building chatbots in large scale

chatbots orchestration

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Every company has a chatbot

Question?

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But, what if...

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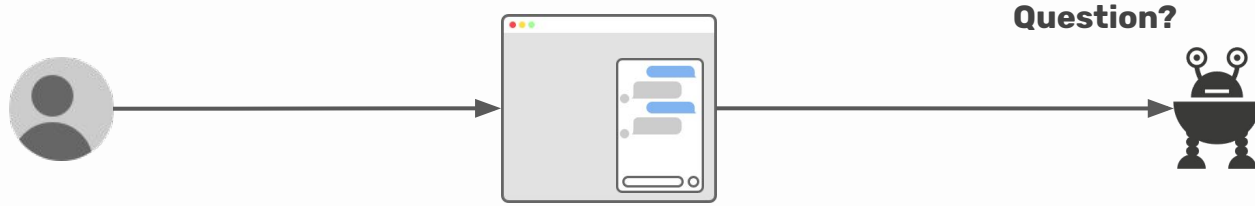
what if...

- you need a bot for a **bunch of topics (>300 intents)**

- it's a **lot of work for a one team**

- your bot should be available on **all messaging channels**

- you need **the human as a backup**

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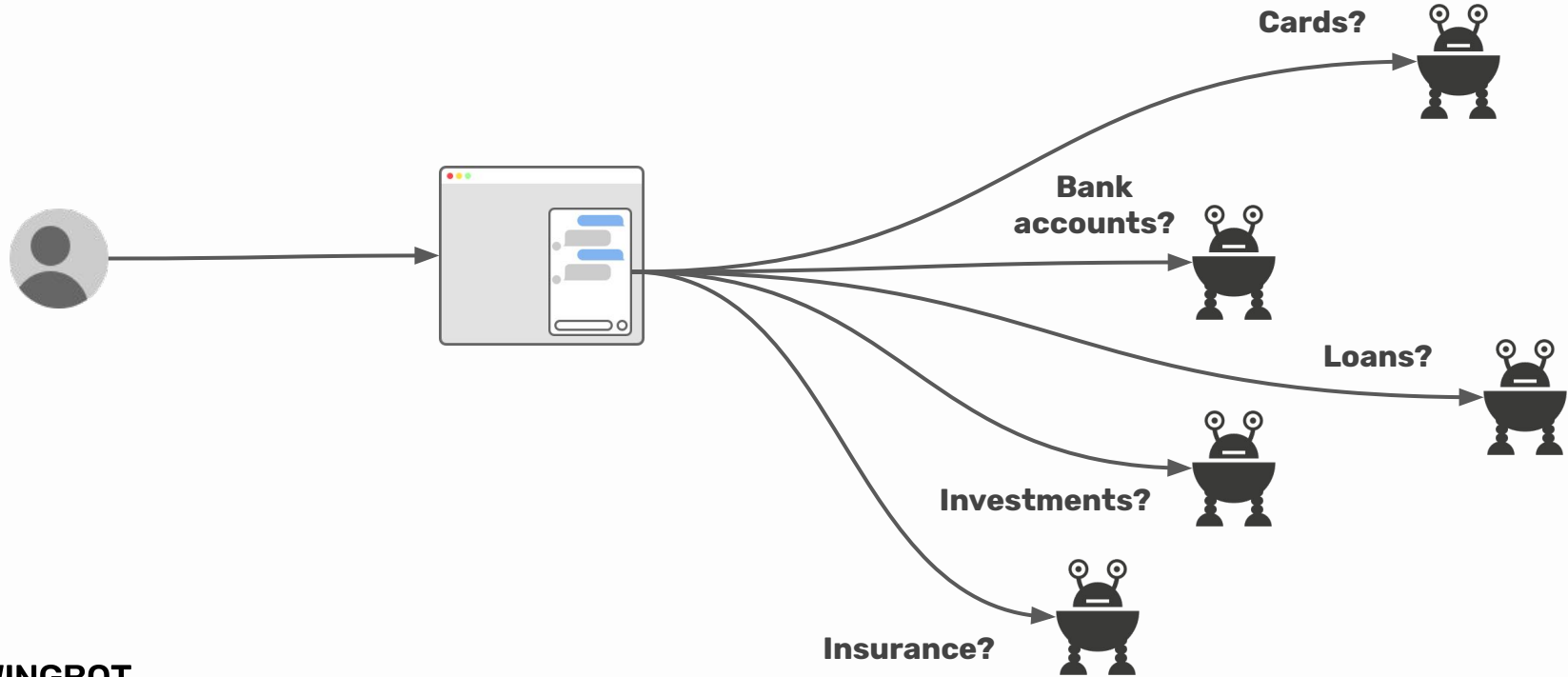# Our challenges?

