

CALIBER 2020 Hackathon Submission

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Activity

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Cognizant WoW Bot+

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Privacy and Permissions

AI powered Cognizant WoW bot

The AI powered 'Ways of Working' WoWBot augments policies posted on company portals. Based on an associates specific situation, the WoWBot personalizes recommended actions.

Bots

Chat with the app to ask questions and find info

Created by: [preTrainedModels](#)

Version 1.1.0

Our 'Ways of Working' have been disrupted

The AI powered 'Ways of Working' WoWBot augments policies posted on company portals. Based on an associates' specific situation, the WoWBot personalizes recommended actions.

Quick Resources

One size fits all
push notifications

Policies

- Updates to sick leave policy for self-quarantine
- Temporary WFH guidelines (NA, India and LATAM)
- Associate guidelines for WFH
- Travel restrictions extended
- Guidelines for timesheet and absence reporting
- Office safety measures including increased cleanings
- Many countries and regions have additional geo-specific updates on their HR pages. Click on "Associate Life" in the top navigation and scroll through the "Human Resources" box to find your HR page.

Health Information

- Health Benefits and testing information for the US and Puerto Rico
- EAP benefits for mental health
- Tips to stay healthy

Business Continuity

- Face-to-face meeting requirements
- Selling With Physical Distance for our sales team
- Client Partner Page restricted to those in senior client facing roles

Resources for Resilience

- Working Parent Yammer group
- Virtual Volunteering opportunities
- The Community Resource Center
- The US benefits page

Extended GSD Support for Working from Home

By MUKHERJEE, SREEMOYEE (Cognizant) Manager - Projects - Tue, Mar 24, 2020 3:05 PM



Personalized,
interactive info

For India-based associates working from home, we have enhanced our GSD services to provide expedited support. If you require any technical assistance, please note the following contact information:

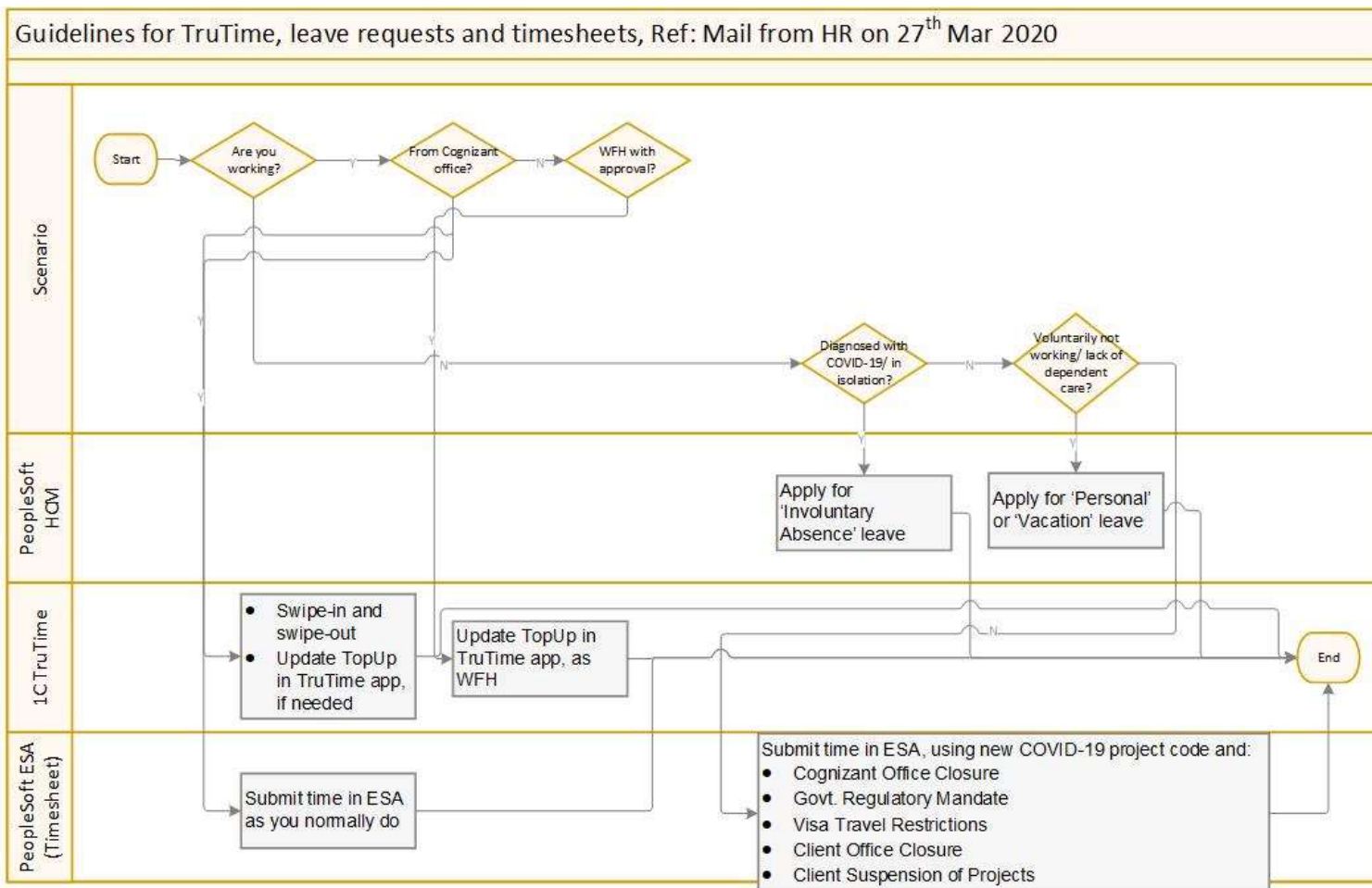
For GSD Chat (preferred), click here

For GSD Voice (alternative), dial 18005720473 and select option 1, followed by 3

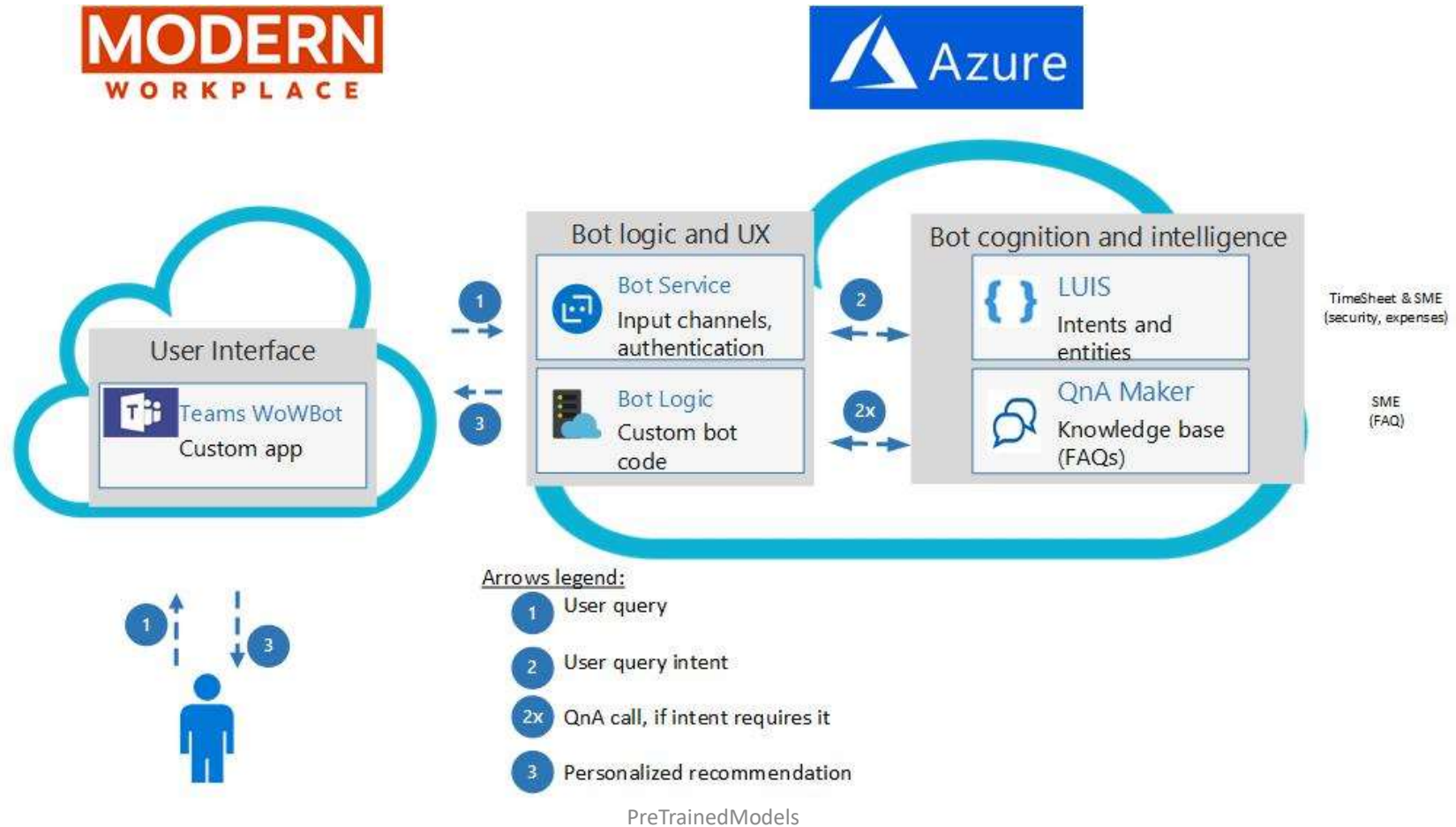
Given the volume of associates working remotely, wait times might be longer than usual. Thank you for your patience during this time.

