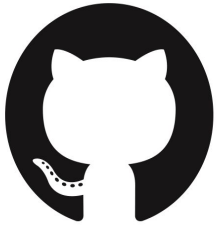
Making IT Invisible

Griffin Innovation Lab

Uli Hitzel | Developer Advocate | May 2019

Developer Advocate

/in/uhitzel



/u1i/slides

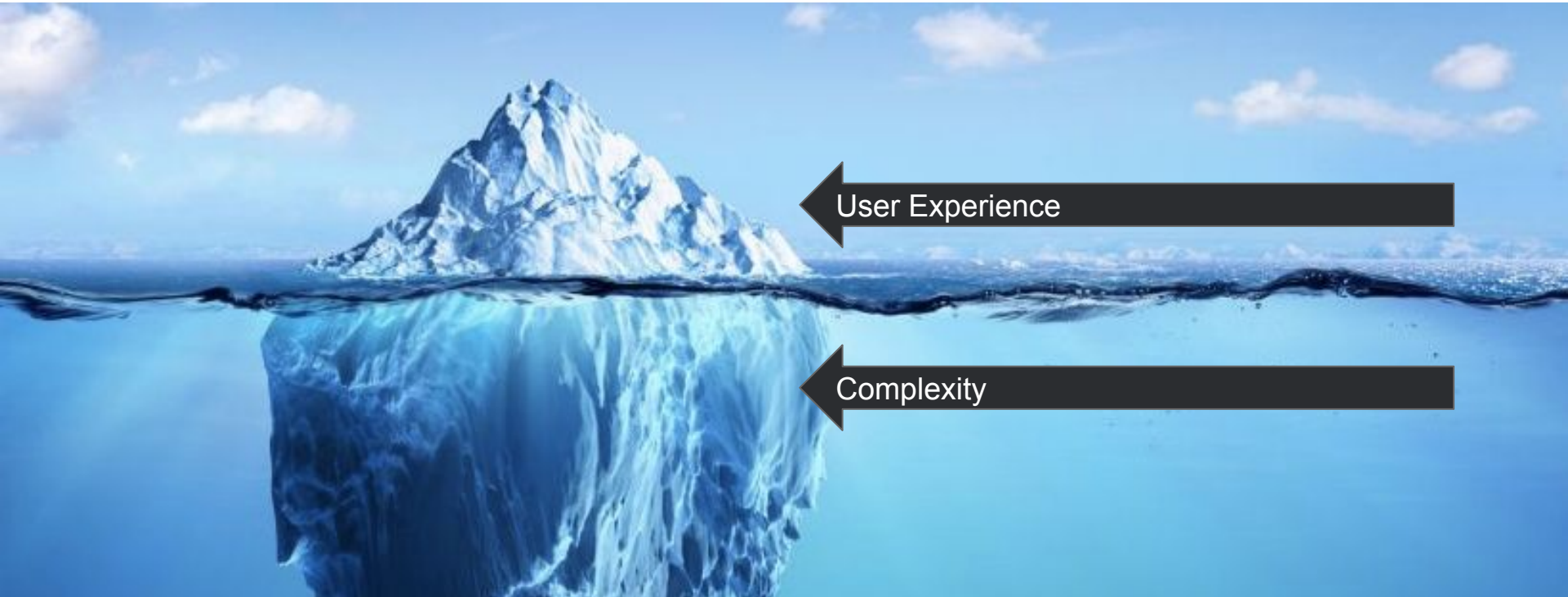
15 min Agenda

1 – Use Case

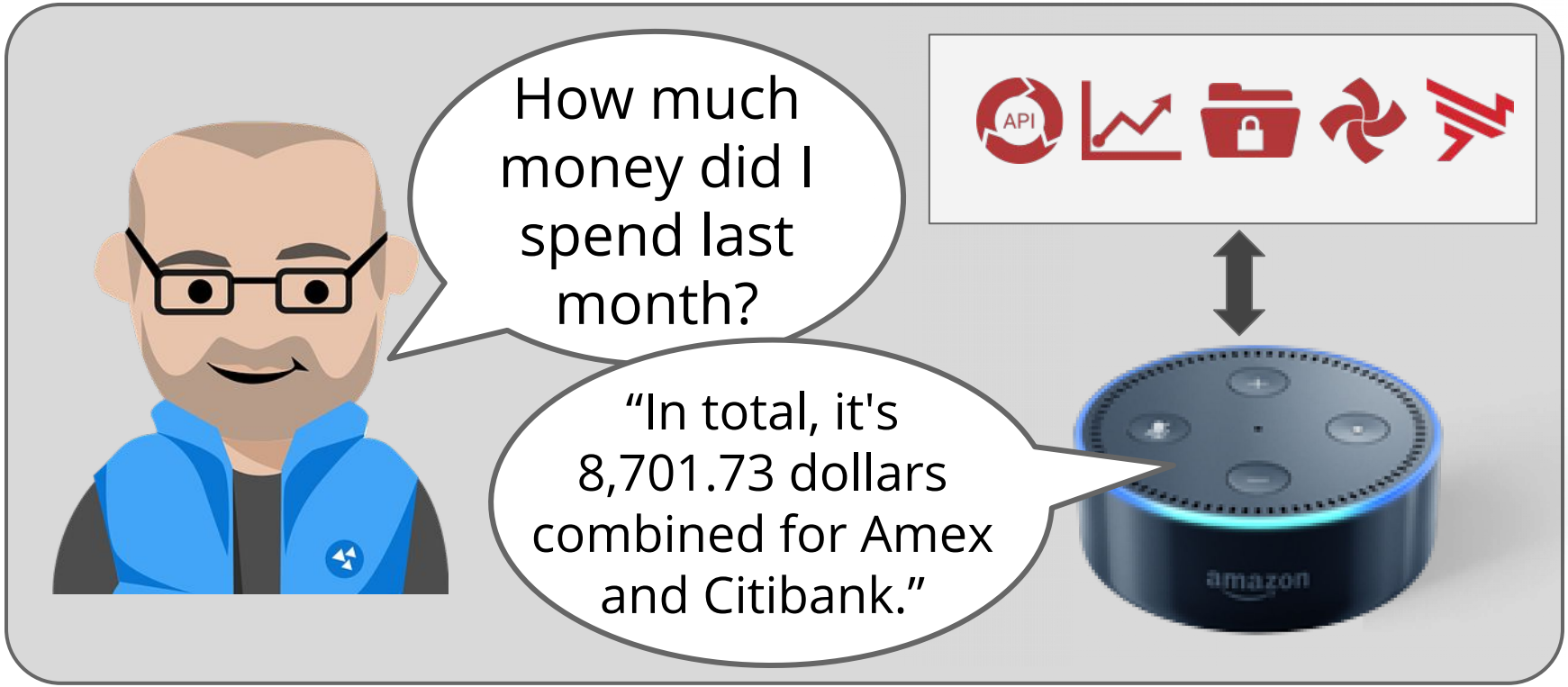
2 – Building Blocks

3 – Live Demo

Invisible IT