first challenge

NLP limitations

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second challenge

Scaling the production of conversations teams

Splitting the conversation to more bots

Cards?

Bank accounts?

Loans?

Investments?

Insurance?

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third challenge

Human agent handover

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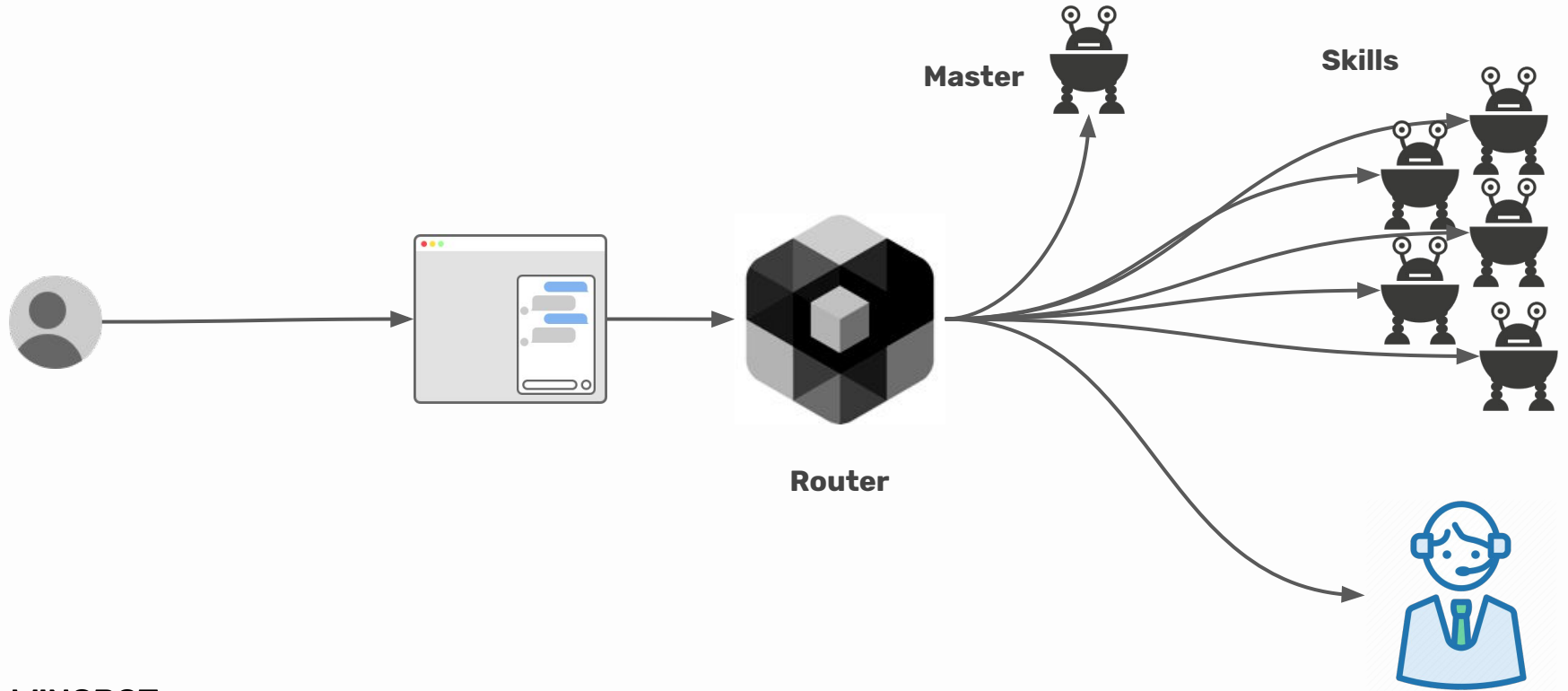# Provide ability to pass a thread to human
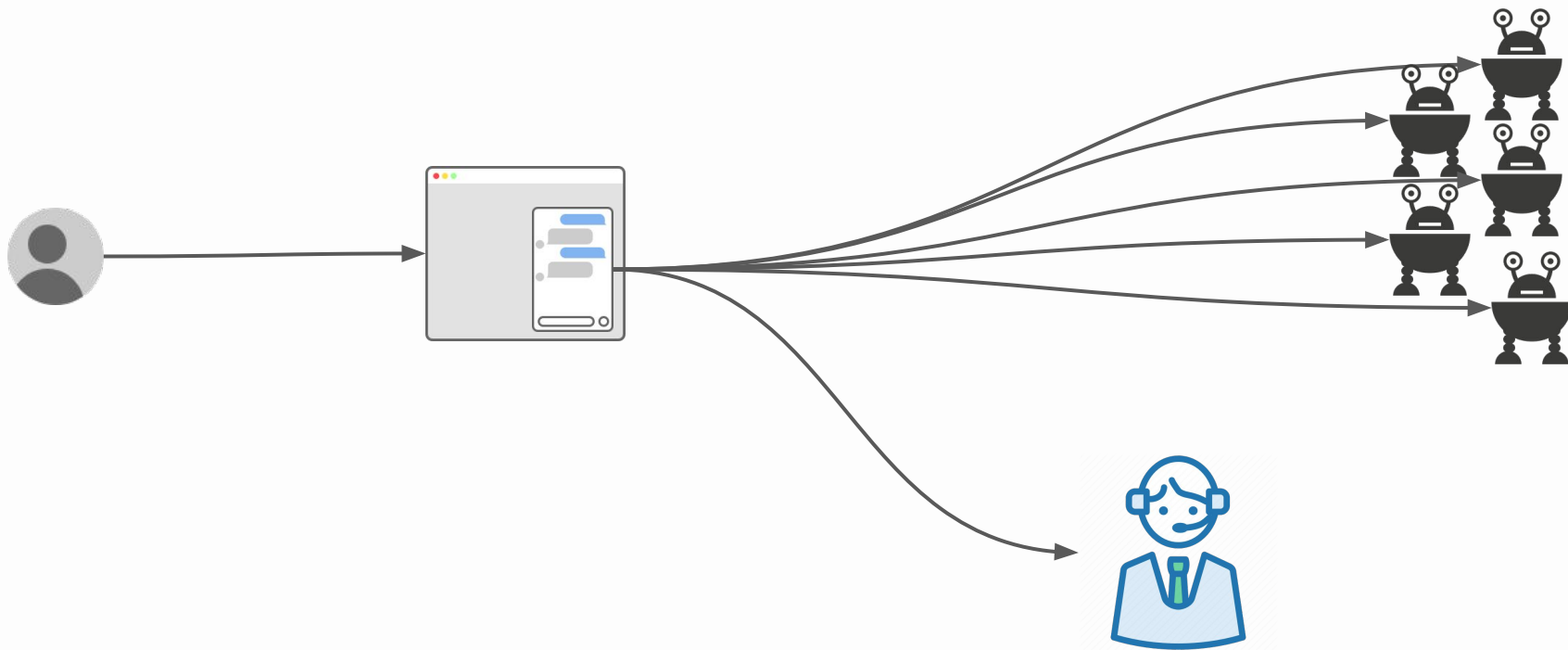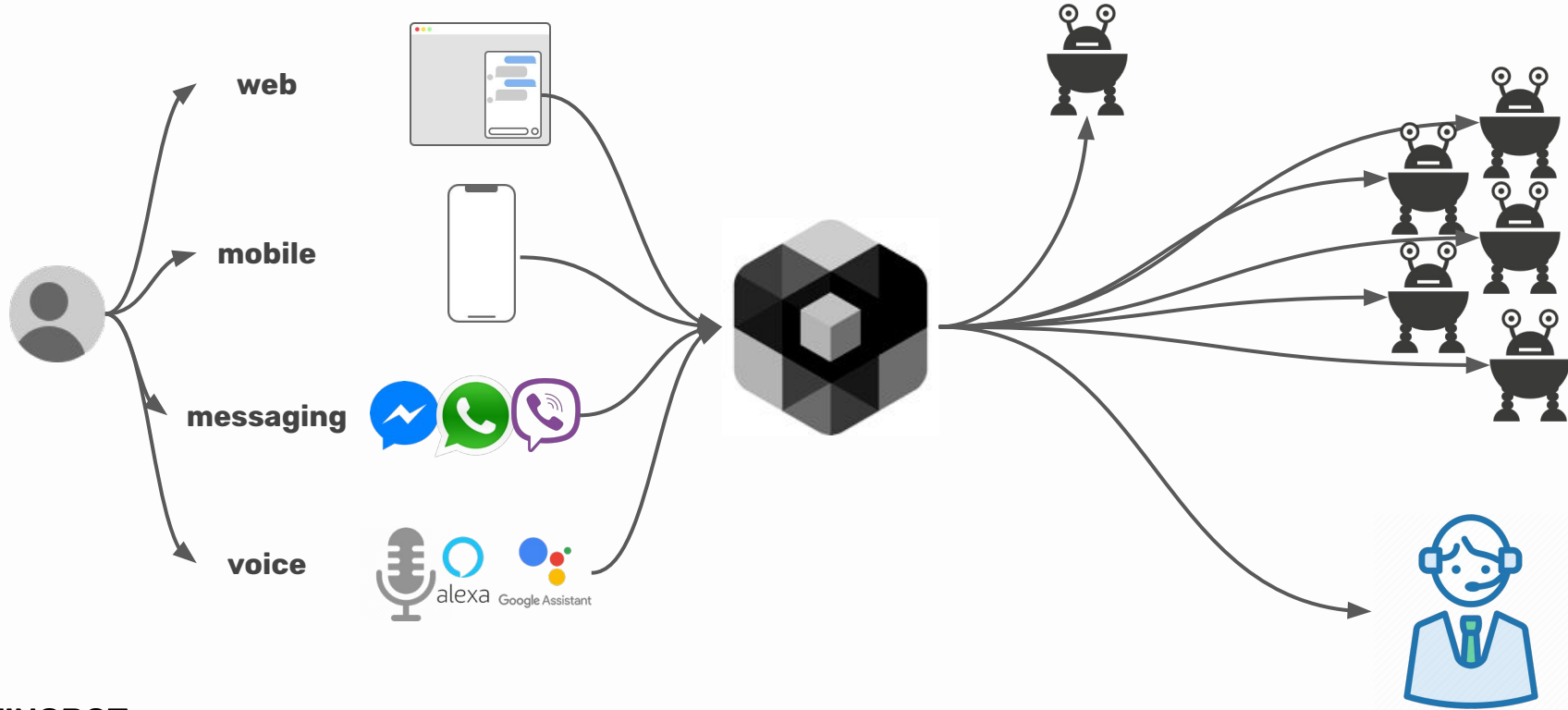
fourth challenge

