

TEAM NOOK

Maintaining Connectivity and Community

I want to learn about
product management!



CHADDER

**A Slack-based chat bot for new interns;
answering onboarding questions and
connecting them with expert employees.**

Back-end: Python

Front-end: Slack Bot API

Natural Language Processing: Google Cloud Dialogflow API

FRAMING THE PROBLEM

**How might we promote a sense of
community and connection for
incoming interns working remotely?**

USE CASE

Persona - Isabelle

Isabella is a new intern who is starting her role remotely. This is her first time working on a distributed team.



Motivations

To be part of a greater community

Feel confident finding learning materials and resources

To network and connect with professional talent

Needs

Efficiently find and organize new hire information

A means to find and connect with experts throughout SAP

Complete her onboarding tasks




Chadder APP 10:37 AM

Hey there 🙌 I'm Chadder. Welcome to SAP! I'm here to help you get onboarded with your first week.

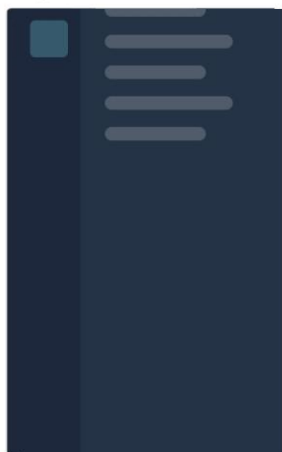
... **Ask Me Anything.** You can ask me a variety of different questions. For example: `Where can I find my payroll information?` or `How do I create my email signature?` I'll do my best to direct you to the right resources, or connect you to the right people who can help.

Here are some more specific examples of what I can help with:

 **Order office equipment.** Working in a distributed role can make it hard set up a good work environment. If you need to procure any work supplies, type `/ariba` or ask a question like `How can I get a monitor?`.

🙌 **Connect with SAP Mentors** Our entire SAP team would love to meet and greet new faces. Do you have a topic you're interested in? Ask me a question like `Who can teach me about product management?` in a message's context menu. I'll connect you with talented individuals within SAP.

image1 (97 kB) ▾



Chadder APP 10:37 AM

Here are a few experts in Marketing 🤗

Please select one expert you would like to connect with:

Baabara

Team: SAP Ariba

Position: Solutions Marketing

Hobbies: Swimming, Cooking



Humphrey

Team: SAP Concur

Position: Product Marketing

Hobbies: Reading, Rock climbing, Skiing



? You can reach me in any channel by typing `/Isabelle` or typing `help` in a DM with me

GETTING STARTED

Meeting Chadder

New interns are greeted by Chadder and introduced to their functionality, with suggested examples.

Back-end: Python

Front-end: Slack Bot API

Natural Language Processing: Dialogflow API

GENERAL FEATURES

Broader Application

**Chadder** APP 10:37 AM

Your incoming intern events are listed below ↓



UPCOMING EVENTS



09/19

iXp Experience Day

RSVP

09/26

[CAREER DEV] Mentorship Roundtable

Learn More

09/27

🍗 KFC Night 🍗 at Damso Modern

RSVP



PAST EVENTS



09/05

Happy Hour - Welcome New Interns!

UPCOMING EVENTS

**Chadder** APP 10:37 AM

Here is the link to the SAP Corporate Portal Home Page

<https://portal.wdf.sap.corp/irj/portal>**Was this information of any help to you?**

