# CREATING CHAT BOTS USING BTP

## A TECHNICAL DEMO AND Q&A

Tim Hobbs & Jorg Thuijls

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# MEET YOUR SPEAKERS

## Jorg Thuijls

*Technical Development Lead – DalRae Solutions*

Jorg is an experienced SAP practitioner with a strong development background, he is passionate about software and adept at implementing automated solutions to improve the efficiency of SAP systems. Jorg is also a regular contributor to the SAP development community globally.

## Tim Hobbs

*Delivery Lead - DalRae Solutions*

Tim is a technologist with a business mindset and a proven track record leading teams to deliver outstanding technical solutions. With a background in the retail sector, he has been working with SAP systems since 2009, most recently delivering solutions within the Government and Resources sectors.

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# WORK THE WAY YOU LIVE

With SAP BTP you can help your organization function in the same way you
live and interact with technology outside the office.

### Improve Usability

Reduced Complexity

Improve business agility

Good for business & operations

### Innovation Platform

SAP's Innovation Platform

Future proof your business

Build business resilience

### Transform Today

Ready to leverage today

Low cost to entry

Fast time to value

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# Conversational AI a.k.a. ChatBots

SAP Conversational AI is a collection of natural language processing services. As the conversational AI layer of SAP Business Technology Platform, it enables users to build and monitor intelligent chatbots in one interface to automate tasks and workflows.

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# INSIGHT TO OUTCOME

When we have been using SAP for a while we know how to get the information we need to do our job.

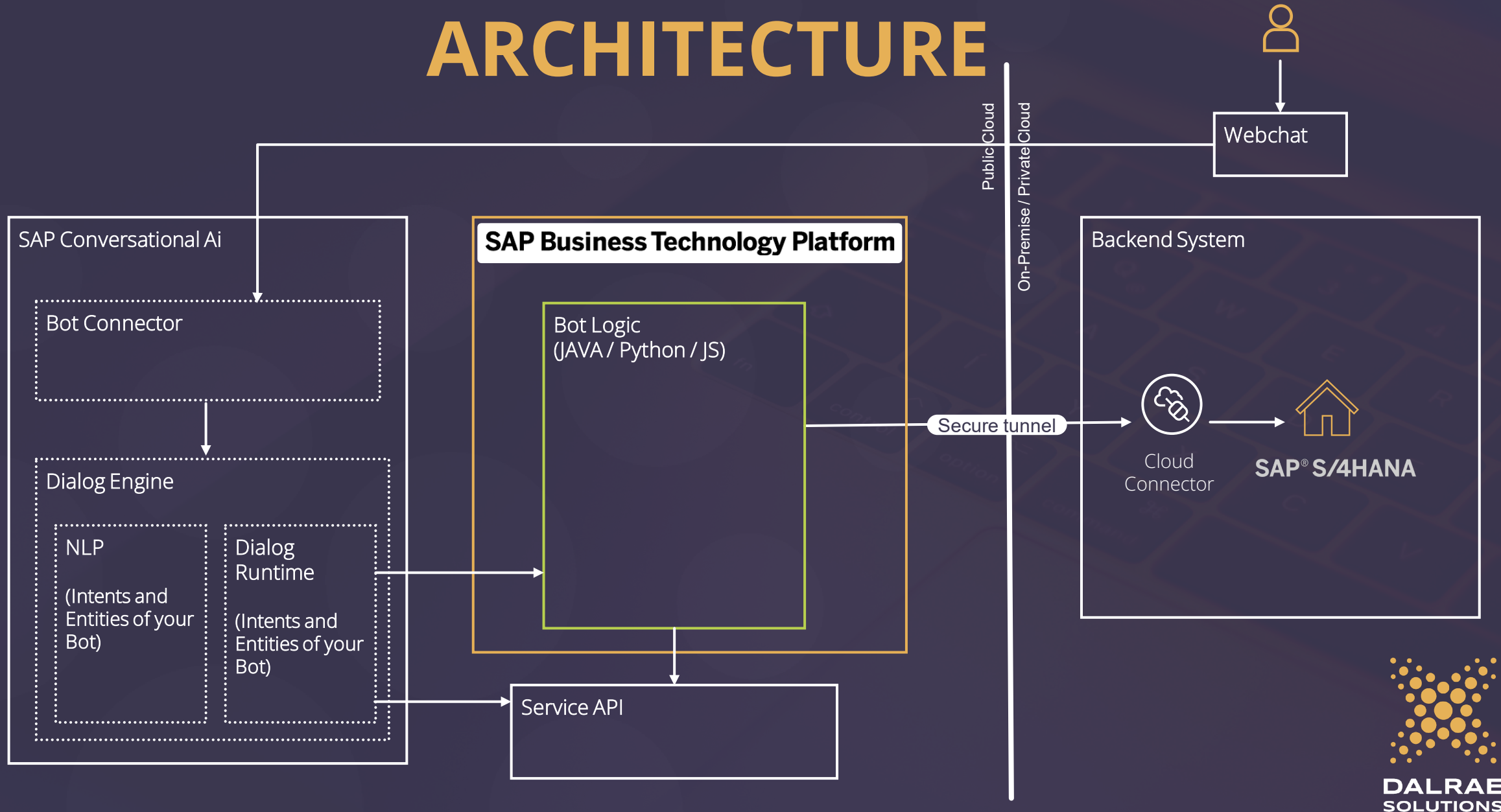What about people who are infrequent or new users?

