



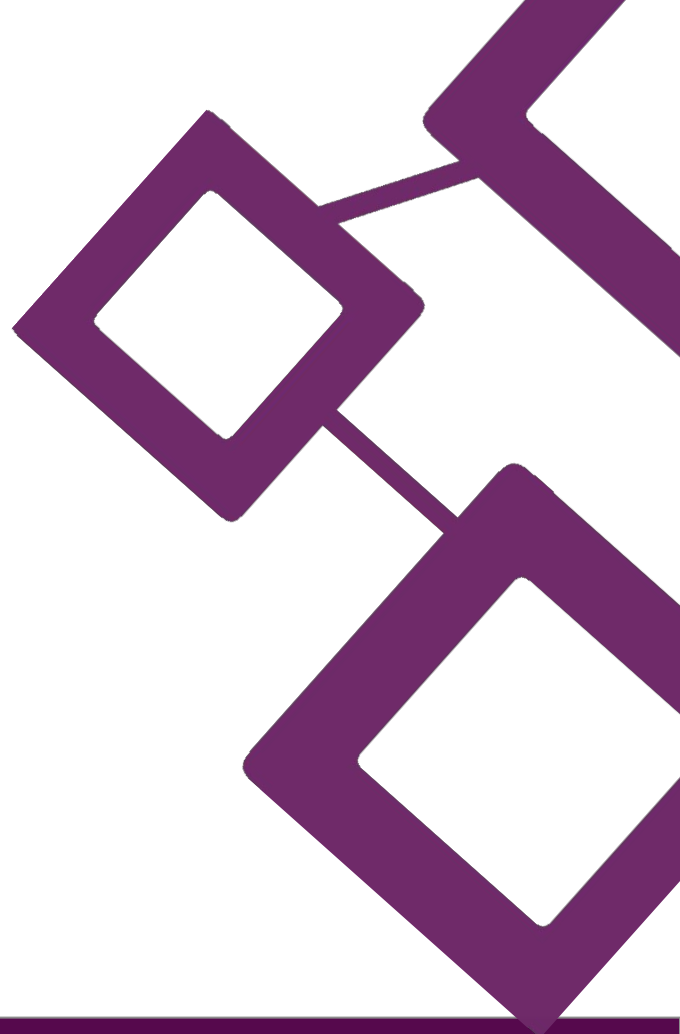
LEARNOVATE
Leading Learning Innovation

[Chatbots]

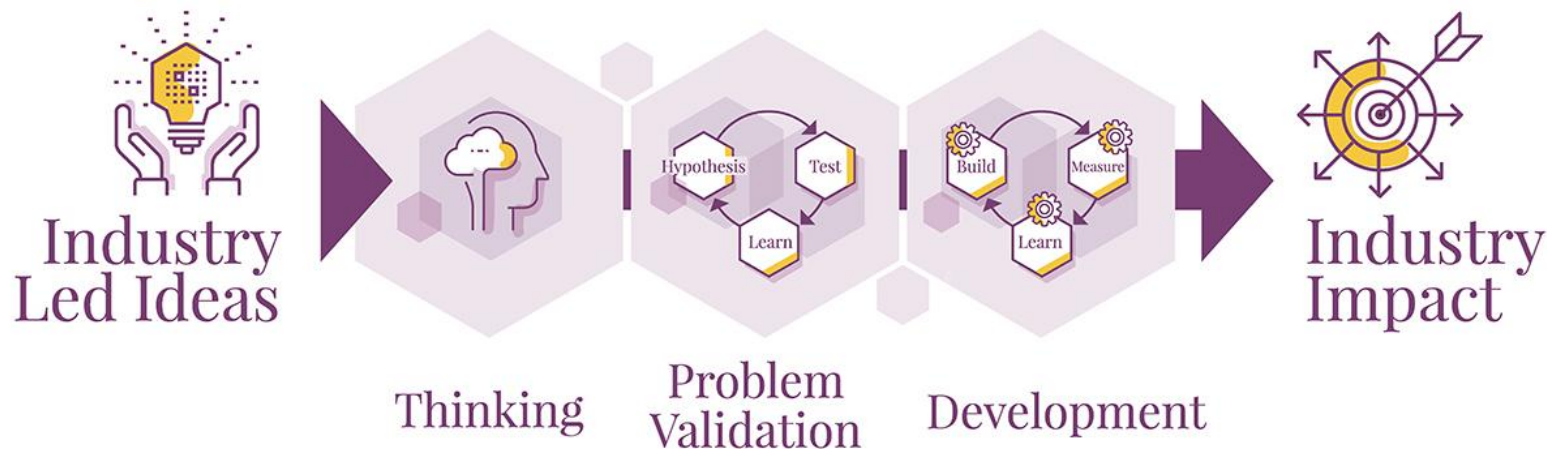
Getting the job done [in the field] with the help of your personal chatbot



Context



‘Phase 2’ Project



Phase 2 Projects

Stage A

Team

- Learning Science
- Innovation Services

Stage B

Team

- Learning Science
- User Experience
- Technology
- Innovation Services

Get out of the building

Customer/Problem

Solution

Validate Customer-Problem Fit

Validate Problem-Solution Fit

Tools

- Buyer Personas
- Jobs to be done
- Value proposition Canvas
- Problem validation

Tools

- Mock-ups
- Wireframes
- Prototypes
- Validation experiments

Mmm... must have
shiny things...



‘Shiny Things’

A pragmatic response to the need for project outputs that are visually engaging as we approached the end of year 2



Phase 2 Projects

Stage A

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- Innovation Services

Stage B

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Why Chatbots?

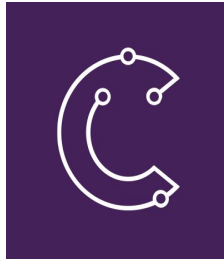
- Lots of hype in the media
- Familiar concept to many - easy to explain
- Lots of potential
- We initially looked at Chatbots in the schools space
 - but couldn't validate the problem we were trying to solve

Industry Partners



Enovation

PRIMARK®



Connector

Customer

Organisation

Multinational organisation in the technology sector that supply their own hardware into both client companies and consumers.

- Large enterprise: around 10,000 employees worldwide
- Approx 500 employees in Irish facility
- Industry Sector: Technology
- Specialities: Innovation & Technology, Engineering, Customer Service

Problem

What's the problem that we're trying to solve?

Nowadays, within the corporate sector, there is a need for efficiency and high performance of the employees, a need for improvement of the team performance to get the jobs done using new technologies to automate and get more accurate ways to generate new and faster solutions for their customers.

Understanding the User's problem

Through the Problem Workshop, we could get deeper into the user's problem through some methods as the creation of personas to found out the main pains and the jobs to be done.

Problem

Addressing a need in the organisation:

- Workplace team performance and efficiency
- Consistency and accuracy of the information
- Employee's time working on the field and the workplace
- A way to provide user data of the learning progress

Goals

- Provide performance support tools to an employee
- Increase efficiency in the support for training/learning
- Support the team lead that doesn't have time for training and support the team
- Provide data about how employees learn and what they need to learn
- Deliver a personalised way of learning as part of performance support
- Provide a fast response or suggest other ways of support based on the user experience

Solution – ChatBot

A different approach of using an AI assistant for corporate performance support

Supporting technicians in the field in finding the information they need to get the job done through more intuitive and natural interactions with their personalised chatbot assistant.

