

Ever eVolving Autonomous Bot

Mukur Gupta
Kashish Goyal
Vedant Saraswat



Context

Yet a lot businesses are still running on spreadsheets and users are still struggling to find a smart assistant for daily activities

**7 Indian cities in
Worlds 20 most
dynamic cities**

**India rank 3rd in
highest number of
unicorns**

Limitations of current products

- Most chat assistants are not proactive
- Lack multi functionality use
- Not scalable to business needs
- JSON response is received by Dialogflow and sent to end-user
- Lack evolving nature...

Why Eva?

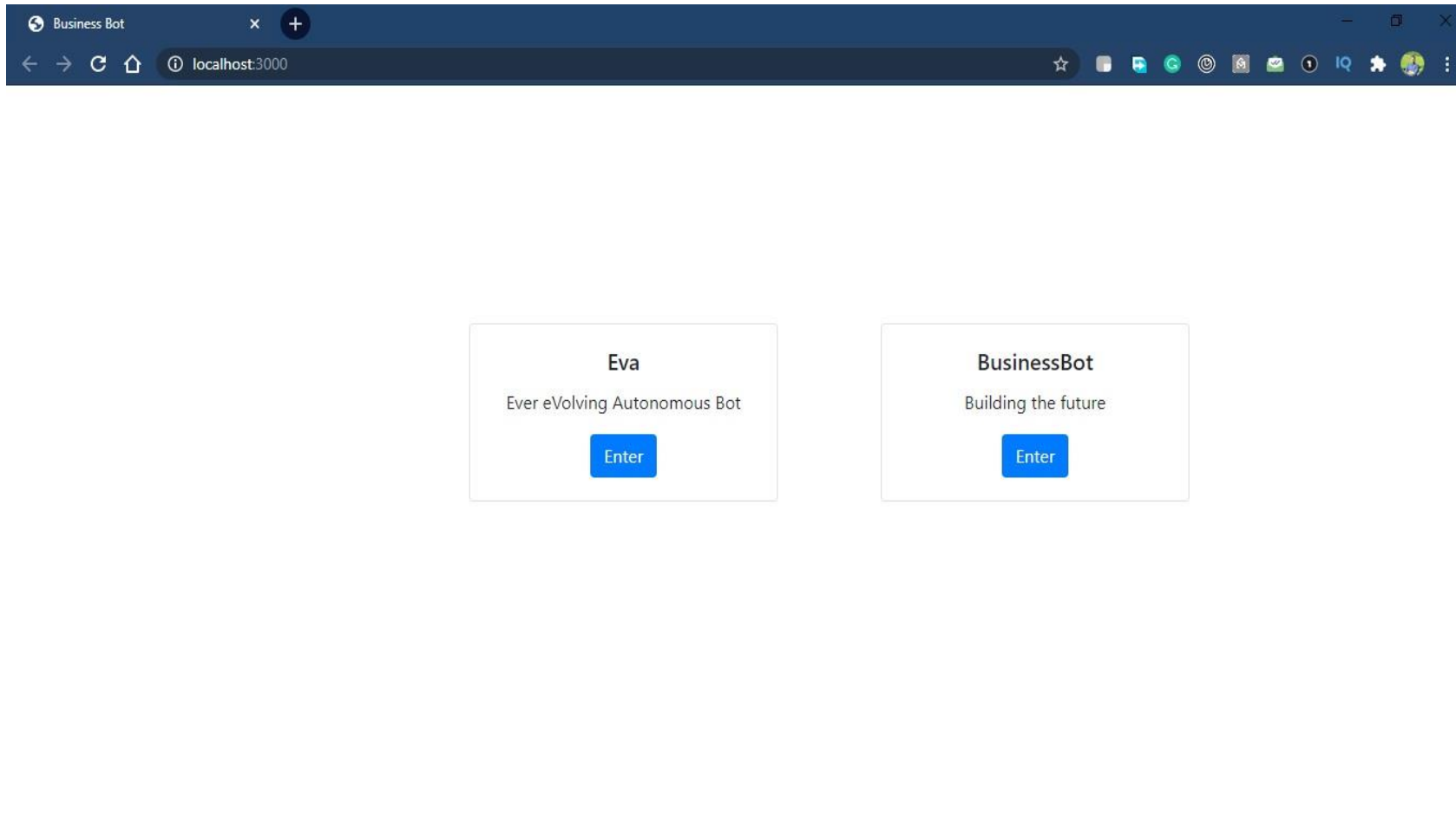
Leverage the ever evolving nature of AI and

