

Microsoft Bot Framework

Your bots — wherever your users are talking.

#GlobalAIbootcamp
December 15th 2018

Build and connect intelligent bots to interact with your users naturally wherever they are, from text/sms to Skype, Slack, Office 365 and other popular services.

INTEGRATING BOTS INTO YOUR DIGITAL WORKPLACE STRATEGY

Better understand the benefit of bots and how integrating them into your organization can help common tasks automated. It's the first step toward better integration between business applications together. At the end of this session, we'll demo bots and sample solutions currently available in the Office 365 space.

By: Kanwal Khipple

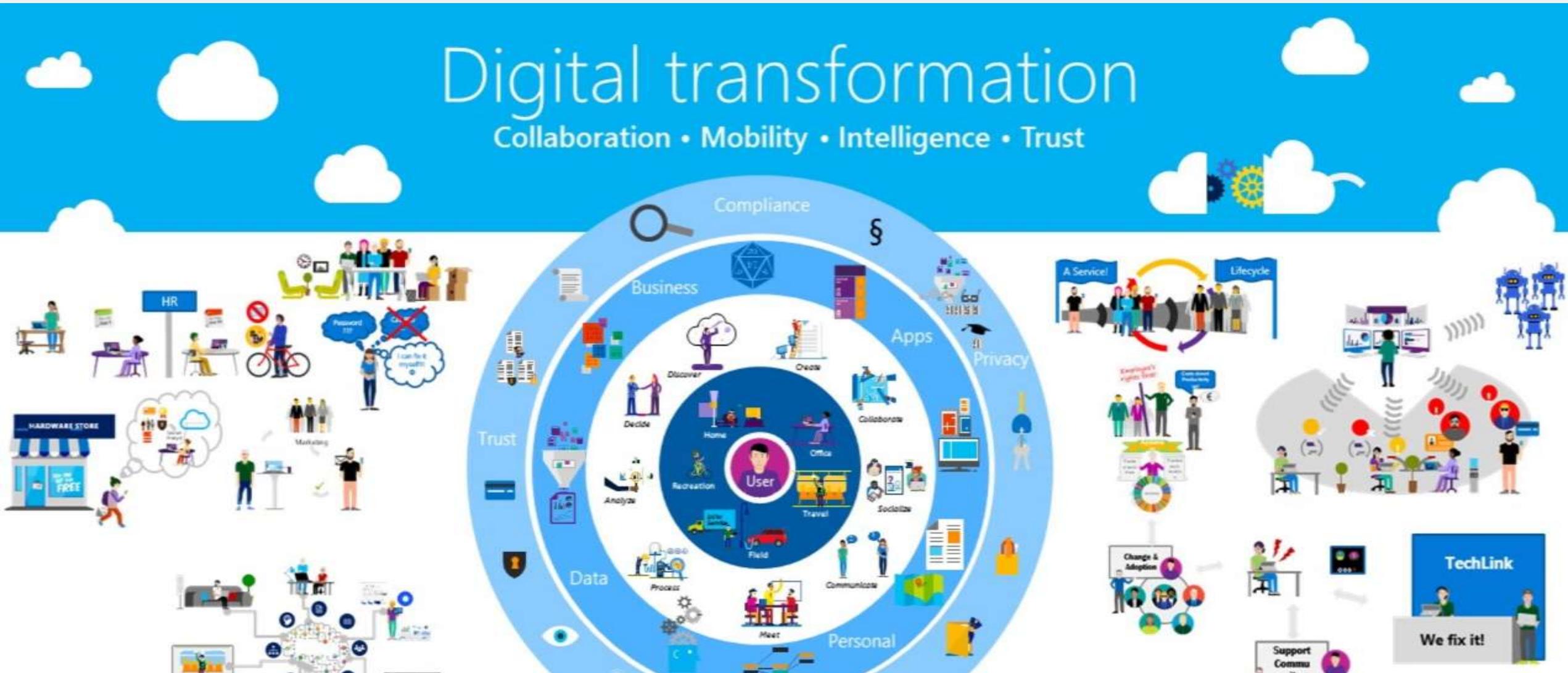


GLOBAL AI BOOTCAMP

DIGITAL TRANSFORMATION



Continuously improving your digital workplace will allow you to digitally transform your organization.



WHAT IS A DIGITAL WORKPLACE?



Important to understand that a Digital Workplace is how people work today with technology driven change

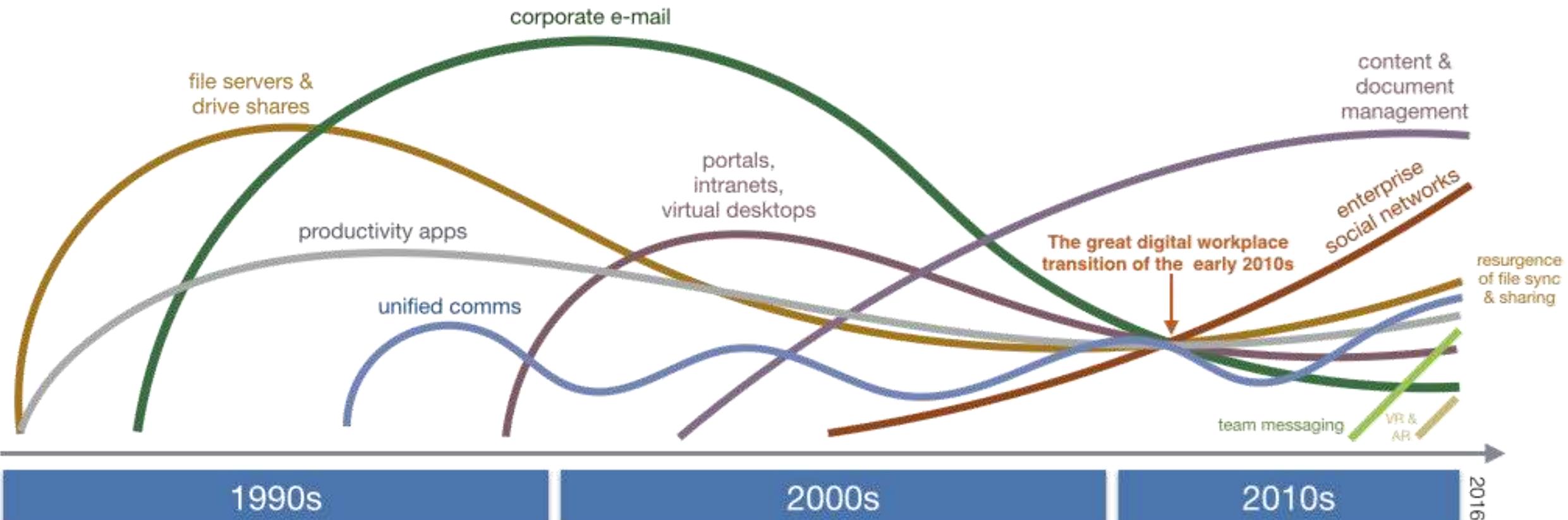


DIGITAL WORKPLACE PATTERNS



Every few years as orgs adopt trends that provide productivity quick wins; they then, shift their attention to another set

Foundational Digital Workplace Tech: Estimated Level of Enterprise Interest over Time



Note: Supporting workplace tech like search, security, identity, mobility, analytics/BI, and line of business apps omitted for clarity but are vital to a successful digital workplace.



ADOPTION
STRATEGY
ARTIFICAL INTELLIGENCE
INTRANET
INTEGRATION
ANALYTICS
USER EXPERIENCE
SEARCH
BOTS
CULTURE

Top 10 #DigitalWorkplace patterns on slideshare.net/kkhipple





KANWAL KHIPPLE, CEO



SPEAKER | AUTHOR | SUPER GOOD LOOKING

bit.ly/linkedinkk



@kkhipple



Microsoft®
Most Valuable
Professional

OFFICE 365 ROADMAP



Microsoft continues to innovate with Office 365 <https://roadmap.office.com>

The screenshot shows the Microsoft Office 365 Roadmap interface. On the left, there's a sidebar with 'Filters' for 'Products' (Enterprise Mobility + Security, Office 365 - expanded to show Microsoft 365 admin center, Microsoft Excel, Microsoft OneDrive for Business, Microsoft Outlook, Microsoft SharePoint, Microsoft Teams, Microsoft Forms, Microsoft Planner, Microsoft StaffHub, Microsoft Sway) and 'Windows 10'. Below that is a 'Platform' filter for 'Online' and 'Windows Desktop'. The main area displays 659 updates. At the top, there are three status filters: 'In development' (223), 'Rolling out' (70), and 'Launched' (362). A table below lists four specific updates:

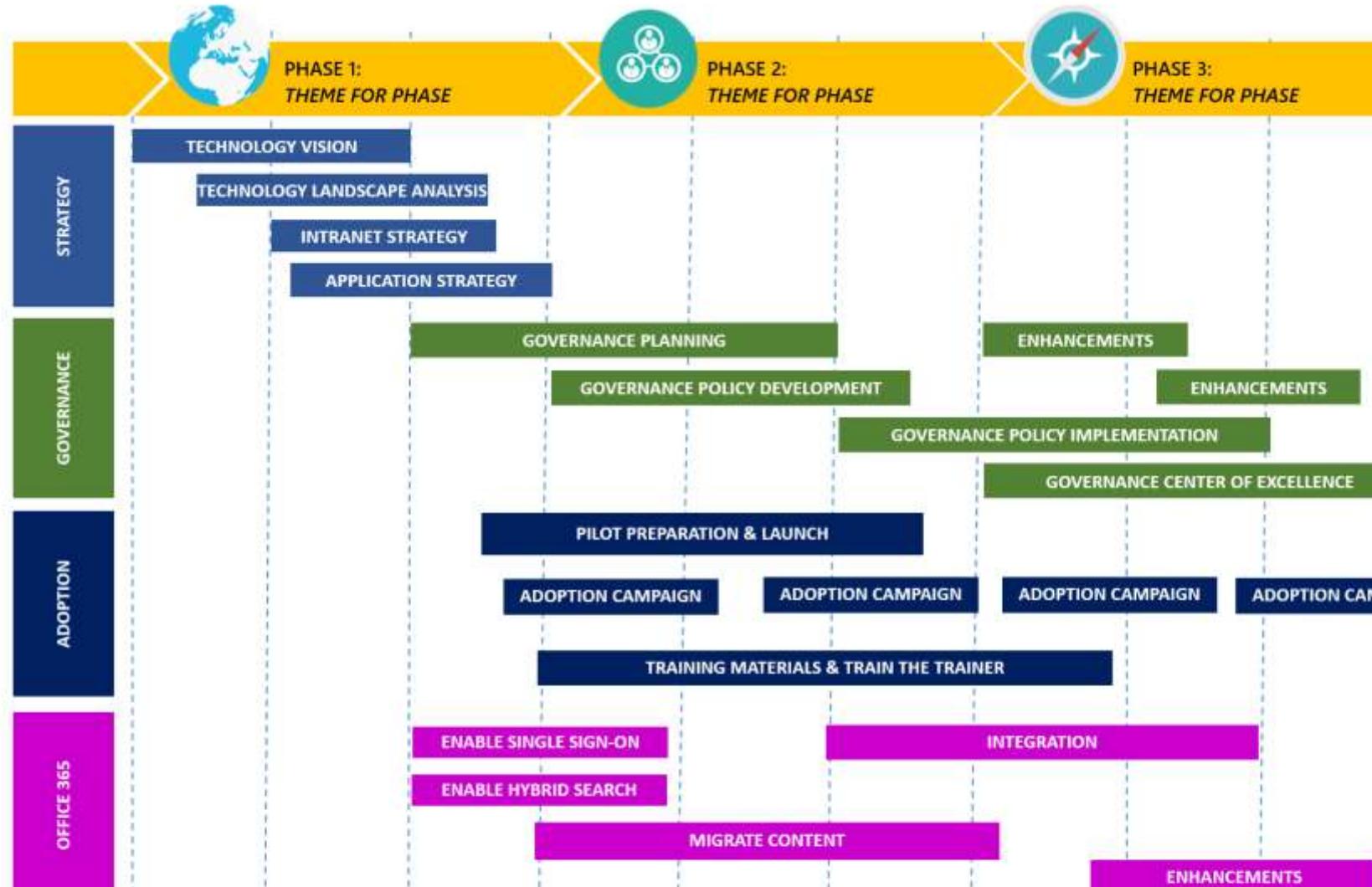
Description	Status	Products	Release
Outlook for Windows: LinkedIn and Microsoft account connections	In development	Windows Desktop Outlook	November CY2018
Microsoft Teams: Team Templates	In development	Microsoft Teams	November CY2018
Outlook for Windows: Set text size for reading emails	In development	Outlook Windows Desktop	November CY2018
Microsoft Stream: Deployed to Government Community Cloud	In development	All environments Microsoft Stream	November CY2018

DIGITAL WORKPLACE STRATEGY...



Great, we know who you are Kanwal, but what do you do on a daily basis?

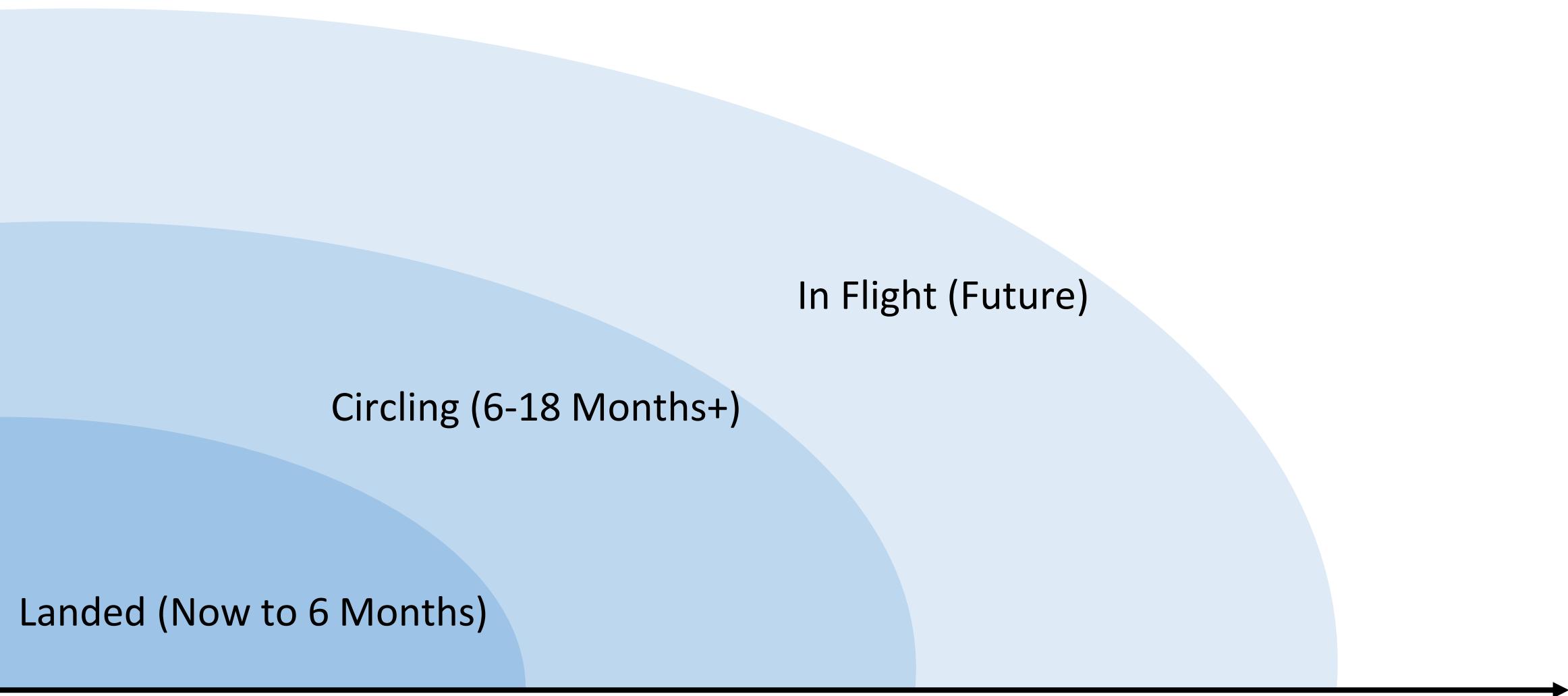
- Intranets?
- Extranets?
- Departmental Portals?
- Project Sites & Team Sites?
- Enterprise Social Networks?
- Document Management?
- Integrations / Bots
- Data-driven decisions
- Records Management?
- Process Improvement?
- Centers Of Excellence & Technology Adoption?
- And much more....



WHAT DOES YOUR TECHNOLOGY RADAR LOOK LIKE?



What if we look at our own organization's technology radar?