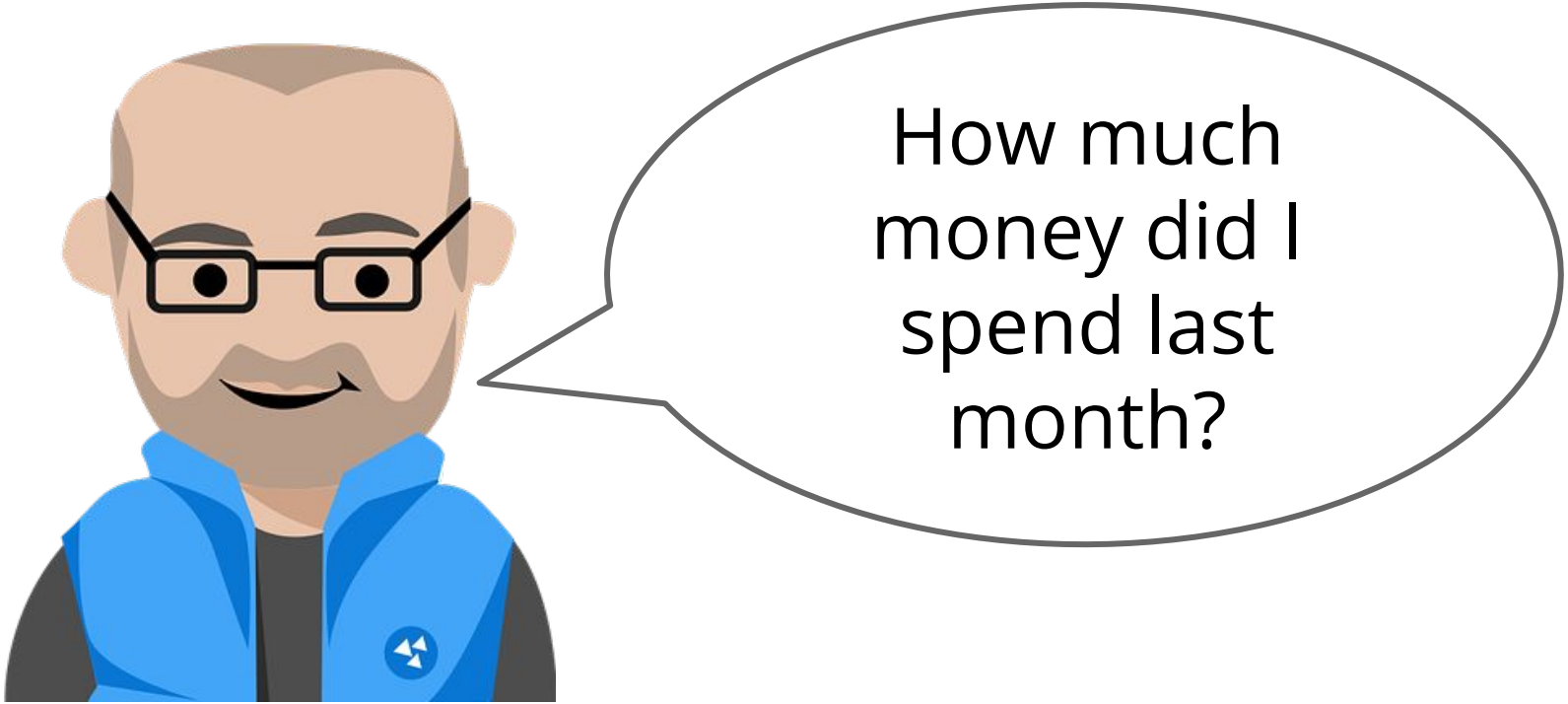


Use Case


How much money did I spend last month?
“In total, it's 8,701.73 dollars combined for Amex and Citibank.”
API
amazon

