



Improve Customer Engagement and Productivity with **Conversational AI**

AMY BOYD & GARY PRETTY

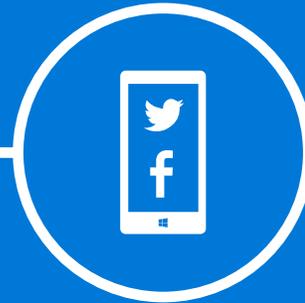


1980s: **PC**

- Desktop

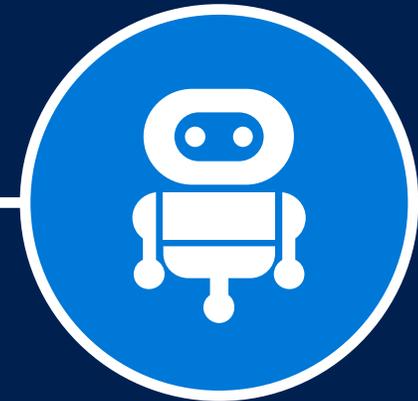
1990s: **Internet**

- Search
- User "visits" websites



2000s: **Mobile**

- Social
- User download apps from App Stores

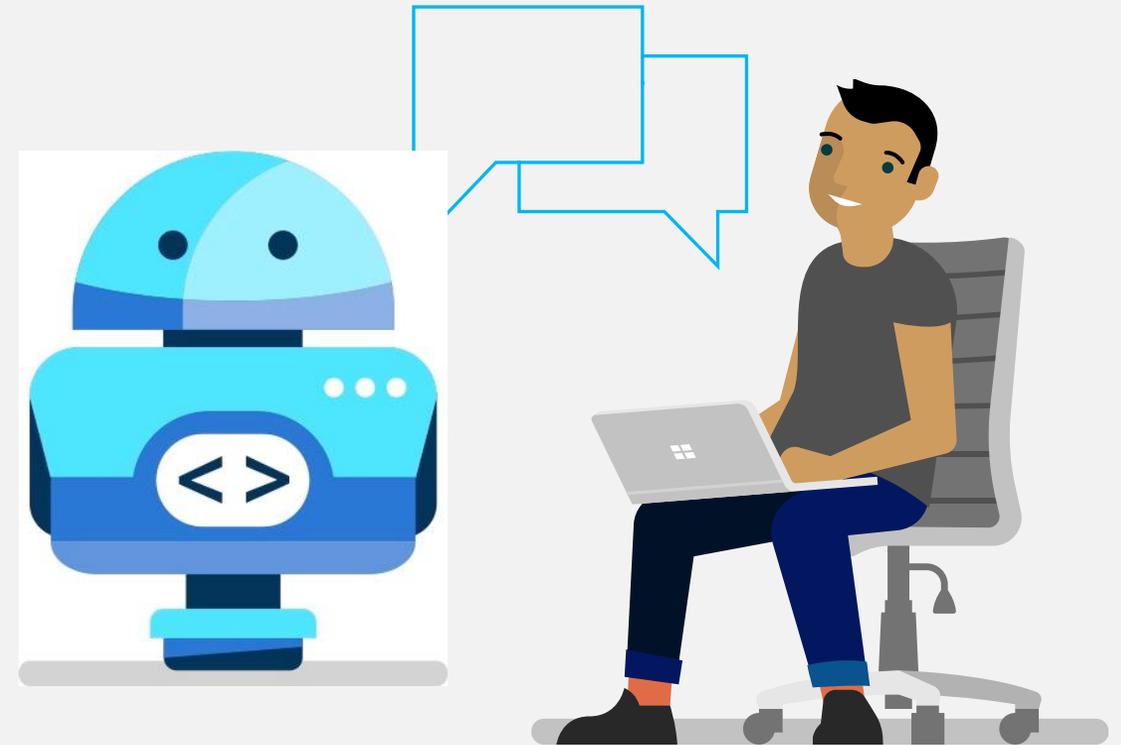


The future: **Conversations**

- Natural language between people and technology
- Conversational canvas
- Bots, agents and virtual assistants

What is Conversational AI?