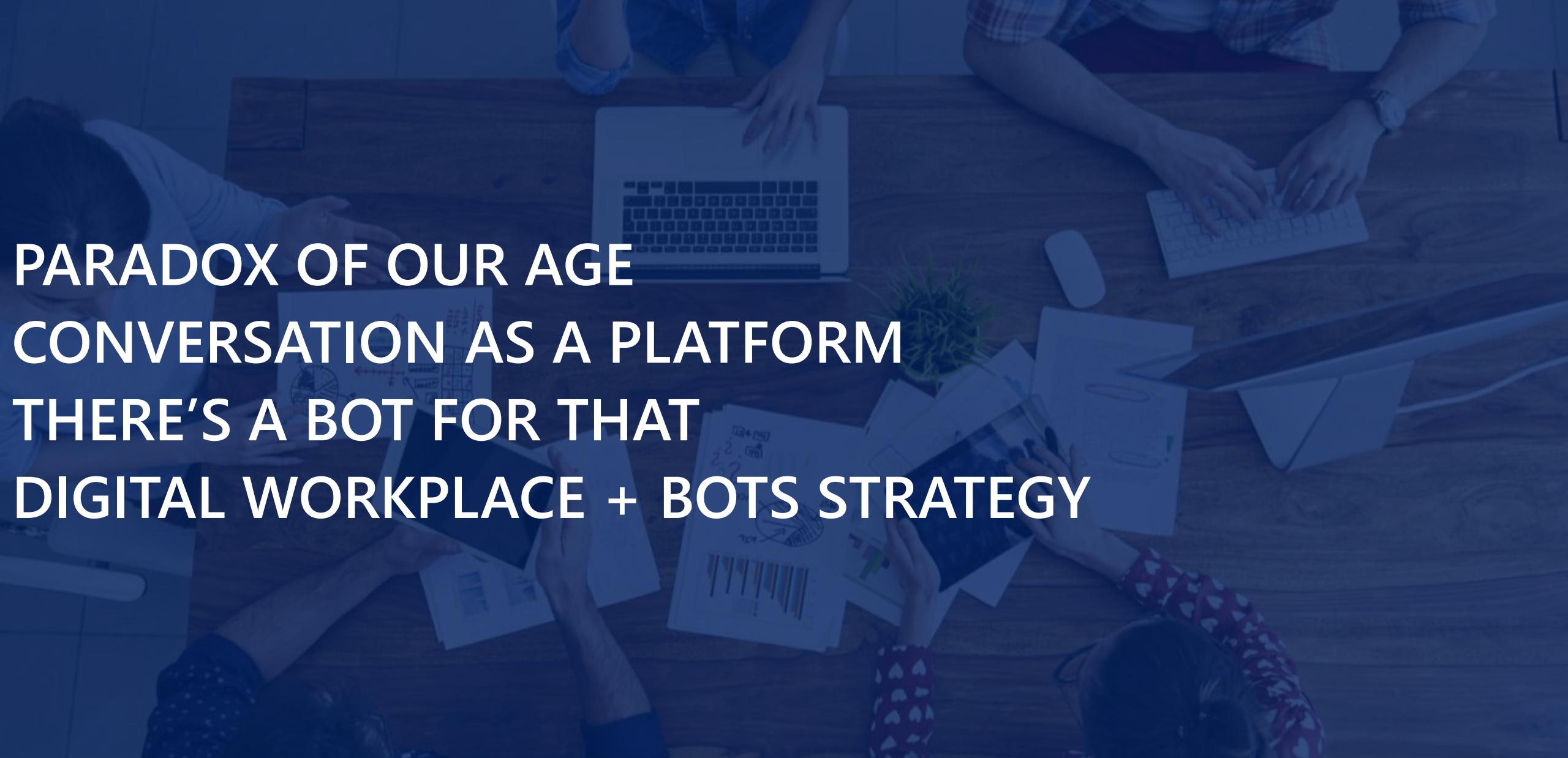


INTEGRAL TO YOUR DIGITAL WORKPLACE



Letting employees use technology in the way they want

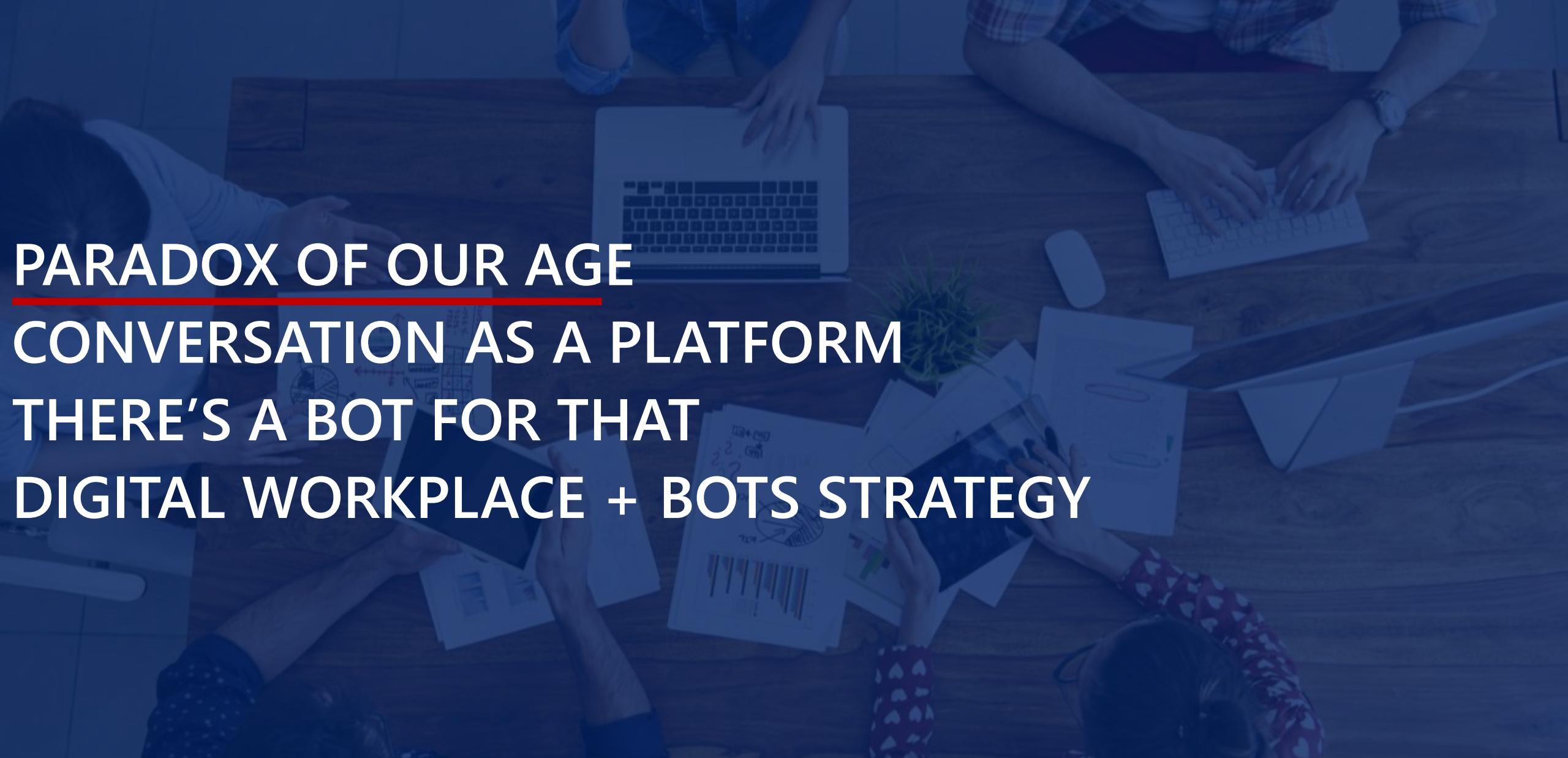




PARADOX OF OUR AGE CONVERSATION AS A PLATFORM THERE'S A BOT FOR THAT DIGITAL WORKPLACE + BOTS STRATEGY

What are we covering today?





PARADOX OF OUR AGE

CONVERSATION AS A PLATFORM

THERE'S A BOT FOR THAT

DIGITAL WORKPLACE + BOTS STRATEGY

What are we covering today?

COMPUTERIZED ERA



Computers were used by big banks and universities; today, an office without computers (followed by talks about the printer/conference-system is not working).



MOBILE AREA

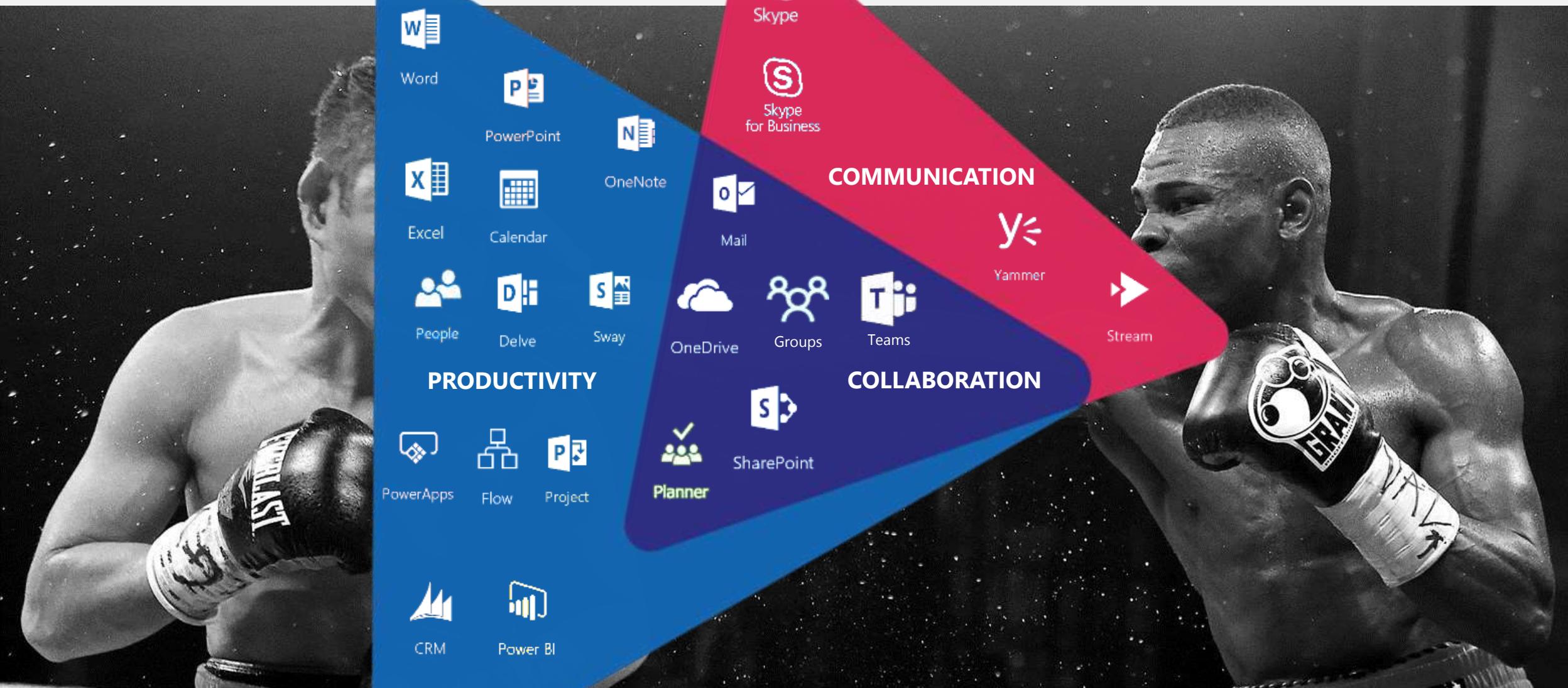


companies found it useful to let workers, sales reps, field personnel use company-owned, and later personal-owned mobile devices to facilitate day to day tasks



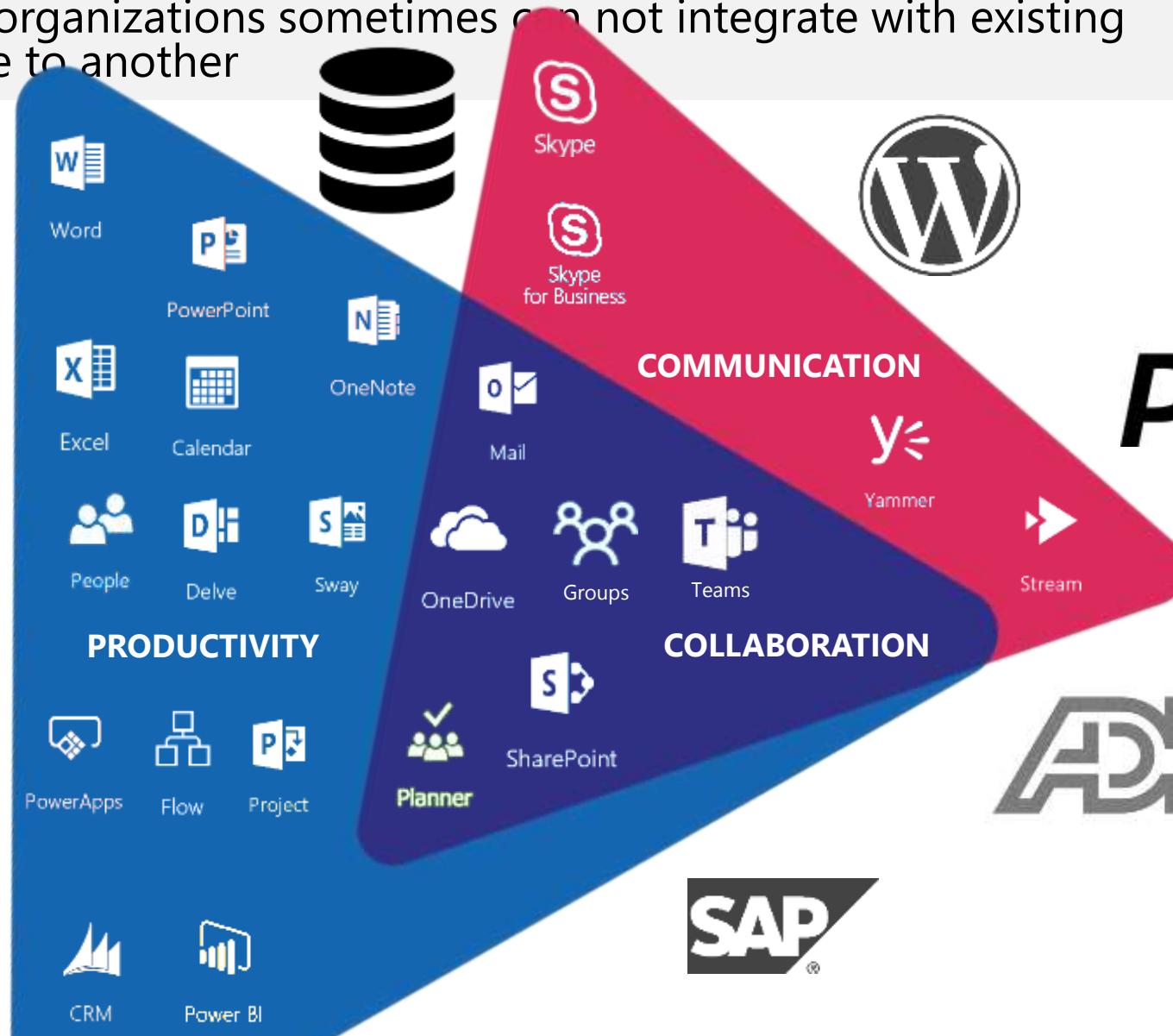
GROWING COLLABORATION & COMMUNICATION PARADOX

Strategy should be default collaboration apps bring-your-own-app (BYOA) strategy.



REALITY

Integration can be complicated as organizations sometimes can not integrate with existing applications or are looking to move to another



PHP

ADP

SAP

PROVIDE GUIDANCE FOR COMMON SCENARIO



Within the whitepaper we have provided guidance on 13 common scenarios...
Download it at: WhenToUseWhat.com

Scenarios	S	Y	SP	C	D	O	U	V
Finding Someone With A Certain Expertise	○	●	●		○	○	○	○
Ask Something, Don't Know Whom To Ask	○	●	●			○	○	○
Do A Brainstorming Activity With My Team	○	●	●	○		○	●	
Where Should Meeting Notes Be Captured, Stored & Shared?	●	○	●	●	●		○	●
Where Should I Share Video?	○	○	○	○	○	○	○	●
Where Should I Share Photos?	○	●	●	○	○	○	○	○
Have A Real Time Chat With A Colleague	●	○				○	○	○
Where Should I Put & Share Documents?	○	○	●	●		○	●	
Have A Question Related To A Document?	○	●	○	○	○	○	○	○
Invite A Colleague To Lunch	●	○				●		

ADOPTION ISSUES



Apps need to be downloaded and websites often suffer from bloat and long loading times



CONFUSING DESIGN



Poorly designed apps with poor bandwidth can lead to frustrated users.



INFORMATION OVERLOAD

Websites can be complicated and suffer from way too much information.



BAD USER EXPERIENCES

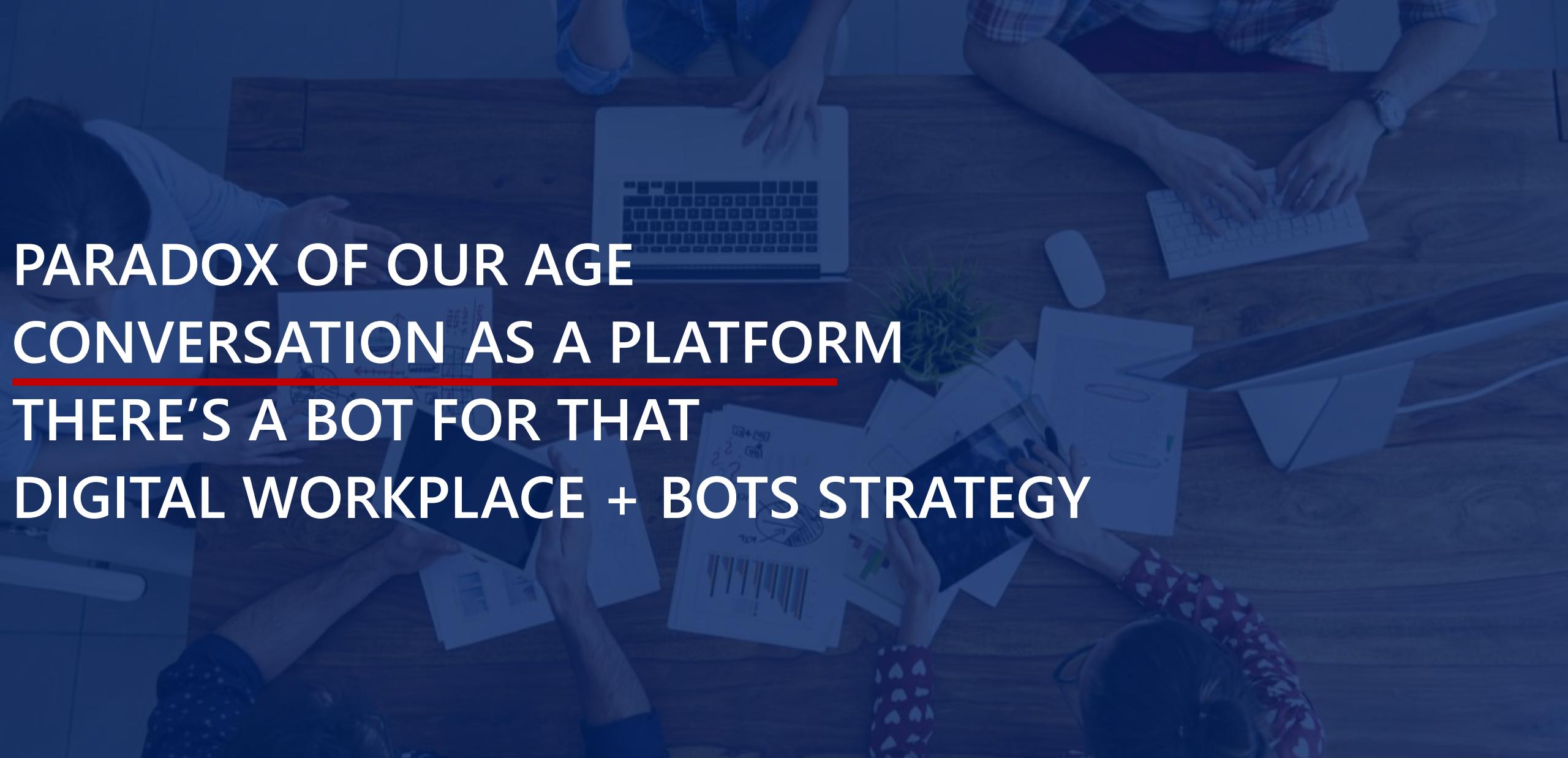
Applications sometimes are a nightmare to interact with



DEFAULT EXPERIENCE FOR EXTERNAL USERS

The screenshot shows a 'People and Groups' page with a user's profile. The user's name is listed as 'John Doe' with the email 'jdoe@memberinteractive.com'. Below the name, there are fields for 'Name', 'Work email', 'Mobile phone', and 'About me'. A red arrow points from the 'Edit' link in the profile to an 'Edit Personal Settings' dialog box. This dialog box contains fields for 'Account' (set to 'jdoe@memberinteractive.com') and 'Last modified at 8/1/2012 10:00 PM by System Account'. It also includes a 'Save' and 'Cancel' button. Another red arrow points from the 'Edit' link in the main profile area to the same 'Edit Personal Settings' dialog box.