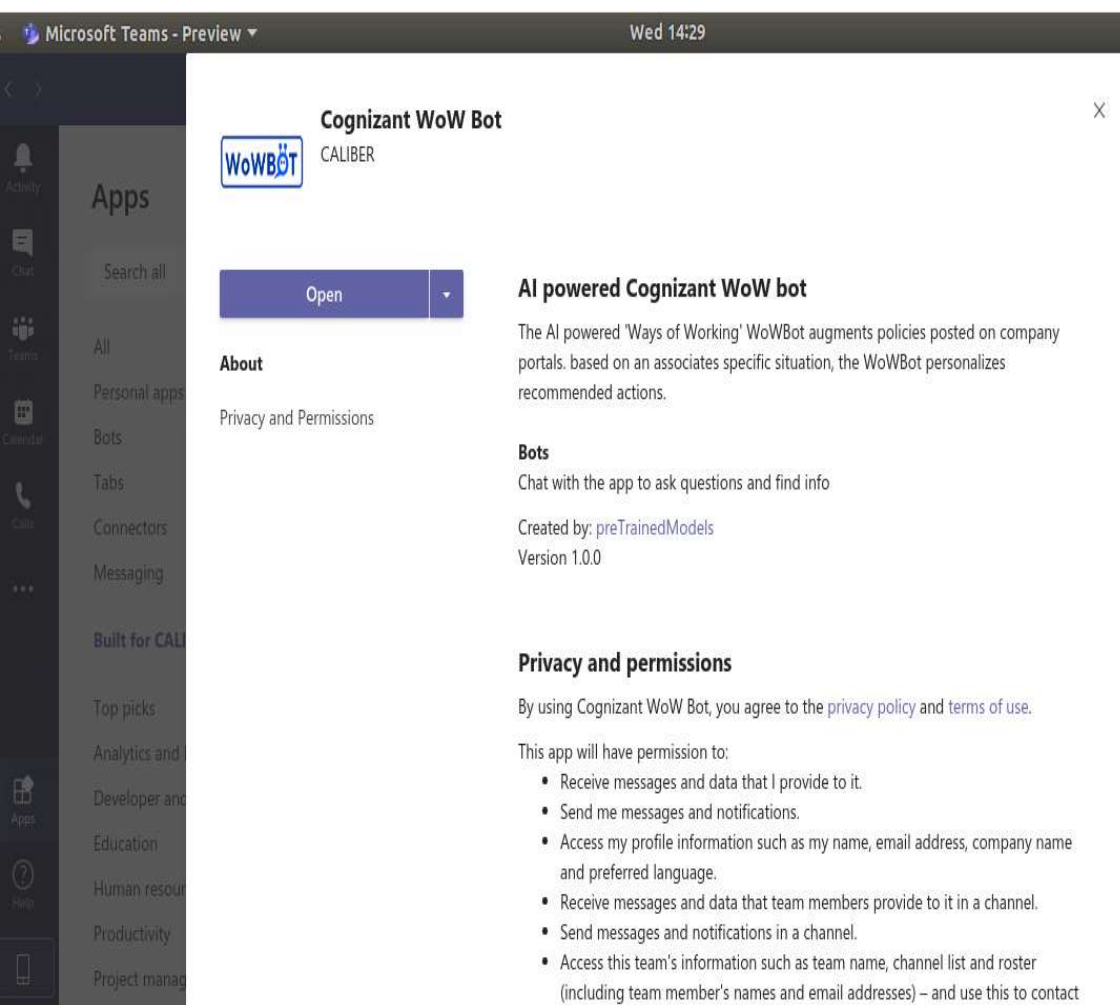
Challenges:
Time-to-
"market",
scalability &
service quality