LINKING TO CORPORATE PORTAL

**Chadder** APP 10:37 AM

Hi Isabelle 🙋

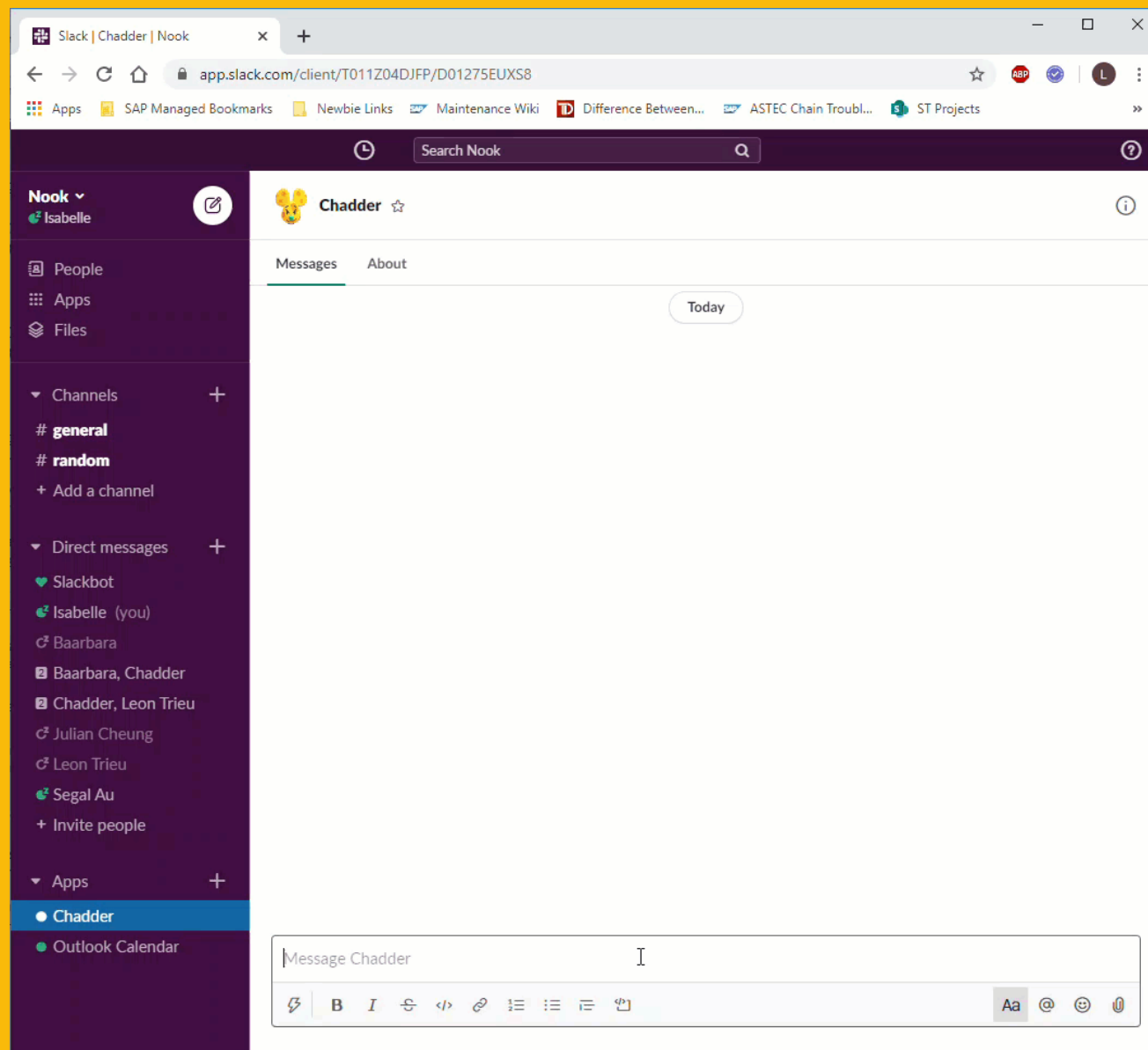
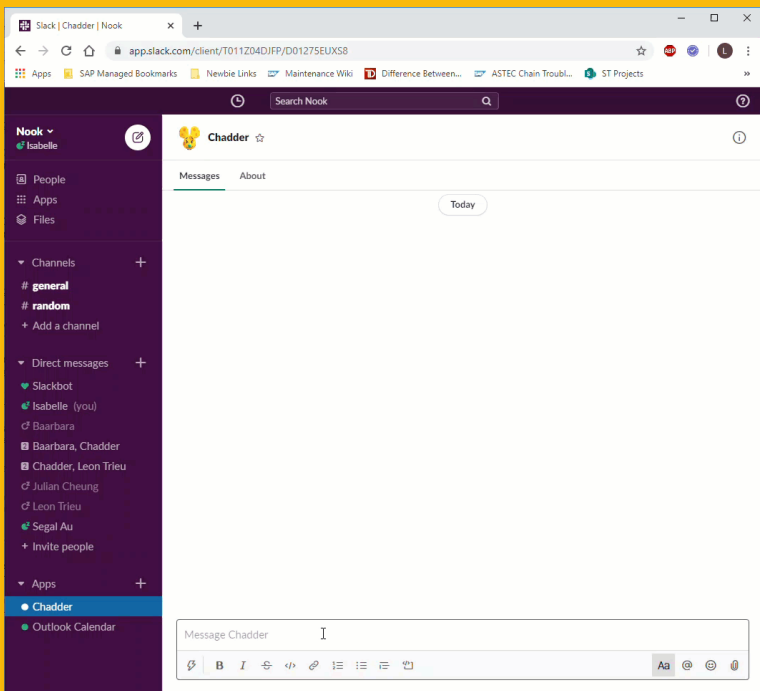
Sounds like you're having some technical difficulty. You can file a ticket with the IT department and they'll email you as soon as possible with a potential solution.