Solution – ChatBot

- Improving a technician's effectiveness and efficiency
- Saving money for the organisation by reducing the time spend solving individual issues
- Increasing the team's overall performance in a measurable way
- Through faster access to just the right information at the right time

Chatbots for performance support teams

- Provide employees with the right answer at the right time
- Eliminate frustration of searching for information across multiple sources
- Do the 'boring' tasks for them
- Help them make better decisions, faster
- A time-saving resource for internal employees
- To boost accessibility, efficiency, and employee satisfaction
- Help improve the overall customer experience (help better meet the needs of customers)



Getting into the Details

Research



Chatbot Benefits

User Intimacy

- Accessibility – available 24 x 7 x 365
- Quality – better decisions based on a full view of user data and history of interactions
- Empathy – can pass to a human agent for difficult or sensitive issues
- Drive loyalty through deep insight, rewards and gamification
- Increase interaction with proactive engagement

Chatbot Benefits

Operational Efficiency

- Reduce cost — fewer human agents
- Consistency — fewer errors and greater consistency
- Self-learning — improves with every decision/interaction
- Scalable — just more computing, no hiring/training
- Can support all users

Chatbot Benefits

Innovation

- Ecosystem orchestration
- Deeper customer journeys
- Emotional intelligence and NLP
- Personalised interaction
- Scenario play/planning (“what if” analysis)
- Smart visualisation

UX Guidelines for Chatbots

- Be upfront about using a bot and not a human.
- Clearly tell people what tasks the bot can do.
- Create bots for simple tasks. Complexity is not well handled in the limited bot interface.
- Tolerate typos and ambiguity.
- Allow people to interact with the bot both through free-text input and selection of links.
- Save information from one task to the next.
- Be honest about not understanding. Offer an escape hatch in the form of a real human.

<https://www.nngroup.com/articles/chatbots/>

State of the Market

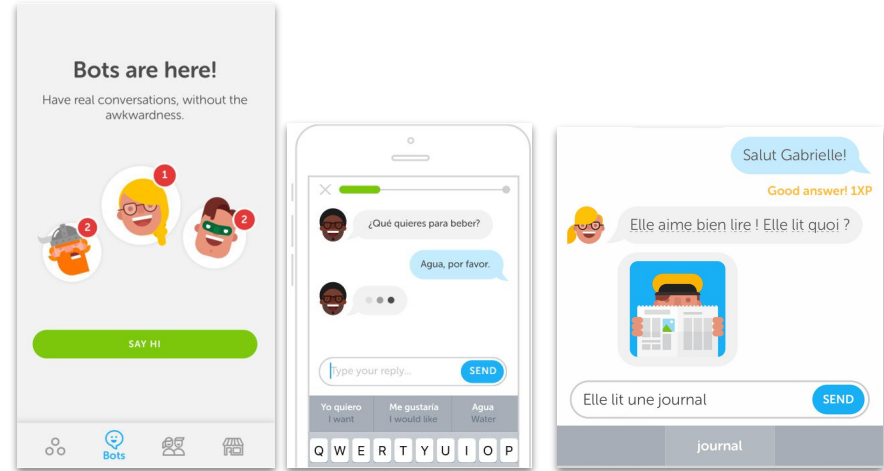
State of the Market

- Chatbots
 - Customer Support
 - Language Learning
 - Information
- Field Service Management Software

State of the Market Chatbots

EXAMPLE 01 - DUOLINGO

- Gamified platform for Language
- Chatbots using personalised learning
- User can choose a Bot persona



Meet your virtual language tutors

New bots added regularly



Chef Roberto

A legendary pizza maker. Be careful not to insult his creations!



Renée the Driver

For what to see and where to go, Renée's the one to know.

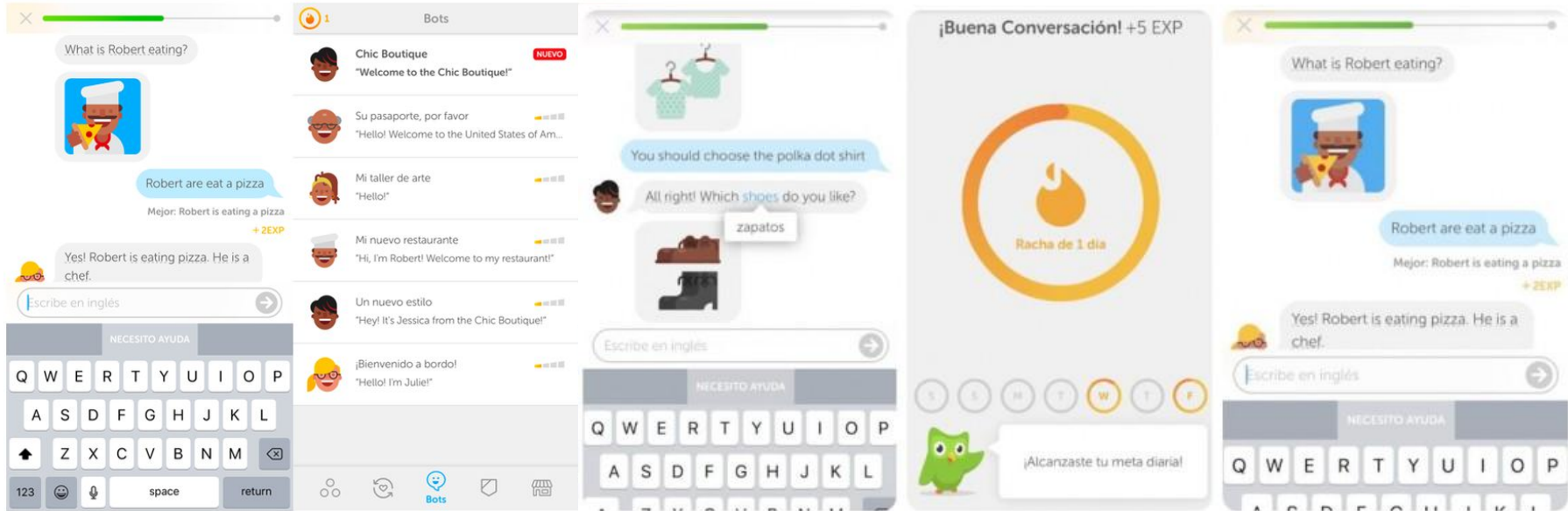


Officer Ada

From protecting and serving to teaching languages, Ada does it all.

<http://bots.duolingo.com/>

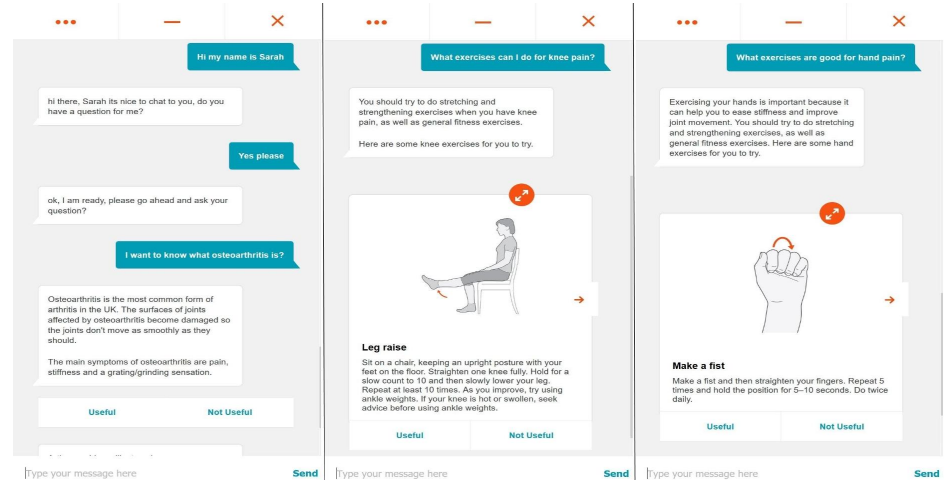
EXAMPLE 01 - DUOLINGO



<http://bots.duolingo.com/>

EXAMPLE 02 - IBM Watson AI Assistant

- Pre-trained content
- Easy-to-use tooling to quickly engage with customers
- Maintain ownership of data, insights and training with a scalable assistant
- Customer care virtual assistant
- Customer care voice assistant



