

Talk Talk - Chat Chat

Enable new channels for customers and generate revenue.

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Hi.

Hello.

Agenda

Enable new channels for customers and generate revenue.

- Why this session
- What's happening in the industry
- Architectures with Slack, Text Message and Facebook Messenger
- Architectures with Alexa
- Demos !
 - Slack
 - Messenger
 - Text



What is the weather like?

Do I have any tasks to approve?

What are the current savings rate?

The Biggest Internet Phenomenon Since



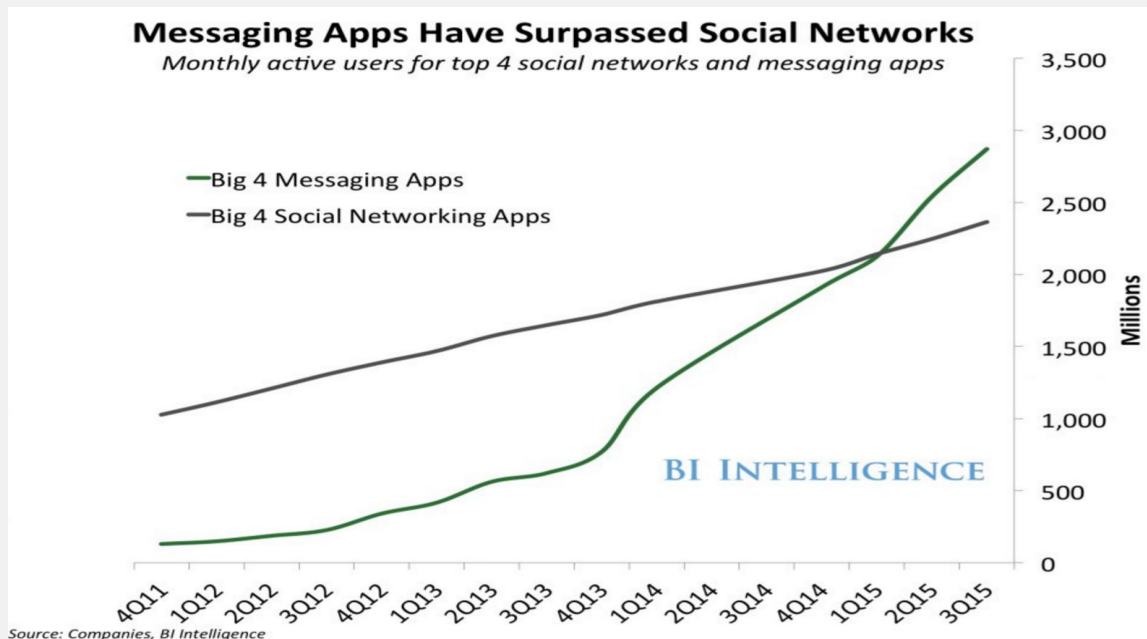
Messaging Apps Vs Social Networking Apps.

