Conversation as a platform & Microsoft Bot Framework

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A little about me...

Ben Paul (Senior Engineer for Product Research)

(Working on emerging technologies, new platforms and partnerships).

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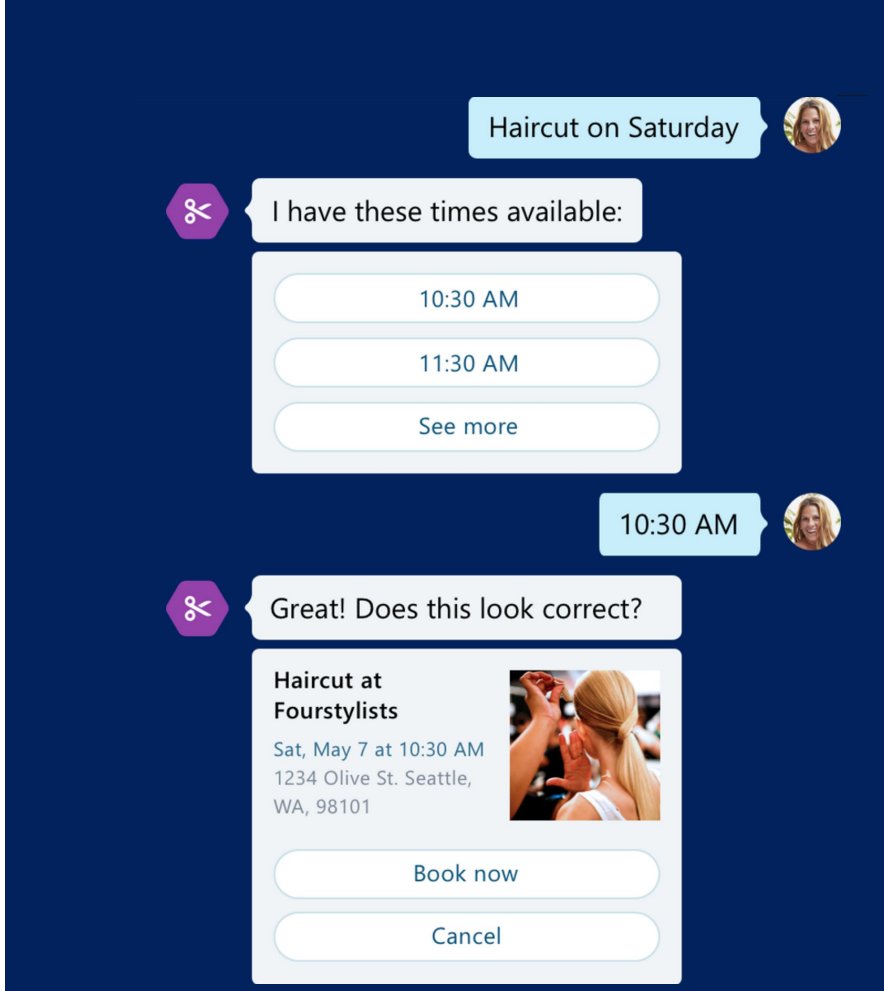
What are bots?

What bots are not:

- Artificial Intelligence Only

Bots can be simple task automation utilities.

Examples:
Password Resetter
Stock Checker
Alarm Setter
Haircut Booker



What are bots?

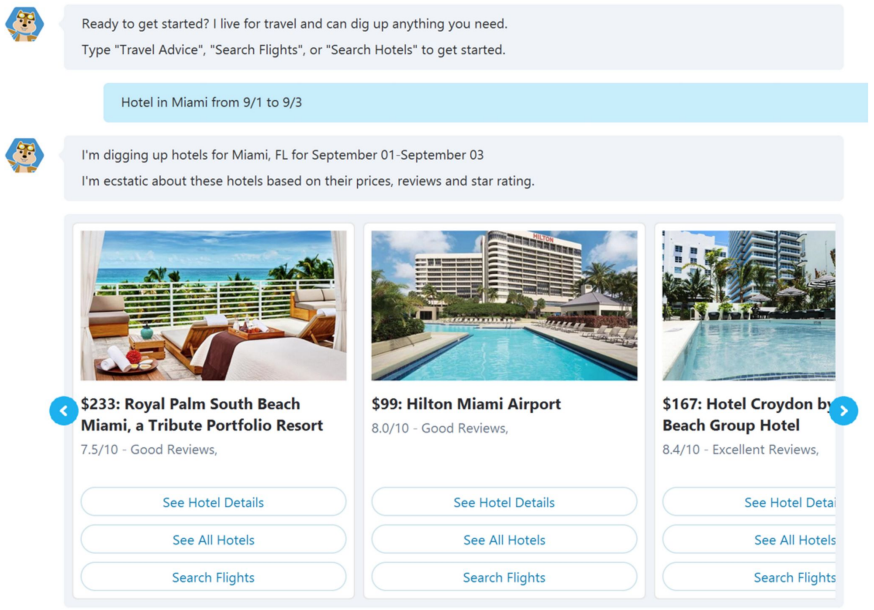
What bots are not:

