

Shot: Person walking out of departures/picking up bag at carousel.

Narrator: Meet Ben, he's just arrived at the Gold Coast for the 2018 Commonwealth Games. Trying to get around an unfamiliar city can be a daunting experience for anyone.

Shot: Person walks past post of Borobi, stops, looks and grabs phone.

Narrator: Introducing "Ask Borobi", an innovative and accessible solution for visitors to the Commonwealth games from within Australia and abroad. Through an interactive Facebook Messenger experience with the official Commonwealth Games mascot, users will be able to get help travelling between venues, get information on games' events as well as be able to explore the cities that they are in!

Shot: Transition to first demo clip.

Narrator: After opening the conversation with Borobi, users are prompted to select their language of choice and the location that they are in. Based on the location he selects, personalised public transport information will be provided to Ben, which is accessible all within the Messenger interface. In Ben's case he chooses to order an Uber to take him to his hotel.

Shot: Person getting in car.

Shot: Person chucking luggage on bed and whipping out their... phone.

Narrator: Now that he's settled at his hotel, Ben can now plan out how to get to his first commonwealth games event.

Shot: Transition to second demo clip.

Narrator: After selecting the 'Commonwealth Games' option, he selects the appropriate date and the category of the sporting event he's interested in. Borobi responds with the relevant information - event times, venue and location info, directions, and the ability to share the same information with his travelling friends and family.

Shot: Back to "hotel room", with a tired looking person chillaxing.

Narrator: After a successful first day at the Gymnastics, Ben is keen to head to Brisbane and check out what it has to offer.

Shot: Transition to third demo clip.

Narrator: Choosing to 'Search another city', Borobi reminds Ben of the transport options available to him. Instead of catching an uber, Ben purchased a Go card and now knows he can use it to travel to Brisbane via the train. After selecting Explore the city, places of interest and events are the options available to Ben. Being a local, Borobi is able to tell Ben all the cool, relevant events happening in Brisbane based on his choice.

Shot: Transition to language comparison montage.

Narrator: Aiming to be as accessible as possible, Borobi has been developed as a multi-language tool to cater to as wide an audience as possible. Here is a demonstration of the seamless experience Borobi can offer, as demonstrated with both English and French.

Datasets / Tech Explanation:

Utilising the event schedule from the Commonwealth Games website, competition venue information from Gold Coast Open Data, as well as Brisbane City Council Event and Event Location datasets, "Ask Borobi" was built using a combination of Chatfuel and Amazon AWS services. Through Amazon, RDS/Postgres was utilized for the database, S3 for data storage and Lambda for database querying, API endpoints and facebook message formatting.

Improvements:

While this powerful tool is being displayed with the commonwealth games in mind, this is an *easy-to-use and scalable platform* which has the potential to be a solution to *discovering any number of lifestyle and leisure activities*. This concept can be *easily transferred across multiple platforms*, and can be *utilized in a number of different applications* whether they be state or local government services or public and private events, such as Ekka, State of Origin, Schoolies or the Gold Coast 600.

Final Line: As Facebook Messenger already has 1.2 billion existing users, the time has never been better, so why not "Ask Borobi" for help this Commonwealth Games?

- Working at scale
- Implementing dynamic information discovery - lifestyle and leisure activities
 - Based on user likes/dislikes
- Multiple platforms
 - E.g. QQ, WeChat, Kik
- Easily transferrable concept across multiple chat bots
 - Local and state governments
 - Private enterprise - externally facing
- The **future** "go-to" tourism information guide

Benefits of Platform

- Based on the chat-bot platform many users will not be required to download any additional applications in order to use Ask Borobi. This is based under the assumption that a majority of smartphone users have the Facebook messenger app pre-installed prior to use.
- Borobi is currently multilingual and willing to help out visitors from a wide range of backgrounds, including those who don't currently speak English.

Future Direction

- Full multi-language support
- Dynamic event information (including things such as records associated with each event and a breakdown of participants from certain countries)
- Implementation of Ask Borobi into other chat applications including (WeChat, Kik and QQ)
- Having Ask Borobi as a platform that can participate in event promotion and act as an information service for local and state governments as required.
- Ticketing service and support for large events.
- Relevant and personalised event recommendations based on location and event type.