- Messaging Apps

- WhatsApp
- Facebook Messenger
- WeChat
- Viber

- Social Networking Apps

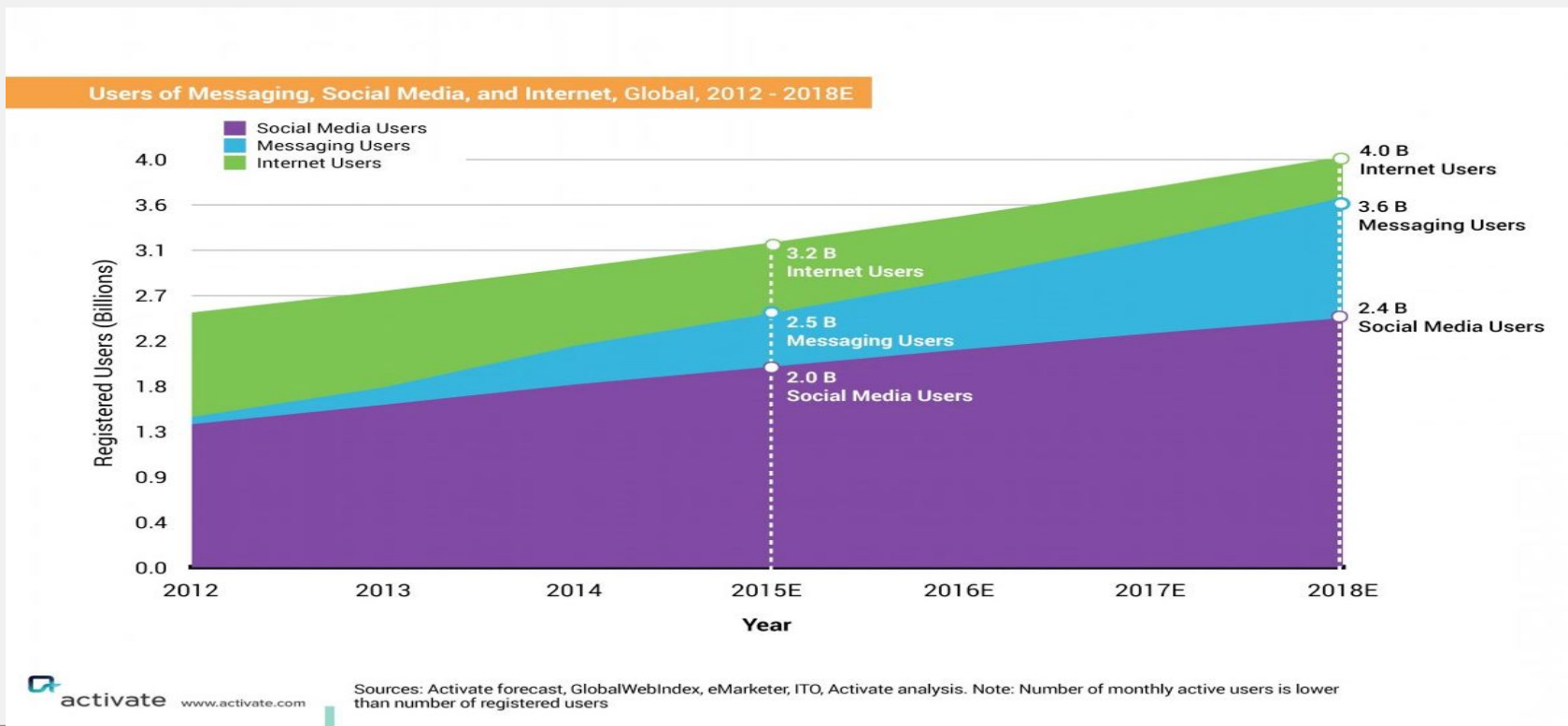
- Facebook
- Twitter
- LinkedIn
- Instagram



Increasing shift from apps to messaging apps like chatbots.
A gap which will only get larger in 2017.

- Source: Business Insider Report-Increasing shift from apps to messaging apps like chatbots. A gap which will only get larger in 2017. Source: Business Insider Report

Where are we spending more time.



Talk Talk - Chat Chat

- A quarter of all downloaded apps are abandoned after a single use.
- Only instant messaging bucks the trend.
- 2.5 billion people have at least one messaging app installed.
- WhatsApp users average nearly 200 minutes each week using the service.

Many teenagers now spend more time on smartphones sending instant messages than perusing social networks.

FaceBook

Almost 2 Billion Users



- Facebook now reaches 1.86 billion monthly active users,
- Has added 70 million users in the quarter.
- 34000 chatbots.

