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Comment [MM1]: - Wieso wendet man sich an Bots

- den menschlichen Aspekt suggerieren
- menschliches Verhalten immitieren
- smalltalk fähigkeiten
- ablitiv to react to everything
- future of bots. deren Einsatz. roles (As judges, catereres in hotels,  $\ldots)$

Comment [MM2]: Lucene Modules (Tika, spell check, unscharfe Suche)

Comment [MM3]: Hierarchy

Intents as nodes, ability to traverse tree as part of the recommender system

**Comment [MM4]:** Static e.g.: service.berlin.de Dynamic e.g.: Handyversicherungsfirma (ML)

Comment [MM5]: -Data Collection - from wilnf perspective, the bot is aiming to sell more

- -the bot tries to determine if there is a ekhtelaf fel egabat (acting as a judge)
- MKTG Aufwand how did the phone fall off, -use of ML in decision-taking

unfortunately forums vs. FAQs did not work. if i want assistance, i want the customer to tell me the model number - and forums have mostly Schrott!

Comment [MM6]: Suggested answers [x][y][z]

Comment [MM7]: Internationalization

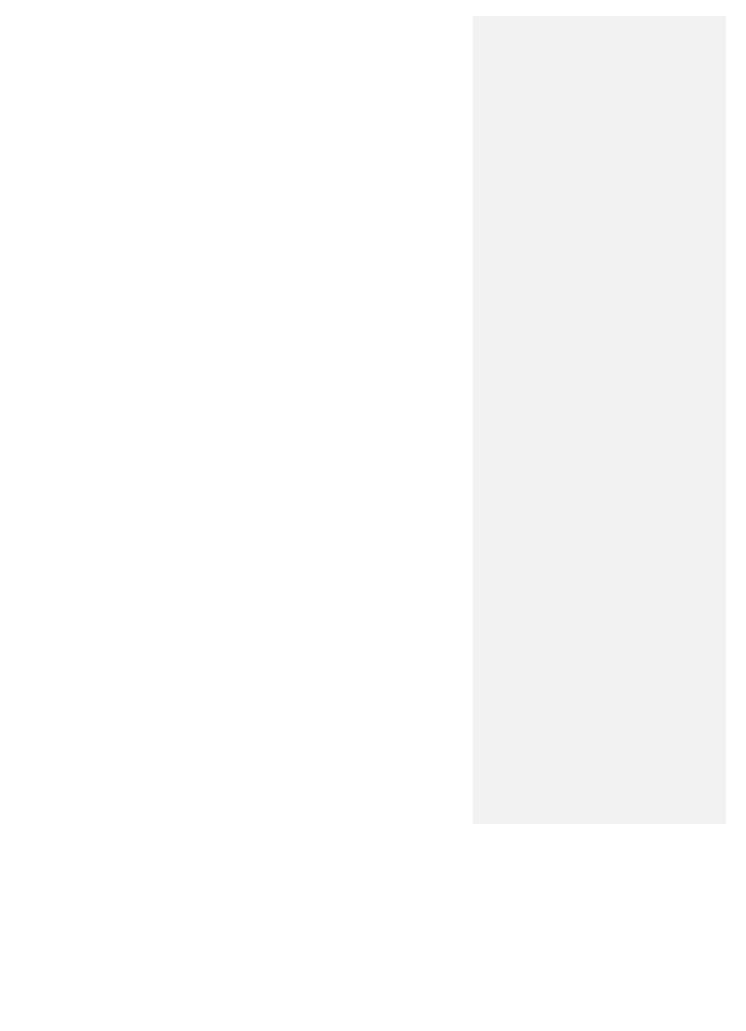
many international users prefer a chatbot than a phone since the bot is more likely know more languages, so maybe we want it to either support more languages. (how to do that..use a translator service? back and forth) or detect the lang and say it does not support it.

- -wo kann der Kunde (end user / Dev / Auftraggeber) help optimize the bot
- e.g. bürgeramt: welche Rechtsgrundlage "keine"

Comment [MM8]: - Evaluate the system:

- is it trivial to build such a bot or not / what is the
- how does it react with longer sentences? some service names are long
- what does levenstein distanz cause
- wie leicht kann ich eine antwort finden auf das was ich suche?
- -to what extent do we want to make a bot have an answer to what we want?
- how am i going to classify my tests?
- IFTTT

Benchmarking (e.g. AUC of hitlist)



## • Lex

- + Context is kept over defined session duration (-) user cannot control session duration /
- + can manage flow of a conversation
- + Utterances bereichert von Natural Language Understanding
- + Error Handling: It tells you which utterances were missed to train the system manually in addition
- + Auto Scaling
- + Fulfillment through Amazon Lambda
- + Suggestions etc can be done with Lambda
- + Identity Access Management (IAM)
- Slots (and Slot Types) cannot be imported, have to be added manually
- undo/redo within intent interface not possible, within code only possible with restoration (poor IDE)
- user has to spell the slot name properly? works bad with non-native Names

## API.AI

- + Like REST, it is trying to be more of a standard to be integrated into many applications
- + Sends fulfillment information via webhook

## Developer's role

- o clarity
- o spontaneity
- o competence