Bad UX. Users can't Edit Anything.



PARADOX OF OUR AGE

CONVERSATION AS A PLATFORM

THERE'S A BOT FOR THAT

DIGITAL WORKPLACE + BOTS STRATEGY

What are we covering today?

CONVERSATION OFFICE ERA



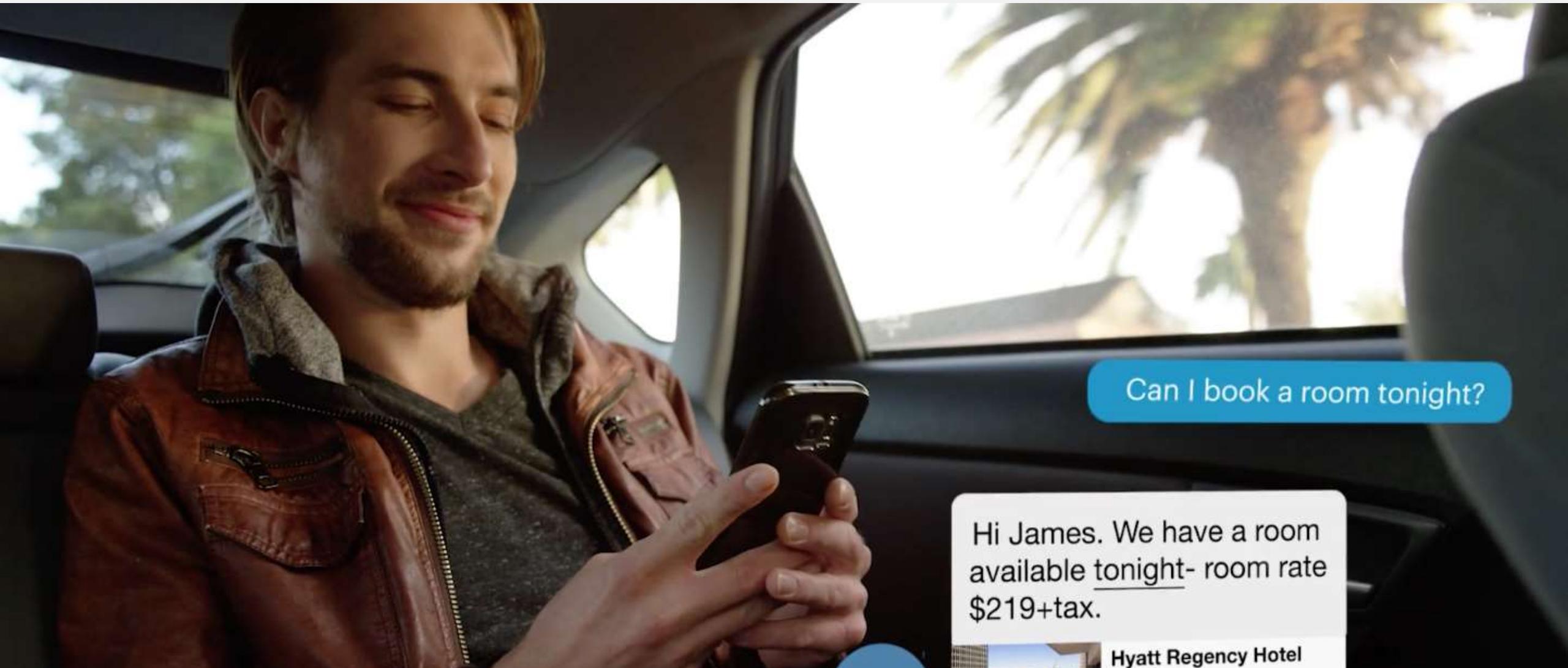
modern office communication medium is text-based, rather than face-to-face interaction or phone calls



CONVERSATIONS ARE 24/7



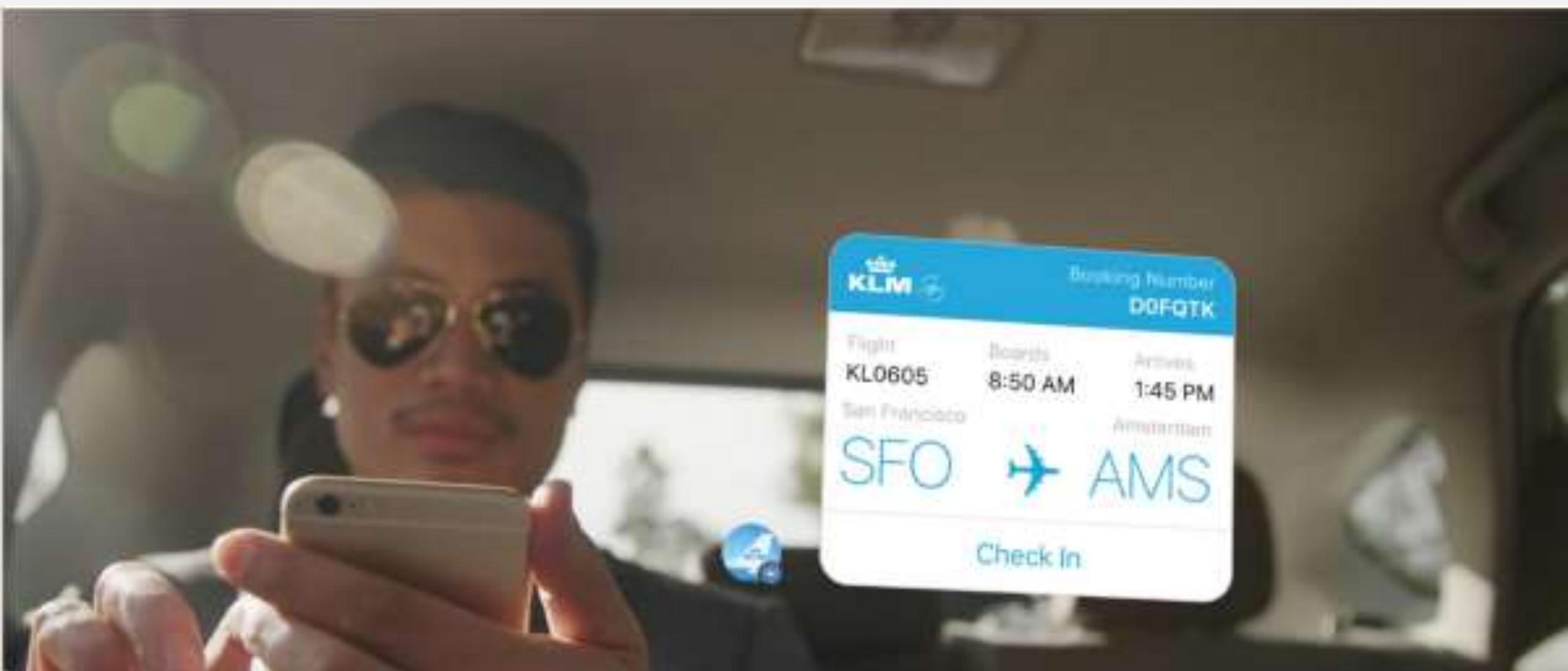
Real time interactions improve adoption and engagement



NOTIFICATIONS



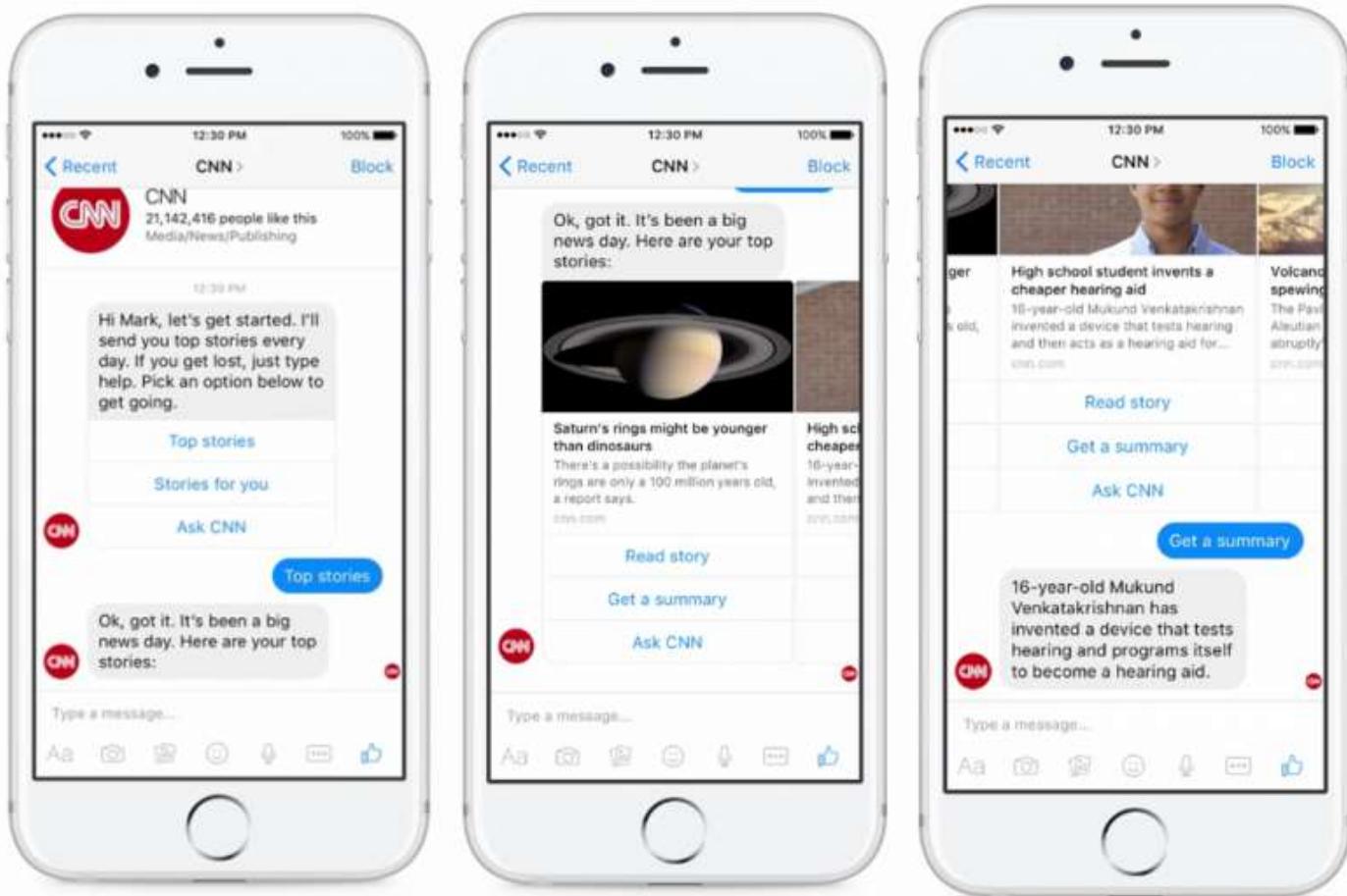
Mobile apps are simplifying the interactions and data that we need



ENGAGEMENT CAN BE PROACTIVE



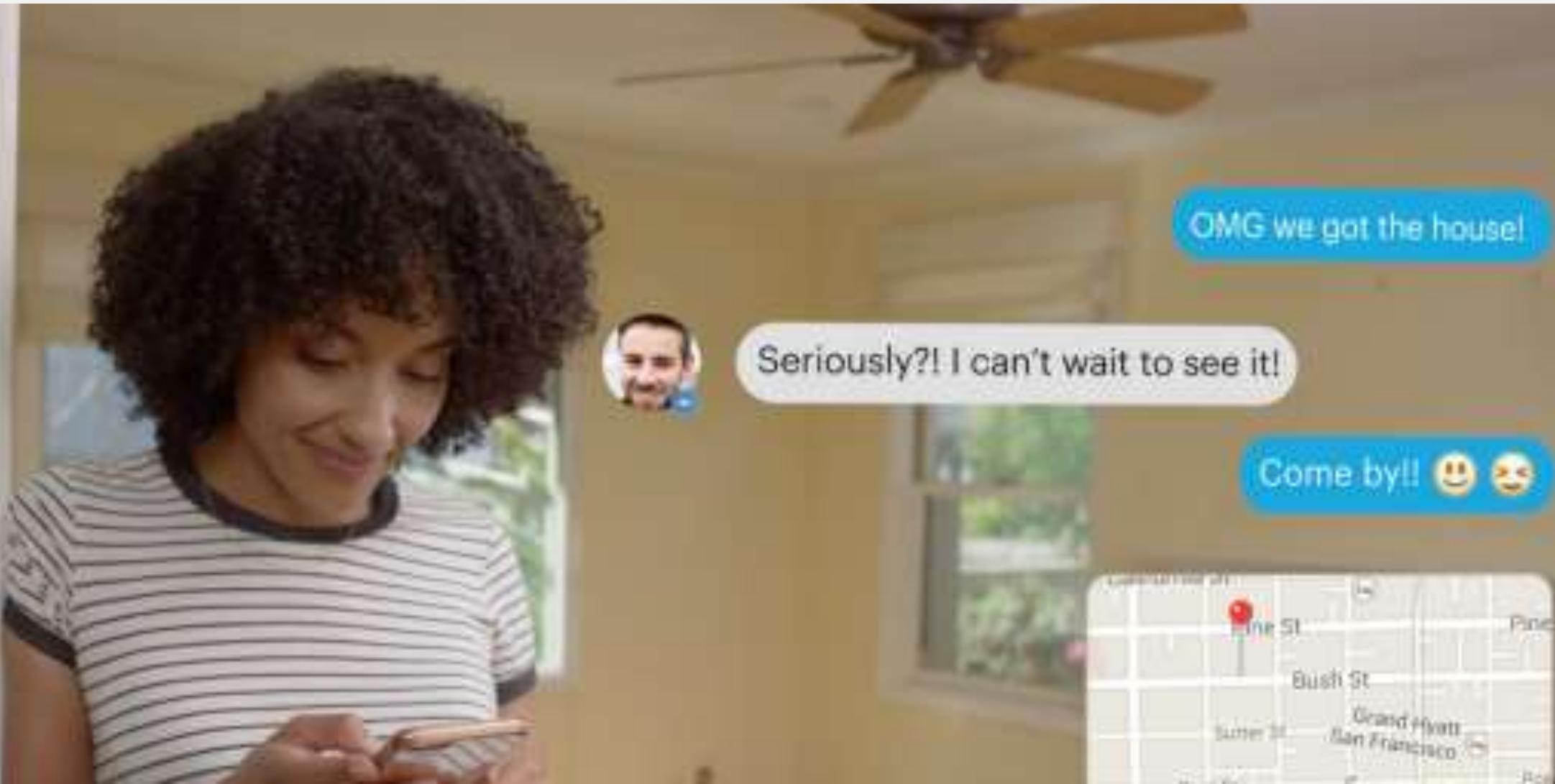
Notifications simply the engagement; bots should respect this privilege



SIMPLE INTERACTIONS



Chat apps (SMS, WhatsApp, WeChat, etc) have such a high adoption as it simplifies how we all interact



BASIC FUNCTIONALITY



Order flowers, pizza and other simple tasks using bots



Take three steps forward then turn left and shoot the guy in red, quick!!!

APPEALING TO BROADER AUDIENCE



Natural language interfaces can deliver intuitive interactions



BETTER ROI WITH CONVERSATIONAL UI



When a customer needs an answer immediately, and that question is not easily discoverable

The screenshot shows the Nova Scotia tourism website's homepage. At the top, there's a navigation bar with links for Explore, See & Do, Eat & Drink, Places To Stay, Packages, Events, About Nova Scotia, and language options (EN | FR | DE). Below the navigation, a banner reads "YOU'RE SURE TO FIND LOTS OF ACTIVITIES TO FILL YOUR DAYS IN NOVA SCOTIA". There are four images illustrating different activities: people watching a sunset, people in a red boat, people camping, and people kayaking. Below these images, there are two columns of activity categories:

Browse listings:	Learn more about:	Camping	Kayaking
Attractions	Bluenose II	Cycling	Rafting
Galleries, Shops & Artisans	Museums	Golfing	Boating
Outdoor Activities	Lighthouses	Parks	Sportfishing
Tours	National Historic Sites	Bus Tours	Surfing
Trails	UNESCO Heritage Sites	Hiking & Walking	Tuna Sportfishing
	Genealogy	Shopping	Whale Watching
			Stargazing