Slack

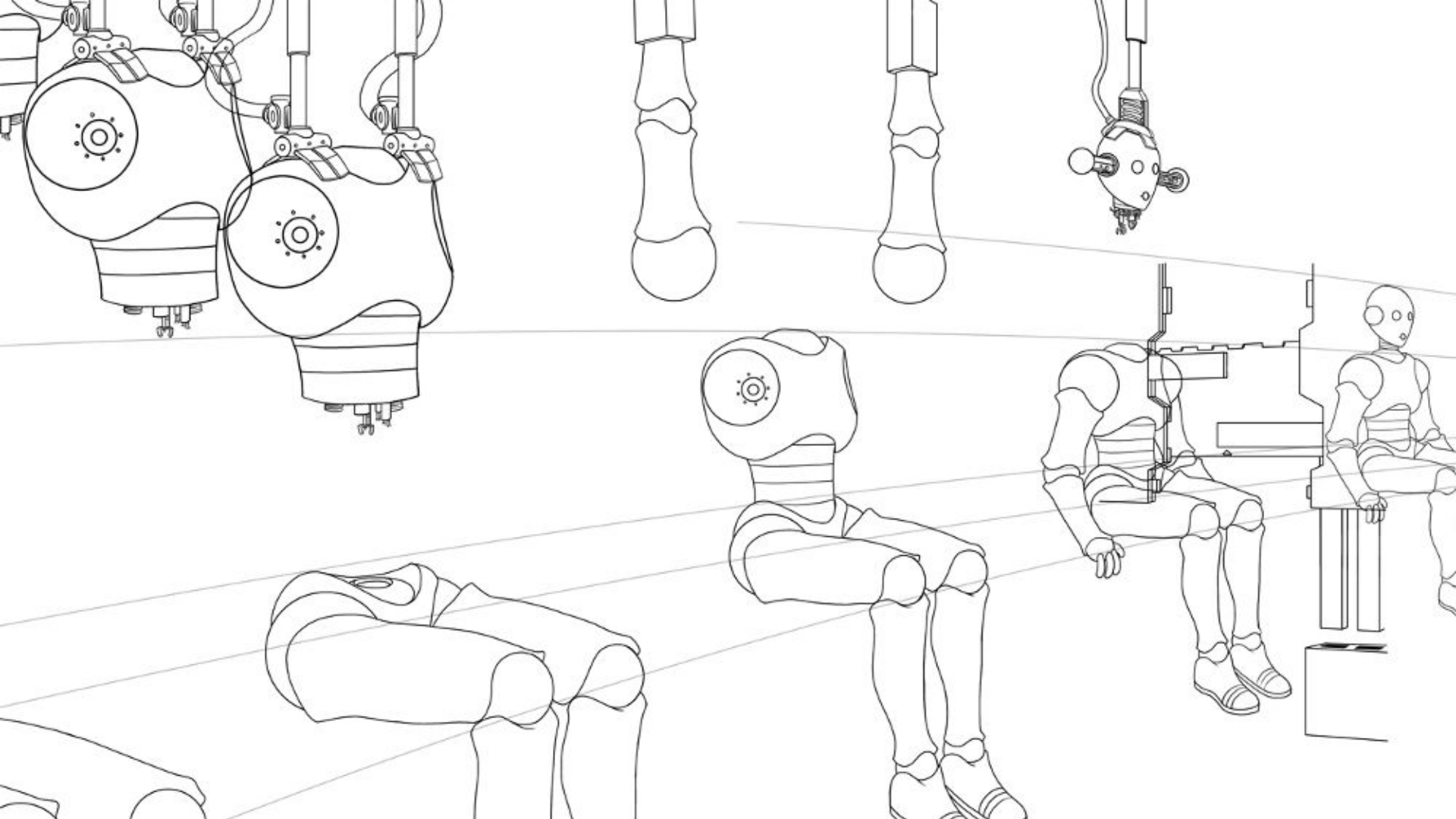


- 3 million daily active users
- 2 million of which are connected at any one time.
- It also now boasts 930,000 paid accounts.
- In January 2015 it announced the acquisition of Screenhero, which will be integrated to add voice, video and screen sharing.

Messaging



- 4.77 : Billion phone users in 2017.
- 2.6 : Billion smartphone users.
- 40% : Of world population has an internet connection today.
- 77% : Americans that own smartphones.
- Mobile commerce sales grew by 38.7% in 2015.
- Developing countries continues to buy more feature phones even in 2016.



Make Good Bots Great

Remove customer impediments

- Natural Language Processing
- Integrate with existing systems.
- Auto scale and failover.
- Highly Distributed system - Logging and Tracing
- Security
- Monitoring