- Artificial Intelligence Only
- Text interfaces only

Bots can receive / transmit information without natural language.

Examples:

Form flows, buttons, carousels, graphs & audio



What are bots?

What bots are not:

- Artificial Intelligence Only
- Text interfaces only
- Natural Language Processing only

Don’t attempt to solve the Turing test.

Drive users as much as possible
Narrow scope
Use regular expressions

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What are bots?

What bots are not:

- Artificial Intelligence Only
- Text interfaces only
- Natural Language Processing only

What bots are:

- Apps with a new interface

Faster Access

Available across more platforms

Less friction to build and deploy

More natural interactions

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Bot's aren't new - Why are they blowing up?

- Convergence of technologies
- Tools and intelligence services make building powerful bots accessible
- Ubiquity of communication channels

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What is the Microsoft Bot Framework?

Bot Framework is a **Microsoft operated service and SDK.**

Microsoft Bot Framework encapsulates a number of tools
and services that can be used to build a complete bot.

Bot Builder (C#), LUIS (Language Understanding Intelligence Service)
Cognitive Services, Speech Services, Azure...

Microsoft
Cognitive Services

Azure

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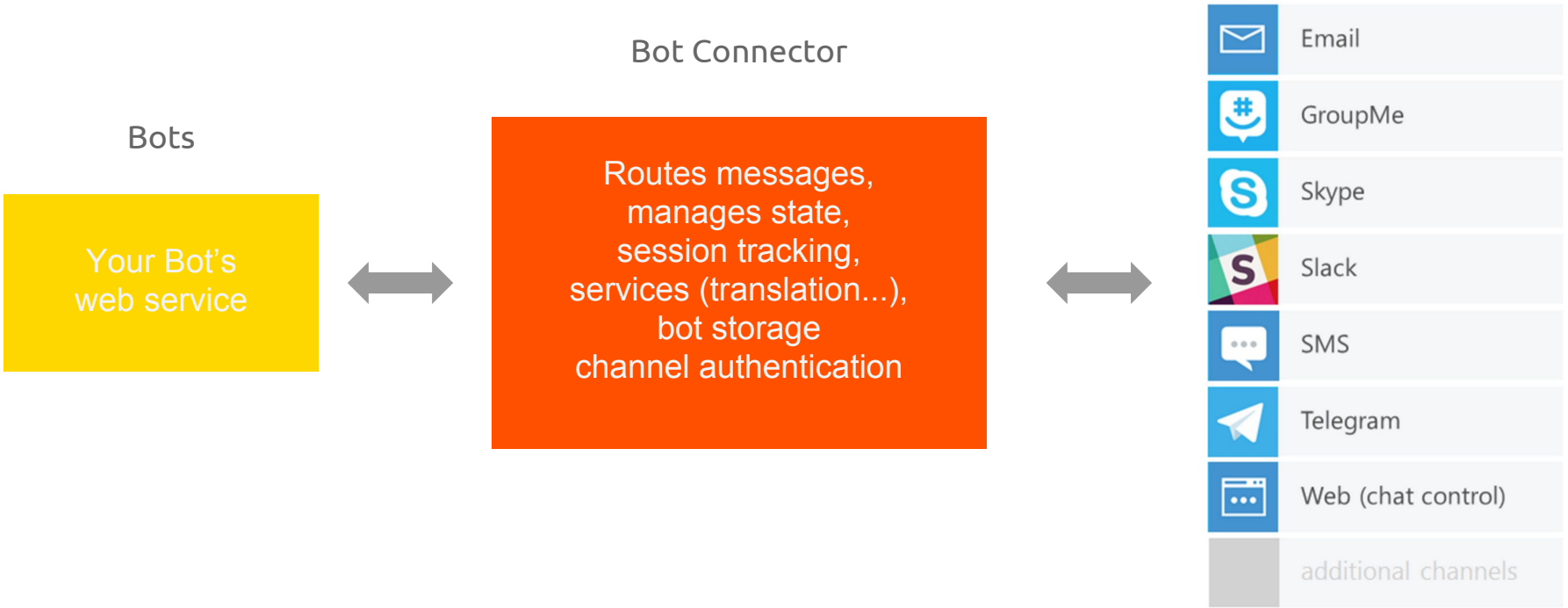
Bots
Your Bot's web service
Bot Connector
Routes messages, manages state, session tracking, services (translation...), bot storage channel authentication
Email
GroupMe
Skype
Slack
SMS
Telegram
Web (chat control)
additional channels