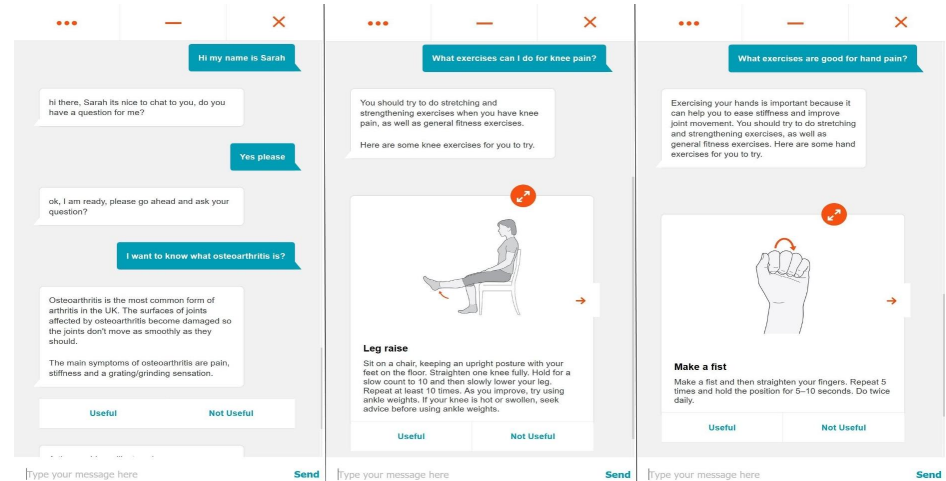
Use case: Arthritis Research UK

<https://www.ibm.com/watson/ai-assistant-2/>

https://www.youtube.com/watch?time_continue=2&v=xdGaynxnt4M

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EXAMPLE 03 - OPERATOR Chatbot (Intercom)

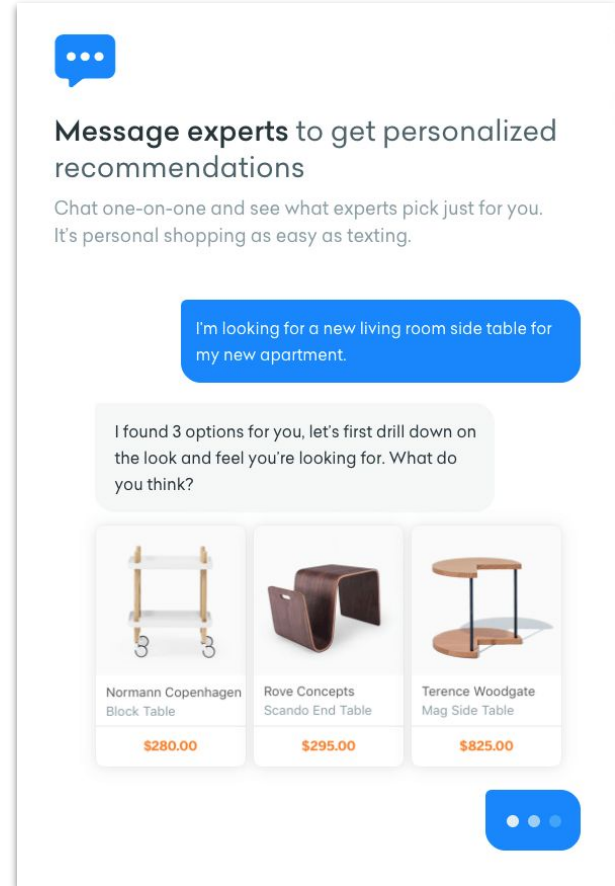
Customer experience

- Machine learning to improve the suggestions that it makes
- Apply Customer satisfaction surveys (Rating)
- Send Notifications
- Setup to define skills that the leader wants to their teams

<http://operator.com/>

<http://operator.tumblr.com/>

<https://www.youtube.com/watch?v=LbVWOQeo7Po>



The screenshot displays the OPERATOR chatbot interface. At the top, a blue speech bubble icon is visible. Below it, the text "Message experts to get personalized recommendations" is shown, followed by a sub-header "Chat one-on-one and see what experts pick just for you. It's personal shopping as easy as texting." A customer message in a blue bubble reads: "I'm looking for a new living room side table for my new apartment." The chatbot's response in a light gray bubble says: "I found 3 options for you, let's first drill down on the look and feel you're looking for. What do you think?" Below the response, three product cards are displayed, each with an image, name, and price:

Product Name	Price
Normann Copenhagen Block Table	\$280.00
Rove Concepts Scando End Table	\$295.00
Terence Woodgate Mag Side Table	\$825.00

A blue speech bubble icon is also present at the bottom right of the interface.

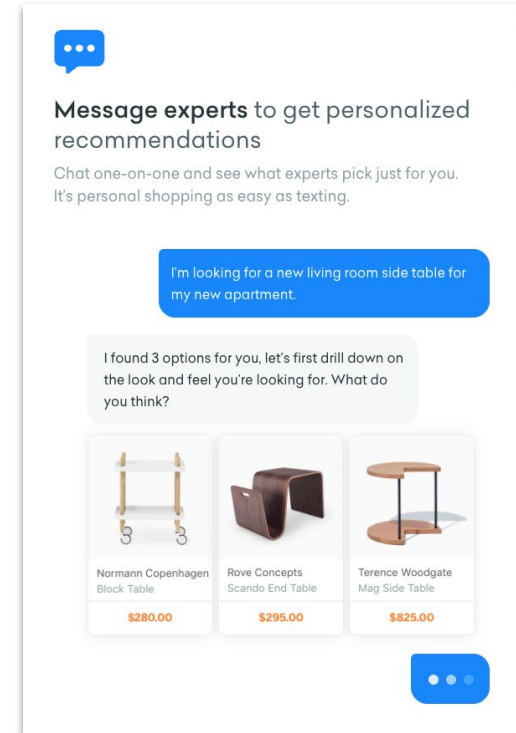
EXAMPLE 03 - OPERATOR Chatbot (Intercom)

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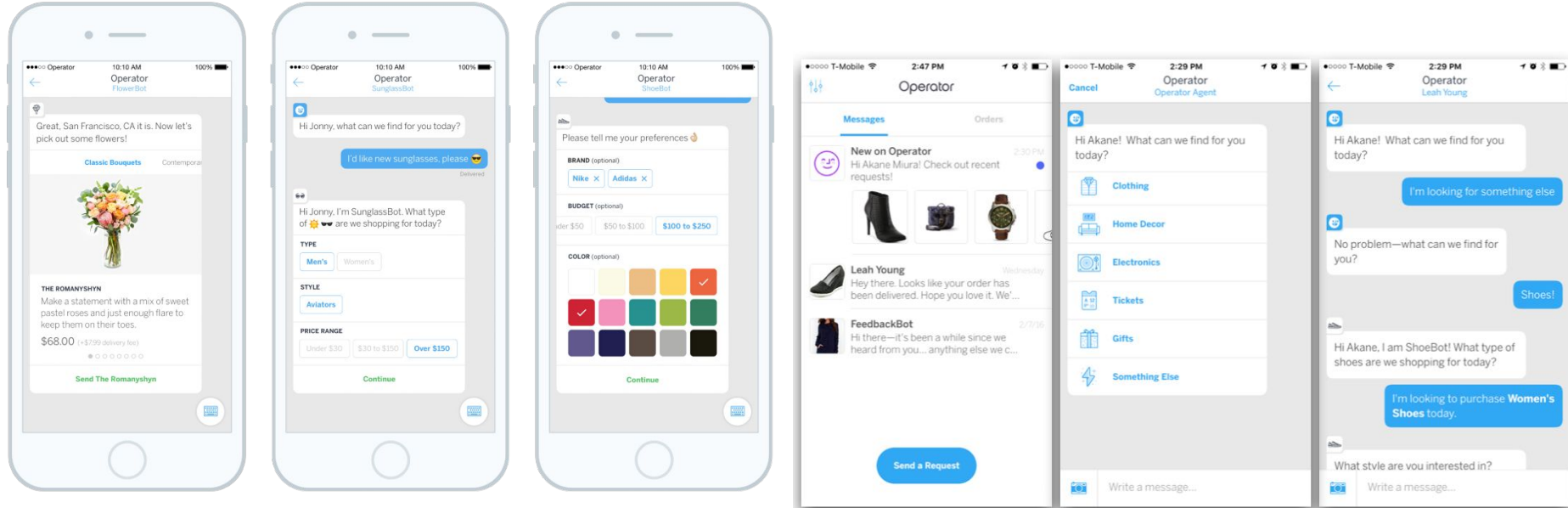
<http://operator.com/>