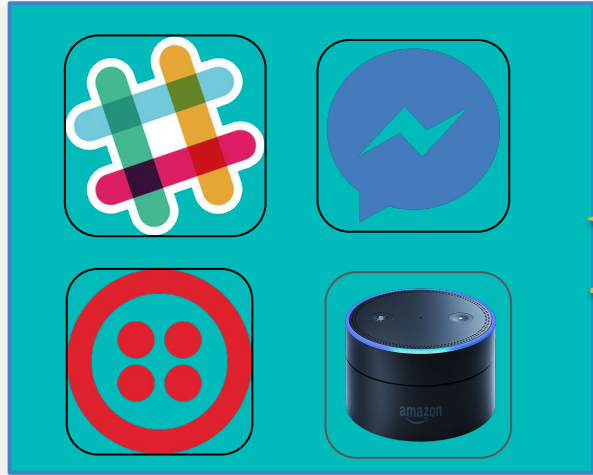


KeyForth Bank

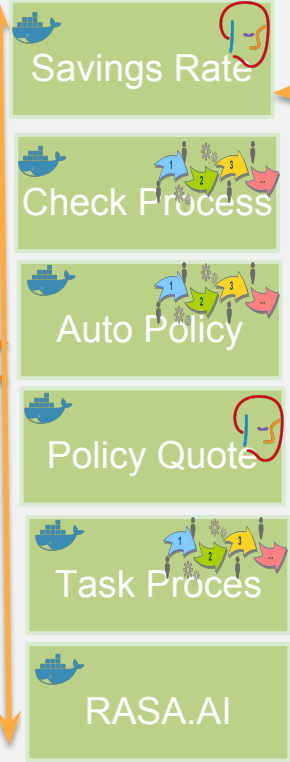
— We are, where you are! —

Architecture

Connect Connect Connect

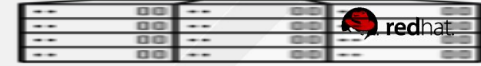
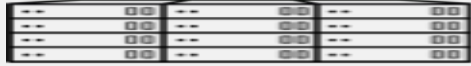
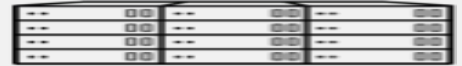
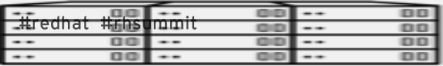