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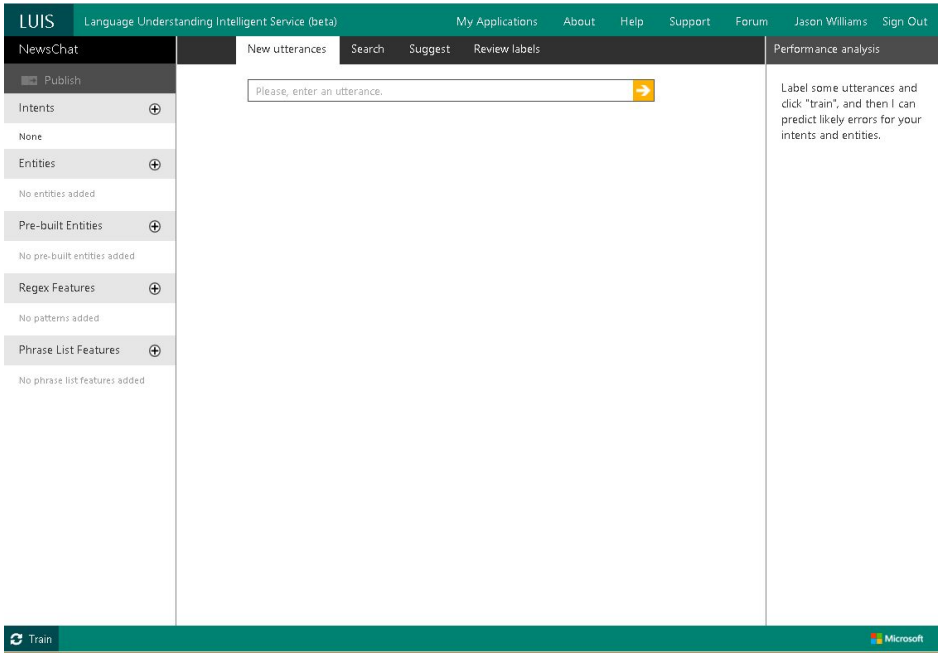
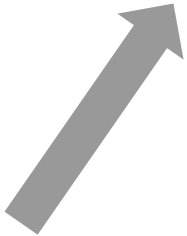
LUIS (Language Understanding Intelligence Service)

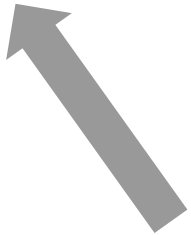
- Takes sentences written in natural language and interprets them in terms of the intention they convey.
- Uses active learning to improve itself over time (machine learning / supervised learning).
- Recognises and extracts “entities” from natural language.
- Exposed via a simple restful web service.



Example of a natural language query

“Get news about virtual reality companies”





Intent: “FindNews”

Entity: “Topic”
Value: “Virtual Reality Companies”

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Enough slides already!
Let's build a bot...

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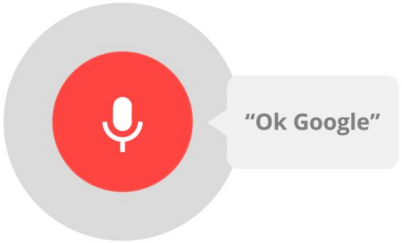
Conversations as a platform?

Under it all bots are just providing a conversational interface to your apps.

"Digital Assistants" like Siri, Cortana, Google Now and Alexa can be thought of as "Meta-Bots".



amazon alexa

Hi, I'm Cortana.

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Thank you.

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