<http://operator.tumblr.com/>

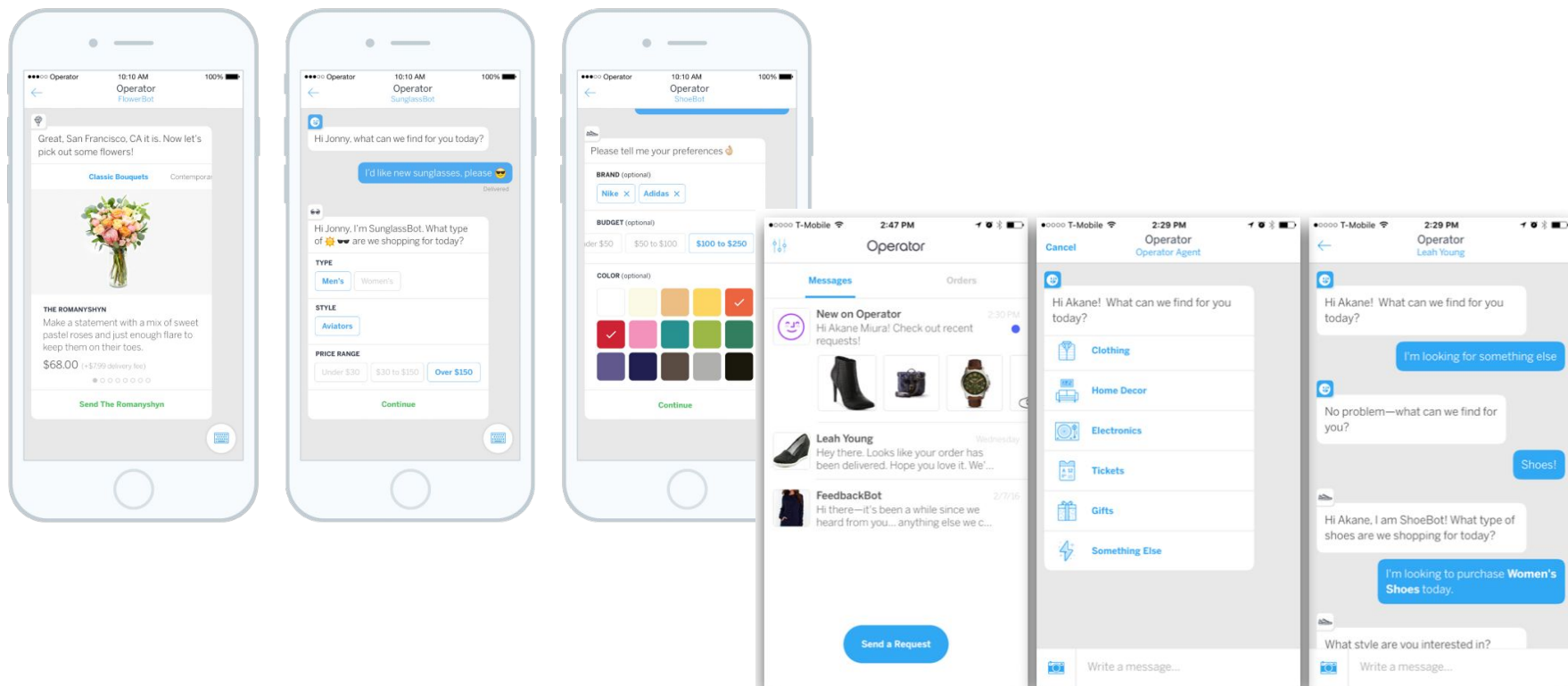
<https://www.youtube.com/watch?v=LbVWOQeo7Po>



EXAMPLE 03 - OPERATOR



EXAMPLE 03 - OPERATOR Chatbot (Intercom)



Benchmark – General Features

- Integration with Apps/Frameworks (Slack, Email, Dropbox, GitHub, Facebook, Skype, Twitter,...)
- Gamification for chatbots to engage users
- Bot personality: gender, tone of voice or written, avatar
- Facial, Context, Voice - Emotion Recognition for chatbots for supporting in learning/training to identify learners emotions, engagement and curve of learning

State of the Market Field Service Management Software

FSM Software

- [Microsoft Dynamics 365 for Field Service](#)
- [Verizon Connect Field Service Management Software](#)
- [SalesForce Field Service Lightning](#)
- [Fieldpoint Mobile Field Service App](#)
- [Intuit Field Service Management ES](#)
- [ServiceMax Field Service Management](#)
- [Click Software](#)

Top 20 Most Popular FSM Software

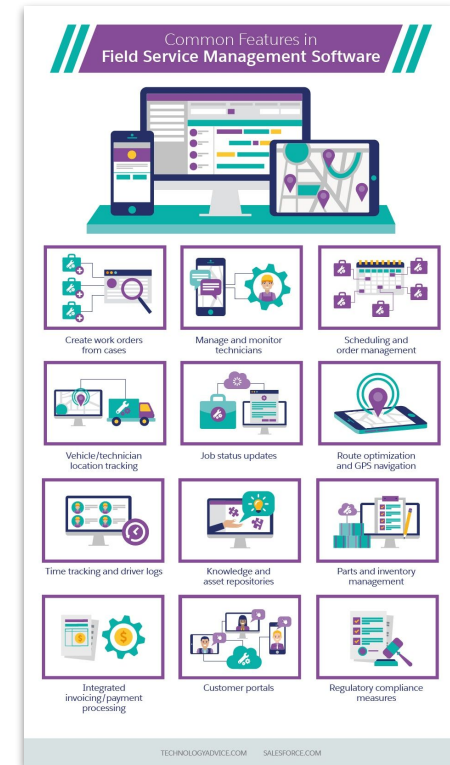
PRODUCT	CUSTOMERS	USERS	TWITTER	FACEBOOK	LINKEDIN
ClickSoftware	15,400	708,400	4,222	1,182	23,543
Corrigo	9,451	1,000,000	349	46	5
mHelpDesk	20,704	92,160	1,747	6,880	1,837
UpKeep	29,250	53,000	1,756	1,314	1,181
Jobber	10,000	170,000	3886	8,153	2,210
Coresystems	8,451	195,229	2,709	7,461	4,249
Housecall Pro	15,000	43,536	1,230	15,739	1,590
ServicePower	160	537,200	3,242	2,508	2,809
FieldEdge	7,200	56,700	316	702	3,163
Oracle Field Service	300	245,000	20,090	220,429	5,284
ServiceMax	400	285,000	5,808	1,296	30,033
simPRO Software	4,000	100,000	2,221	2,442	3,560
ServiceTitan	3,000	100,000	1,753	18,853	5,154
Dynamics 365	1,040	85,000	63382	137	960
Astea International	600	185,000	535	193	4,012
Formitize	6,236	27,200	546	4,387	182
WorkWave Service	5,600	23,000	848	2,131	3,365
Opti-Time	750	140,000	655	376	2,858
Explorer Shafers	4,500	45,000	138	134	475
Wintac	3,097	18,582	1,291	1,599	310



<https://blog.capterra.com/most-popular-field-service-software/>

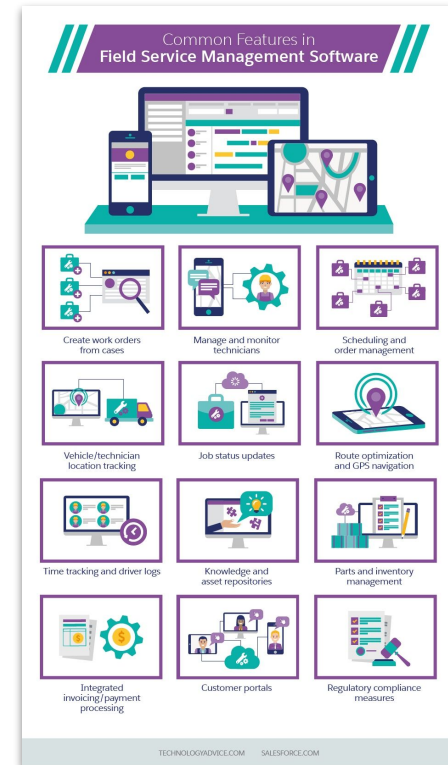
Common Features in FSMS (according to Salesforce)

- Create work orders
- Manage and monitor technicians
- Scheduling and order management
- Vehicle and technician location tracking
- Job status updates
- Route optimisation and GPS navigation
- Time tracking and driver logs
- Knowledge and asset repositories
- Parts and inventory management
- Integrated invoicing/payment processing
- Customer portals
- Regulatory compliance measures



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Salesforce Knowledge Base

Maximize agent productivity.