Swimlane diagram



Solution Architecture





```
{
  "$schema": "https://developer.microsoft.com/en-us/json-
schemas/teams/v1.5/MicrosoftTeams.schema.json",
  "manifestVersion": "1.5",
  "version": "1.0.0",
  "id": "02cfa5aa-0e47-4487-a301-d220229753a4",
  "packageName": "com.teams.sample.CognizantWoWBot",
  "developer": {
    "name": "preTrainedModels",
    "websiteUrl": "https://www.cognizant.com",
    "privacyUrl": "https://www.cognizant.com",
    "termsOfUseUrl": "https://www.cognizant.com"
  },
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    "full": "Cognizant WoW Bot"
  },
  "description": {
    "short": "AI powered Cognizant WoW bot",
    "full": "The AI powered 'Ways of Working' WoWBot
augments policies posted on company portals. based on an
associates specific situation, the WoWBot personalizes
recommended actions."
  },
  "accentColor": "#FFFFFF",
  "bots": [
```

Microsoft Azure Search resources, services, and docs (G+/)





Home > CognizantWoWBot3 | Channels

CognizantWoWBot3 | Channels Bot Channels Registration

Search (Ctrl+ /)

- Overview
- Activity log
- Access control (IAM)
- Tags
- Bot management
 - Test in Web Chat
 - Analytics
 - Channels
 - Settings
 - Speech priming
 - Bot Service pricing