“Building Technology upon technologies”

Objective: *To build a smart proactive chat assistant for all the stakeholders of ABInBev which identifies intent, supplies users with information and performs contextual actions*

Use cases

Entering Eva



Eva is a brew of 2 products built from different perspectives:

- BusinessBot
- Eva

Eva: Nudge Marketing via News Integration

Enabling news integration and nudge user to buy ABInBev products:

**See Latest news
stories**

**Mining twitter
trends around
ABInBev**

**Proactive Nudge
Marketing**

Eva: Smart Calendar Integration

Assisting users in daily life activities and making life smoother

**Get Calendar
Events**

**Proactively
providing
contextual
information**

**Schedule Calendar
Events**

Business bot

Talent Management and Workforce planning

Manage Employee
Records



Handle Jobs and
Task Assigned

Help Desk Ticketing System

Raise and update
Tickets



Display every ticket
department wise

Expense Management and Asset Tracker

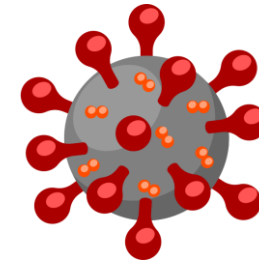
Create, Record
History and Update
expense records



Show Bills and
Handle different
type of expense
accounts

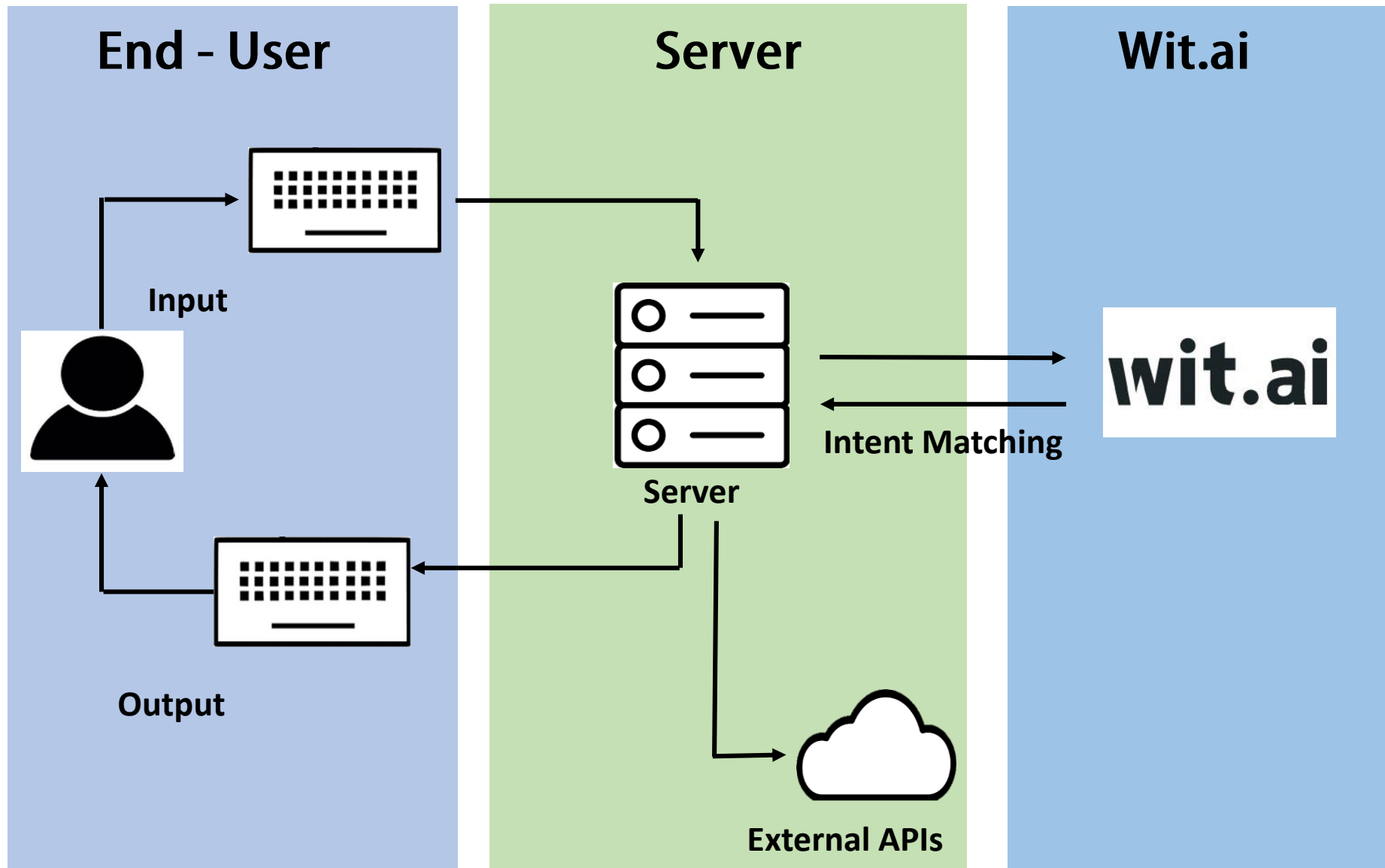
Covid-19 Tracker