Orchestrating multiple bots

Adding a routing component & master bot

Master

Skills

Router

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fifth challenge

Same experience on all channels

All channels on same protocol

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sixth challenge

Uni Channel protocol

Common messaging templates

TEXT MESSAGE
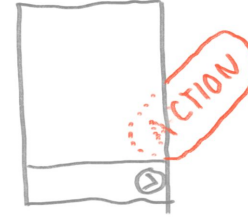
QUICK REPLY SUGGESTION

MEDIA & DOCUMENTS
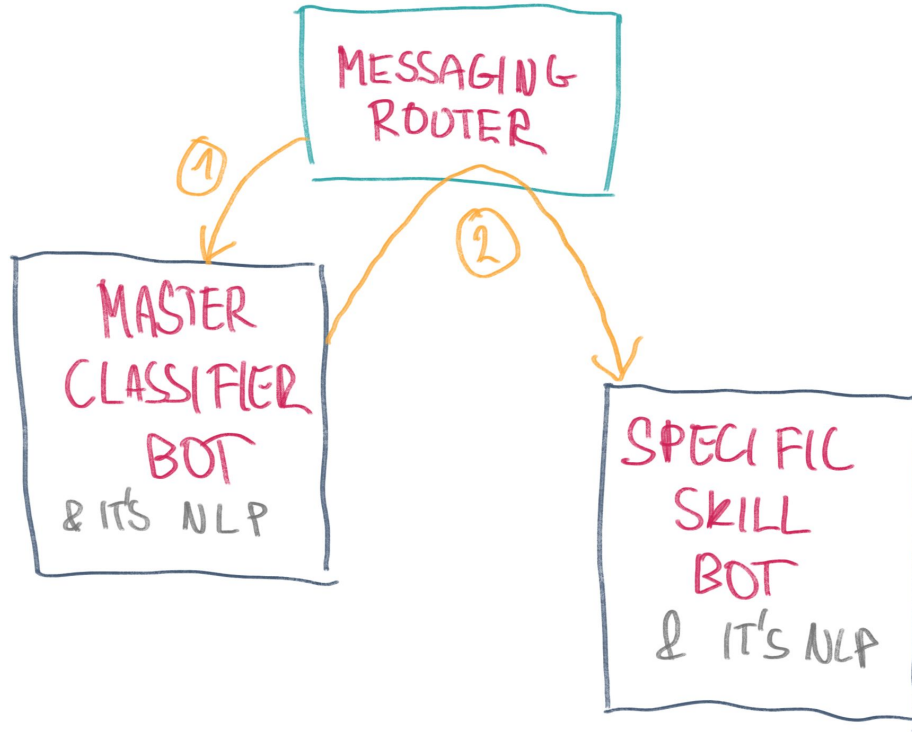
URL BUTTONS

CARDS CAROUSEL
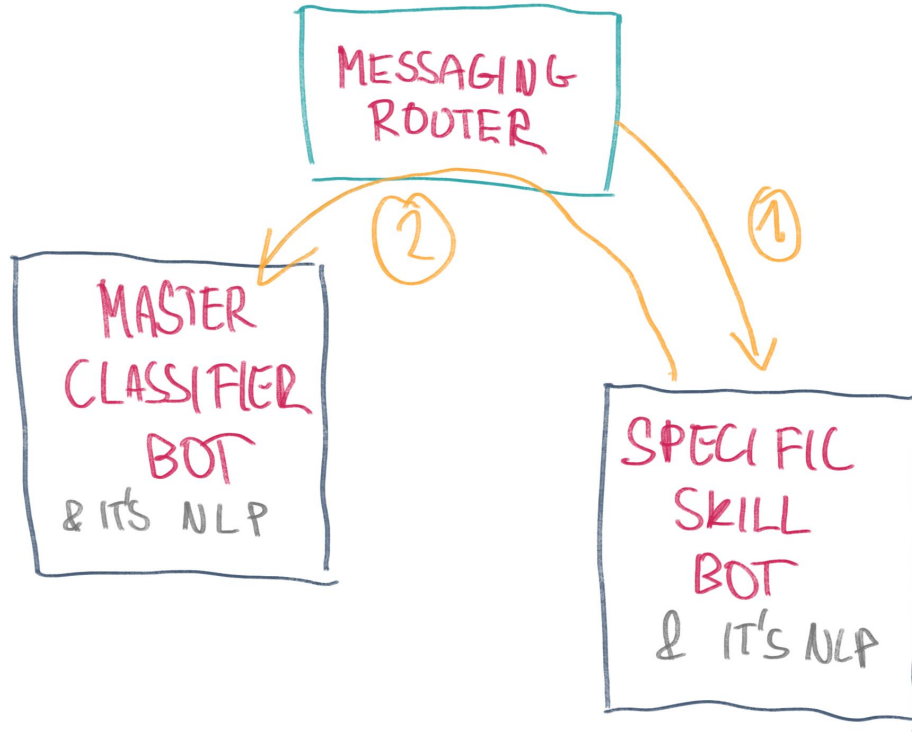
TYPING

MICRO APPLICATIONS

BACKGROUND ACTIONS