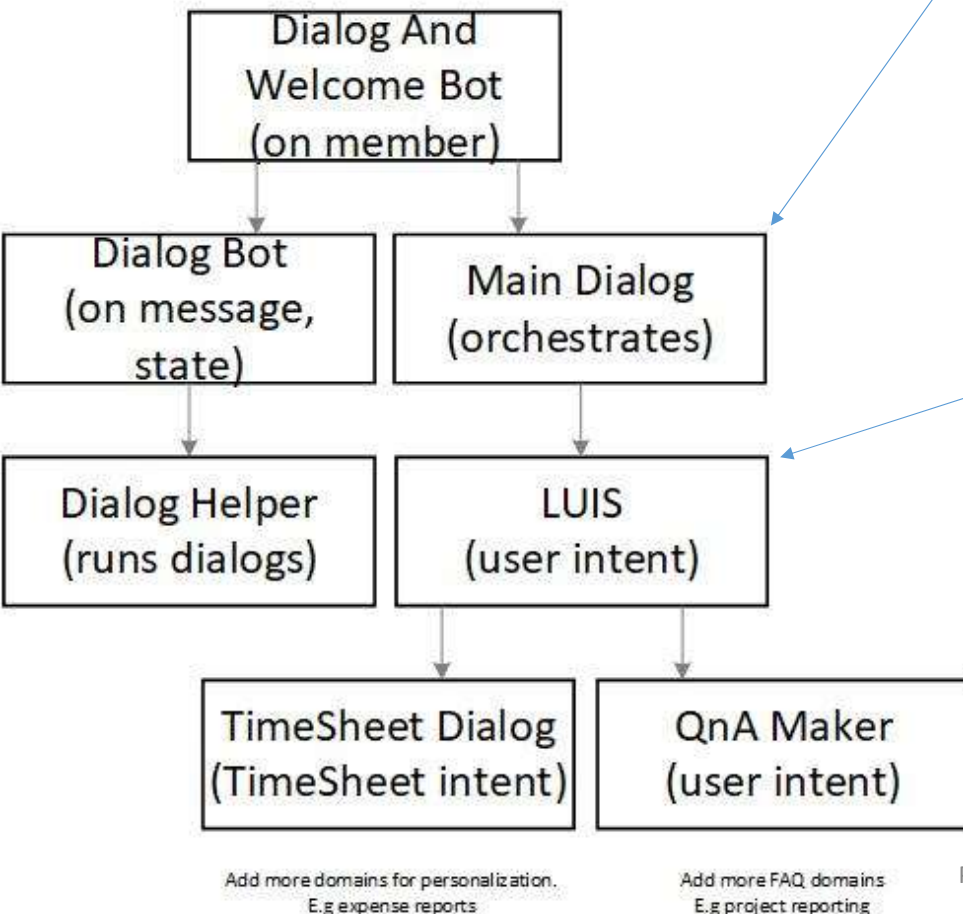
Connect to channels

Name	Health	Published	
 Microsoft Teams	Running	--	Edit 
 Web Chat	Running	--	Edit 

[Get bot embed codes](#)

Add a featured channel

Solution Architecture – key dialogs



```

async def act_step(self, step_context: WaterfallStepContext) -> DialogTurnResult:
    # Call LUIS to identify the user's intent.
    intent, luis_result = await LuisHelper.execute_luis_query(
        self._luis_recognizer, step_context.context
    )

    if intent == Intent.TIME_SHEET.value:
        # Run the TimeSheetDialog giving it whatever details we have from the LUIS call.
        return await step_context.begin_dialog(self._timesheet_dialog_id, luis_result)

    elif intent == Intent.SME.value:
        # Call QnAMaker with the user's query
        await self._process_sme(step_context.context)
    
```

```

class Intent(Enum):
    CANCEL = "Cancel"
    NONE_INTENT = "NoneIntent"
    TIME_SHEET = "TimeSheet"
    SME = "SME"
    
```

```

def top_intent(intents: Dict[Intent, dict]) -> TopIntent:
    max_intent = Intent.NONE_INTENT
    max_value = 0.0

    for intent, value in intents:
        intent_score = IntentScore(value)
        if intent_score.score > max_value:
            max_intent, max_value = intent, intent_score.score

    return TopIntent(max_intent, max_value)
    
```

```

async def _process_sme(self, turn_context: TurnContext):
    results = await self.qna_maker.get_answers(turn_context)
    
```

