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## BizView 2017 - Chatbot info by stages

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Dear colleagues,

Please find below information about Chatbot for BixView.

I have built stages for it according to difficulties. So, please find them below:

### 1 stage – F&Q. - the description

Q: How do I login to bizVIEW?

- To log in, please use the login details provided by Konica Minolta
  - If you do not have your login credentials, please get in touch with [customerportal@konicaminolta.eu](mailto:customerportal@konicaminolta.eu)

Q: How can I reset my password?

- To reset or change your password, please visit <https://infohub.konicaminolta.eu>

Q: How does bizVIEW work?

- bizVIEW displays up to date information on global inventory, globally invoiced print-volume and global spendings. The source of this data are the country's ERP systems.

Q: How accurate is the information in bizVIEW?

- bizVIEW's data is being updated daily, which allows to display data that is not older than 24 hours.

Q: How secure is my data?

- To read more about bizVIEW's data security, please have a look at the Security Whitepaper (*link to document that is stored on bizVIEW - [https://bizview-test.konicaminolta.eu/res/docs/BEU\\_bizVIEW\\_Security\\_Whitepaper\\_V1.0.pdf](https://bizview-test.konicaminolta.eu/res/docs/BEU_bizVIEW_Security_Whitepaper_V1.0.pdf)* )

## **2 stage – Ask about country/code**

Q1: What country is for code DEU?

Q2: What country code is for Germany?

Request info about *country* using *country code* and *country code* using *country*

The file with whole list of code-country info you can find here - [https://bizview-test.konicaminolta.eu/res/docs/List\\_Country\\_Codes.pdf](https://bizview-test.konicaminolta.eu/res/docs/List_Country_Codes.pdf)

So it means that it should be request to DB to get info about code or country. I think this table is better to store in the separate DB special focused for Chatbot

## **3 stage – Ask about Business Relationship Manager**

Q: Who is my contact for questions related to the data?

***\*\*Mapping of GMA ID to Business Relationship Manager from attached Excel file\*\****

To answer to this question chatbot should recognize what user is currently is talking with him and to which customer he belongs to. Based on this info we can find info about Business Relationship Manager.

Please find list about Business Relationship Manager in attached file.

## **4 stage – Statistic info request**

There are a lot of possibilities but I would provide below also several examples:

Q: How many bizhubs do we have in Germany?

Q: What print volumes do we have in Germany for Sep 2017? -> Please split that for BW counter and Color counter?

Q: How much do we pay in Germany for August 2017? (Example of select when we get this question: select sum (Tot.Amount before Tax) from invoices.table where country='DEU' and Invoice Date ='August 2017' and customer=EA2)

It means that chatbot should understand what user is asking, connect it with customer then find info in question about country, date and invoices and send request to bizview to request info about understand respond and present it for user in diagram.

One of the possible way to present statistic info and how to build conversation please find Statsbot example - <https://www.youtube.com/watch?v=N9U0s6J-Xq8>

*Please pay attention for the following points:*

- The chatbot should be presented as web-chat in bizview portal;
- The collaboration with user (chat conversation or questions and answers) should be stored in separate table or logging files. Afterwards we can analyse the conversation and build data modeling for customers.
- Questions from chatbot should be supported with suggested answers. Example: for what country do you need code? (Germany, France, Italy, Spain)
- It would be great to make chatbot proactive. To ask users if they need help after some minutes after opening of this or that page.
- It would be great if we can spend time to make the chatbot nice and fancy to attract attention of users and our managers 😊
- The first presentation where in would be great to have chatbot is **in the end of October 2017**. It would be great to have the first nice bot there.
- ***The most important presentation is in the end of November***. Chatbot should be here great looking and really nice presented.

Looking forward for the first version of chatbot.

If you have any question or comment please let me know.

@Mr. Schaade 😊, could you please resend this email in case I did not write email [noah.anabiik.schwarz@gmail.com](mailto:noah.anabiik.schwarz@gmail.com) properly?

With Best Regards,

**Nina Kolykhan**

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