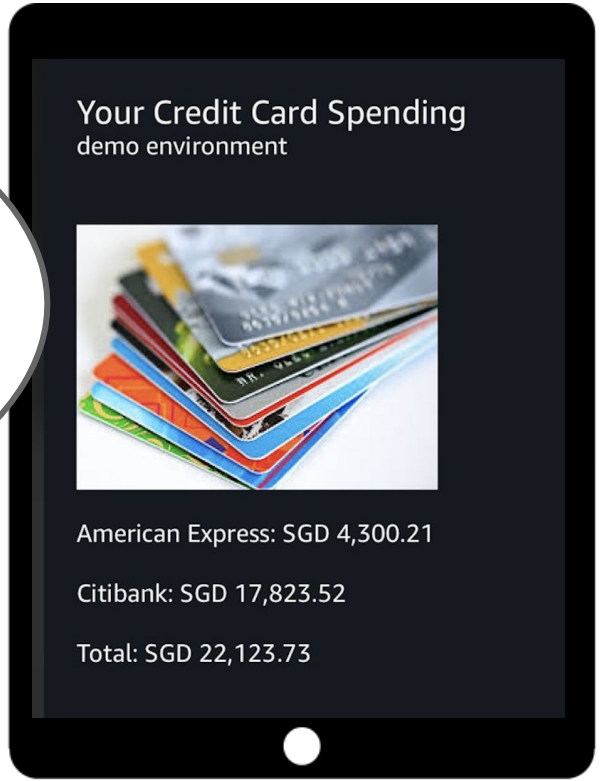
Use Existing Interfaces

1 – User Starts Conversation



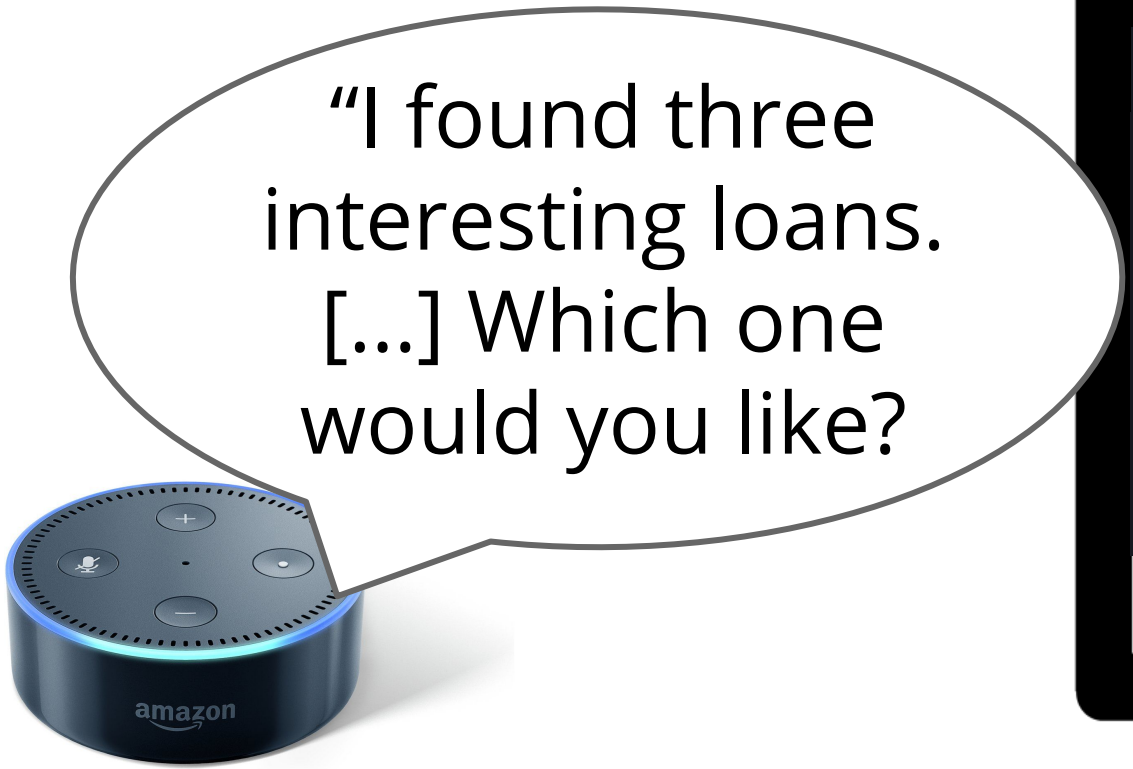
2 – An Informed Response

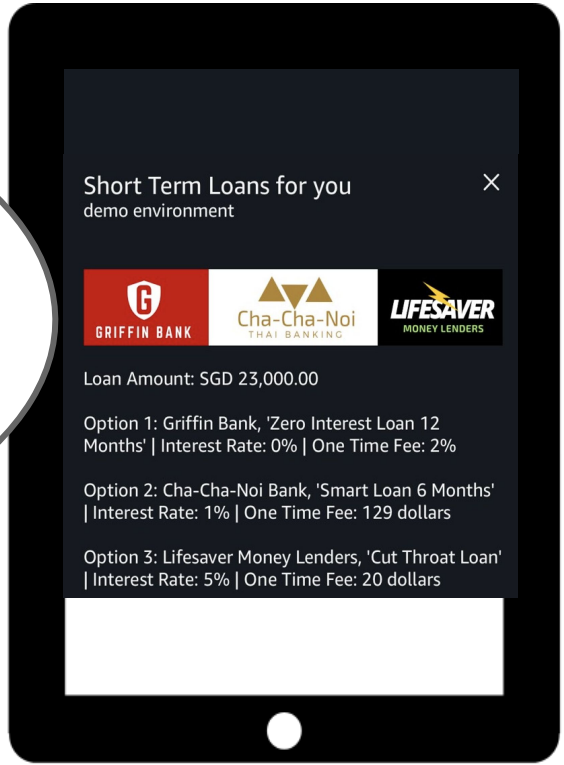
“In total, it's 22,123.73 dollars this month. 4,300.21 dollars on Amex, and 17,823.52 dollars with Citibank”