PreTrainedModels

Solution Architecture – LUIS

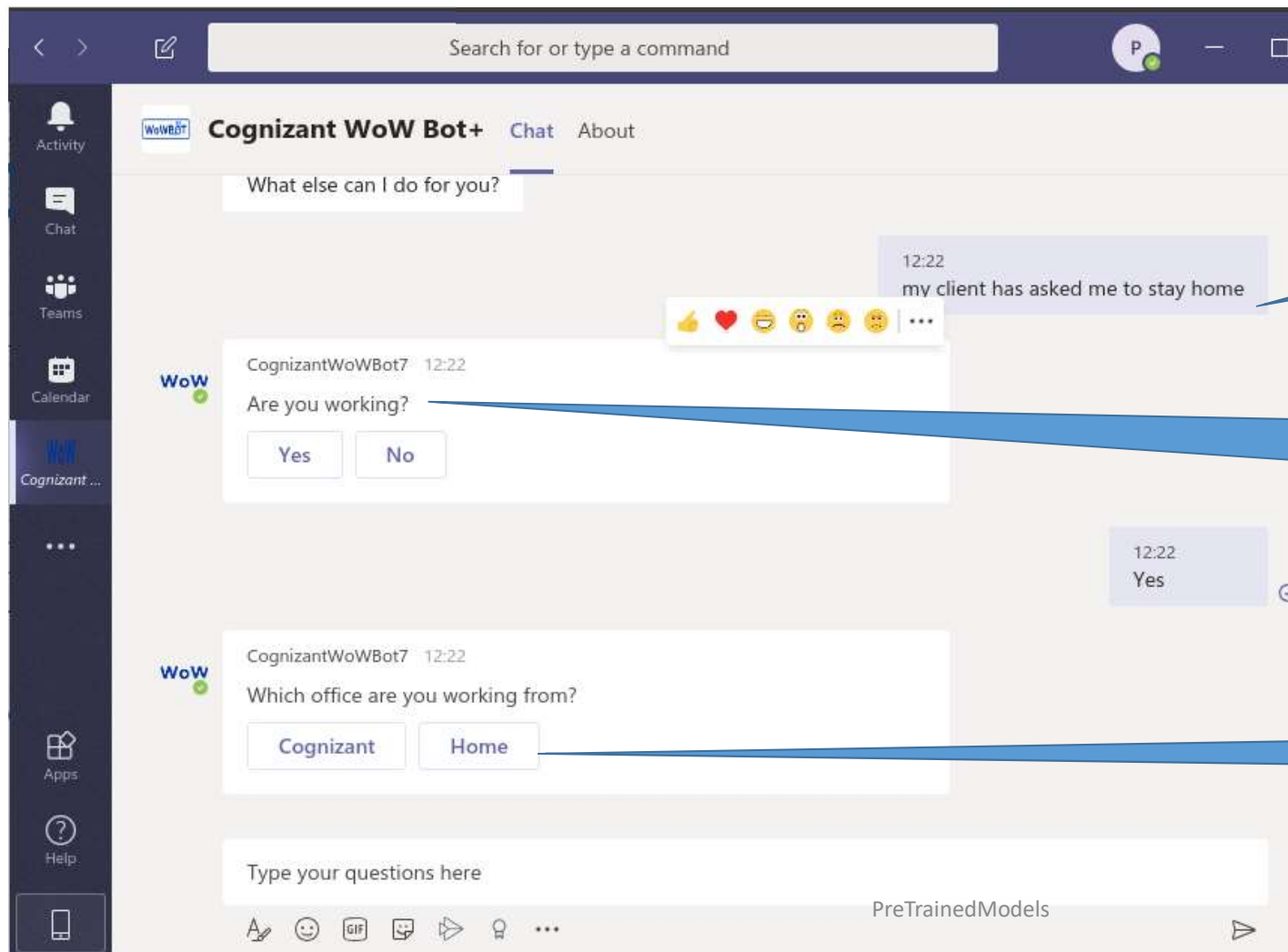
The screenshot displays the LUIS interface for an application named 'WoWBotLUIS (V 0.1)'. The 'BUILD' tab is active, showing the 'TimeSheet' intent. The 'Example utterance' section contains the text 'my client has asked me'. The 'Test' panel on the right shows the results for the utterance 'my client has asked me to work from home'. The top scoring intent is 'TimeSheet' with a score of 0.984. The entities identified are 'client', 'work', and 'home'.

Text	Entity
"client"	client
"work"	work
"home"	home

The screenshot displays the Microsoft QnA Maker web interface. At the top, there's a navigation bar with links to 'Cognitive Services', 'QnA Maker', 'My knowledge bases', and 'Create a knowledge base'. Below this, the 'pretrainedqnamodel' header is visible, along with 'EDIT', 'PUBLISH', and 'SETTINGS' tabs. A 'Save and train' button and a 'Test' button are also present.

The main section is titled 'Knowledge base'. It features a search bar labeled 'Search the knowledge base' and a count of '91 QnA pairs'. To the right of the count are links for 'Add QnA pair' and 'View options'. Below this, a pagination bar shows '1', '2', '3', '4', '5', '...', '10', and 'Next >'. The first item is selected.

The table below has three columns: 'Context', 'Question', and 'Answer'. The 'Context' column shows 'Source: SMEList.xlsx' and 'AWS Networking'. The 'Question' column lists 'AWS Networking', 'Core Java', 'JavaScript', and 'Shell scripting'. The 'Answer' column shows '5ca619ab45; Manager - Projects; RCGTH-Travel & Hospitality' and an 'Add follow-up prompt' button. Red arrows point to the '91 QnA pairs' count, the 'Question' column header, and the 'Answer' column header.



Free text, intent correctly identified

Guided conversation to arrive at personalized recommendation

'Click-on' buttons for user's ease