



Bots in the Enterprise

What is a Bot?





Bot Ideas

- Commerce
 - E.g. Order a pizza
 - E.g. Book a trip
- Chatbot
 - E.g. Tier 1 Tech Support
 - E.g. Triage health issues
- Business process automation
 - E.g. Reset user password
 - E.g. DevOps - approve a release in Team Services and edit configuration
 - E.g. Query a database
- Training
 - Guide new employees through a complex process

QnA Maker

<https://qnamaker.ai>

Read a file, FAQ, or create your own questions and answers

Form Flow

- Guided experience to collect information from a user

- Built-in commands: Help, Status, Go Back, etc.
- Advanced:
 - Control prompt text
 - Provide optional data (e.g. 'none of the above')
 - Add custom validation logic

<https://adaptivecards.io/visualizer>

LUIS

<https://luis.ai>

- LUIS translates **utterances** into **intentions** and recognizes any **entities**
- You say, 'book a flight to Paris' or 'I want to go to Paris' and LUIS returns an intent to 'BookAFlight' and entity 'Paris'

Same engine that powers Cortana!