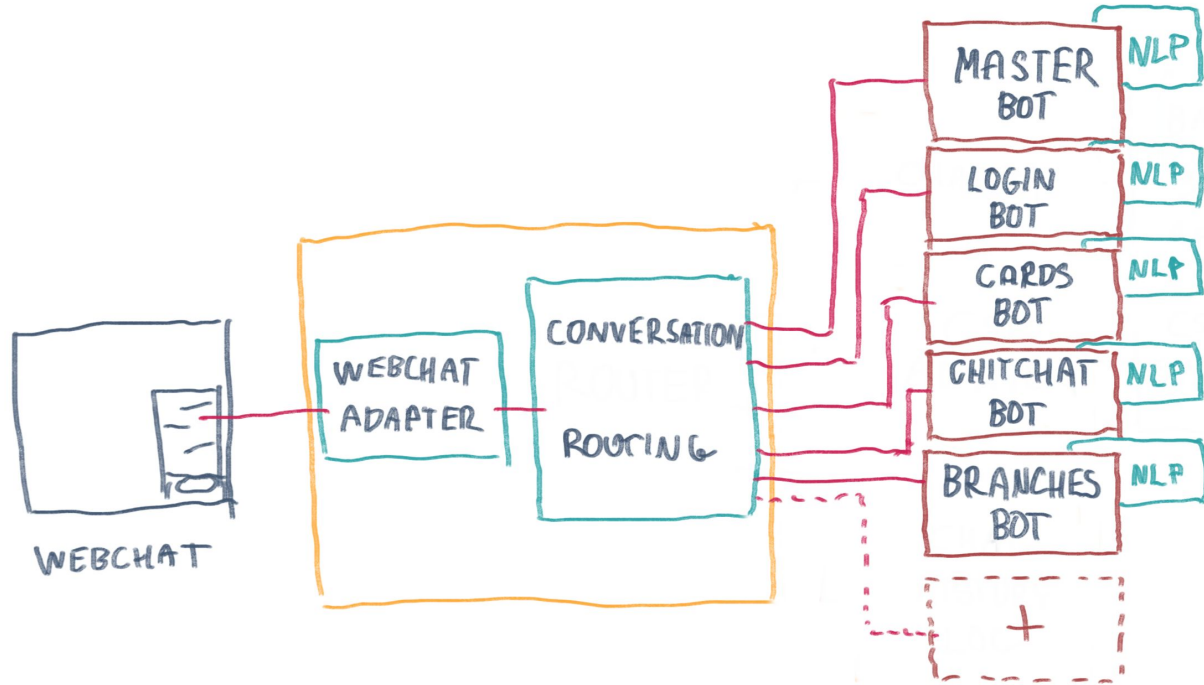WINGBOT
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Handover protocol - from master bot

Handover protocol - and back

What we're going to release

ČESKÁ spořitelna

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Masterbot architecture in ČS

Masterbot architecture pitfalls

- Automating the **mastebot training data** maintenance

- Automating the **testing**

- Sharing **conversation state** between bots

- Keeping user in t**he right conversation context**

- Common **logging & reporting**

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