Conversational AI uses artificial intelligence and machine learning to facilitate more natural communication between humans and computers, commonly through speech and text

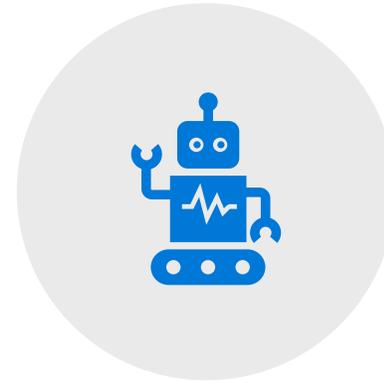




Understanding



Knowledge



Conversation

Microsoft Conversational AI Platform

User input



Text



Speech



Image



Channels



+ many more



Bot Application



Bot Framework Composer

Integrated development tool for developers and multi-disciplinary teams to create, edit, test and refine conversational apps



Power Virtual Agents

No code solution for creating, maintaining and deploying intelligent chatbots for your customers or employees



Bot Framework SDK

Create conversational apps using the SDK available for 4 languages



Cognitive Services



Language understanding



QnA Maker



Speech

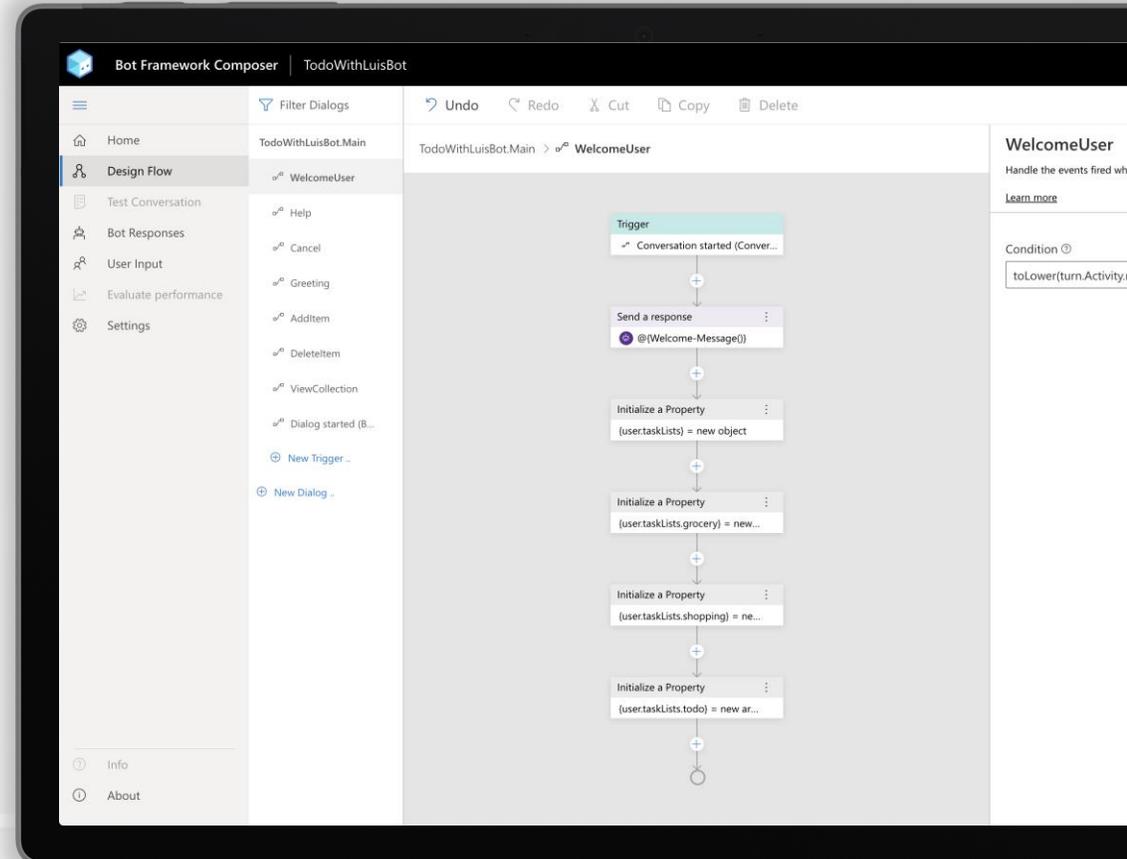


Bot Framework Composer

An integrated development tool for developers and multi-disciplinary teams to create, edit, test and refine conversational apps (bots)