DISPARATE INFORMATION SOURCES

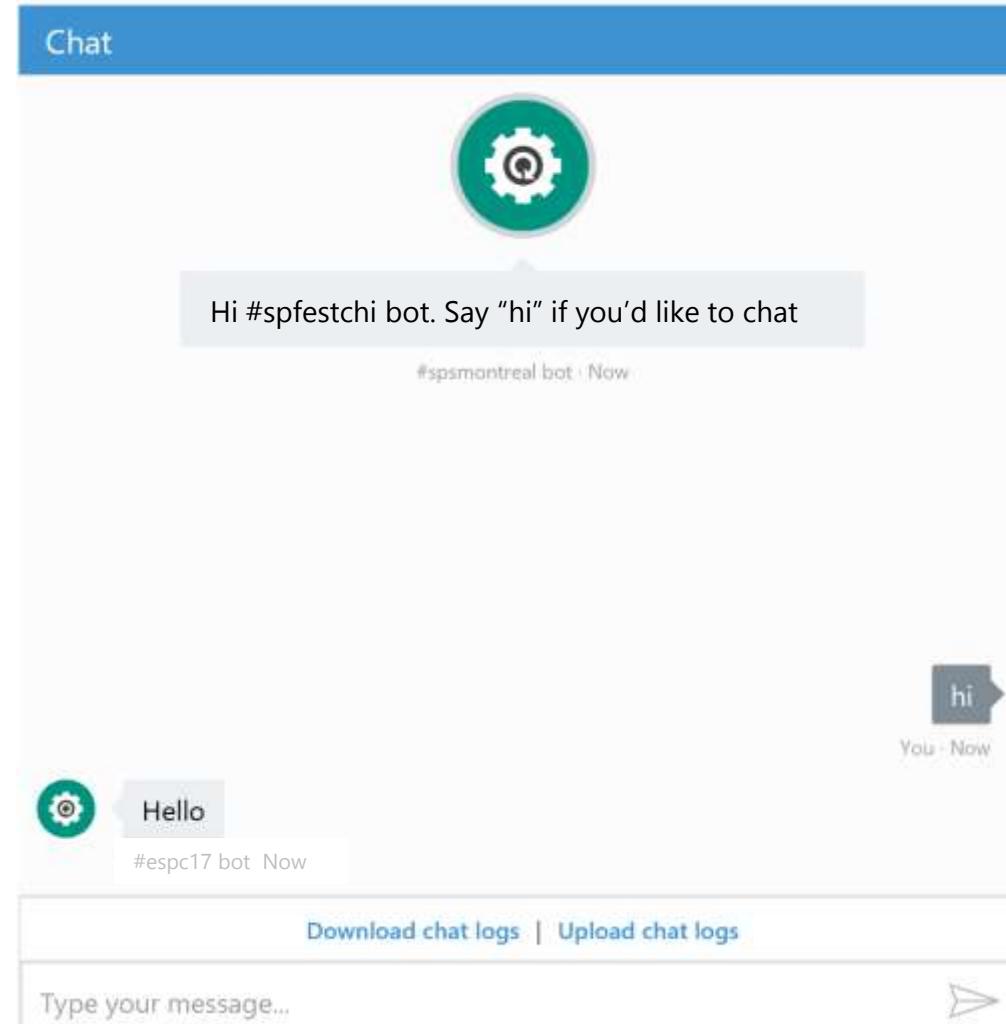


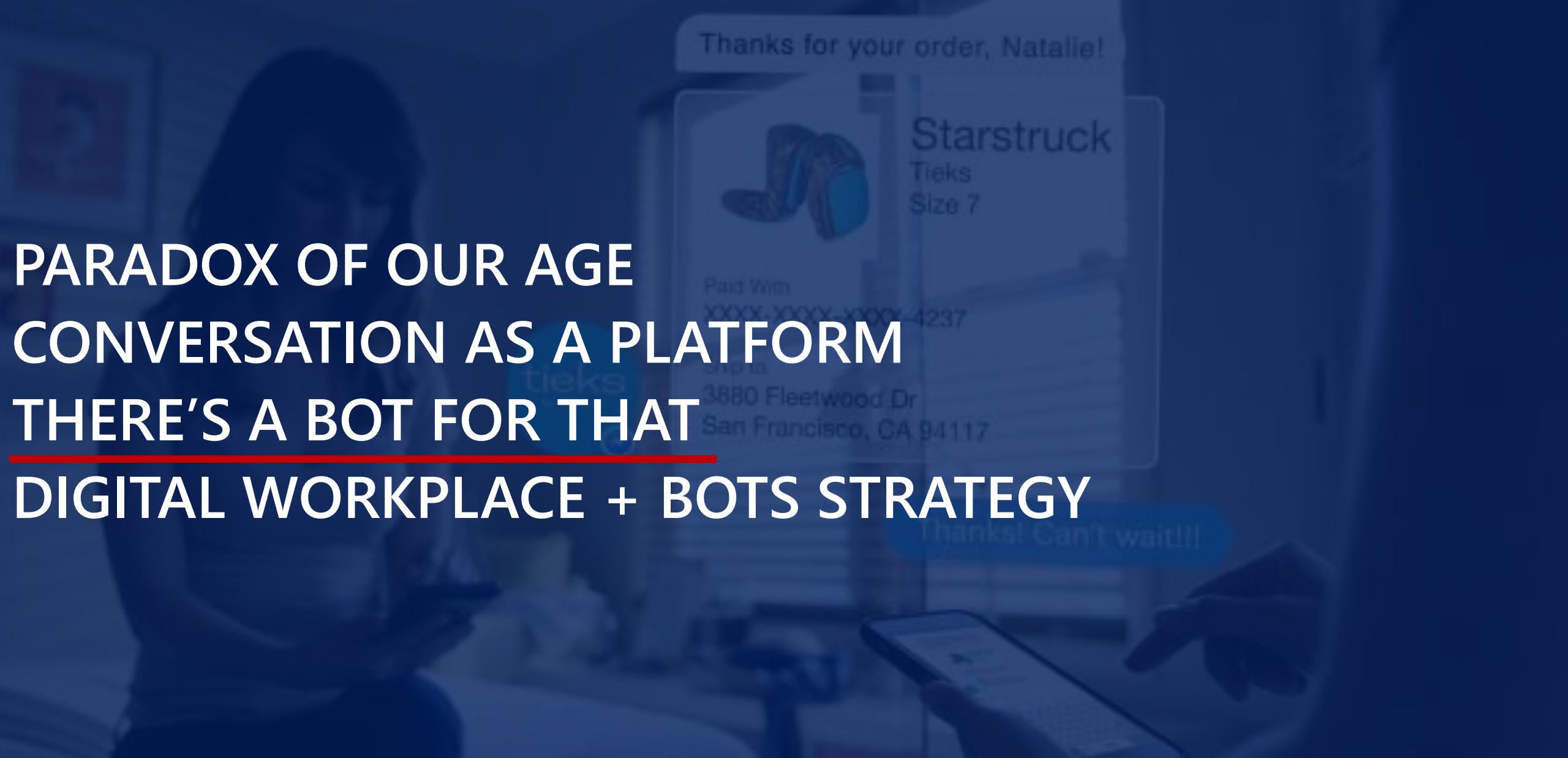
Bots can help with consolidating the interaction across multiple data sources.



SIMPLIFIES PROTOTYPING

No need to resort to visual mockups, wireframes, or websites, just launch a bot and collect your insights!





PARADOX OF OUR AGE CONVERSATION AS A PLATFORM THERE'S A BOT FOR THAT DIGITAL WORKPLACE + BOTS STRATEGY

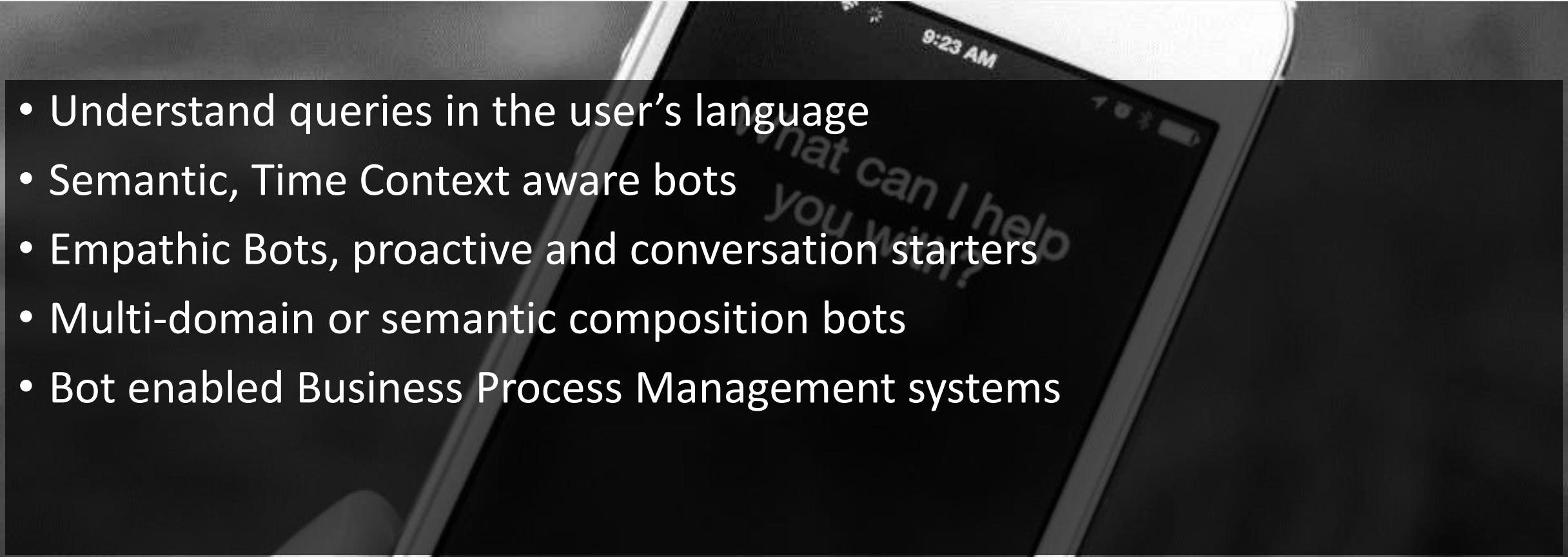
What are we covering today?

BOT FEATURES



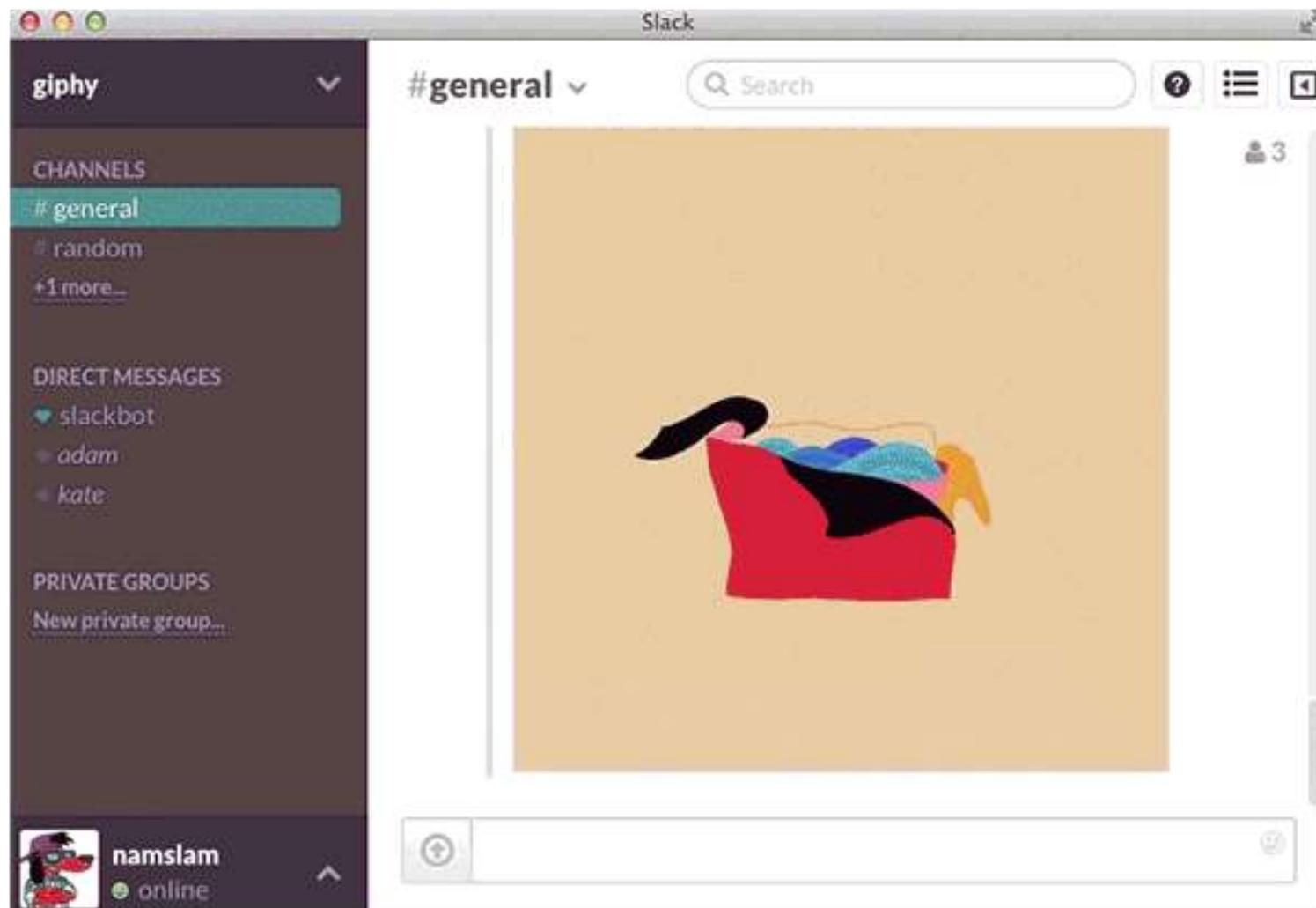
Shifting the experience to be interactive

- Understand queries in the user's language
- Semantic, Time Context aware bots
- Empathic Bots, proactive and conversation starters
- Multi-domain or semantic composition bots
- Bot enabled Business Process Management systems



BREAK THE ICE

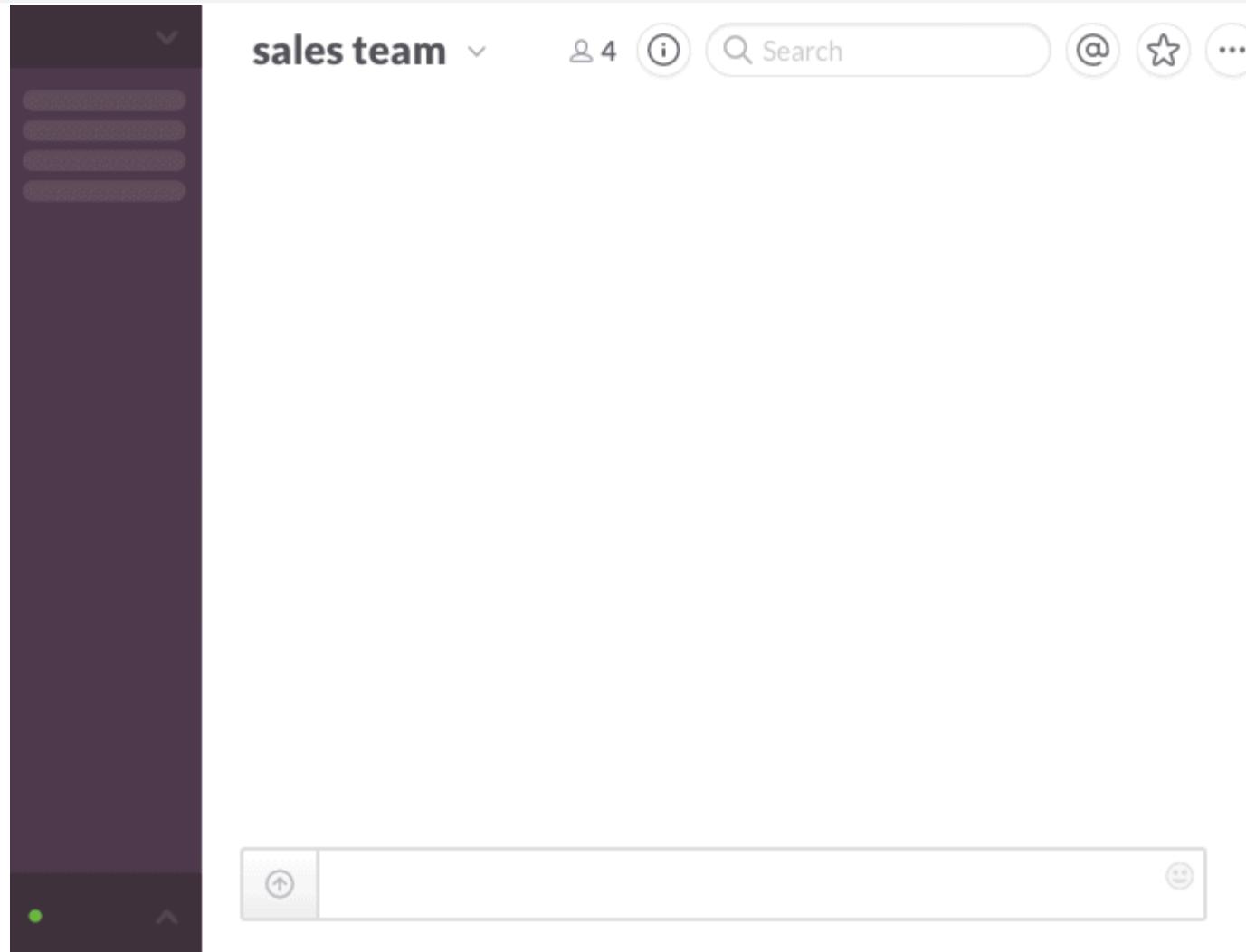
Find ways to make bot interaction fun



MEETING SCHEDULING BOT



Automate meeting scheduling within a team



CALENDAR.HELP



Get Cortana's help to schedule meetings

Sat 4/6/2017 8:33 AM
Kanwal Khipple
Planning 2toLead company retreat :)

To: Richard Harbridge
Cc: cortana@calendar.help

Harmonic: SharePoint Online | Kanban for Outlook | Insightly | Get more add-ins

Hi Richard,

I'm so excited about the journey we have been and think we need to sit down for 60-min phone call to discuss the plan for our upcoming company retreat.

I'm CC'ing my assistant Cortana to help us find a time. She'll reach out to you directly with a few options available in my calendar. Please give her your contact info so I know what number to dial.

Thank you

KANWAL KHIPPLE
Consultant, Office 365 MVP
M: +1-416-888-7777

[Connect on LinkedIn](#) | [@kkhipple](#) | [Improve It!](#) | [Check My Availability](#)



YOU WILL LOVE THE WAY WE WORK. TOGETHER.

LATEST INSIGHT [Managing Tasks: Office Planner vs. Trello](#)

Fri 4/7/2017 8:19 PM
Cortana <cortana@calendar.help>
Re: 15-min introductory call about Calendar.help

To: Kanwal Khipple

Hi Kanwal,

I've set aside 60 minutes on your calendar at 9:30 AM EST on Thursday, April 20th, 2017
Kanwal will connect with Richard over Skype for Business.

This time works for everyone.

