

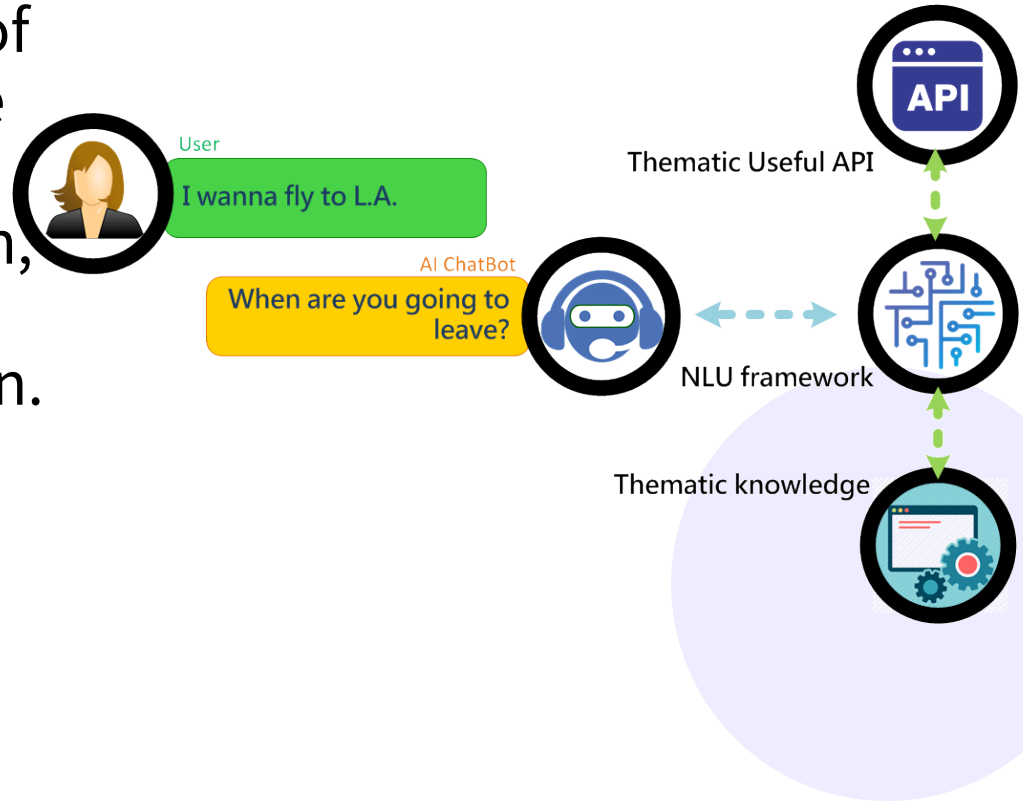


Building Thematic Contextual AI Chatbots  Anson Huang

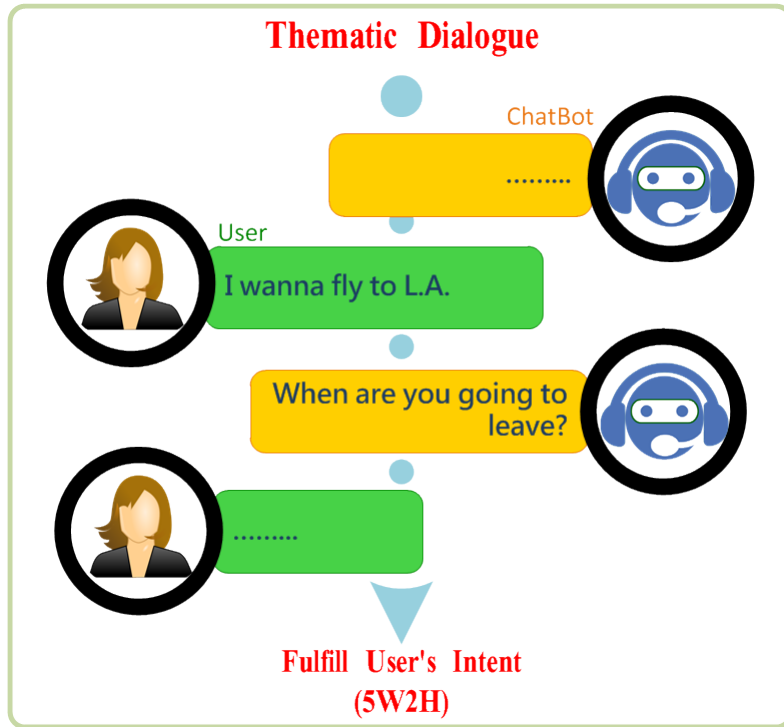
**CHATEOBOT BASED ON  
NATURAL LANGUAGE UNDERSTANDING**

# Thematic Contextual AI Chatbots

- According to the scope of the thematic, design the conversation. From the contents of conversation, find the user's intention and answer the intention.
- Based on open source machine learning framework.