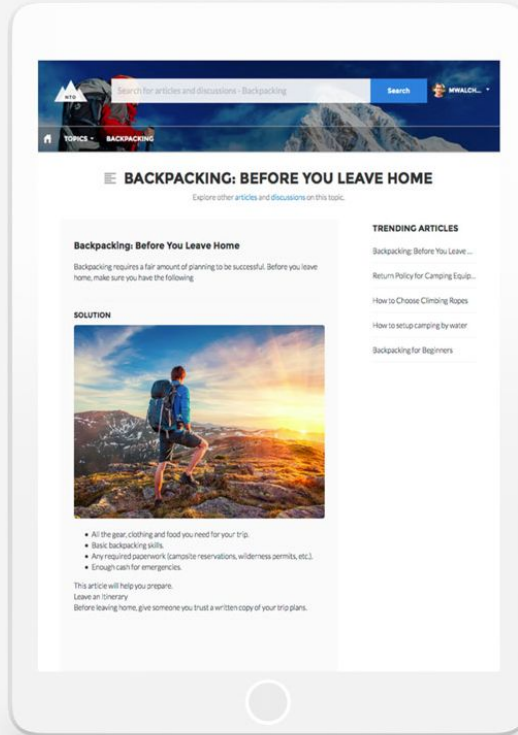
With a cloud-based knowledge base embedded right into the console, agents can easily find, access, and deliver the right answers to customers. Sharing knowledge to any channel or device is only one click away. Better still, agents can contribute to the knowledge base to ensure that the best answers are always accessible to the whole team.

Help customers help themselves.

Extend your knowledge base to your service website, whether it's a secure customer (or partner) portal, part of your public site, or integrated into a public customer community. And to ensure an effortless customer experience, knowledge is accessible from any mobile device.

Streamline your knowledge management process.

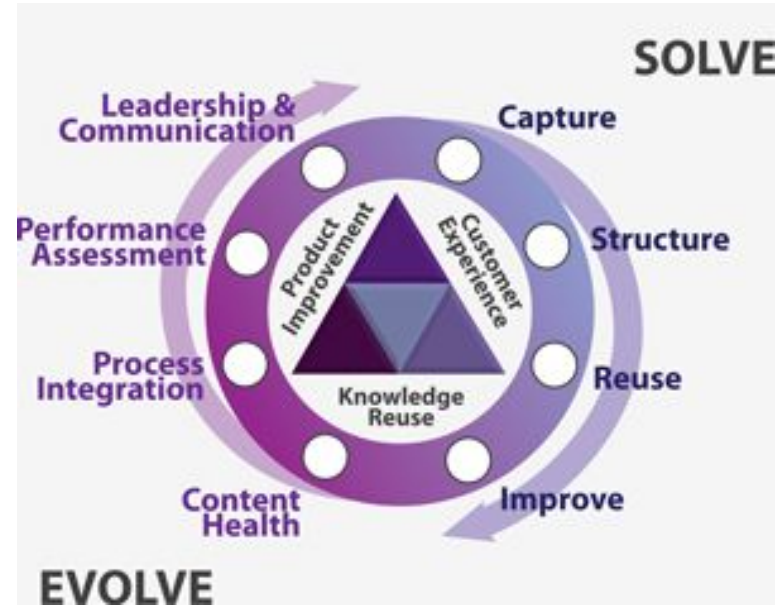
Apply industry best practices and ensure the accuracy of articles with the first KCSv5 verified knowledge management and incident management solution.



Side Note – KCS Methodology

In a nutshell, KCS strives to:

- Integrate the reuse, improvement, and (if it doesn't exist) creation of knowledge into the problem solving process
- Evolve content based on demand and usage
- Develop a knowledge base of collective experience to date
- Reward learning, collaboration, sharing, and improving



<https://www.thekcsacademy.net/kcs/>

Fieldpoint Mobile Field Service Software

FIELDPOINT'S MOBILE FIELD SERVICE SOFTWARE INCLUDES



Native Mobile Field Service App
– Available in the app store and
Google Play



Routing and Mapping Customer
Work Orders



Integrated Parts Management



Tracking Tasks, Labor, and
Expenses



Advanced Checklisting
Management



Capture Pictures and Read
Barcodes Onsite



Faster Invoicing and Collect
Customer Signatures Onsite



Online and Offline
Synchronization

Traditional FSM Software Platform





Problem Workshop

Problem Workshop Overview

- Develop Personas for both 'Buyer' and 'User(s)'
- Jobs to be Done
- Pains
- Gains
- Rank from most important to least important

Customer Organisation

Organisation

Multinational organisation in the technology sector that supply their own hardware into both client companies and consumers.

- Large enterprise: around 10,000 employees worldwide
- Approx 500 employees in Irish facility
- Industry Sector: Technology
- Specialities: Innovation & Technology, Engineering, Customer Service

Personas Overview

Through the Personas method during the Problem Workshop, we have created 3 user personas to understand the user's problems and behaviours and then tell a story about their interactions and with the system - ChatBot.



Buyer Persona:
Mick (Manager)



User Persona:
Frank (Experienced Technician)



User Persona:
Mary (Frank's colleague - Expert Technician)

Buyer Persona

Buyer Persona

Alexis For
your
organisation

Persona

Name: _____

Age

Education

Income Range

Perceptions

and beliefs

Mick Manager
in IT or
Ops

50

Degree in
Engineering
or
IT

65K

team to
be
efficient

45

MSc
(technical)

€70M

How they b

Needs based
as opposed
to strategy
based

Colleagues
at other
Companies

Looking at competitors

Pilot (?)
testing

Sales
people

Product demo

Purchasing Orders

very noisy

Why they buy

Supply knowledge
To them

Provide timely
support

Upskill
+ disseminate

Need to be able to account for	Want to support his staff	Wants his team to be...
--------------------------------	---------------------------	-------------------------

Wants stuff to be

independent
increase
efficiency

overheats

Content and Information

REVIEW
TIPS

Trade show fliers

Industry events

Trade
Shows

10


Brochures
+ catalogues

White papers



EMAIL
ADVERTISING

21



Jobs to be Done



Buyer Persona – Mick

BUYER PERSONA



MICK SMITH

Manager in IT or Operations

Decisions influenced by General Manager,
Financial Controller & Front Line Team Members

Perceptions/Beliefs:

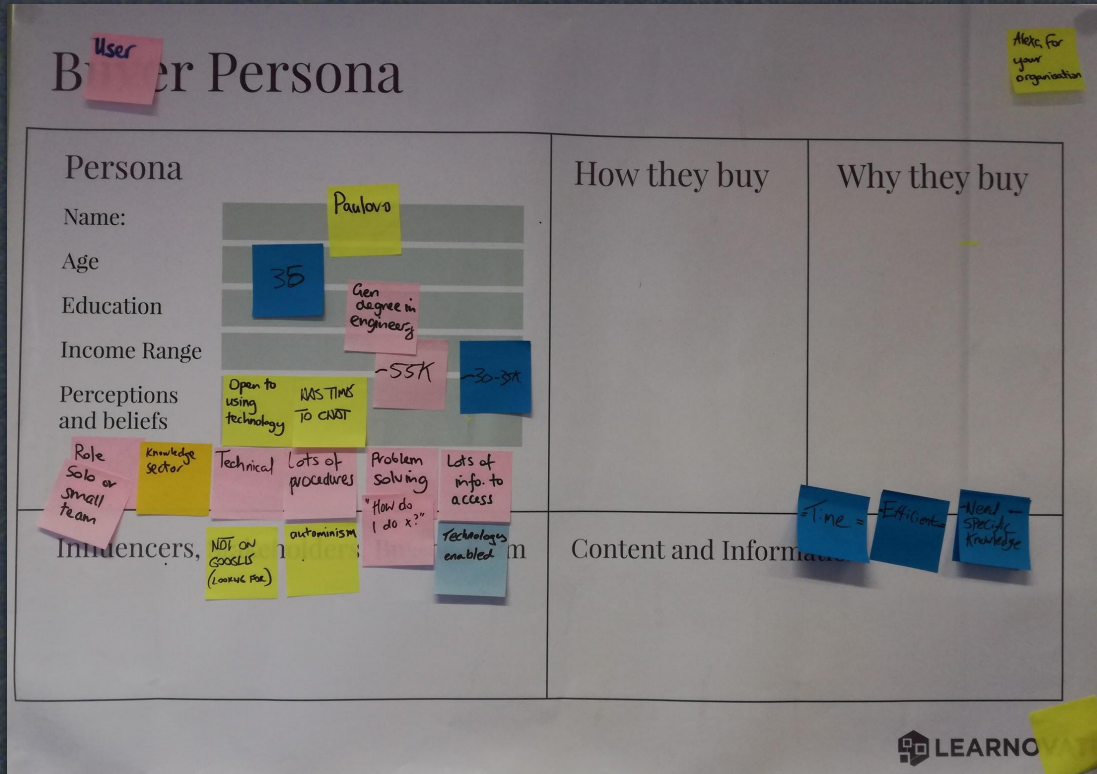
Open to technology
Wants team to be efficient

Age: 50

Education: Degree in Engineering or IT

Salary: €65K

User Persona



User Persona – Frank

USER PERSONA



FRANK WALSH

Master technician with over 10 years experience

Perceptions/Beliefs:

Open to using technology
See value in working as a team and supporting his colleagues

Age: 35

Education: Bachelor's Degree in Engineering

Salary: €55K

User Persona – Mary

USER PERSONA



MARY MUNOZ

Master technician with over 8 years experience

Perceptions/Beliefs:

Open to using technology
Has time to chat
Willing to learn and share knowledge

Age: 32

Education: Master's Degree in Engineering

Salary: €60K

JTBD Overview

Jobs to be Done	Pains	Gains
<ol style="list-style-type: none">1. Support & develop his team2. Cost3. How Frank is Perceived4. Be Innovative	<ol style="list-style-type: none">1. Getting 'buy-in' from team on new initiatives2. Limited budget for expensive new solutions3. Time4. Challenging technical environment	<ol style="list-style-type: none">1. Support the team2. Support customers3. Mick's personal goals

Jobs to be done (ranked)

1. Support & develop his team	<ul style="list-style-type: none">– Ensure his team has enough information to get the job done– Support his team in the field– Develop his team's capability– Ensure the team performs to a high standard
2. Cost	<ul style="list-style-type: none">– Reduce the time it takes his team to complete jobs– Hit his required metrics set by management– Make his team more efficient when working in the field– Ensure his team get accurate information when they need it
3. How Frank is perceived	<ul style="list-style-type: none">– Do a good job and be respected by his employees– Wants the respect of peers and senior management– Demonstrate the effectiveness & efficiency of his team– Reduce budget spends where possible
4. Be innovative	<ul style="list-style-type: none">– Offer new ways for performance improvement– Be innovative in relation to solutions and cost savings

Pains – Barriers (ranked)

1. Buy-in from team	<ul style="list-style-type: none">– Team may not want to use new system– Team members may feel they know more than the system– Resistance to tech and new processes
2. Cost & budget	<ul style="list-style-type: none">– Cost of a new solution may be an issue– May not be budget for a new solution– Management may not buy in to new solution
3. Time	<ul style="list-style-type: none">– Not a lot of time for training on new systems– Mick's time is limited – there is only one of him with his knowledge– Mick may be stretched as well as his resources
4. Internet & access	<ul style="list-style-type: none">– Team may not have internet access while on the road– Access to relevant resources when needed can be an issue

Gains – Outcomes (ranked)

1. Support the team	<ul style="list-style-type: none">– Improvement in efficiency– Improved productivity– Easier management of staff– Happier staff who do a good job
2. Support customers	<ul style="list-style-type: none">– Greater efficiency for customers – takes less time to solve an issue– Satisfied customers leading to better metrics– Fewer calls to the centre
3. Mick's personal goals	<ul style="list-style-type: none">– Respected by staff and peers– Team stay as they see Mick as a good manager– Possibility of early retirement



Solution Workshop

Overview of solution workshop steps

- Lightning Demos
- User flow
- Solution ideation
 - Ideas
 - Crazy 8's
 - Storyboarding
- Effort/Impact Matrix

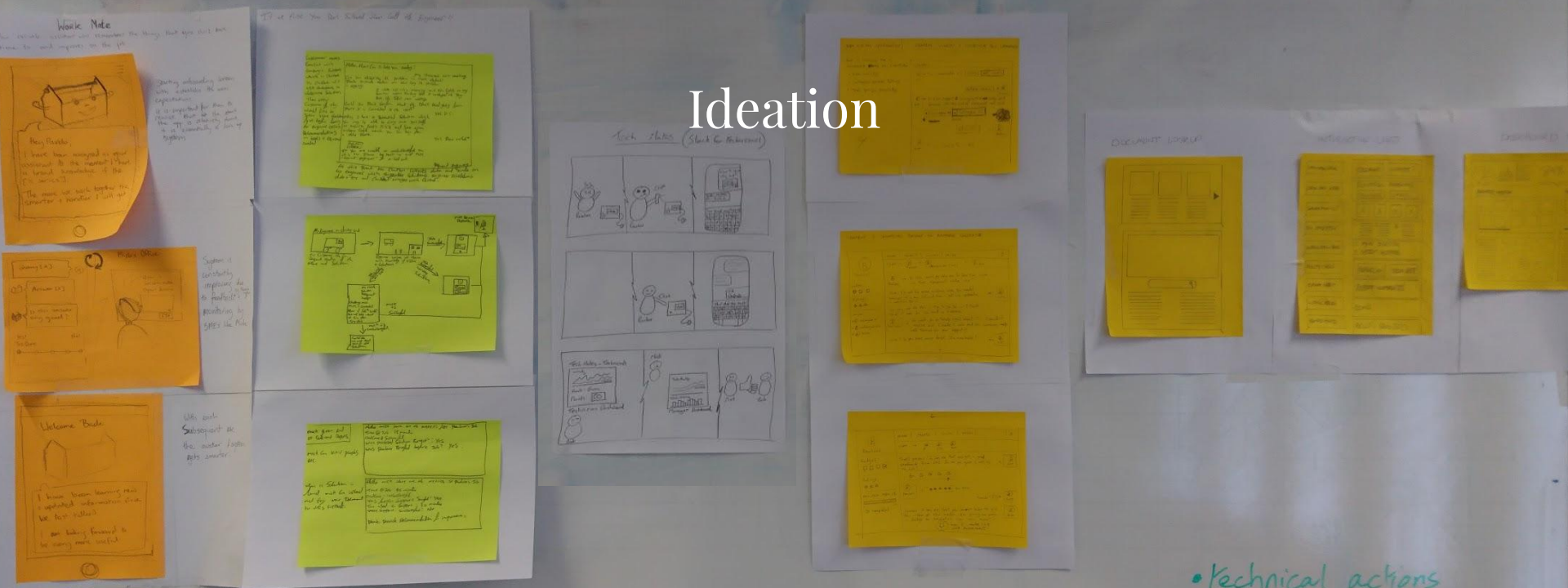
Overview of solution workshop steps

- Lightning Demos
- User flow
- How might we...
- Solution ideation
 - Ideas
 - Crazy 8's
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User Flow

