BikeSharing360 Bike Rental Kiosk with Cognitive Services

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## Setup

* Windows Settings
  + You need to to enable **Settings > Privacy > Speech, inking, and typing > Getting to know me** in order for this application to work correctly.

## BikeSharing360 Smart Rental Kiosk with Cognitive Services

**Goal**

Show how one can integrate cognitive services in ANY application (client, server, iOS, Android, Windows, Etc.). In this case a UWP app is being used for a kiosk. Show how cognitive services can be used to modernize a customer experience.

**Technologies demoed**

* UWP
* Cognitive Services
  + Face API (face detection & face verification)
  + Speaker Recognition API
  + Language Understanding Service (LUIS)
  + Bing Speech API (speech-to-text & text-to-speech)
  + Emotion API

**Script**

|  |  |  |  |
| --- | --- | --- | --- |
| **Entity:** | **Interaction:** | **Speaker Notes:** | **Screenshots:** |
| KIOSK | Screen showing company logo AKA the screen saver view | Our BikeSharing360 company has rental kiosks throughout the city. We powered our Kiosk with Cognitive Services which integrates face detection, face verification, voice recognition, emotion, and Speech.  With Cognitive Services integrated in our kiosk, customers can walk up to kiosk and use their face and voice to access their account and to rent a bike, without having to touch or type on the kiosk, or even pull out their wallet. | C:\Users\adenw\AppData\Local\Microsoft\Windows\INetCacheContent.Word\BikeSharing360 11_3_2016 2_04_59 PM.PNG |
| KIOSK | Perform face verification against face image | **[Open BikeKiosk App and gets close to camera]** | C:\Users\adenw\AppData\Local\Microsoft\Windows\INetCacheContent.Word\BikeSharing360 11_3_2016 2_41_10 PM.PNG |
| KIOSK | Face recognition passes, kiosk says "Lara, welcome back! Could you speak your verification phrase?"    [SHOW VERIFICATION PHRASE] |  | C:\Users\adenw\AppData\Local\Microsoft\Windows\INetCacheContent.Word\BikeSharing360 11_3_2016 2_05_09 PM.PNG |
| CUSTOMER | [SPEAKS PHRASE] | Speak your verification phrase here | C:\Users\adenw\AppData\Local\Microsoft\Windows\INetCacheContent.Word\BikeSharing360 11_3_2016 2_05_13 PM.PNG  C:\Users\adenw\AppData\Local\Microsoft\Windows\INetCacheContent.Word\BikeSharing360 11_3_2016 2_05_20 PM.PNG |
| KIOSK | Kiosk says "So {FirstName}, what do you want to?" |  | C:\Users\adenw\AppData\Local\Microsoft\Windows\INetCacheContent.Word\BikeSharing360 11_3_2016 2_05_29 PM.PNG |
| CUSTOMER | **I'd like to rent a bike.** | Speak: **“Rent a bike”** | C:\Users\adenw\AppData\Local\Microsoft\Windows\INetCacheContent.Word\BikeSharing360 11_3_2016 2_05_34 PM.PNG |
| KIOSK | OK, {FirstName}. I've unlocked a bike for you from the rack and debited your account. |  | C:\Users\adenw\AppData\Local\Microsoft\Windows\INetCacheContent.Word\BikeSharing360 11_3_2016 2_05_53 PM.PNG |
| KIOSK | By the way, it's beautiful out today, why aren't you smiling? |  | C:\Users\adenw\AppData\Local\Microsoft\Windows\INetCacheContent.Word\BikeSharing360 11_3_2016 2_04_28 PM.PNG |
| CUSTOMER | [smile at this point] |  |  |
| KIOSK | That's much better, enjoy your ride! | Using Cognitive Services, we are also able to tell if the user is happy or frustrated or other emotions which we can use to help adapt our UI. | C:\Users\adenw\AppData\Local\Microsoft\Windows\INetCacheContent.Word\BikeSharing360 11_3_2016 2_04_41 PM.PNG |