- Open source development tool
- Visual editing canvas for authoring conversation flow
- Build sophisticated conversations with integrated language understanding / knowledge capabilities
- Integrated with Microsoft Power Virtual Agents

<https://aka.ms/bfcomposer>

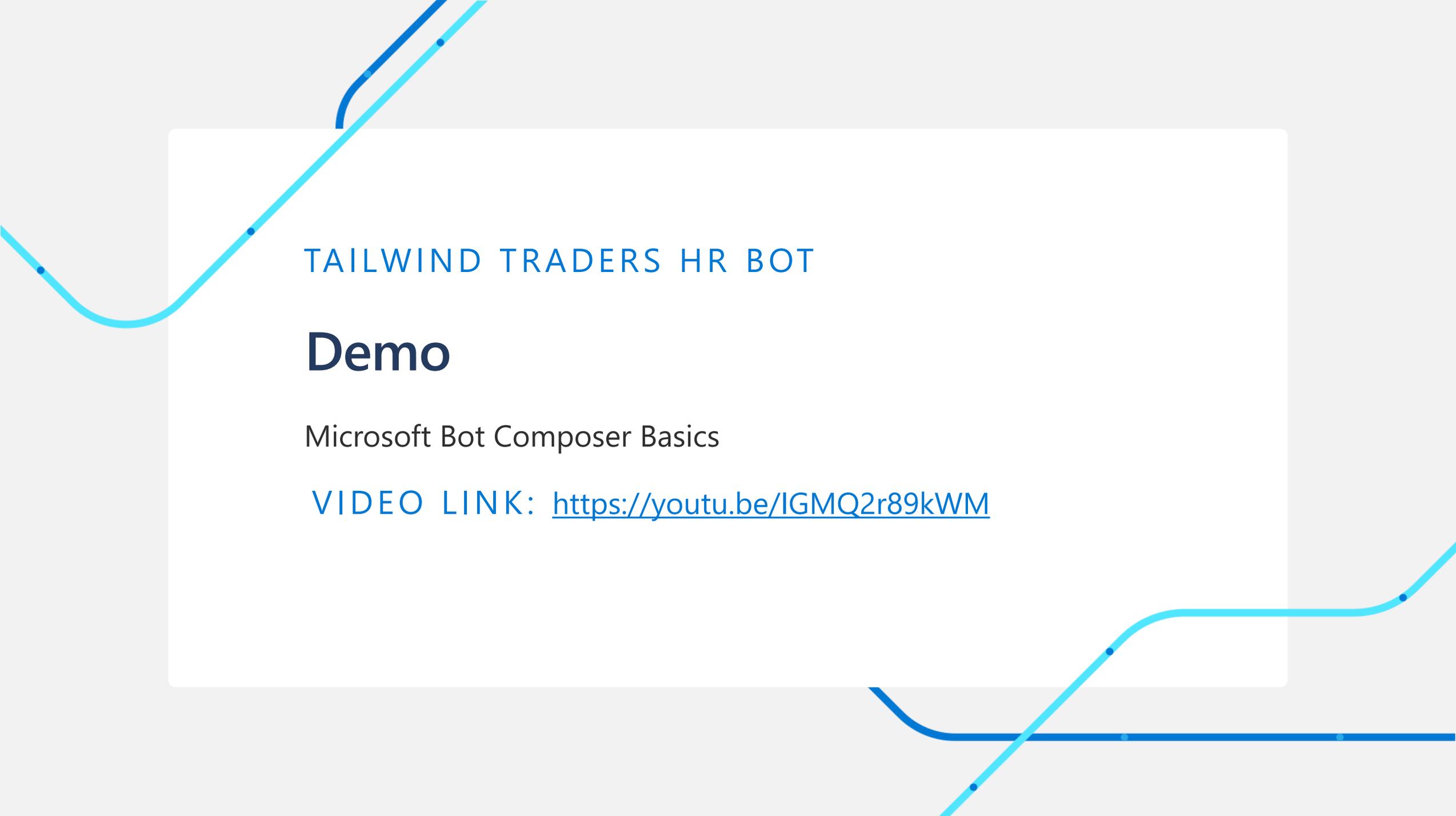




Availability of career progression



Processes in place make my job simple