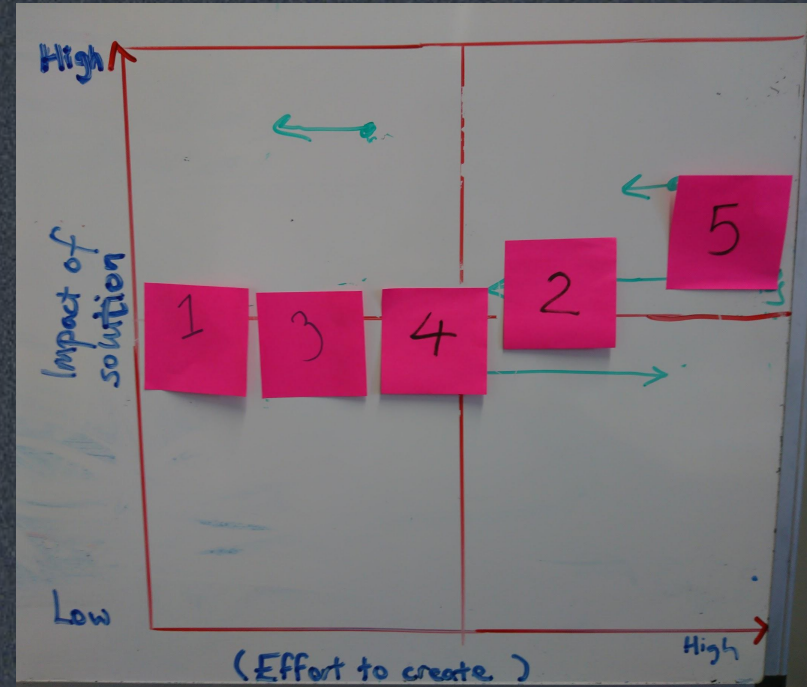
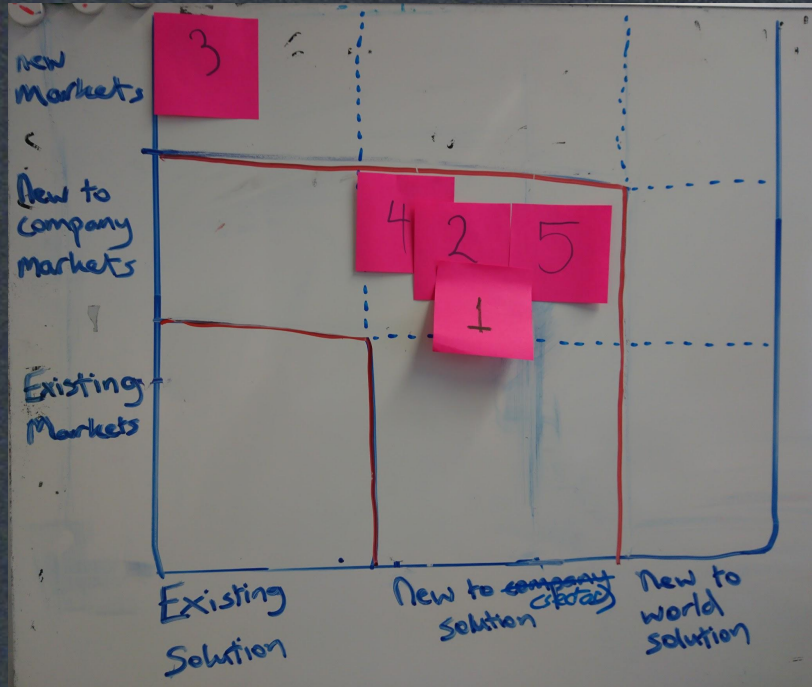


Ideation

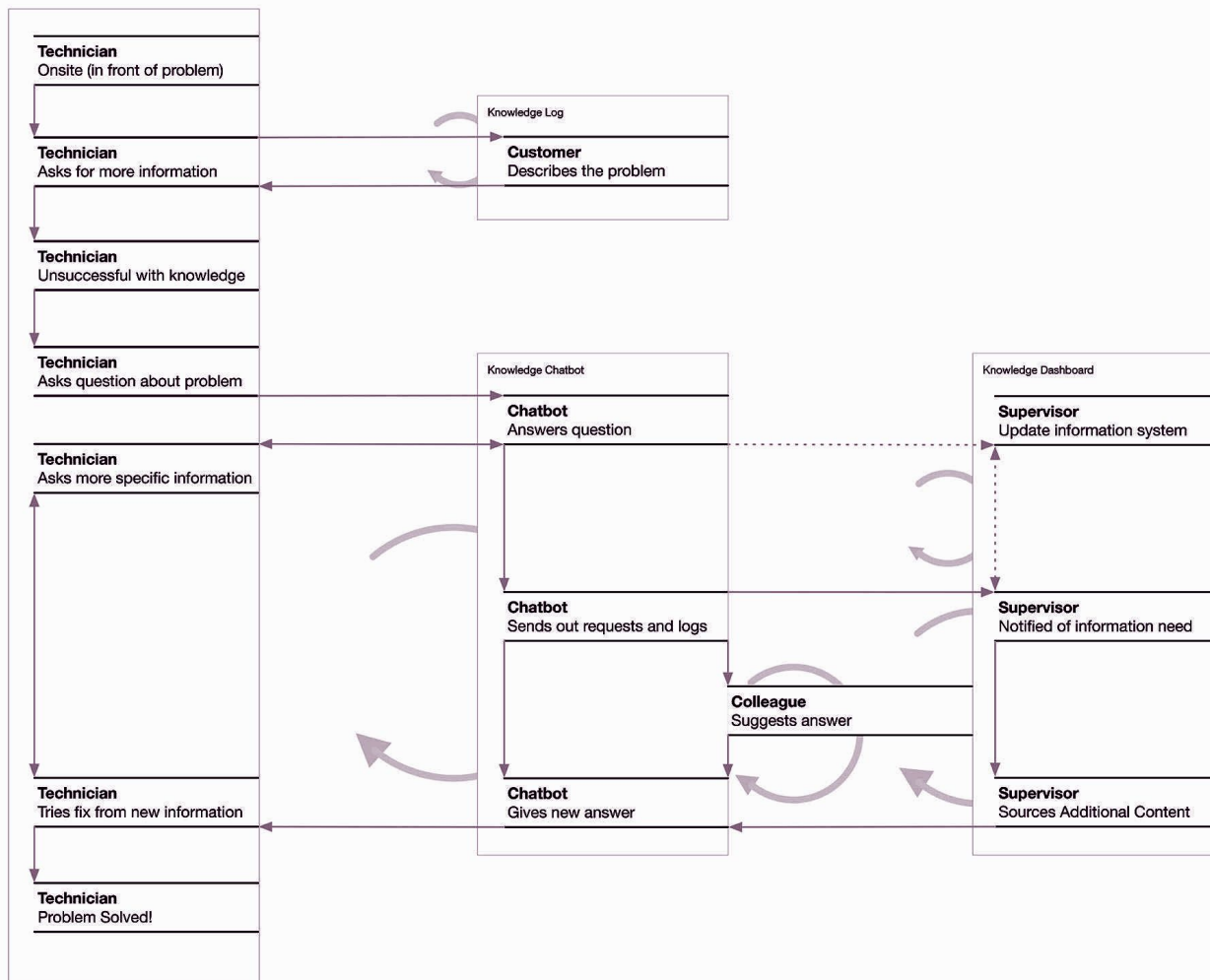


- Boxy the AI powered personal assistant that learns as it goes to become your personal technical assistant
- Tier-1 customer support chatbot
- Motivation (Community)
- expert recommendation
- Motivation (Community)
- Technical actions
- visualisation
- user interactions
- retrieval of tech. docs.
- other functions - ordering parts, etc.