Tracking Covid-19 cases for Districts for
Efficient Logistics Route Optimization

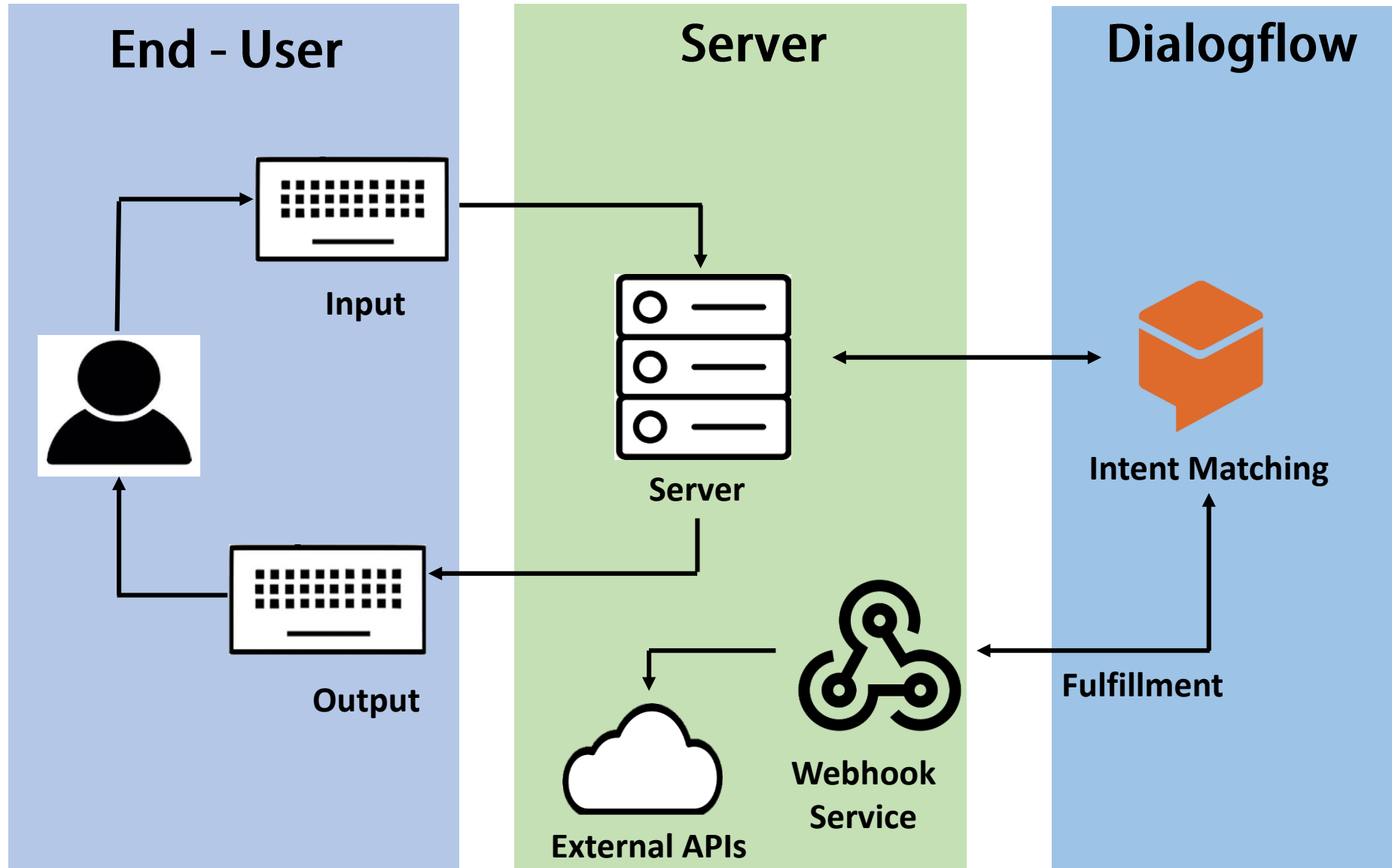


Methodology

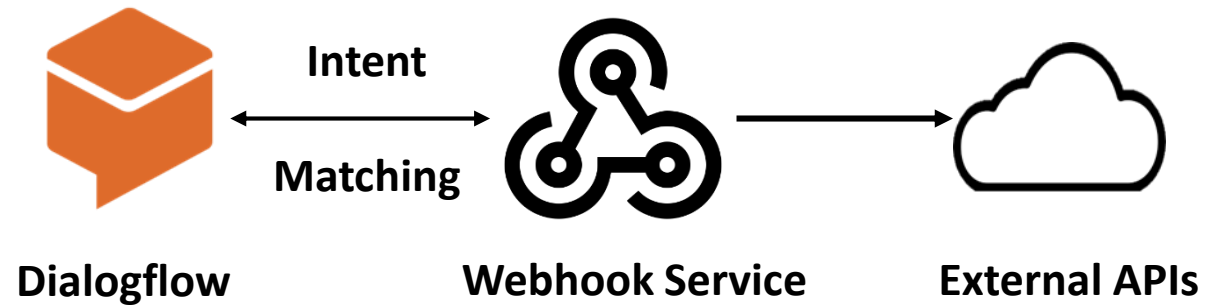
Architecture – BusinessBot



Architecture – Eva

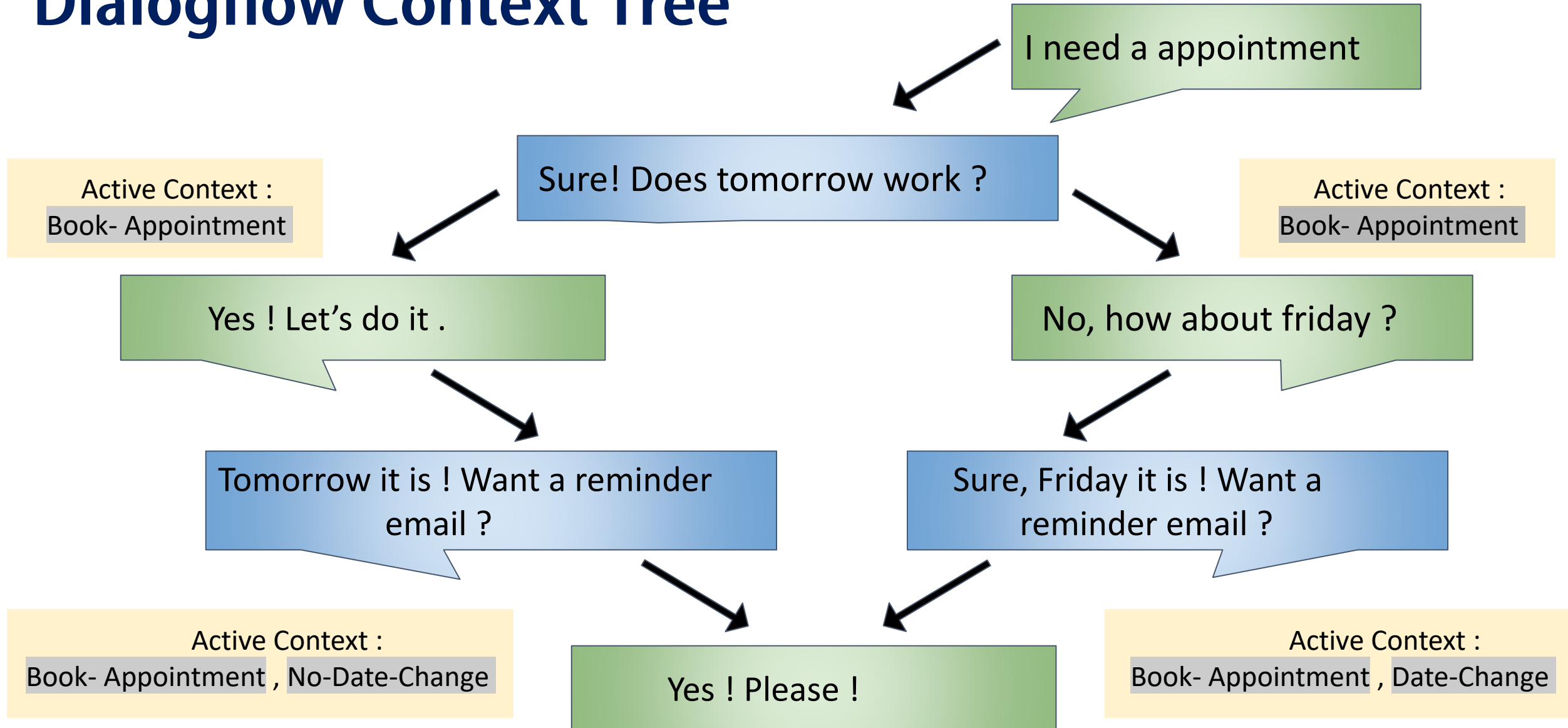


Webhook Service



- HTTPS POST webhook request is sent for all intents configured for fulfillment
- Webhook provides real-time information through HTTP requests
- JSON request is parsed and API calls are made
- JSON response is received by Dialogflow and sent to end-user
- ngrok is used to create a secure tunnel to local webhook service

Dialogflow Context Tree



Limitations

- Voice input integration
- User Interface is limited to table and chats
- User-server interaction is a pull service and can be upgraded with socket.io

Future Scope

- Experimental/reinforcement learning
- Secure access between different user backgrounds
- Advanced business analytics
- Handling transactional based actions

Acknowledgements

REST API used:

- ZOHO Open Source API [People , Desk , Expense]
- News API
- Zomato API
- Google Calendar
- The Movie Database
- BetExplorer Web Scraper
- Dialogflow and Wit Ai (NLP Interface)
- Ngrok (Localhost Tunneling)

Thank You