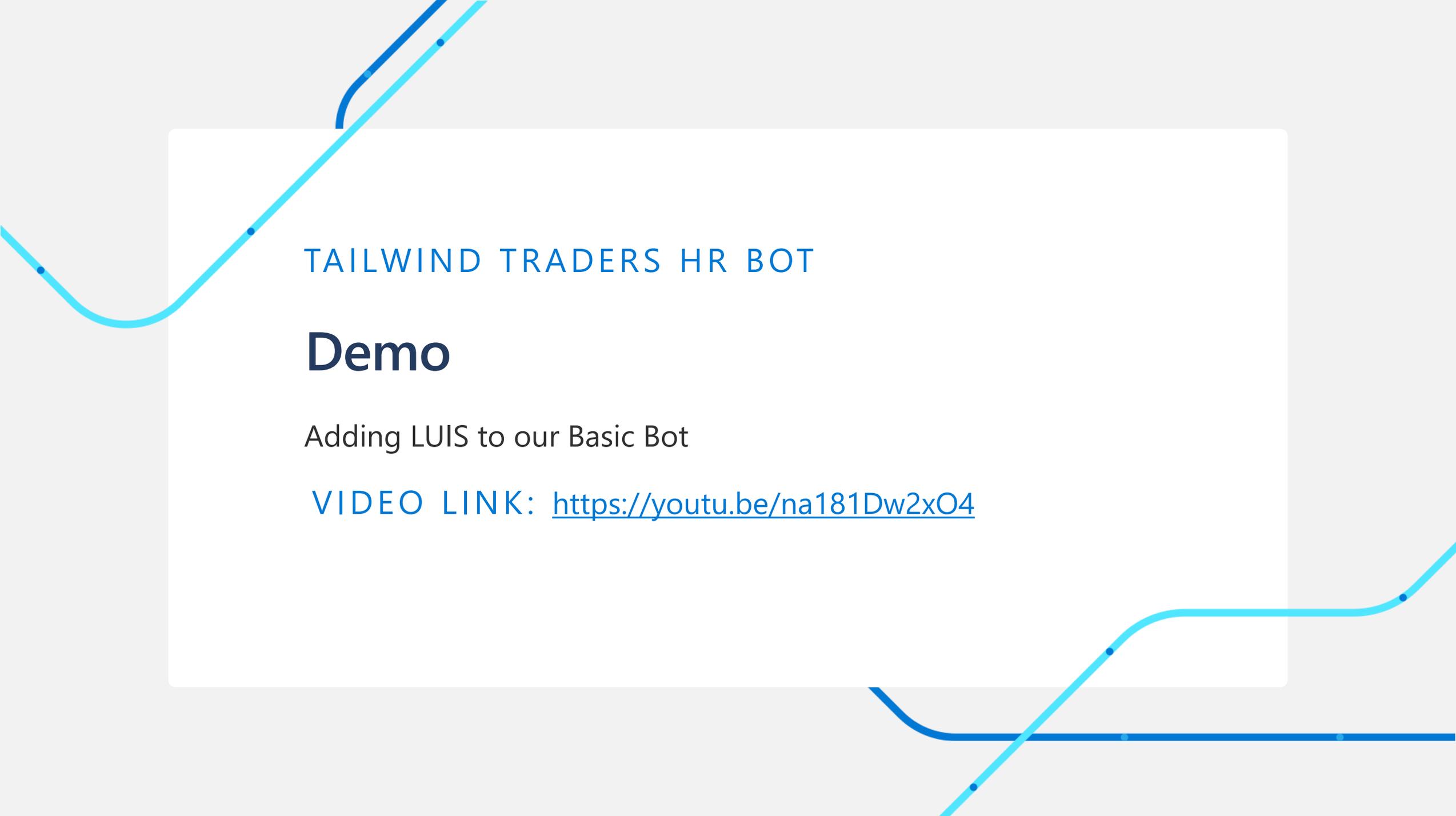
The background features several decorative lines in shades of blue and cyan. One line starts from the top left, curves down, then up, and then right. Another line starts from the top center, curves down, then right, and then down. A third line starts from the bottom left, curves up, then right, and then down. Small dark blue dots are placed at various points along these lines.