Do you have feedback you'd like to share with my trainers? Contact them at support@calendar.help

Warmly,
Cortana | <https://calendar.help>
Scheduling Assistant to Kanwal Khipple

OFFICE 365 ASSISTANT



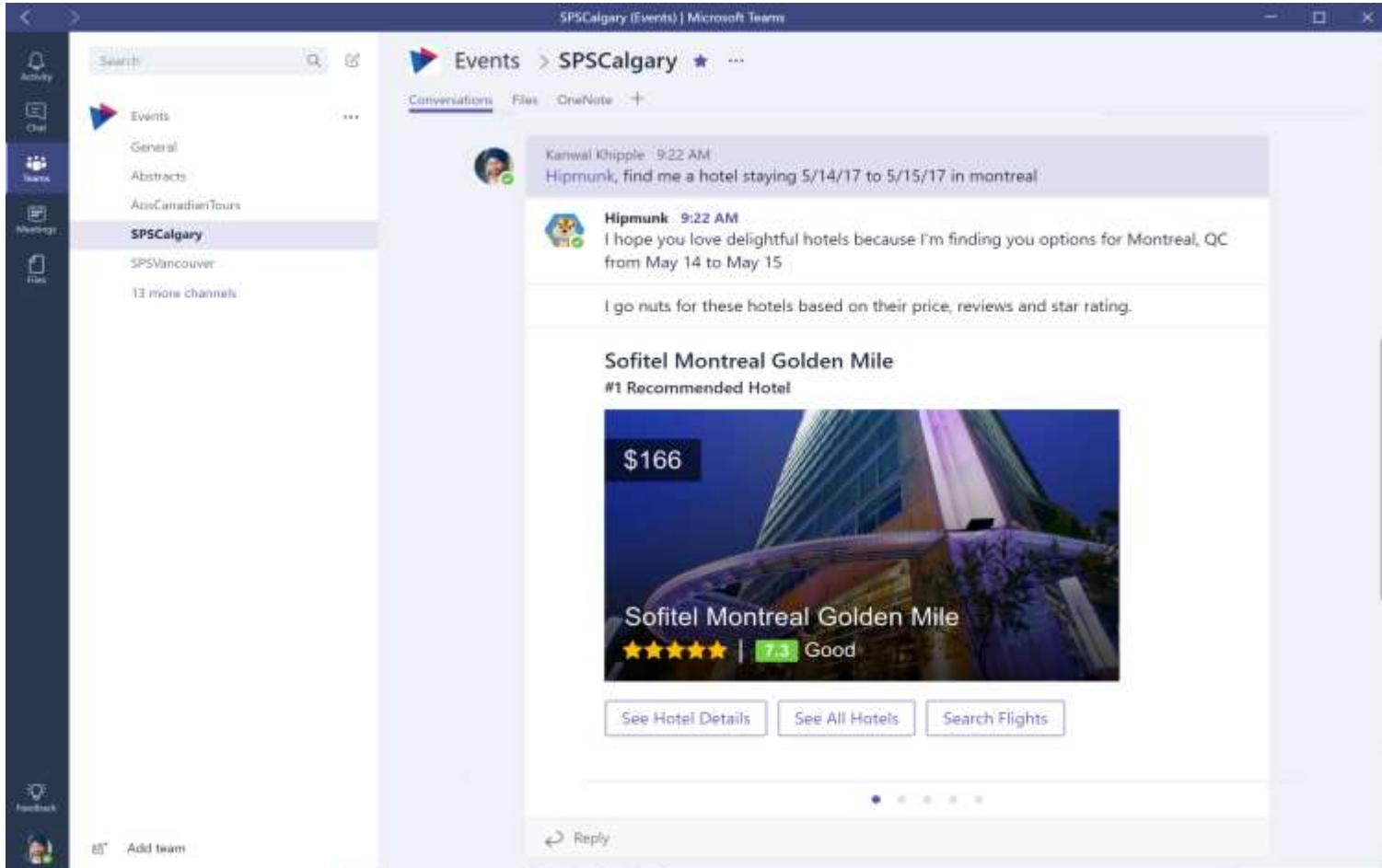
Tenant administrators have access to the Office 365 assistant

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a navigation sidebar with options like Home, Users, Groups, Billing, Edit, and Show more. A large red pop-up window titled "Need help?" is centered on the screen. It features a Q&A format with the AI assistant. The first message says, "Hello, Kanwal. I am an automated Office 365 Assistant. How can I help you today?". Below it is a red button labeled "how do i install office". The next message asks, "Do you want to install Office on a PC or a Mac? Choose from below:". To the right of this message is a red button labeled "PC". The final message in the list says, "Follow these steps:". Below the messages is a blue button labeled "Install Office on a PC". Underneath the button, two numbered steps are listed: "1. Go to aka.ms/office-install" and "2. Choose Office 2016 to install the 32-bit version, or choose". At the bottom of the pop-up, there's a text input field labeled "Type Message:" with a send icon, and a "Get support" link at the very bottom.

BOT INTEGRATION



Microsoft Teams leverages Bots to simplify integration



Teams Bot (t-bot)



T-Bot is a bot which users can interact with to ask it questions about how to use Microsoft Teams and get answers to a wide range of questions.

The screenshot shows the Microsoft Teams Chat interface. On the left, the sidebar has 'Activity' selected, with 'Chat' highlighted by a red box. The main area shows a recent message from 'T-Bot' at 12:57 AM: 'What can I help you with today?'. Below this, T-Bot responds: 'Hi, I'm T-Bot! I'm here to help you use Microsoft Teams. Just ask me a question like "**How do I send a private message?**" or type some keywords like "**add team member**" and I'll send you an answer that looks something like this:' followed by a sample message card. The message card contains a list of @mentions: Noah McCormick, Northwind Traders Team, Dwight Nennith, Josh Netor, and Gerard Null. It also includes a note about being mentioned or @mentioned. At the bottom, there's a text input field 'What can I help you with today?' and a message bar with icons for audio, video, and text.

Chat | Microsoft Teams

T-Bot

Conversation Help FAQ Videos Release Notes

The questions you ask T-Bot may be used to improve its response over time and are subject to the Microsoft services agreement and Privacy statement.

T-Bot 12:57 AM

Hi, I'm T-Bot! I'm here to help you use Microsoft Teams. Just ask me a question like "**How do I send a private message?**" or type some keywords like "**add team member**" and I'll send you an answer that looks something like this:

What does it mean to be mentioned or @mentioned?

Noah McCormick
noah@northwindtraders.com

Northwind Traders Team

Dwight Nennith
dewight@northwindtraders.com

Josh Netor
josh@northwindtraders.com

Gerard Null
gerard@northwindtraders.com

Being mentioned or @mentioned means you'll get a notification when someone wants to get your attention on a particular message (by typing @ before your name). From the notification, you can click directly into that point in the conversation.

What can I help you with today?

Type your questions here

WHO BOT



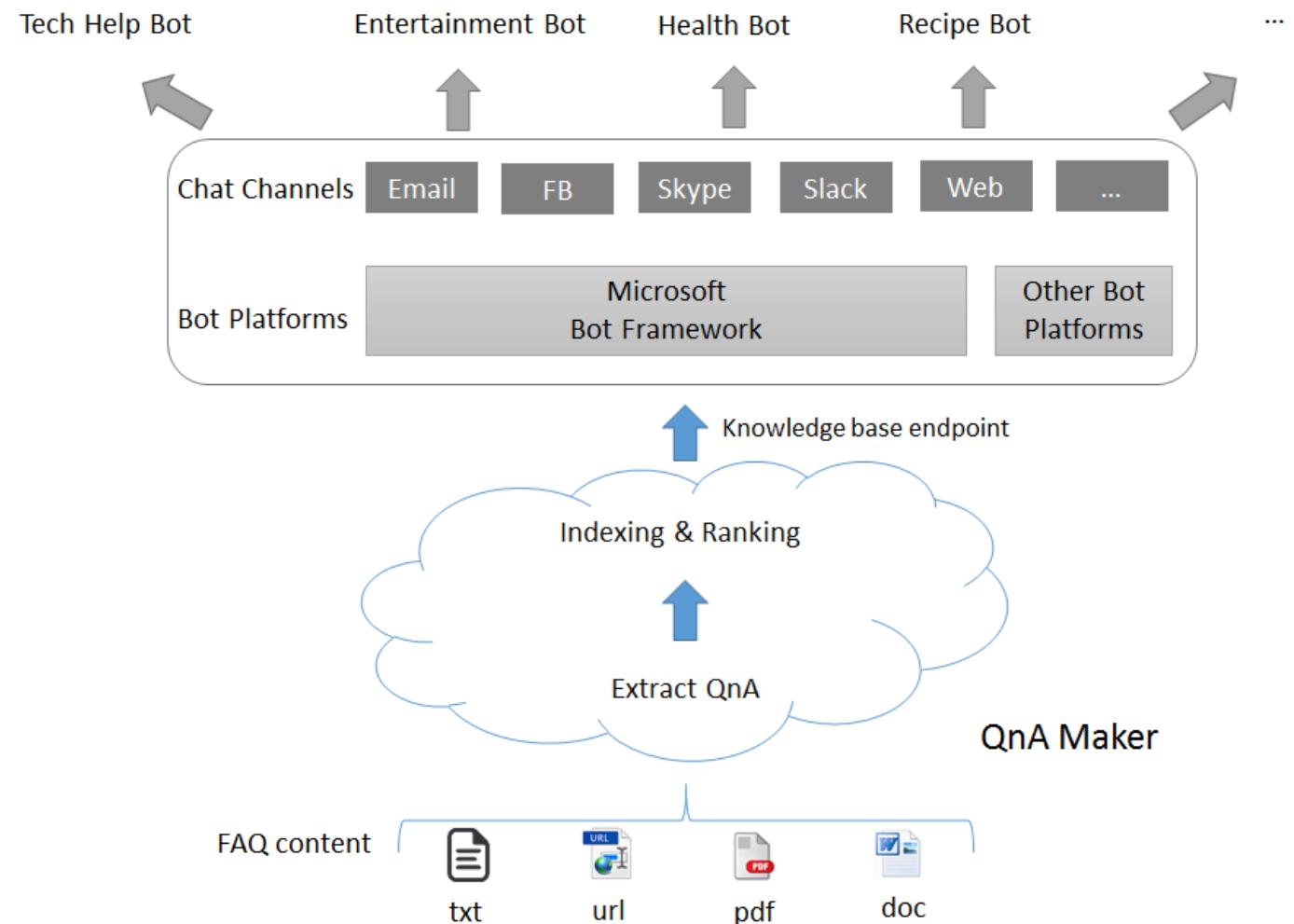
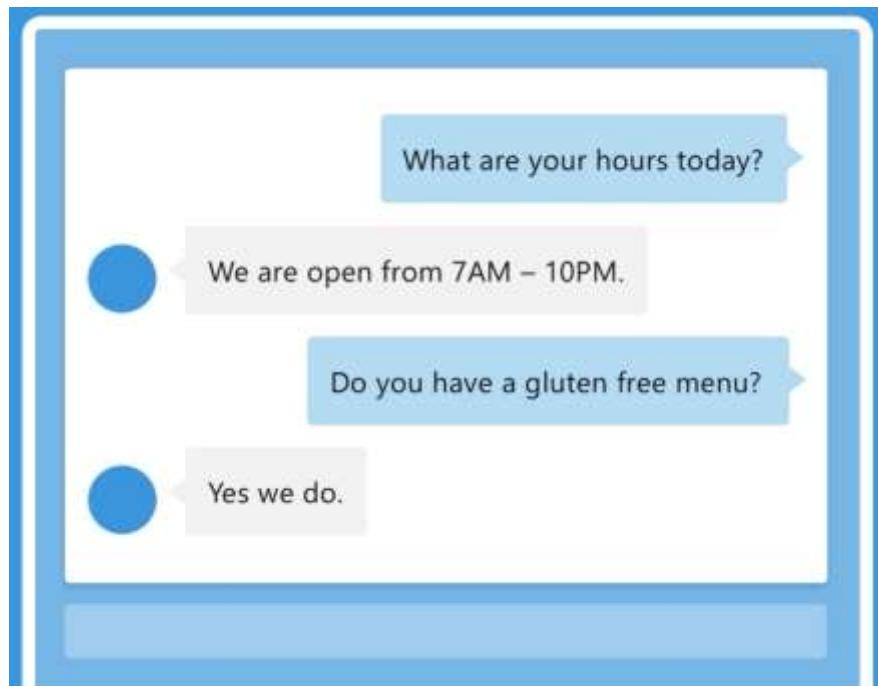
Leverage to tap in to organization-wide experts

The screenshot shows the Microsoft Teams interface with the WHO bot integrated. On the left, there's a sidebar with icons for Activity, Chat, Files, and More. The main area has a search bar at the top. Below it, the WHO bot card is displayed. The card has tabs for Conversation, Your org, Upcoming meetings, and About. The Conversation tab is selected. It shows a message from 'Who' at 8:00 AM: "Here's what I found for 'Kanwal Khipple'". Below this, a profile card for 'Kanwal Khipple' is shown, including her title (Chief Executive Officer, Office 365 MVP), role (Executive), location (Toronto), and phone number (+1 (416) 888-7777). Buttons for Manager, Works with, and Peers are available. Another message from 'Who' at 8:00 AM says: "Who works with Kanwal@2tolead.com?". A list titled "People who work with 'Kanwal Khipple'" includes three names: Richard Harbridge (Chief Technology Officer (CTO)), Morio Kumagawa (Practice Lead), and Dioni Whisono. At the bottom, there's a text input field with placeholder text "Type your questions here" and a send button.

CREATE YOUR OWN FAQ BOT



Creating a Bot for answering FAQs <http://bit.ly/2ntjf5x>



FREQUENTLY ASKED QUESTIONS



FAQ for visitors to get familiar with conversation UI

The screenshot shows the SPS Events website for the Boston event. At the top, there's a navigation bar with links for Home, About, Sponsors, Speakers, Sessions, Location, Schedule, and Community. Below the navigation is a large banner image of autumn trees. Overlaid on the banner is the text "Boston" in large white letters, followed by "Saturday, October 20, 2018" and the location "Microsoft MTC Offices, 5 Wayside Road, Burlington, Massachusetts 01803". At the bottom of the banner, there are social media sharing buttons for Twitter, Facebook, and Google+. The overall background of the page is blue.

Check out our "official" site on Wordpress.

Register with EventBrite at <https://spsne.news/Register2018>.

Carrying on the great tradition of SharePoint Saturday started by Michael Lotter, Susan Lennon, and Kevin Israel on January 10th.



The screenshot shows a Microsoft Teams chat window titled "Chat". A bot named "#spsmontreal bot" has sent a message saying "Hi! I'm #spsmontreal bot. Say 'hi' if you'd like to chat." The user responds with "hi". Below the messages, there are buttons for "Download chat logs" and "Upload chat logs". There's also a text input field labeled "Type your message..." and a send button with a paper airplane icon.

FREQUENTLY ASKED QUESTIONS



FAQ for visitors to get familiar with conversation UI

The screenshot shows the homepage of the SharePoint Saturday New England website. At the top, there's a navigation bar with links for Home, About, Sponsors, Speakers, Sessions, Location, Schedule, and Community. A search bar and user profile icons are also present. Below the navigation is a large image of autumn trees with red and orange leaves. Overlaid on this image is the text "Boston" in large white letters, followed by "Saturday, October 20, 2018" and the location "Microsoft MTC Offices, 5 Wayside Road, Burlington, Massachusetts 01803". At the bottom of the main content area, there are social media sharing buttons for Twitter, Facebook, and Google+.

Check out [our "official"](#) site on Wordpress.

Register with EventBrite at <https://spsne.news/Register2018>.

Carrying on the great tradition of SharePoint Saturday started by Michael Lotter, Susan Lennon, and Kevin Israel on January 10th, 2010 in Victoria, British Columbia, Canada, the first SharePoint Saturday



The screenshot shows a Microsoft Teams chat window titled "Chat". It displays a message from a bot named "#spsboston bot" saying "Hello". To the right, a user asks "what's the schedule?" and the bot responds with a grid-based calendar view for Saturday, October 20, 2018. The calendar shows various sessions scheduled across different locations: Boston, New York, and Washington. At the bottom of the window, there are buttons for "Download chat logs" and "Upload chat logs", and a text input field with a placeholder "Type your message..." and a send arrow icon.

FREQUENTLY ASKED QUESTIONS



FAQ for visitors to get familiar with conversation UI

The screenshot shows the homepage of the SharePoint Saturday New England website. At the top, there's a navigation bar with links for Home, About, Sponsors, Speakers, Sessions, Location, Schedule, and Community. A search bar and a user profile icon are also present. Below the navigation is a large image of autumn foliage. Overlaid on the image is the text "Boston" in large white letters, followed by "Saturday, October 20, 2018" and the location "Microsoft MTC Offices, 5 Wayside Road, Burlington, Massachusetts 01803". Social media sharing buttons for Twitter, Facebook, and Google+ are at the bottom of this section.

Check out our "official" site on Wordpress.

Register with EventBrite at <https://spsne.news/Register2018>.

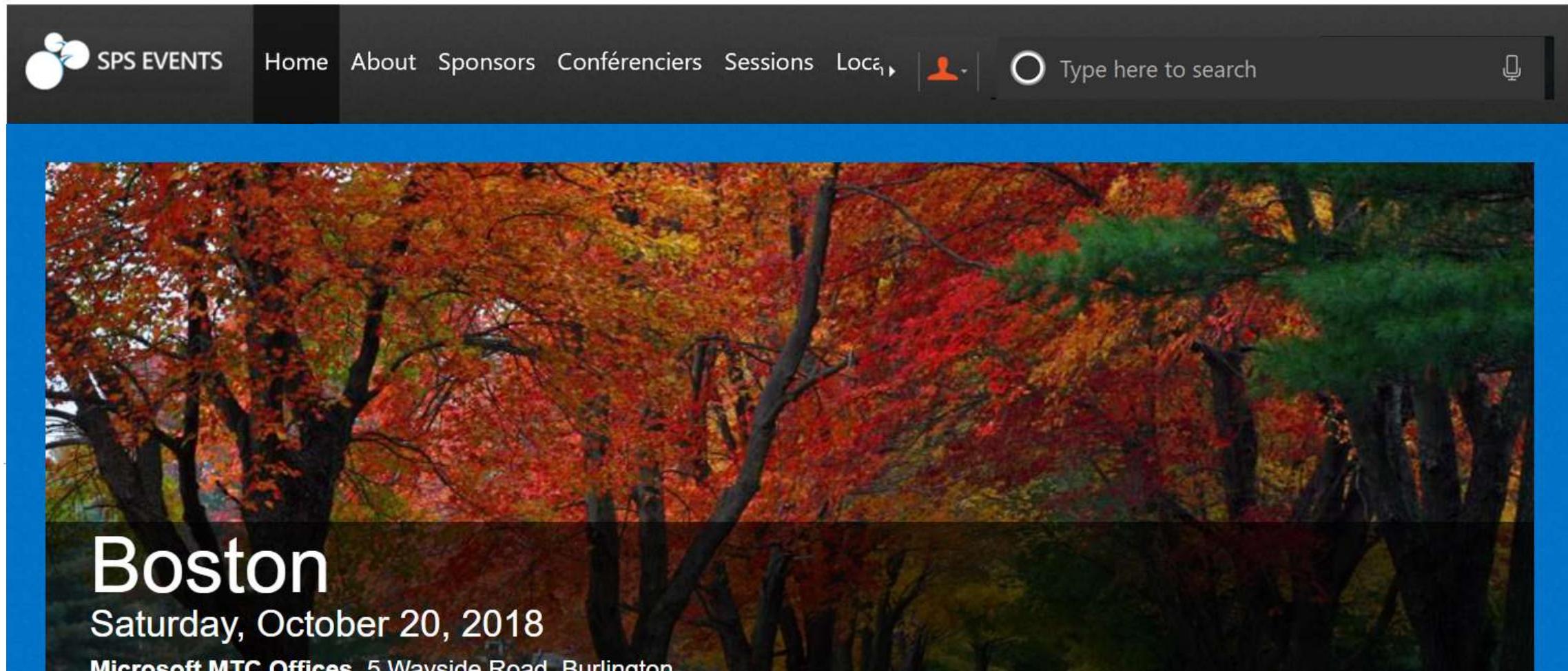
Carrying on the great tradition of SharePoint Saturday started by Michael Lotter, Susan Lennon, and Kevin Israel on January 10th, 2009 in Virginia Beach, we hope to welcome you to SharePoint

The screenshot shows a Microsoft Teams chat window. The title bar says "Chat". On the left, there's a sidebar with a "bots" section showing "You Now". The main area contains a message from a bot: "Is your organization looking to become smarter? Attend this session to better understand the benefit of bots and how integrating them into your organization can help common tasks automated. It's the first step toward better integration between business applications together. At the end of this session, we'll demo bots and sample solutions currently available in the Office 365 space." Below this, there's a section titled "Speaker(s)" featuring "Kanwal Khipple (MVP)" as the founder and CEO of Office 365 MVP2toLead, with a link to their Twitter account (@kkhipple). At the bottom of the window, there are buttons for "Download chat logs" and "Upload chat logs", and a text input field with a placeholder "Type your message..." and a send arrow icon.