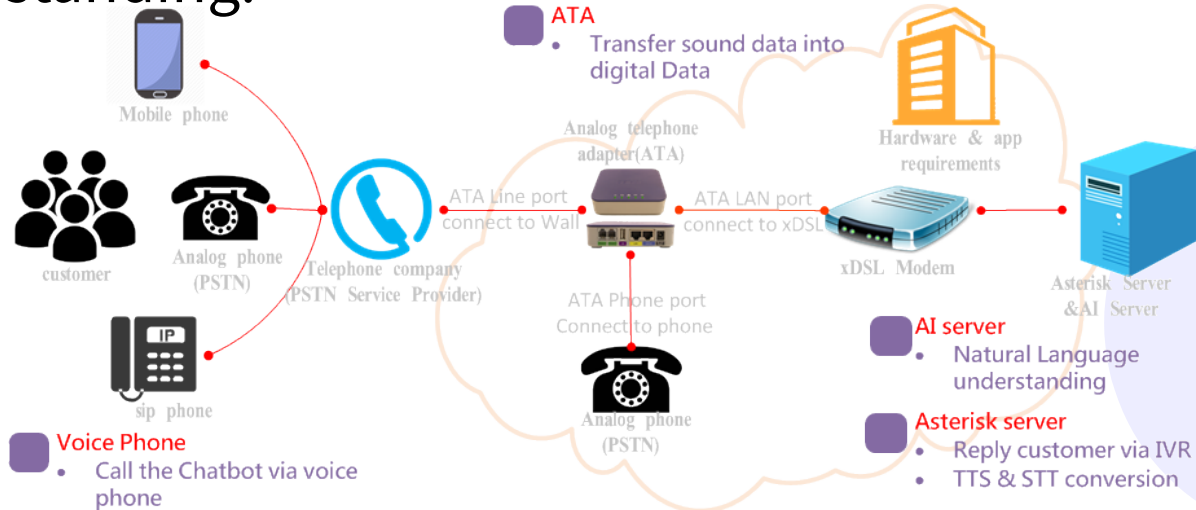
# Design The Contextual






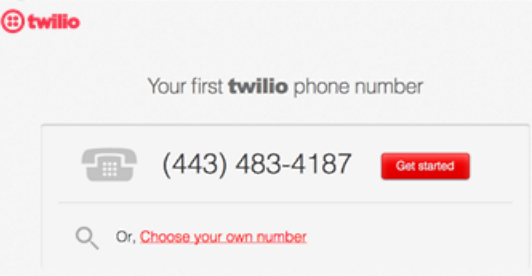


- User's Intent could be described via 5W2H.
- Thematic knowledge based on thematic dialogue.
- Fulfilled the intent, depend on user's requirement. Ex: Intent: Booking Flight Ticket or user talk to chatbot: I wanna fly to L.A.
  - When to fly,
  - How much for the fly ticket,
  - How many people will go
  - From where to fly

# Voice Phone Based Thematic AI Chatbot

Voice Phone Based Thematic AI chatbot is an intelligent customer service system that integrates Interactive Voice Response (IVR, Asterisk), Analog Telephone Adapter, voice & text conversion(TTS & STT), and Natural Language Understanding.



# The Difference of voice phone AI chatbot

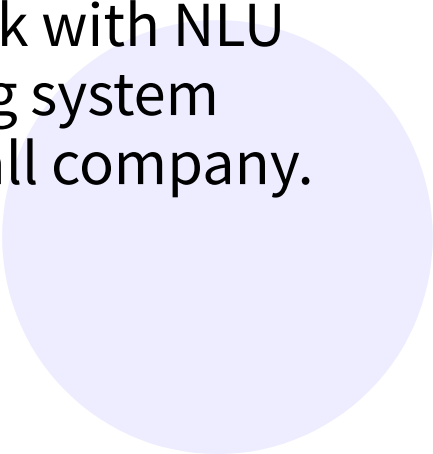
 Twilio	 Google	 QzTap
	 Dialogflow Phone Gateway <sup>BETA</sup> <b>1</b> Configure Phone Gateway — <b>2</b> Select Phone Number — <b>3</b> Finish	 QzBox Phone Service <hr/> <b>Your company phone number</b> (Needn't buy new phone number )
Buy the new phone number	Buy the new phone number	Use PSTN phone number that you have (need Analog Telephone Adapter)

# Our Service

## Social Media Thematic AI Chatbots

- Thematic AI Chatbot connect to Social Media, such as Face book/LINE.
- Focused on Thematic for product or service in company.

## Voice Phone Based Thematic AI Chatbot

- Integrated with voice phone and IVR system to provide the voice based Chatbot.
  - The Chatbot work with NLU machine learning system and suit for small company.
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# About Anson Huang

- Some experience in service and product:
  - NFC Dongle for iOS/Android phone
    - NFC reader/writer connect mobile phone via phone jack
  - O.20.socailWiFi
    - Flashing router firmware to provide free wifi service via social account (FB/LINE) login and sharing post.
  - Mobile payment bot
    - FB/LINE bot Connect masterpass (Master card) and LINE pay to provide mobile payment service ;
  - LINE bot booking service
    - Provide LINE bot/FB bot for hotel booking and rent card service
  - NLP and NLU
    - Based on python framework, provide the Chinese NLU chatbot / Voice phone based Chatbot.

A background network diagram consisting of numerous blue and grey dots connected by thin blue lines, forming a complex web. Two large, semi-transparent circles, one light blue on the left and one light purple on the right, are overlaid on the network.

# THANKS!

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