

# smart enterprise

2018 Central Wisconsin IT Conference



# disrupt

Nano Drones

Ambidexterity

Self sustaining floating communities





## Education

- ▬ Scholastic
- ▬ How to
- ▬ Knowledge passed on
- ▬ Computing
- ▬ Art & Science
- ▬ Innovative
- ▬ Creative
- ▬ What to
- ▬ Solution Provider
- ▬ What machines cannot do



### The technical potential for automation in the US

Managing others

Data collection



9%

64%



Many types of activities in industry sectors have the technical potential to be automated



Cortana.



Siri



amazon echo



Google now



Facebook M





# BIG CONCEPT

Conversational Bots & Intelligent Voice Assistants  
in the Enterprise – smart enterprise





**iPhone X**  
\$\$\$\$



**MacBook**  
\$\$\$





## It's obvious

### More

- Users
- Usage
- Commerce
- Connectivity
- Portability

### Less

- Maintenance
- Overhead
- Learning
- Intrusion
- Downtime

## Messaging

86% of business calls go to hold. 32% hang up immediately; 58% more hang up within 5 minutes.

TextRequest.com



Problem solve more quickly, close business deals, and finish to-do's faster through text.

TextRequest.com



84% of Americans say they can't go one day without their cell, and 16% are probably lying.

TextRequest.com



**TEXTING : UI mode #1**



# 10 billion

Devices Online right now !



Taking the best UI (Conversational Messaging) and leveraging it in the Enterprise

**Smart Enterprise**





## Pragmatic Conversational Messaging - FORMS

### BOTS

- Simple AI systems to interact with via text
- Simulate human interaction
- 1 : many
- No Hire, Tire, Retire
- Simple – Complex
- Augment experts

### AI

- Not the usual AI
- Assisted Intelligence
- Automated Insights
- Simple – Complex
- NLP
- Machine Learning
- Rise of the Robots – Not

### VOICE

- Alexa, Cortana, Siri, Google
- Target 2020
- Mainstream
- It hasn't even started



## Pragmatic Conversational Messaging - USAGE

### Government

- Local to Federal
- Citizen Engagement
- Information broadcast
- Data Look Up
- Automate, Educate
- Emergency

### Consumer

- [Rapid Change](#)
- AR / VR / AI / NLP / Gaming
- Pokemon Go
- eCommerce driven
  - (FB . Web)

### Enterprise

- Amazon wants an Alexa on every desk
- Best UI is ?
- Efficiency is the driver
- What / When
- Humans are?



## Government

Most officials are on a mission to make their city a “Smart City”, and engaging intelligent Chatbots is the first step to get there

- automate 311 & related services
- make open data accessible for non-technical users
- provide real-time alerts to citizens
- for police departments to gain tips and complaints
- provide immediate knowledge to citizens and reduce call-ins
- Elections



**311 SERVICES**  
anytime . anywhere . any device

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for your **city / county** in a **WEEK**  
SAFE COMMUNITIES . SMART COMMUNITIES

[TRY DEMO - web](#) [TRY DEMO - FB](#)

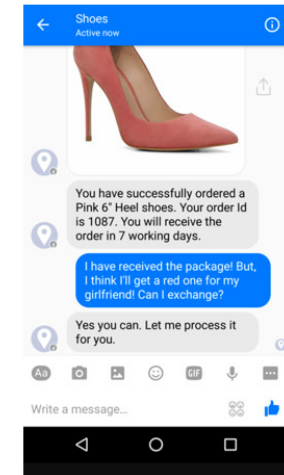
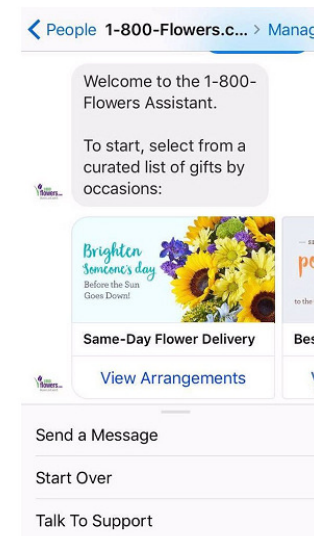
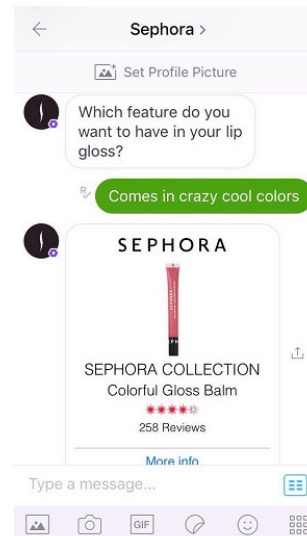


