building chatbots in large scale
chatbots orchestration
Every company has a chatbot
But, what if...
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
Our challenges?
first challenge

NLP limitations
Scaling the production of conversations teams

second challenge
Splitting the conversation to more bots

- Cards?
- Bank accounts?
- Loans?
- Investments?
- Insurance?
third challenge

Human agent handover
Provide ability to pass a thread to human
fourth challenge

Orchestrating multiple bots
Adding a routing component & master bot
fifth challenge

Same experience on all channels
All channels on same protocol

web
mobile
messaging
voice
sixth challenge

Uni Channel protocol
Common messaging templates

- Text Message
- Quick Reply Suggestion
- Media & Documents
- URL Buttons
- Cards Carousel
- Typing
- Micro Applications
- Background Actions
Handover protocol - from master bot

1. Master Classifier Bot & its NLP
2. Specific Skill Bot & its NLP

Message Routing

WINGBOT AI
Handover protocol - and back

1. Messaging Router

2. Master Classifier Bot & its NLP

3. Specific Skill Bot & its NLP
What we’re going to release
Masterbot architektura v ČS
Masterbot architecture pitfalls

- Automating the *masterbot* training data maintenance
- Automating the *testing*
- Sharing *conversation state* between bots
- Keeping user in the *right conversation context*
- Common *logging & reporting*
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