INTEGRATE CORTANA



Encourage conversations via search

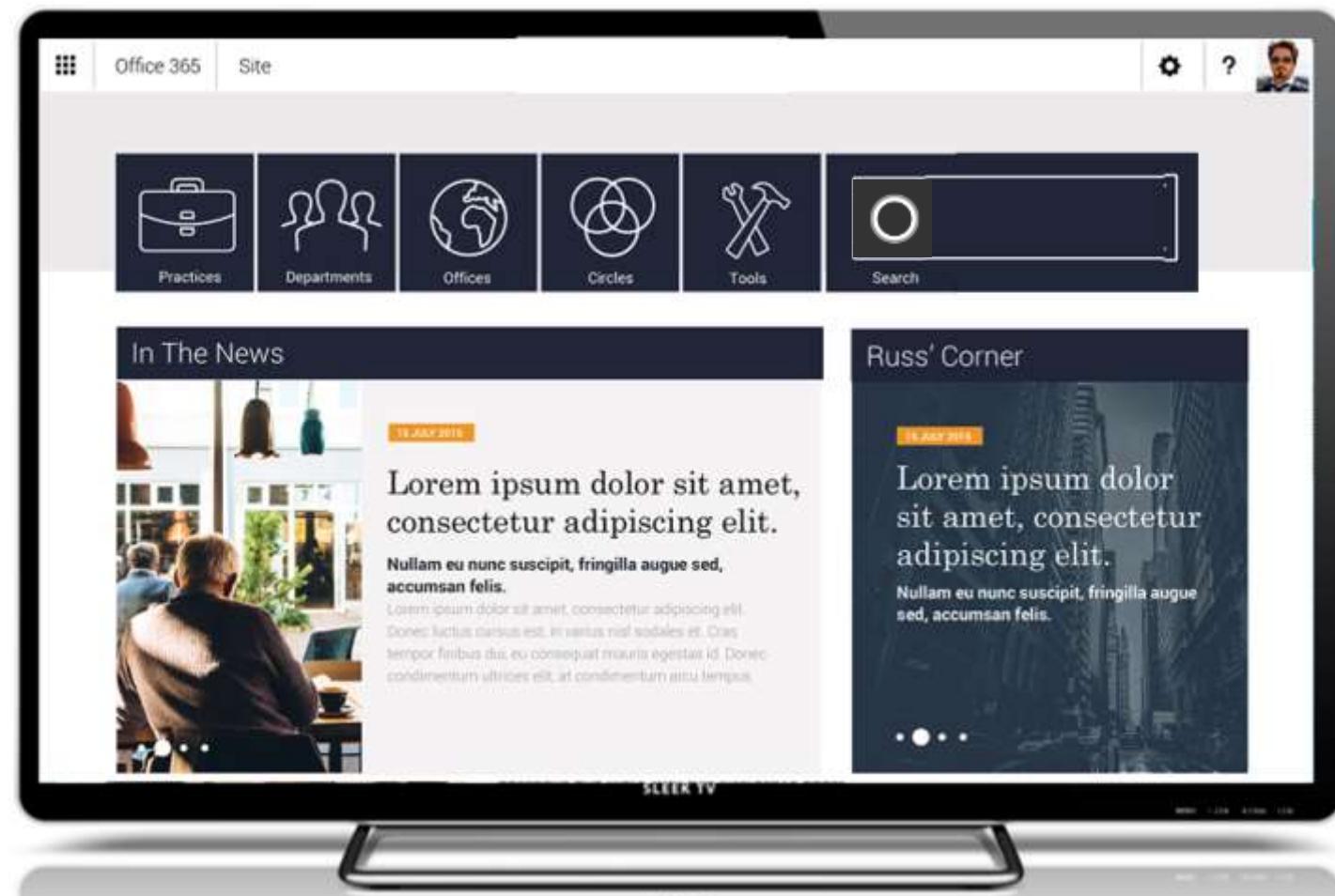


The image shows a screenshot of the SPS Events website. At the top, there is a dark navigation bar with the "SPS EVENTS" logo, followed by links for Home, About, Sponsors, Conférenciers, Sessions, Locations, and a user profile icon. To the right of the profile icon is a search bar with the placeholder "Type here to search". Below the navigation bar is a large blue header section featuring a photograph of autumn foliage with red, orange, and yellow leaves. Overlaid on this image is the text "Boston" in a large, white, sans-serif font, and below it, "Saturday, October 20, 2018" in a smaller white font. At the very bottom of the blue header, there is some small, partially visible text that appears to be "Microsoft MTC Offices 5 Wayside Road Burlington".

INTEGRATE BOTS INTO YOUR INTRANET



Replace your intranet search with cortana



CREATE THE BOT IN AZURE



The easiest way to get started is to creating a "Web App Bot" through the Azure Portal.

The screenshot shows the Microsoft Azure Marketplace interface. On the left, there's a sidebar with various service categories like Compute, Storage, and AI + Machine Learning. The main area is titled 'Everything' and has a search bar at the top with the query 'web app bot'. Below the search bar are filters for Pricing (All), Operating System (All), and Publisher (All). The results section lists several items, with 'Web App Bot' by Microsoft being the top result. To the right of the results, there's a sidebar titled 'PUBLISHER' with a list of useful links.

NAME	PUBLISHER	CATEGORY
Web App Bot	Microsoft	AI + Machine Learning
MediaWiki on Linux Web App (preview)	Hallo Welt! - Medienwerkst...	Web
Fortinet Web Application Firewall - FortiWeb	Fortinet	Compute
F5 Per-App VE – BIG-IP LTM (PAYG, 200Mbps)	F5 Networks	Compute
F5 Per-App VE – Advanced WAF (PAYG, 200Mbps)	F5 Networks	Compute
F5 Per-App VE – BIG-IP LTM (PAYG, 25Mbps)	F5 Networks	Compute
F5 Per-App VE – Advanced WAF (PAYG, 25Mbps)	F5 Networks	Compute
Flexify.IO - Amazon S3 API for Azure Blob Storage	Flexify.IO	Compute
Wallarm - Next-Gen Web Application Firewall (WAF)	Wallarm	Compute
Signal Sciences -BYOL	Signal Sciences	Compute

VACATION BOT

How will it work in real life?



Chat



Hi Vacation-bot, I want to take a vacation next Wednesday.

Hello Boris, let me check with Kanwal and get back to you ASAP.

Yay! your vacation is approved. You have 14 more vacation days after this vacation.

Type your message...



Chat



Hi Kanwal, Boris Baitsov would like to take a vacation next Wednesday (he has a surplus of 15 vacation days)

Approved

Thanks Kanwal #generous

[Download chat logs](#) | [Upload chat logs](#)

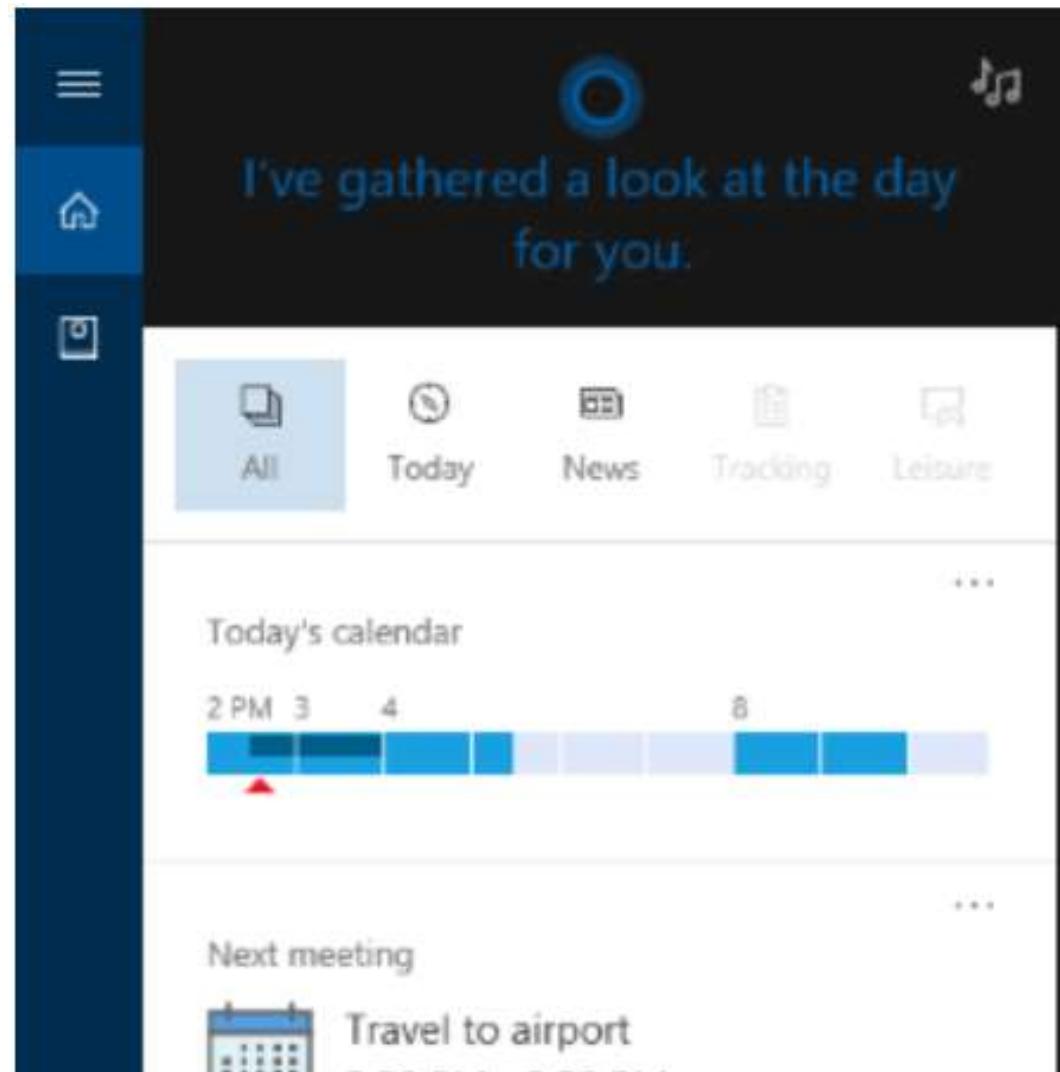
Type your message...



INTEGRATE CORTANA WITH OFFICE 365



Connect users to Office 365 through their start menu



INTEGRATE APPS



Integrate your queries into Cortana

Executive Metrics Dashboard [Share Dashboard](#)

Ask a question about the data on this dashboard

Expected Revenue last month

\$95.22M

Total Invoice last month

\$2.22M

Discount Savings last month

\$4.07M

AccountCount by location

I found the expected revenue where state is California.

Variance to Budget by month

\$12,589,996.00

Expected Revenue

Number of Visits, Expenditures (\$M) by month

Data from Company CRM
Show more details in Power BI

Marketing Campaign Stats by date

Marketing Campaign Metrics

9515 Requests

7112 Sources

1543 Delivered

747054 Clicks

9:47 AM

7/23/2015

Total Invoice by month last year

Category

- Direct
- Indirect
- Logistics
- Other

Sub-Category

- Hardware
- Indirect Goods & Services
- Other
- Raw Materials
- Outsourced
- Logistics
- Contracting & Services

Sales Pipeline by status

1. You browse to the dashboard
2. Click on revenue chart
3. Click on the region

You are the CEO of the company and you want to know the P/L for a specific region.



Hyperfish helps your organization complete your directory

Holly Smith

Holly Smith
MARKETING, Available · Video Capable
2 Participants

Hi Holly, can you send me your phone number to update the company directory?

Hi Holly,
The following information in the company directory is missing:

- Mobile Phone

Please select "Update my profile" below or respond to this message.
Example: My Department is Marketing.

UPDATE MY PROFILE

Thank you,
Nelly

Getting too much email from Nelly <hyperbot@hyperfish.com>? You can unsubscribe at any time.

Nelly <hyperbot@hyperfish.com>

Fri 12/2, 10:05 AM

Megan Bowen

Hi,
The following information in the company directory is missing:

- Mobile Phone

Please select "Update my profile" below or respond to this message.
Example: My Department is Marketing.

Hi Holly, can you send me your phone number to update the company directory?

It's +1 253 203 6278

Thanks Holly!

Sales deck

Message Options

From: Jeremythake (Jeremy Thake) To: Jakob Maciolek Cc: Subject: Sales deck

Hi Jakob,

Here is the sales deck as promised:
<http://www.hyperfish.com/sales>

Thanks,

Jeremy Thake | Hyperfish | VP of Product Technology | jeremy@hyperfish.com | P +1 425 678 2285 | M +1 425 505 7287

How complete is your Active Directory?

FIND OUT NOW

hyperfish

in tw fa

MEET THE BOTS

Say hello! Try out a bot and add it to your favorite Conversation experiences.



her

travel search engine

Humani

Inc.
Humani's life is in your hands.
You help her make some

ca, the Hips...

A HIPSTER
I'm Mica, your local hipster
adviser. I help you discover the best



Microsoft Bing



SI x GameOn...

GameOn Technology

Love the NFL? Add the SI x GameOn
NFL bot to get unparalleled



StubHub Inc.

Finding tickets to sports, con-
certs, and theater as easy as chatting with



MemeBot

Fernando Galván Medina

A simple bot that will assist you
with your daily meme creation. You



Baymax

TrueCare24

Your personal healthcare
companion. The service is available



UNO

Card Lion

UNO world famous card game



Solitaire

Card Lion

Solitaire is the most popular card
game in the world.



Foursquare

Foursquare Labs Inc.

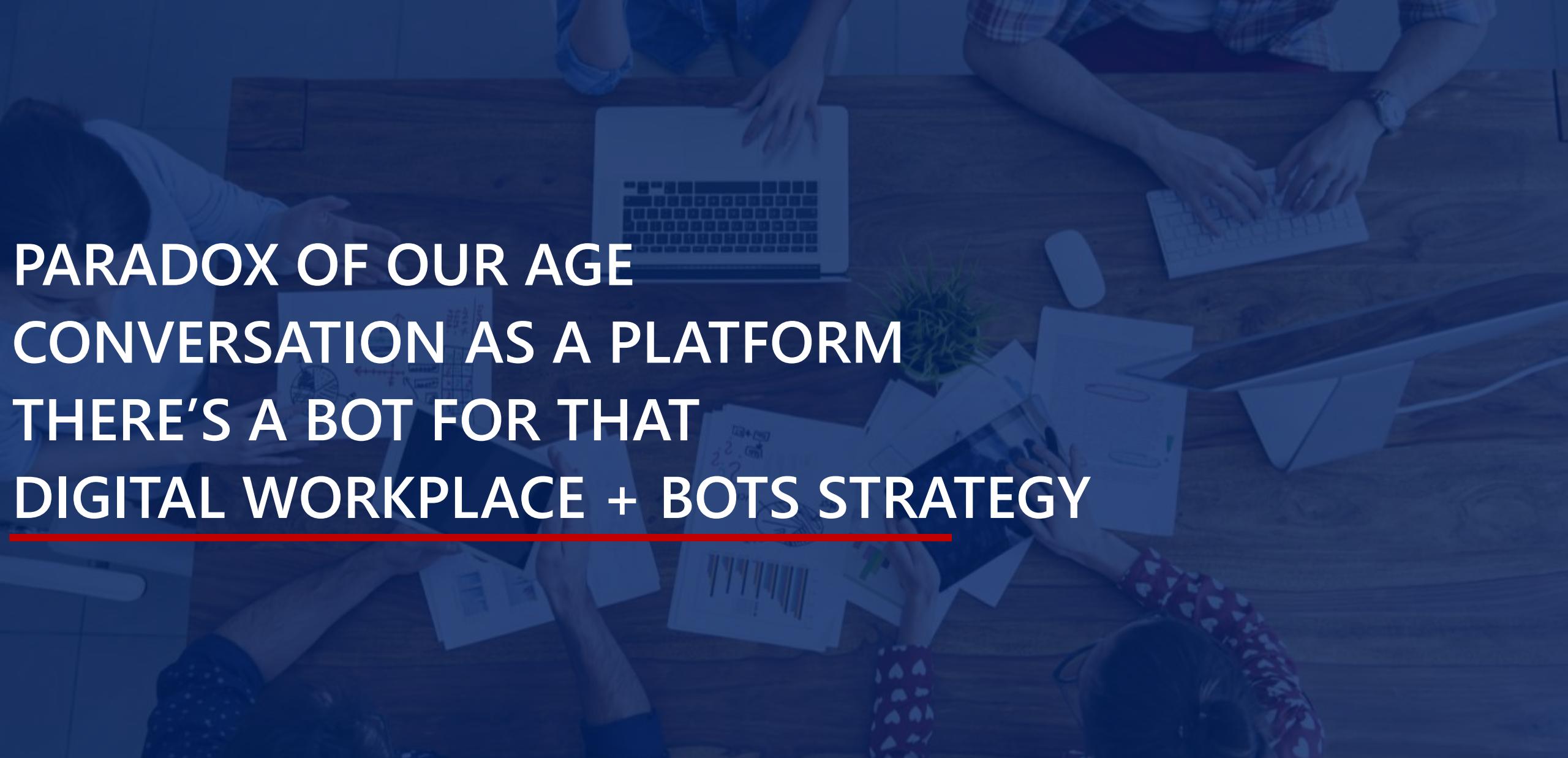
Foursquare fo

RESOURCES



Learn and get educated with these resources

- QnA <https://qnamaker.ai/>
- [Bot Framework Overview](#)
- [Bot Framework Support](#)
- [Bot Directory](#)
- Luis.AI



PARADOX OF OUR AGE CONVERSATION AS A PLATFORM THERE'S A BOT FOR THAT DIGITAL WORKPLACE + BOTS STRATEGY

What are we covering today?

BRAINSTORM ACTIVITY ORGANIZATIONAL CHANGE

Helps companies to find out the employee engagement and retention by analyzing employee sentiment.



CONNECTING WITH OTHERS



Helps companies to find out the employee engagement and retention by analyzing employee sentiment.

- When is Kanwal next available for a meeting?
- What meeting rooms are available now?
- Who has expertise in SharePoint ?
- Who is in charge of the Intranet?
- Phone Richard



SEARCH FOR ME



Helps companies to find out the employee engagement and retention by analyzing employee sentiment.