[File an IT Ticket](#)

REDIRECTING TO INTERNAL TOOLS

SCENARIO 01

Office Equipment Inquiry



SCENARIO 02

Connecting a Coffee Chat

The screenshot shows a Slack interface with a dark purple sidebar on the left. The sidebar has a 'Direct messages' section with a plus icon, containing 'Slackbot', 'Isabelle (you)', 'Baarbara', 'Julian Cheung', 'Leon Trieu', 'Segal Au', and 'Invite people'. Below this is an 'Apps' section with a plus icon, containing 'Chadder' (highlighted in blue) and 'Outlook Calendar'.

The main chat area shows a message from 'Chadder' (APP) at 3:52 AM. The message says: 'Hey there 🤖 I'm Chadder. Welcome to SAP! I'm here to help you get onboarded with your first week.' Below this is a section titled 'Ask Me Anything' with a description: 'You can ask me a variety of different questions. For example: where can I find my payroll information? or How do I create my email signature? I'll do my best to direct you to the right resources, or connect you to the right people who can help.' This is followed by a section titled 'Here are some more specific examples of what I can help with:' containing two paragraphs. The first paragraph is about ordering office equipment, mentioning a command '/ariba'. The second paragraph is about connecting with SAP Mentors, mentioning a command '/who can teach me about product management?'. Below the text is a placeholder for an image labeled 'image1 (97 kB)'. To the right of the image is a context menu with options: 'Follow message', 'Copy link to message', 'Copy text', 'Mark unread', 'Remind me about this', 'Pin to this conversation...', 'Create a task... Taskbot', and 'More message actions...'. Below the chat area is a text input field with the text 'Hi chadder' and a cursor. Below the input field is a rich text editor toolbar with icons for link, bold, italic, strikethrough, code, link, list, list, list, and link.

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image1 (97 kB)

Follow message
Any replies will show up in Threads

Copy link to message
Copy text
Mark unread
Remind me about this
Pin to this conversation...

✓ Create a task... Taskbot
More message actions...

? You can reach me in any channel by typing `/Chadder` or typing `help` in a DM with me

Hi chadder

🔗 B I ⚡ </> 🔗 ☰ ☷ ☹ ☰

01

Beyond COVID-19

02

SAP Integration

03

Global application

SCALABILITY

**Long Term
Implementation**

SUMMARY


With Chadder, new interns like Isabelle can integrate and **connect with SAP and begin building a bond with the **community**, in one centralized location.**

Thank you!



SCENARIO 01

Office Equipment Inquiry

**Isabelle** APP 10:37 AMHi Chad! here are three 27' monitor options for you 

Please select a monitor you would like to purchase:

EIZO EV2785 Monitor 27'

\$1,167.97 CAD

EIZO FlexScan EV2785 - With FlexStand - LED monitor - 27' - 3840 x 2160 4K - IPS - 350 cd/m2 - 1300:1 - 5 ms - 2xHDMI, DisplayPort, USB-C - speakers - black



PURCHASE - EIZO EV2785 Monitor...

Eizo EV2750FX-BK Monitor 27'

\$734.65 CAD

EIZO FlexScan EV2750FX-BK - LED monitor - 27' - 2560 x 1440 - IPS - 350 cd/m2 - 1000:1 - 5 ms - HDMI



PURCHASE - Eizo EV2750FX-BK Mo...

Acer Monitor 27'

\$545.62 CAD

Acer B276HUL - LED monitor - 27 - 2560 x 1440 WQHD - IPS - 350 cd/m² - 5 ms - 2xHDMI, DisplayPort - speakers - dark gray

PURCHASE - Acer Monitor 27'

SCENARIO 02

Connecting a Coffee Chat



Your App APP 10:37 AM

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Connect



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