What if we could get the information faster?

And if we only need that information to drive another action?

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# ARCHITECTURE



Webchat

## SAP Conversational Ai

Bot Connector

Dialog Engine

NLP

(Intents and Entities of your Bot)

Dialog Runtime

(Intents and Entities of your Bot)

## SAP Business Technology Platform

Bot Logic
(JAVA / Python / JS)

Service API

Public Cloud

On-Premise / Private Cloud

Secure tunnel

## Backend System

Cloud Connector

SAP® S/4HANA

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# CORE CONCEPTS

## SKILLS

Block on conversation, clear purpose that bot can execute to achieve a goal. Skills define the scope of your bot

## INTENTS

Intents represent what a user says to your chatbot. This is a dataset used to train the bot to understand a users needs and trigger the right conversation

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# SKILLS

Have up to 6 different skills for your bot e.g. Customer Support, HR, Payments etc.

Each skill is capable of undertaking actions e.g. calling a webhook / API to retrieve data or update information

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# HOW TO TRAIN YOUR CHATBOT

Everything the bot understands is in the Intents. The intents are used to categorise what someone is asking / saying to the bot. Inside each intent are the expressions that are used by the bot to understand a user's intent.

The platform is collaborative, the community has already created a considerable amount of different intents

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# CONVERSATION AI IN PRACTICE

## DEMO

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# CONNECT WITH US

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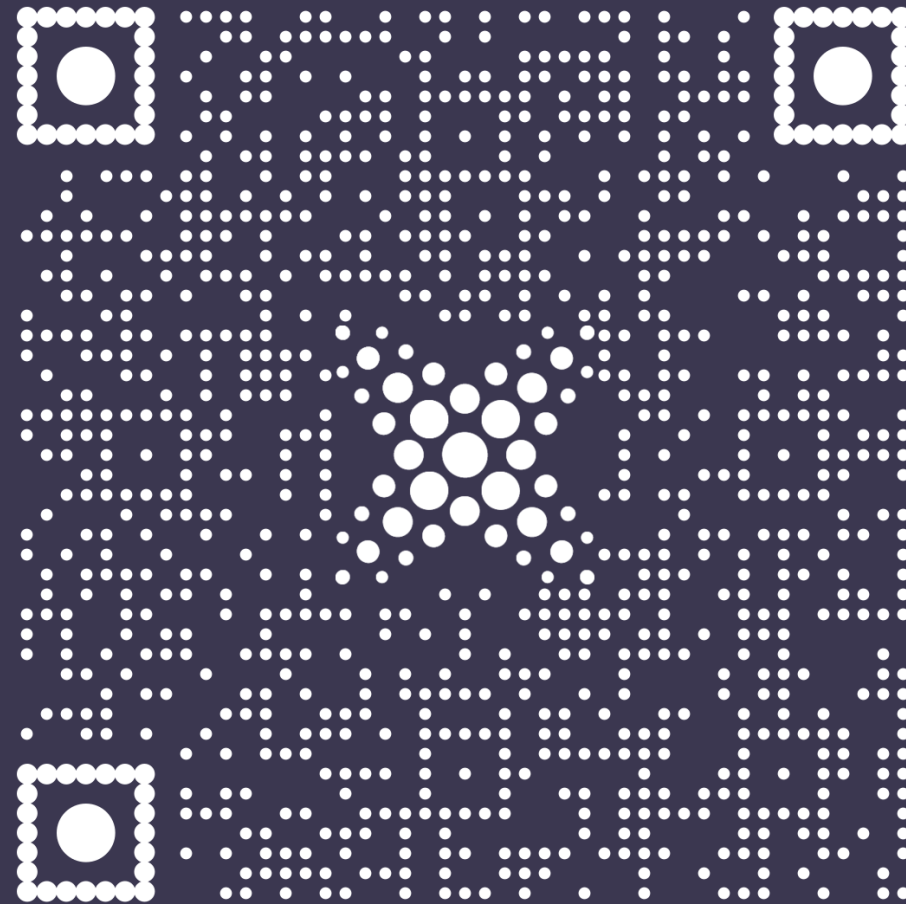linkedin.com/in/jorgthuijls

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# Take the Information With You



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