Chatbots on the mobile phone or web site is becoming a popular method to interact and service an organisation’s customers. This 1-day programme will enable you to build a basic Chatbot with no programming requirement. It is designed for organisations wanting to build and launch a Chatbot service on their web or as a mobile service.

**THE WORKSHOP WILL COVER THE FOLLOWING**

- Introduction to Bots and current landscape
- Overview of Bots platforms and tools/frameworks
- Introduction to the Microsoft’s QnA Maker tool
- Mini-challenge 1 – Build a FAQ knowledge base
- Introduction to the Microsoft Bot Framework
- Walkthrough of the Azure Bot Service
- Exploring and integration of selected Bot channels (Skype, Webchat, Slack)
- Bot design best practices
- Mini-challenge 2 – Build and Deploy your own Chatbot

**WHO SHOULD ATTEND**

- Software engineers, Programmers, Business Analysts, Data Analysts, Frontline staffs or Customer Service Officers

**DATE**  
Wednesday 06 September 2017

**TIME**  
1 Day; 9.00am to 5.30pm

**VENUE**  
National University of Singapore

**FEE**  
S$802.50 (includes GST)

Registration will close 5 working days prior to programme commencement date

**PRE-REQUISITES**

Due to the nature of skills required, we recommend that organisations send a minimum team of two participants:

- One person from the line of business/operations, e.g. Customer Service Officer, to learn how to build the Chatbot knowledge base. No programming knowledge is required. Basic use of MS Office application like Word or Excel is required.
- One person from IT to learn how to deploy or integrate the Chatbot into the organisation. Familiarity with Javascript is required. Some experience with Microsoft Azure preferred but not required.