?



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Thanks!