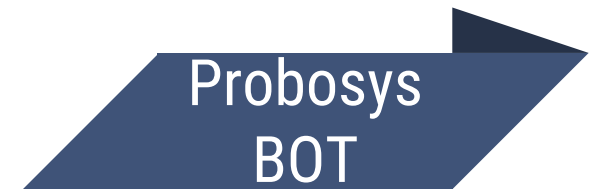
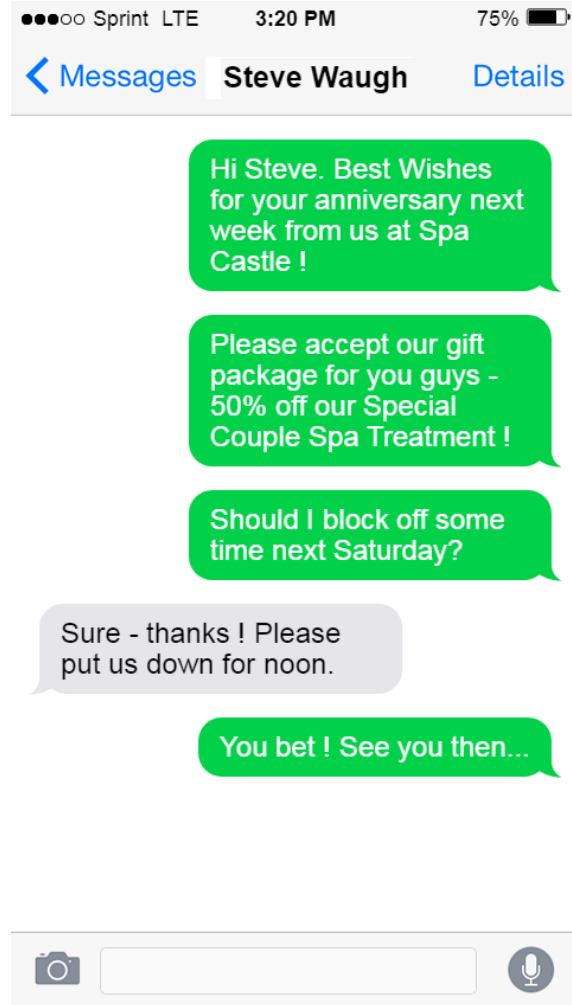


## Consumer

Improve people's individual lives in different aspects. These are usually like those "apps" that are provided on the "App Store".

- Facebook bots
- Storefront / eCommerce bots
- Customer Service
- Appointment setting / Bookings etc





# smart enterprise

## THE BIG IDEA

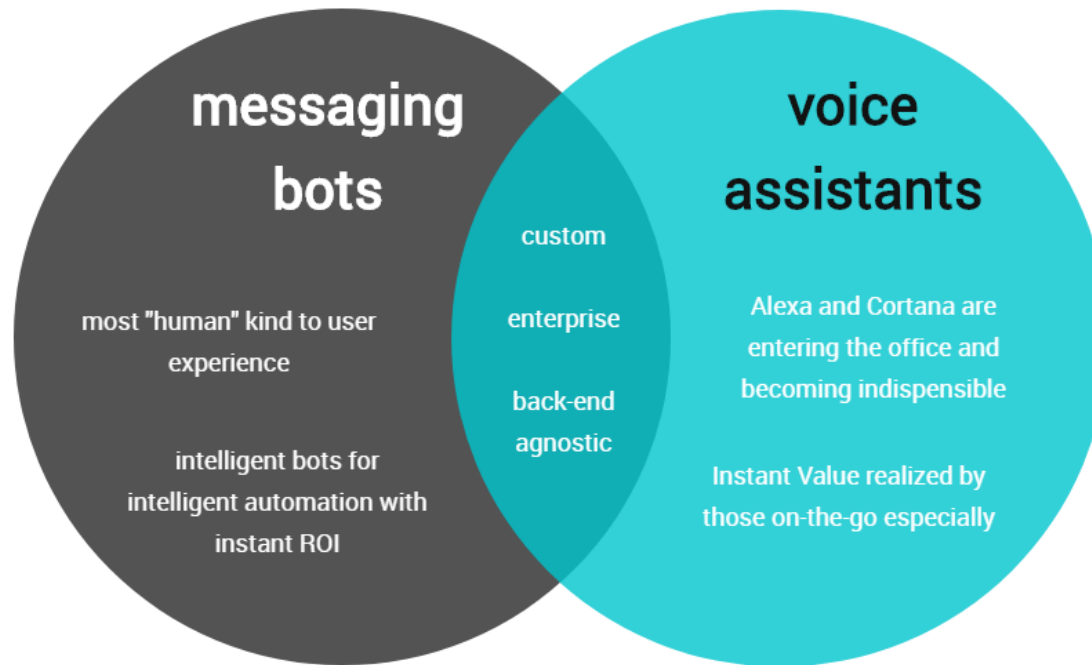
Pragmatic Conversational Messaging in the Enterprise



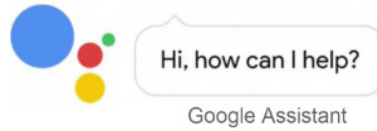


# PRAGMATIC **AUTOMATION**

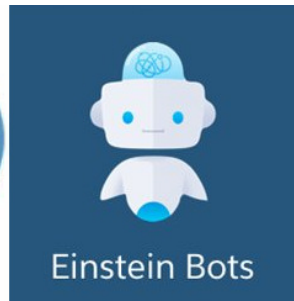
transforming your business into self-serving, on-demand engines



## The Players



Cortana  
Intelligence  
Suite





# ~~If~~ When

Alexa at work !



## DEMO

### Smart Sales

Backed: Salesforce / Real-time

Channel: Alexa / Google

### Smart Self Service

Backed: Various / Real-time

Channel: Messaging / Skype

### Smart Manager

Backed: SAP / ServiceNow / Real-time

Channel: Alexa / Google

### Smart Marketing

Channel: Facebook

### Talk to Ben

Backed: Knowledge Bank / Real-time

Channel: Messaging / Text

**Use Case is  
everything !**

Bank of New York Mellon Corp. is building “**Alexis**”, a voice-controlled artificial intelligence platform that is expected to be available to thousands of IT employees in an effort to help them automate manual storage-related tasks.

““ We want them to do knowledge work, we want them to be innovative” he said.

Kwasniewski, VP (IT) – BNY, Mellon *(source: WSJ)*



**CHATBOTS  
ARE HERE  
TO STAY**  
So what are you waiting for?





# THANKS!

Any questions?  
You can find me at  
440 503 BALA



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972 . 957 . 8901