TAILWIND TRADERS HR BOT

Demo

Microsoft Bot Composer Basics

VIDEO LINK: <https://youtu.be/IGMQ2r89kWM>

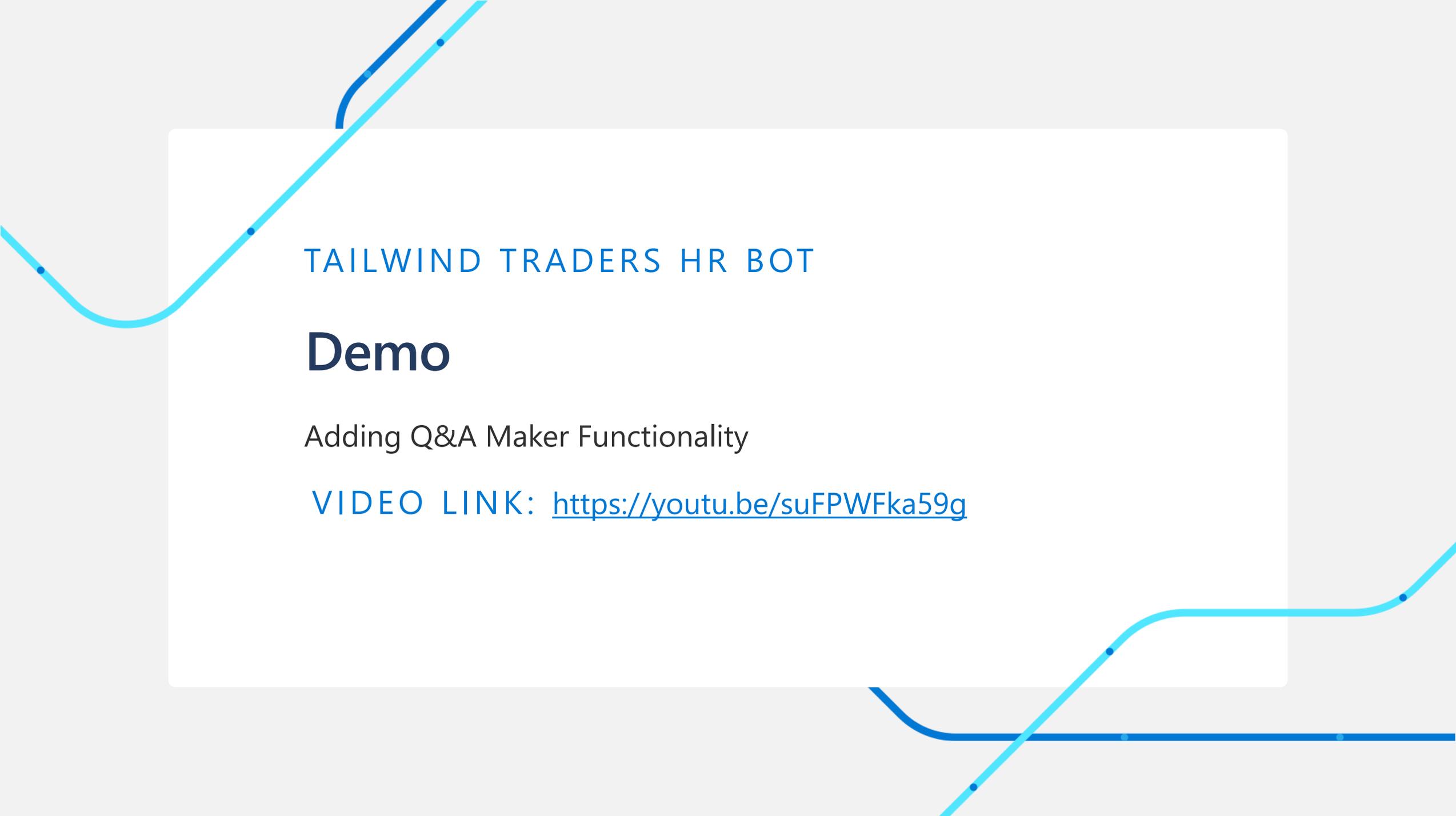
The background features several decorative lines in shades of blue and cyan. These lines are of varying thickness and curvature, some starting from the top left and moving towards the center, while others are horizontal or diagonal at the bottom. Small dark blue dots are placed at various points along these lines.