AMQ

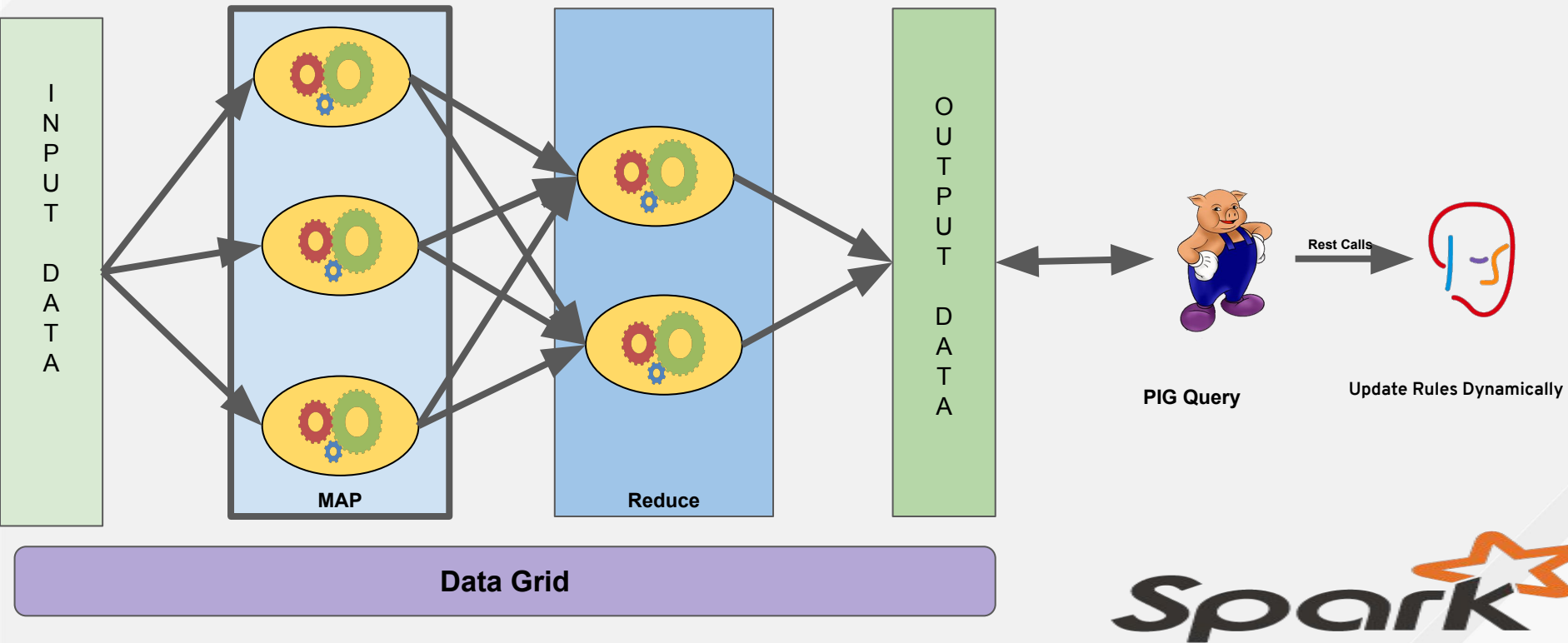


Azure/Amazon/Other

OPENSSHIFT

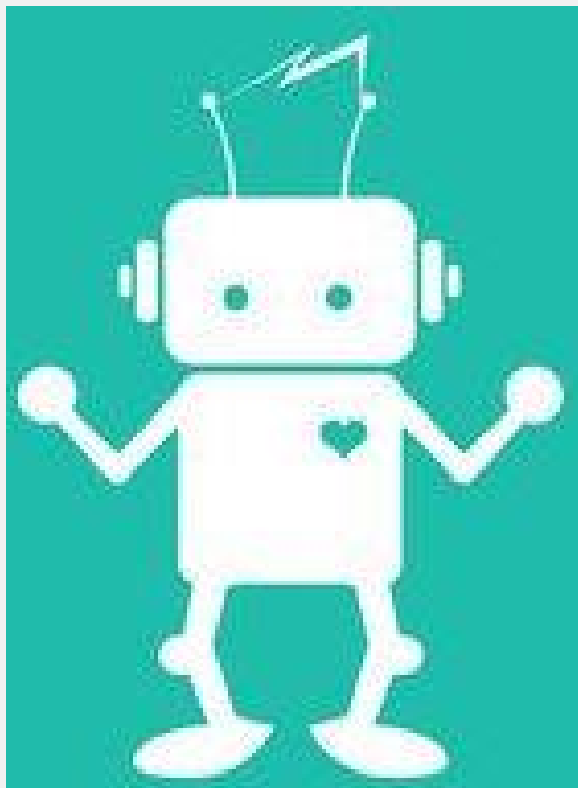


Use Rules in Map and Reduce, Pig Query to Generate Rules



Demo 1

Welcome Comradely



Demo 2

Introducing Kiya On Messenger

- Order Check Book
- Check Savings Rate
- Get Policy Quote



Demo 3

Introducing Kiya On TextMessage

- Order Check Book
- Check Savings Rate
- Get Policy Quote



Who Likes Talking To Companies?

Big Push

Paypal, which in the last couple of months connected over a million accounts with Messenger.



Customer Satisfaction

Rogers, the largest mobile operator in Canada, has seen a customer satisfaction lift of over 60% by providing service on Messenger.



Productivity

Globe in the Philippines has increased employee productivity by 3.5 times by adding automation via Messenger.



Higher Conversion

Meetic has built a dating bot that conversion rates are a 30% higher than all of the other channels.



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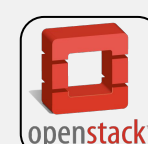
1.2 BLN users on Messenger. They send 2 BLN messages a month. That's insane.