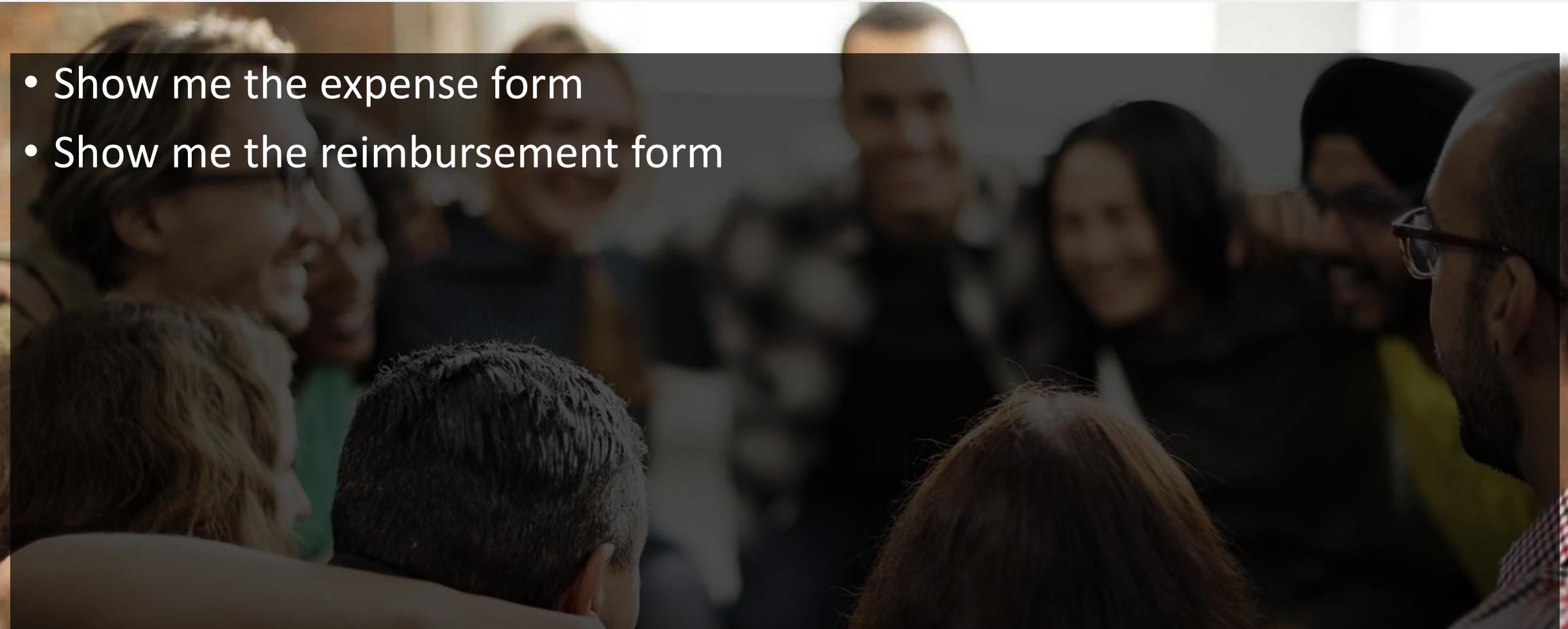
- Who has expertise in SharePoint ?
- Who is in charge of the Intranet?
- Where is SPS New England hosted next year?
- Phone Kanwal
- Book a meeting room for 9:30 on Wednesday
- What are the current exchange rates?

TOOLS



Helps companies to find out the employee engagement and retention by analyzing employee sentiment.

- Show me the expense form
- Show me the reimbursement form



ORGANIZATIONAL CULTURE BOT



Helps companies to find out the employee engagement and retention by analyzing employee sentiment.

- Give me the facts for client ...
- Tell me the recent sales for client ...
- Set up a new client for ...
- Find me a parking spot.
- Find me petrol/a hotel/a print shop.
- Recommend a lunch location.
- Tell the client that I'm close.
- Give me the traffic alerts.
- Find me the best order for today's visits.
- Share this presentation with the client.
- Add a reminder for one week.
- Check the stock levels of ...
- Register a new sale.
- Record the mileage for this trip.
- How are my sales targets?
- Tell me the latest intranet news.
- What do I need to approve?

OUR VISION

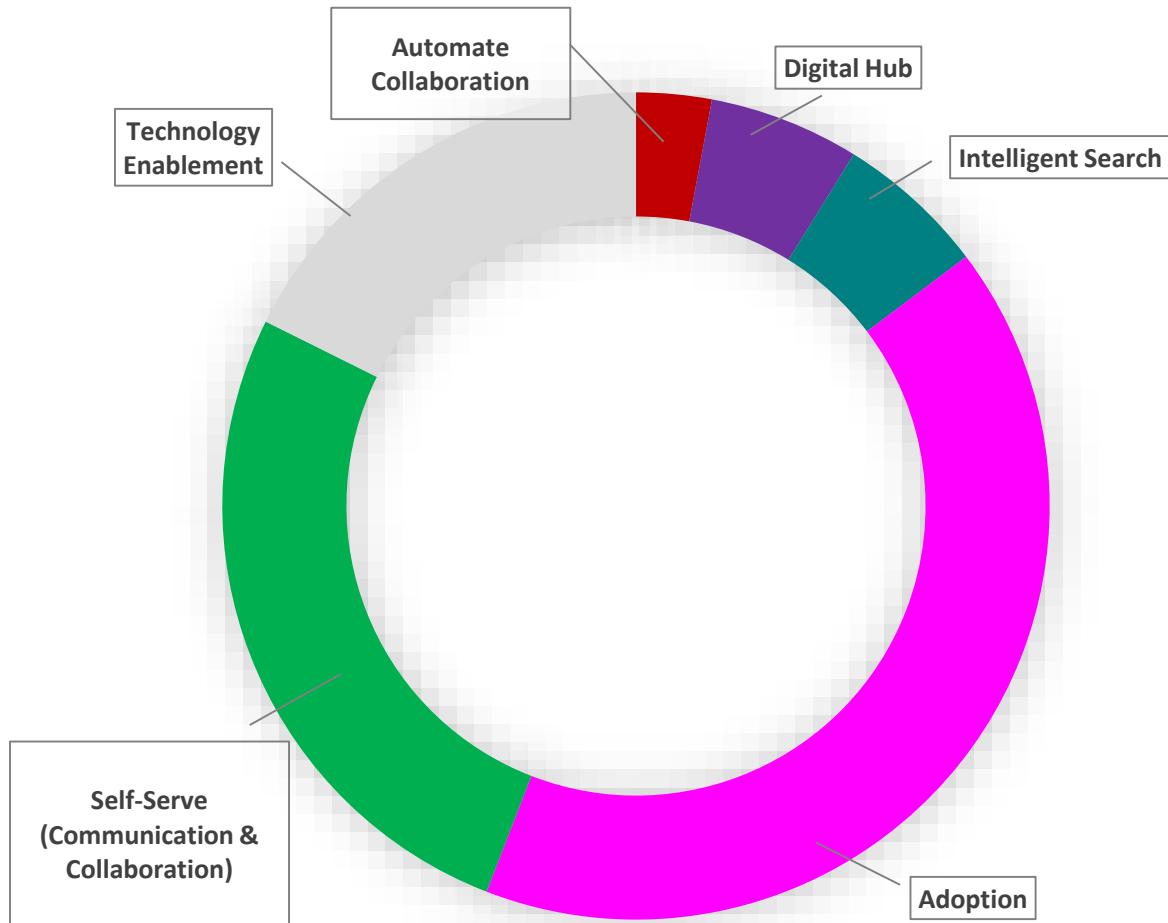


Empower employees to be **productive** and **engage** with their peers through an integrated *employee digital experience*

PAIN POINTS



Frequency of the various pain points we've heard. Dominated by Culture, Adoption & Training frustrations, followed by Workplace Communication & Collaboration.



- **Adoption**
 - Too many tools - Not sure what to use when
 - No formal training/support (only peer-to-peer support)
 - Lack of governance
- **Self-Serve – Communication & Collaboration**
 - Self-management of workspaces is not available
 - Client/Project Knowledge not shared across regions/teams
 - Lack of collaboration between teams
 - Lack of best practices for documents management
- **Technology Enablement**
 - Technology Infrastructure is slow and cumbersome
 - Permissions hard to implement to comply with MSA agreements
 - Need direction to migrate documents to SharePoint Online
- **Automate Collaboration**
 - Repetitive tasks are not easy to perform due to large number of applications
- **Intelligent Search**
 - Difficult to find information within the company
 - No central place to search for employees
 - Employee information and status not up to date
- **Digital Hub**
 - Fractured Corporate Communication (each business line has separate communication)
 - Lack of Single Sign-on (10-15 applications to log in every day)

OUR USERS, OUR EXPERIENCE



Understanding needs from our users perspective guides our priorities



Kyle,
Collaborator



Theodore,
Connector



John,
Communicator



Judy,
Consumer



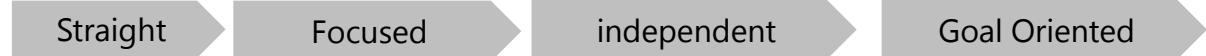
Eva,
Contributor



Judy

II It would be great to find content easily over the Intranet using search and be able to access work related documents and materials while I am out of the office

KEY CHARACTERISTICS



Consumer Persona

TOUCH POINT CHANNELS



Phone



Website



Speech



Mobile App

ATTRIBUTES

TECHNICAL PROWESS



TECH. AVOIDANCE



ONLINE EXPERIENCE



SOCIAL



DRIVE

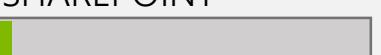


CURRENT STATE

OUTLOOK



SHAREPOINT



ONEDRIVE



TEAMS



YAMMER

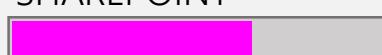


FUTURE STATE

OUTLOOK



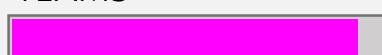
SHAREPOINT



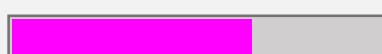
ONEDRIVE



TEAMS



YAMMER



GOALS

Create work related documents efficiently with reference to existing documents and templates.

EXPECTATIONS

Consolidate personalized mechanism to find relevant content. Personalized communication/notifications.

FRUSTRATIONS

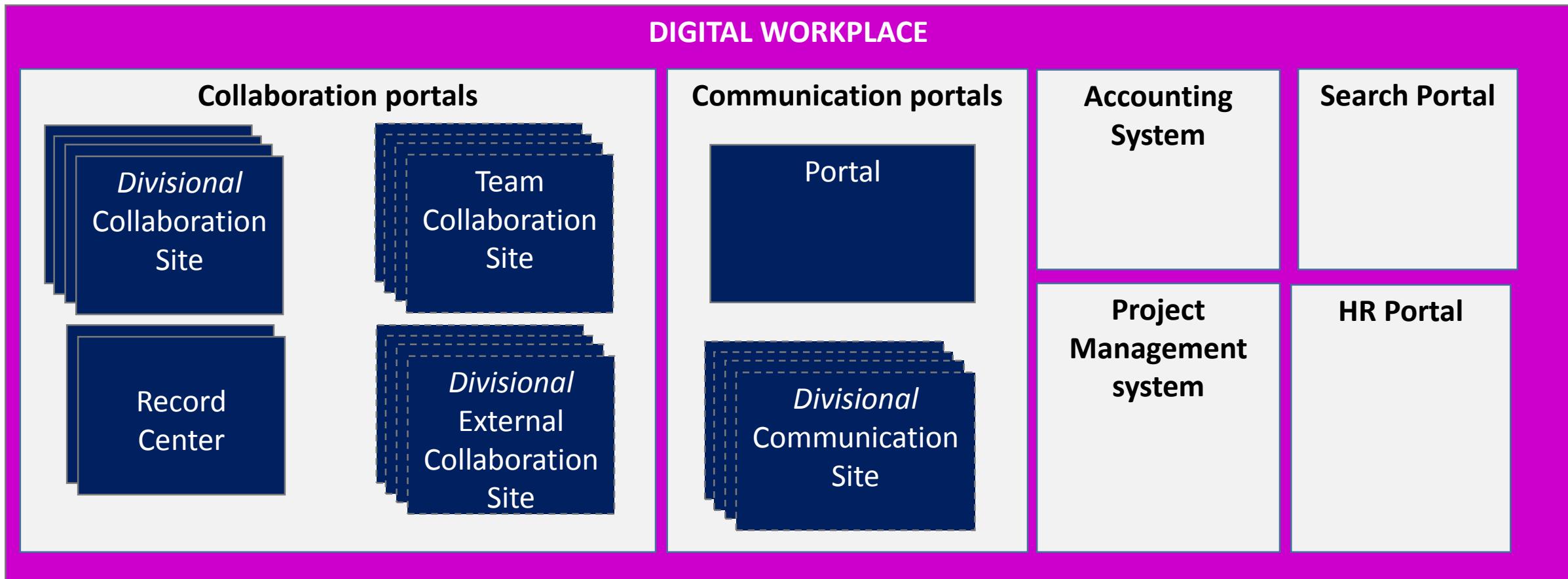
Difficult to sift through search results / documents to find the relevant documents, and lack of communication relevance to his work.

Age	41
Occupation	Field Employee
Education	Bachelor's Degree
Family	Married
Location	Canada

PORTAL STRATEGY



Digital Workplace strategy should not be focused on one technology.



DEFINING THEMES



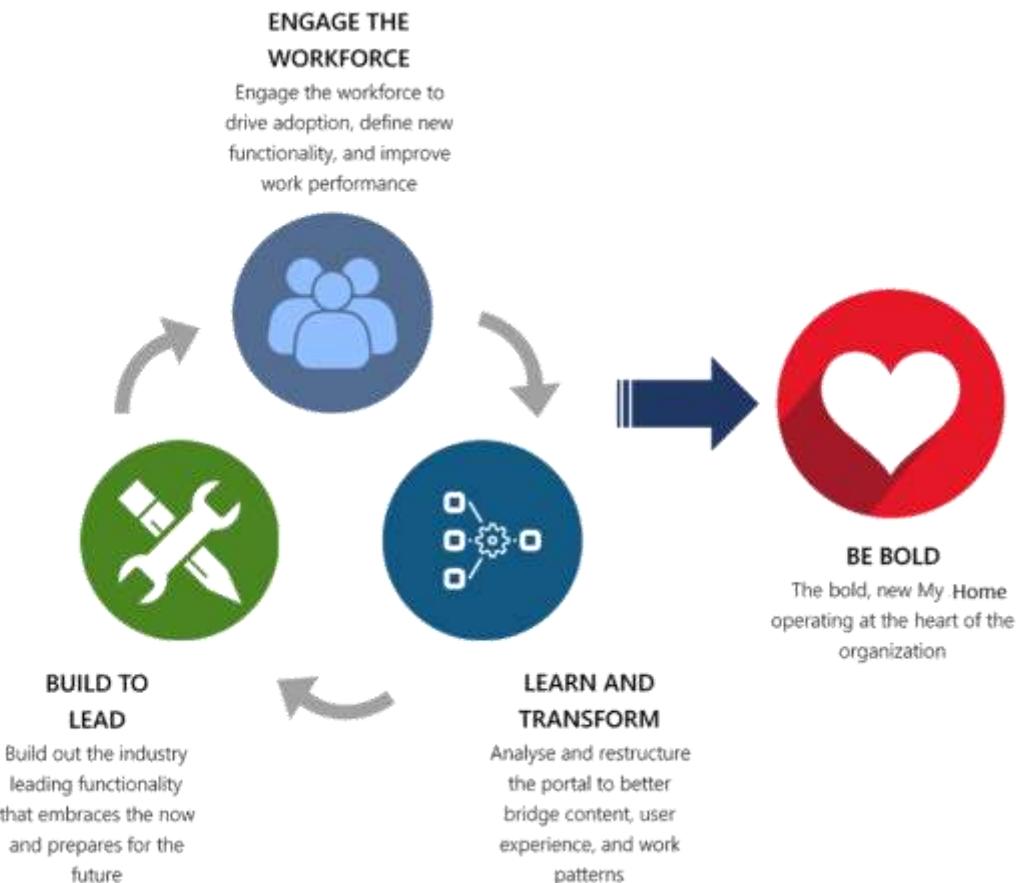
Digital Workshop strategy encapsulates all technology that employees use



DEFINE DIGITAL WORKPLACE OBJECTIVES



Communicate across the organization using these pillars and align projects around these objectives



CONVERSE WITH APPLICATIONS



The real breakthrough is being able to gather information from applications using conservations as the platform



liz 1:09 PM

Fixed bug #9358. Piggies shouldn't get stuck walking in place any more.



bugbot 1:10 PM ★

Bug #9358

Title

Piggies are stuck walking in place

Creator

mackenzie

Assignee

liz

Status

fixed

Priority

normal



eric 1:14 PM

@kristel, can you test on dev.glitch.com to see if coat sleeves are now working as expected?



kristel 1:15 PM

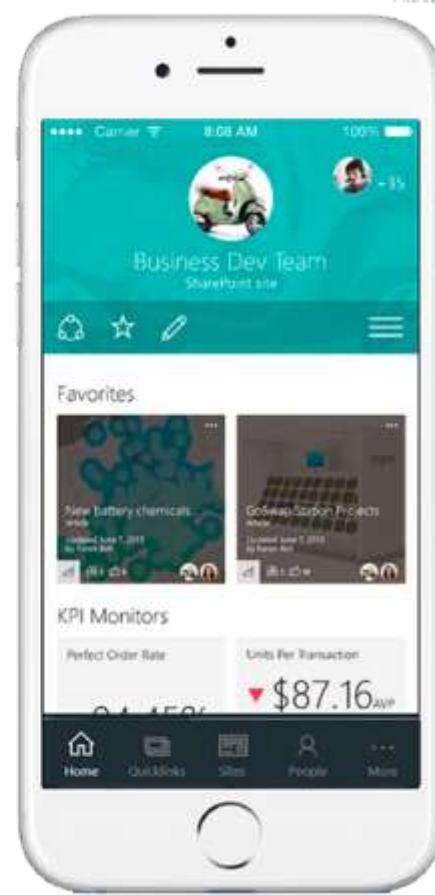
indeed they are! thanks @eric!

INTRANET DIGITAL WORKPLACE + BOTS



Integration of bots into your intranet

The screenshot shows a SharePoint intranet page for the "Business Dev Team". The top navigation bar includes links for Home, Conversations, Files, Calendar, Lists, and Insights. The main content area features a "Favorites" section with two cards: "New battery chemicals..." and "GoSwap Station Projects". Below this is a "Team Activity" feed showing posts from users like Karen Bell and Tom Watts. The "KPI Monitors" section displays metrics such as "Perfect Order Rate" at 94.45% and "Units Per Transaction" at \$87.16. The "Files" section shows a "Sales" document uploaded by the Business Dev Team at 1:12pm.