TAILWIND TRADERS HR BOT

Demo

Adding LUIS to our Basic Bot

VIDEO LINK: <https://youtu.be/na181Dw2xO4>

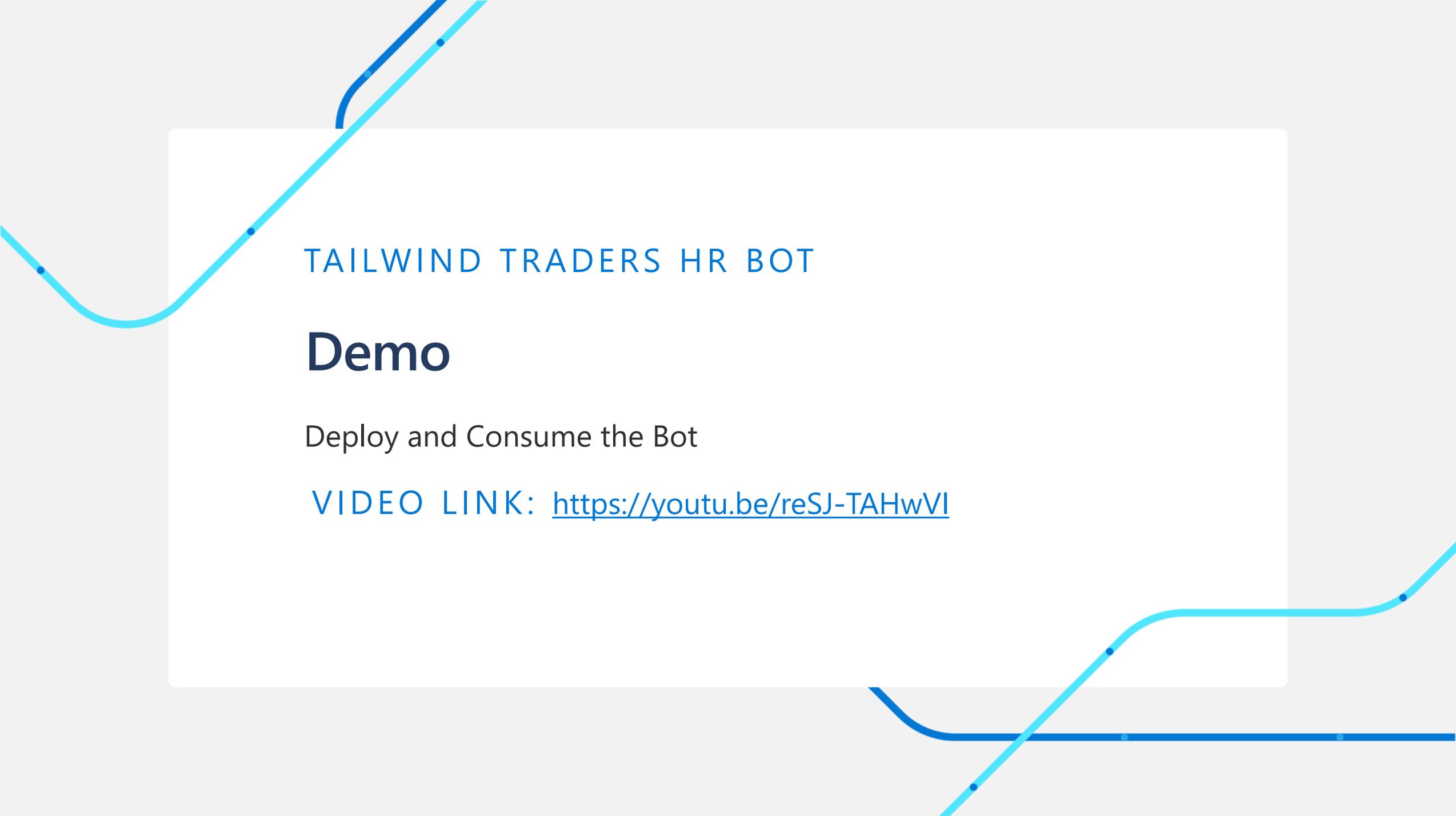
The background features several decorative lines in shades of blue and cyan. These lines are of varying thickness and curvature, some starting from the top left and others from the bottom right, with small circular dots placed at various points along their paths. The overall aesthetic is clean and modern.