3 – Asking for Help

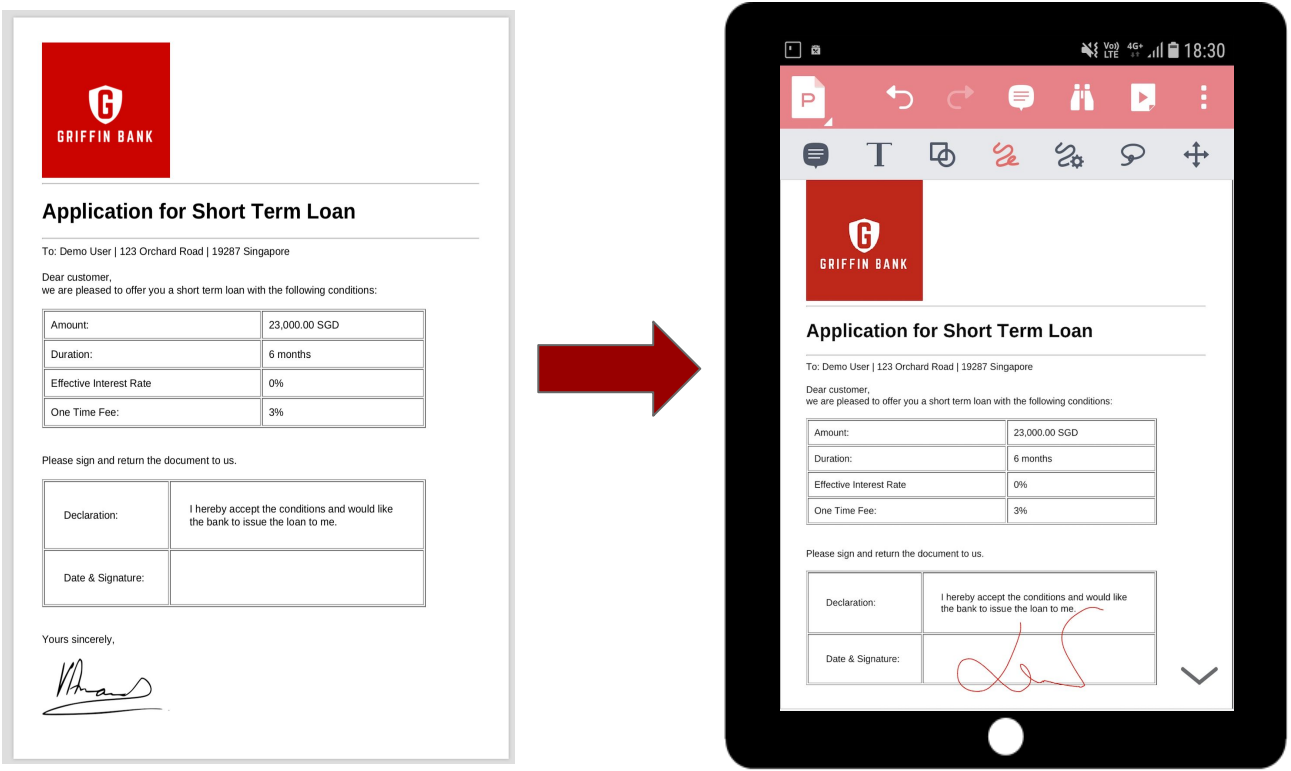
4 – Offering Choice





5 – Selecting Options

6 – Signing the Paperwork



GRIFFIN BANK

Application for Short Term Loan

To: Demo User | 123 Orchard Road | 19287 Singapore

Dear customer,
we are pleased to offer you a short term loan with the following conditions:

Amount:	23,000.00 SGD
Duration:	6 months
Effective Interest Rate	0%
One Time Fee:	3%

Please sign and return the document to us.

Declaration:	I hereby accept the conditions and would like the bank to issue the loan to me.
Date & Signature:	

Yours sincerely,

GRIFFIN BANK

Application for Short Term Loan

To: Demo User | 123 Orchard Road | 19287 Singapore

Dear customer,
we are pleased to offer you a short term loan with the following conditions:

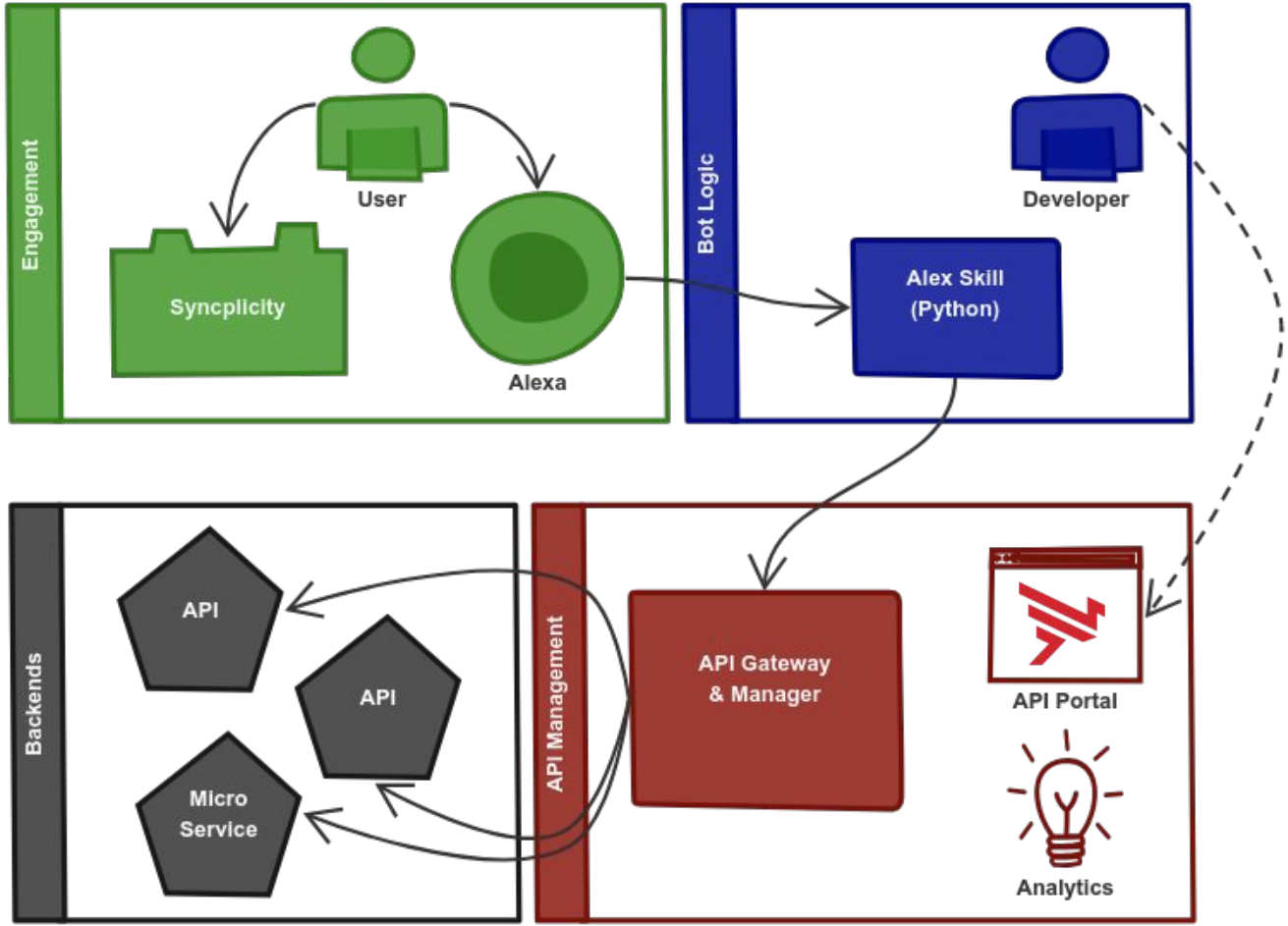
Amount:	23,000.00 SGD
Duration:	6 months
Effective Interest Rate	0%
One Time Fee:	3%

Please sign and return the document to us.

Declaration:	I hereby accept the conditions and would like the bank to issue the loan to me.
Date & Signature:	

7 – Closing the Loop

Thanks! We will send you a letter within 5 business days.


Engagement
User
Syncplicity
Alexa
Bot Logic
Developer
Alex Skill
(Python)
Backends
API
API
Micro
Service
API Management
API Gateway
& Manager
API Portal
Analytics

What’s Next

- **Demo:** Voice Banking with Alexa
- **Think & Experiment:** API Driven Innovation & Use Cases with Modular Building Blocks

/u1i