Technology Stack

30+ tools/products

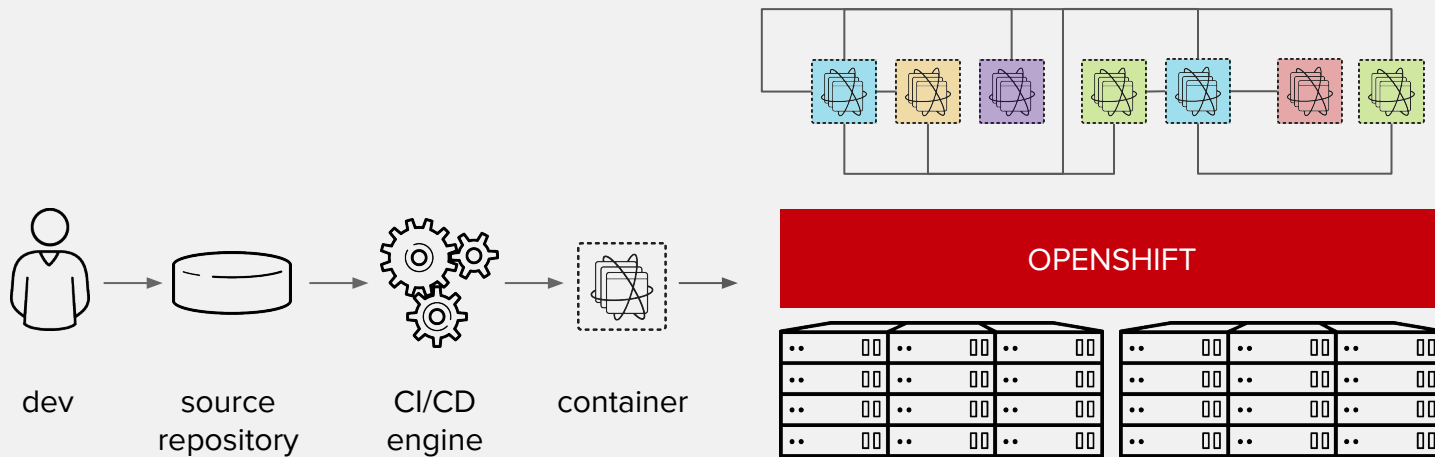
15 Build/Containers

Multiple clouds

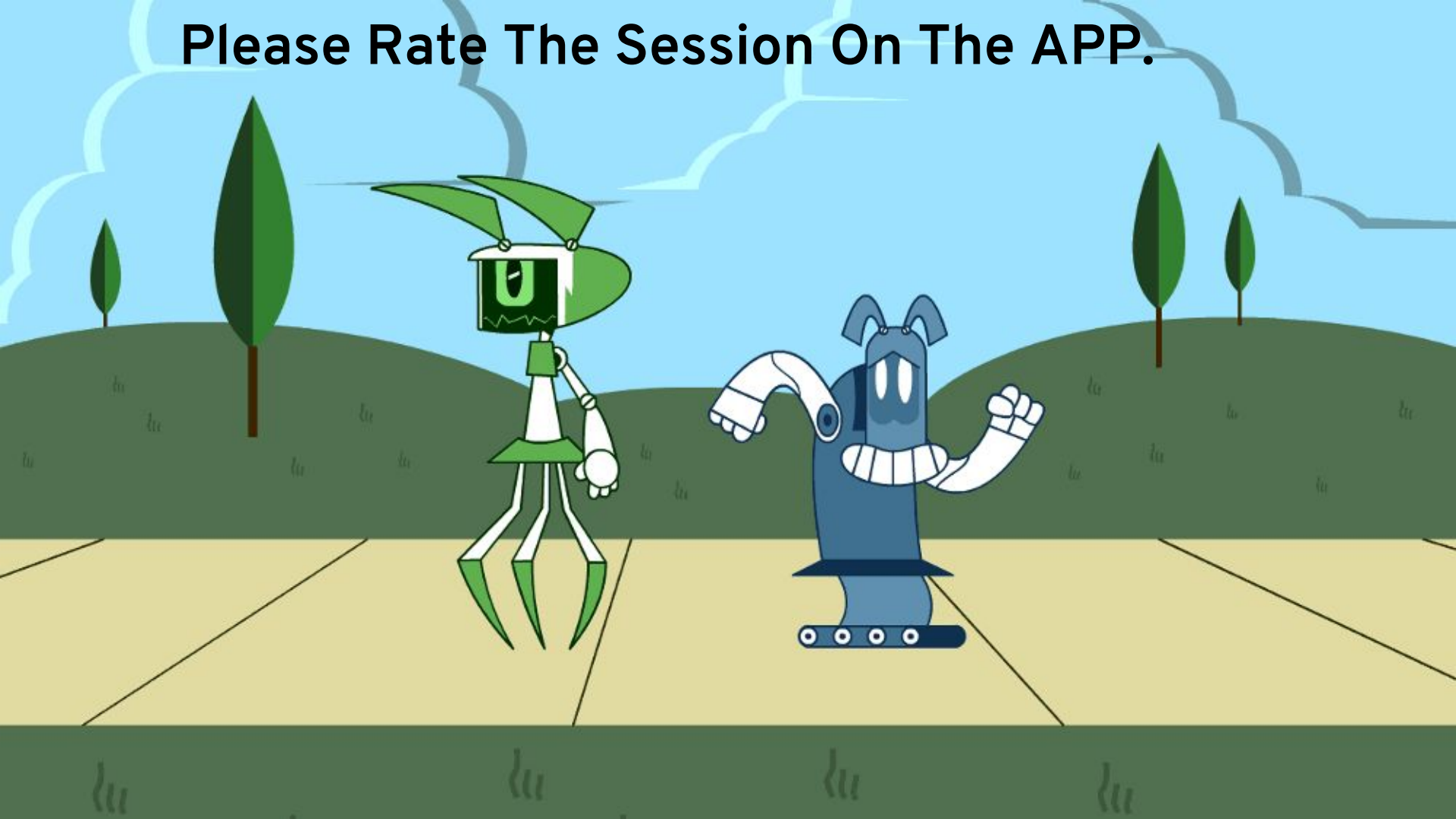


One Service At A Time

Keep Calm And use S2I



Please Rate The Session On The APP.





THANK YOU



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