TAILWIND TRADERS HR BOT

Demo

Adding Q&A Maker Functionality

VIDEO LINK: <https://youtu.be/suFPWFka59g>

The background features several decorative lines in shades of blue and cyan. These lines are of varying thickness and curvature, some starting from the top left and moving towards the center, while others are horizontal or diagonal at the bottom. Small dark blue dots are placed at various points along these lines.

TAILWIND TRADERS HR BOT

Demo

Deploy and Consume the Bot

VIDEO LINK: <https://youtu.be/reSJ-TAHwVI>



Availability of career progression



Processes in place make my job simple

Conversational AI Roadmap

Q3 2020

Orchestrator and Power-VA

Bot Framework SDK update, new Orchestrator capability and deeper integration with Power-VA.

General Availability:

- BF SDK & Tools R10 – Fit and Finish Release
- Bot Service Alexa channel GA
- Bot Framework Composer v1.1.1

Public preview:

- Adaptive dialogs in PVA
- Import Composer topics in PVA
- Single Sign-On in Microsoft Teams
- BERT based conversation orchestration
- Adaptive Cards 2.0 in Teams and WebChat

November 2020

Composer Integration

Create VA and Skills within Composer and integration of Composer directly into P-VA.

General Availability:

- BF SDK R11 incl Java – Feature Focused Release
- Core security features (CMK, Private Links)

Public Preview:

- Create Virtual Assistant & Skills in Composer
- Bot Framework Composer in Power Virtual Agents
- Composer Support for Orchestrator, CI/CD, Form Dialogs and Adapters

2021

Coming soon

A new creation and management experience and evolution of the Virtual Assistant

General Availability:

- Single Sign-On in Microsoft Teams
- Adaptive Cards 2.0 in Teams and WebChat

Public preview:

- Telephony Channel in Azure Bot Service
- New Creation and Management Experience to simplify getting started and ongoing management
- Virtual Assistant Core
- Reusable Skills

Private preview:

- Multi-Sensory Meeting Assistant in MS Teams
- Unified Language Product

Explore Conversational AI

Get started with Composer aka.ms/bfcomposer

Bot Framework SDK aka.ms/botframework

[@GaryPretty](#)

[@AmyKateNicho](#)

Q&A

Thanks so much for joining us

We are keen to hear your questions ...