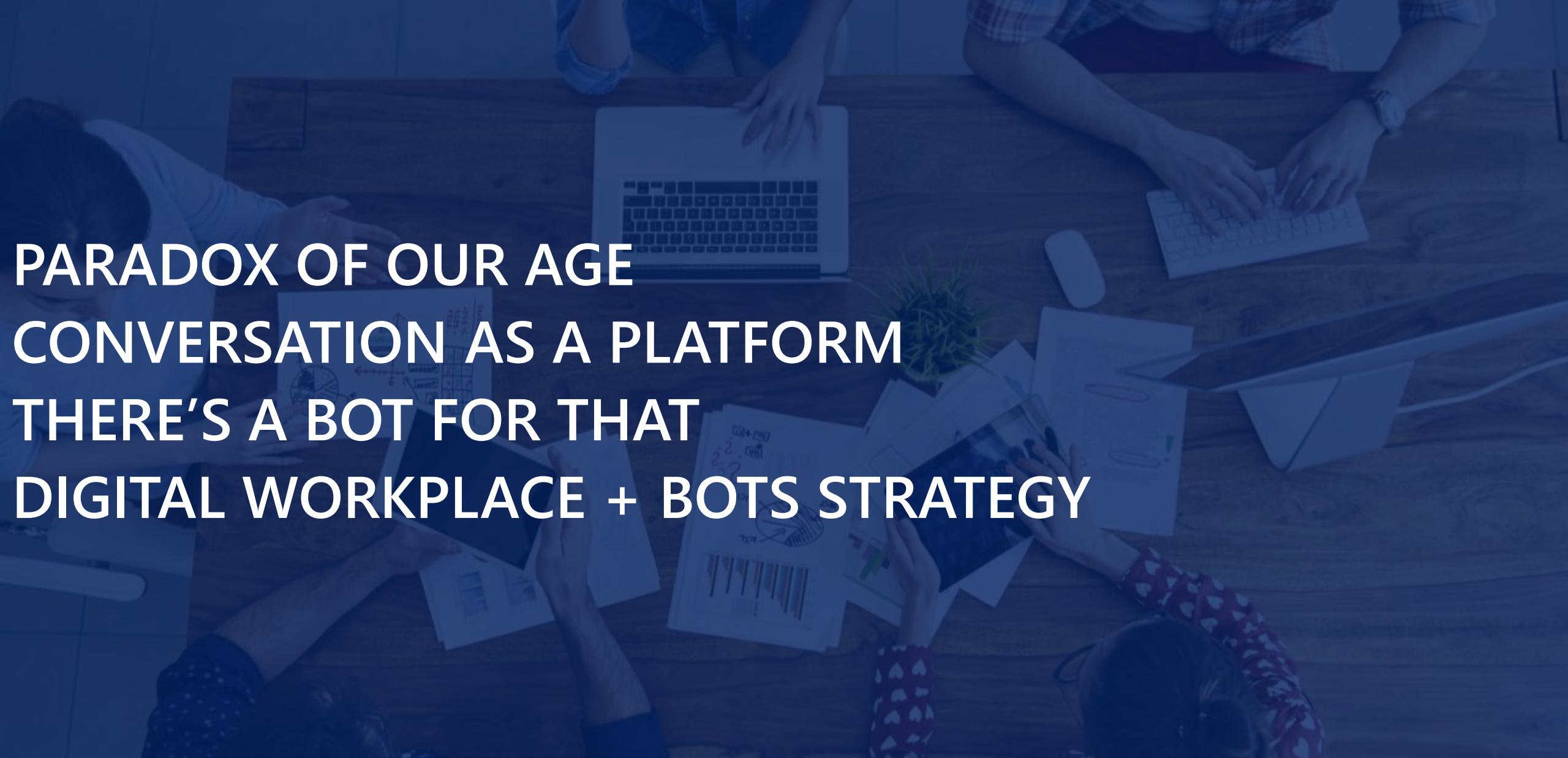


BOTS INTEGRATION



Introduce your organization to one bot at a time and slowly starting integrating additional content and sources





PARADOX OF OUR AGE CONVERSATION AS A PLATFORM THERE'S A BOT FOR THAT DIGITAL WORKPLACE + BOTS STRATEGY

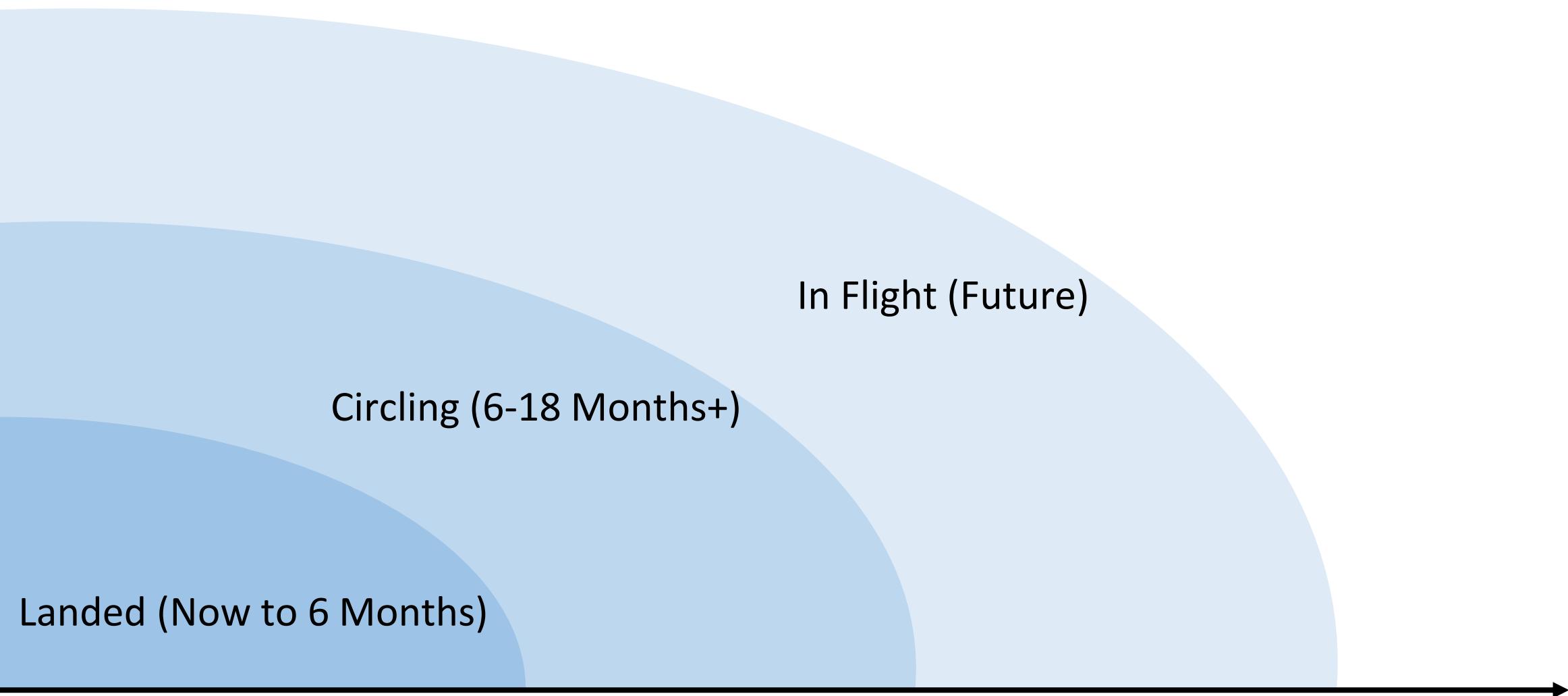
What are we covering today?



WHAT DOES YOUR TECHNOLOGY RADAR LOOK LIKE?



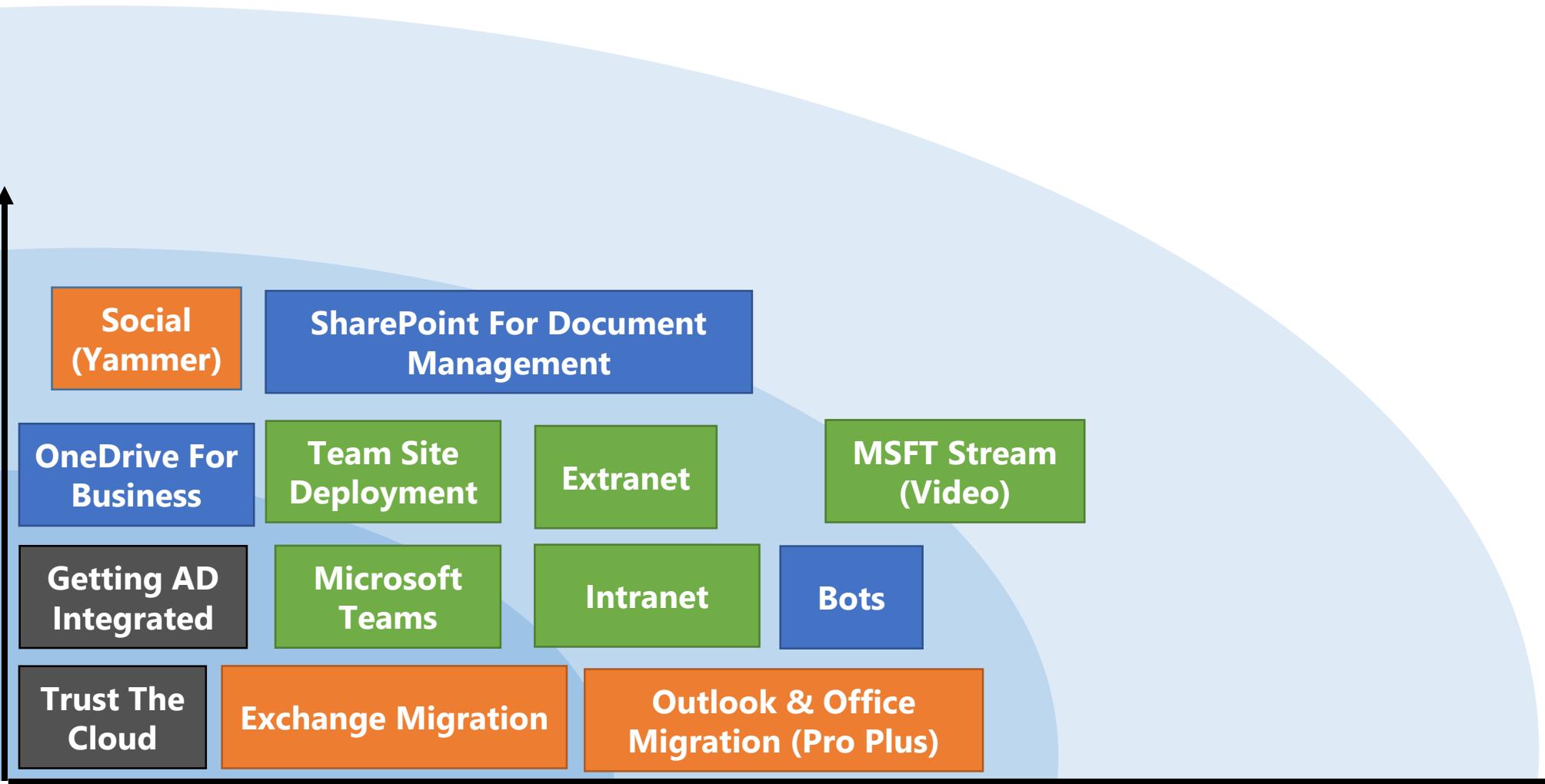
What if we look at our own organization's technology radar?



WHAT DOES YOUR TECHNOLOGY RADAR LOOK LIKE?



Every organization's journey is a little different, but often follow a similar path to getting more out of Office 365. What do you need to plan for?

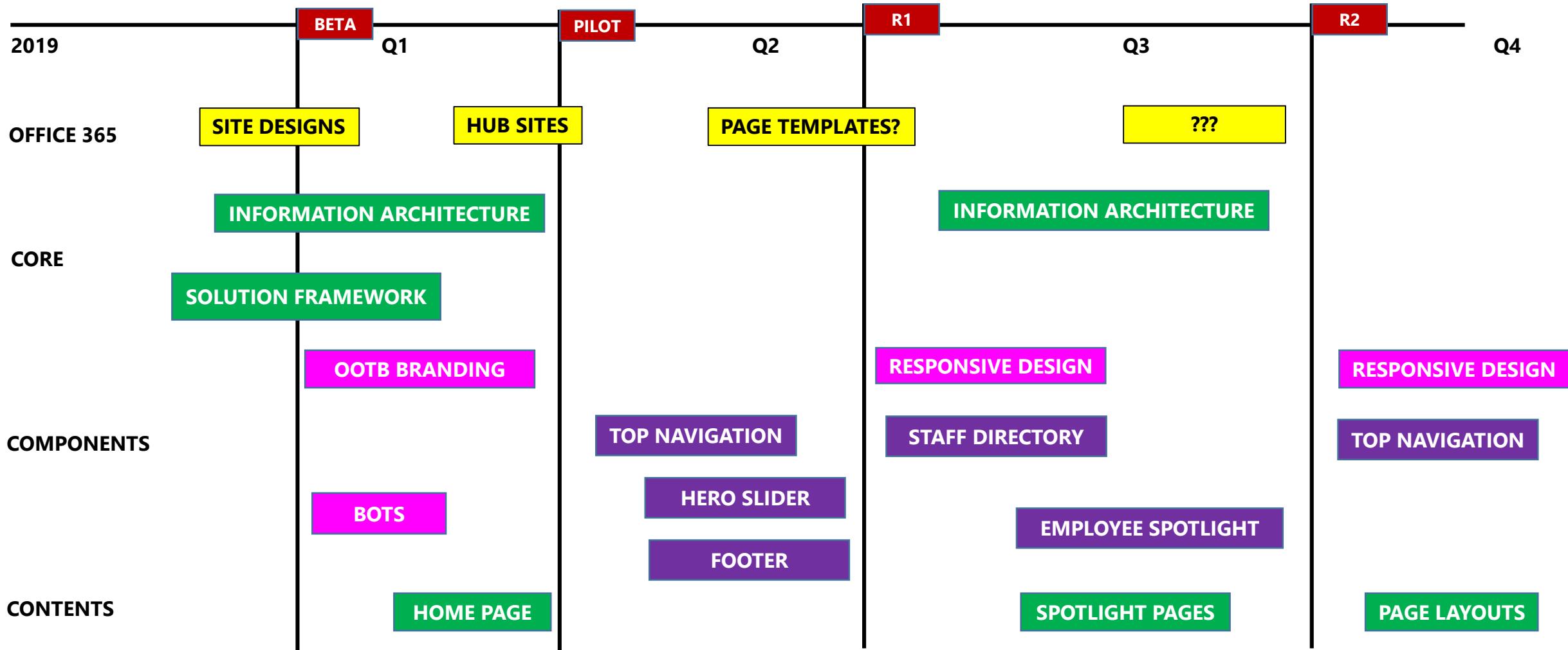




PRODUCT ROADMAP



As we unearth requests, we will align them based on priority and business value

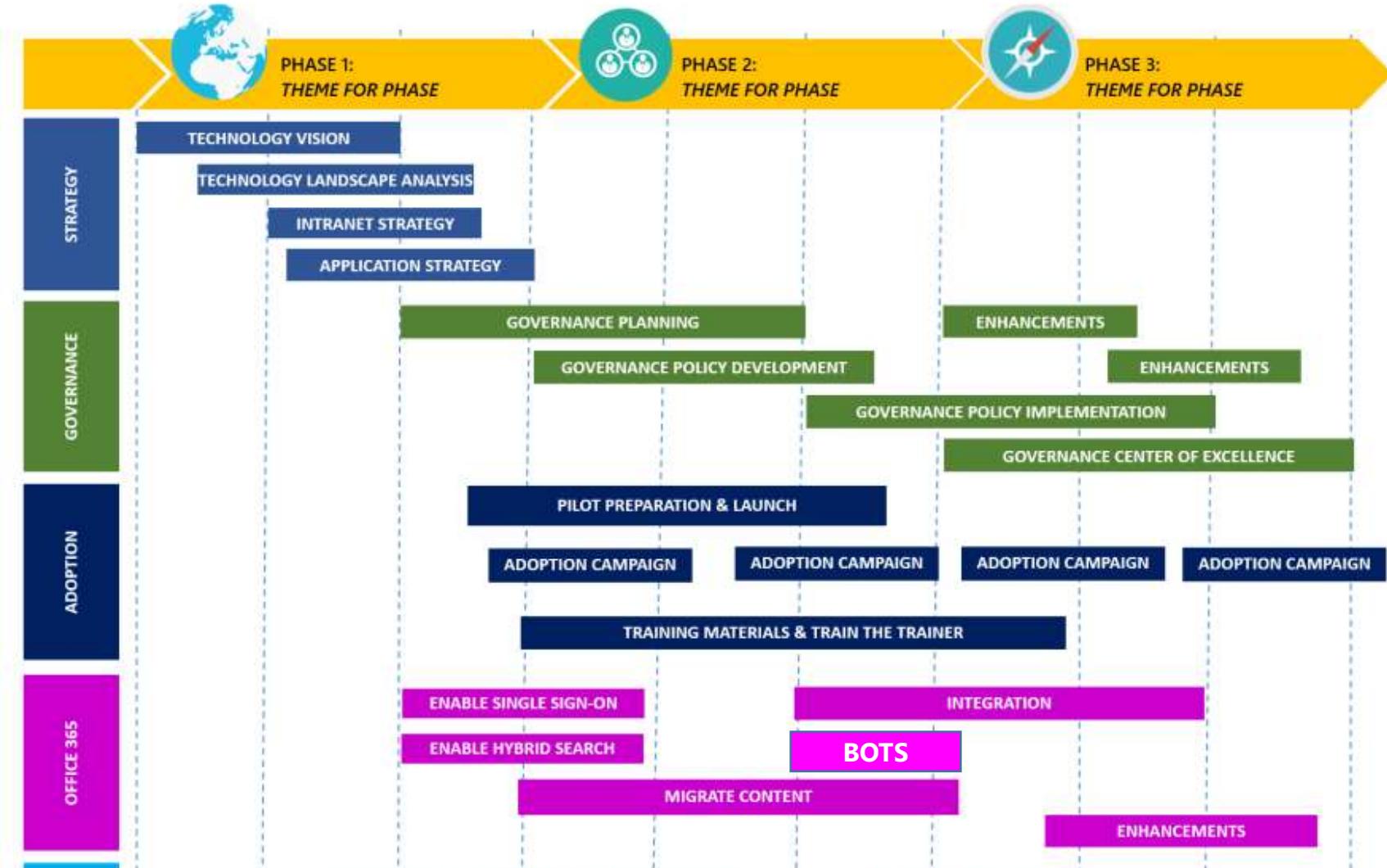


BUILD A ROADMAP



Planning out your strategy for Office 365 and how you will leverage specific features and functionalities

- Intranets?
- Extranets?
- Departmental Portals?
- Project Sites & Team Sites?
- Enterprise Social Networks?
- Document Management?
- Integrations / Bots
- Data-driven decisions
- Records Management?
- Process Improvement?
- Centers Of Excellence & Technology Adoption?
- And much more....





Thank You!

Organizers, Sponsors and You for making this possible.

50+ SharePoint Presentations @ [Slideshare.Net/kkhipple](https://www.slideshare.net/kkhipple)

When to Use What Whitepaper @ WhentoUseWhat.com

Intranets w/ Office 365 Whitepaper @ Office365Intranets.com

External Sharing w/ Office 365 Whitepaper @ Office365Extranets.com
and more!

Message Me On [LinkedIn](#) or Email Kanwal@Khipple.com

SPEAKER | AUTHOR | SUPER GOOD LOOKING

My twitter handle is @kkhipple and I work at



DOWNLOAD INTRANETS WITH OFFICE 365 WHITEPAPER!

Give you guidance and recommendations to successfully plan and implement an Office 365 Intranet <http://office365intranets.com>