Effort/Impact Matrix



Core Process Priority Mapping



Core Processes



Core Process 1 Technician Getting Information

Getting better skilled at using new tools

Needs to be seen as an independent worker within the org

Perform job to highest standard

Successfully solve time sensitive problems

Fast response to solve problems

Find details of server access at power station

Needs quick access to info on the road

Needs to have personal tools / automated support



Core Process 2 Supervisor Notified for Sourcing Content

Avoid Large Support Budgets

Compete with Competitors

get more jobs done per day

Provide better technical support to field technicians

Improve overall quality

Ensure that call out visits are performed in a time sensitive manner

Assist call out visits in order to solve problems in the field



Core Process 3 Colleague Suggesting Answer

Develop team capability

Mobile by voice



Core Process 4 Supervisor Updating System

reduce costs

help him hit his metrics

Increase awareness of team productivity to gain respect from peers

Change resources online

Ensure team has accurate content

Offer new performance improvements

Maximise Team Efficiency

Automate the working environment

Ensure high standard of performance

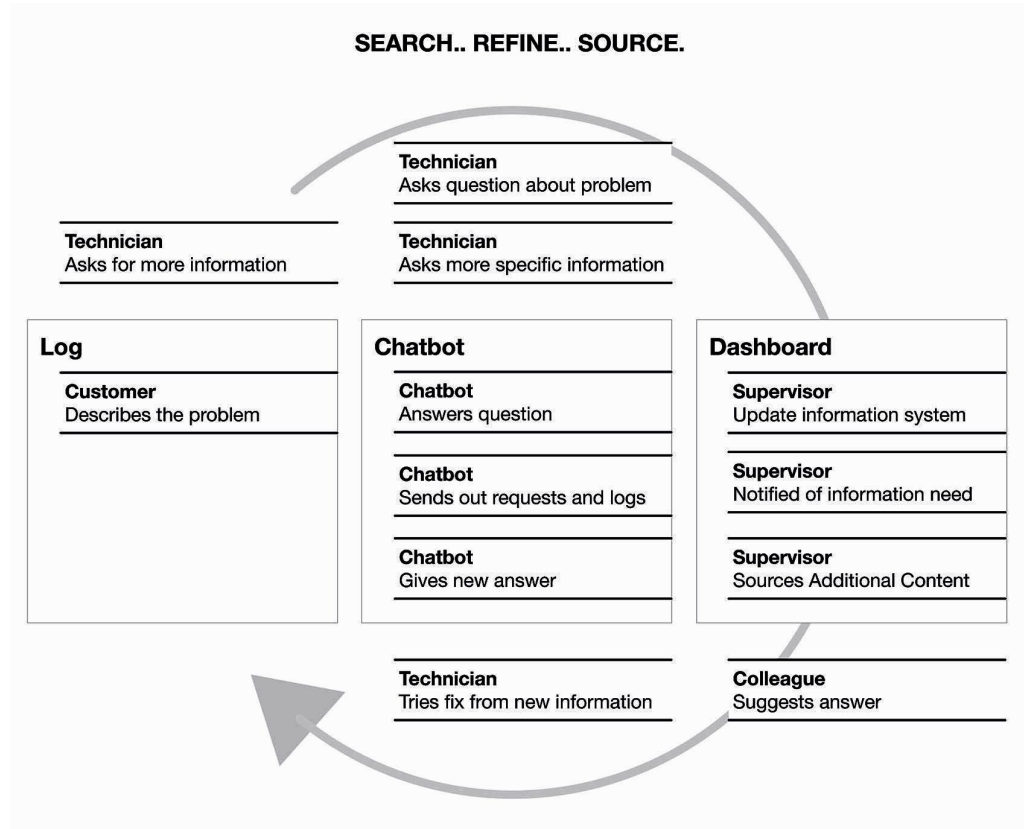


Core Process 5 Customer Describing Problem

Easy / Fast access to info

Needs accurate info

System Process Flow



What Chatbot can do? (Technician)



ChatBot supports technicians with fast and accurate information through options of content - docs and links



ChatBot creates tagged Notes to register important actions in the conversation related to new issues and solutions



ChatBot suggests answers based on informal tacit knowledge generated by the colleagues in the form of 'Notes'



ChatBot recommends an expert - based on availability and rating - to help the technicians, in a chat format

What Chatbot can do? (Manager)



ChatBot analyse user's performance through the rating system and evaluation if the support was useful or not



ChatBot sends notifications about the team usage and productivity within the community

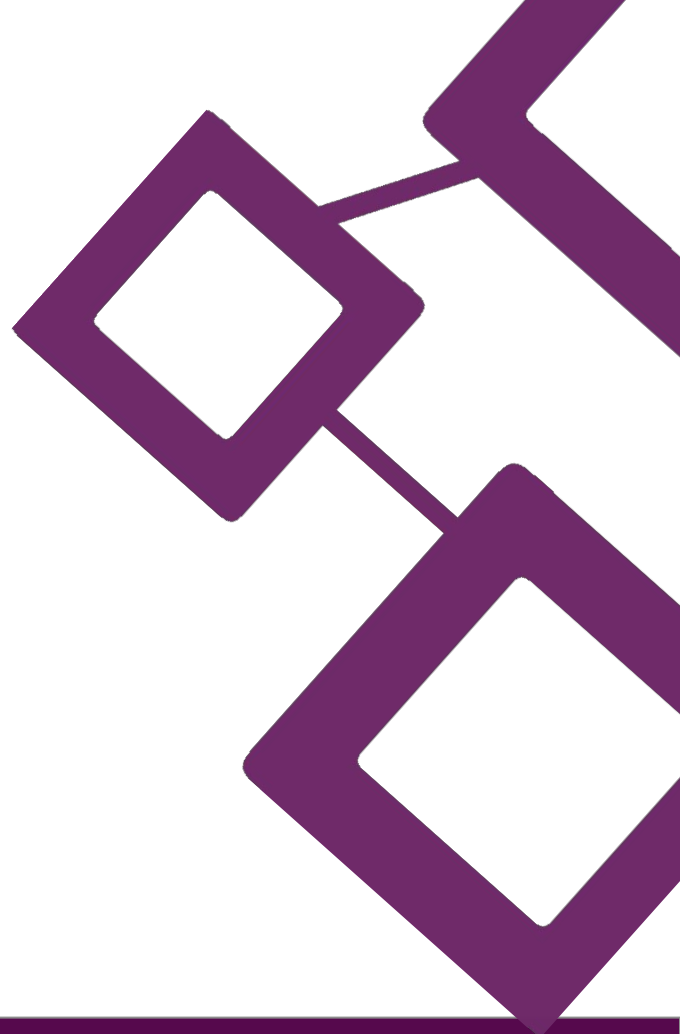


Manager is able to visualize data related to the usage and effectiveness of the ChatBot



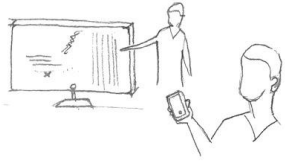
Manager is able to visualize data related to the team performance through the metrics in the dashboard

Use Case Scenario



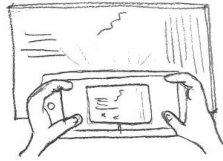
Storyboard Overview

Scene 1



Understanding the customer's problem:

Scene 2



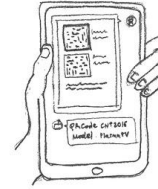
Logging details of the customers problem

Scene 3



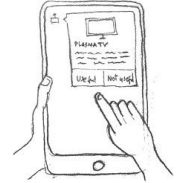
Technician needs personalised assistance

Scene 4



[Chatbot] auto recognises device from photo

Scene 5



Interaction between Chatbot and technician

Scene 6



Use Cases:

Use Case 1A:
Chatbot interaction with Technician

Scene 7



Use Case 1B:
Chatbot suggests a Note

Scene 8



Use Case 1C:
Chatbot recommends an Expert

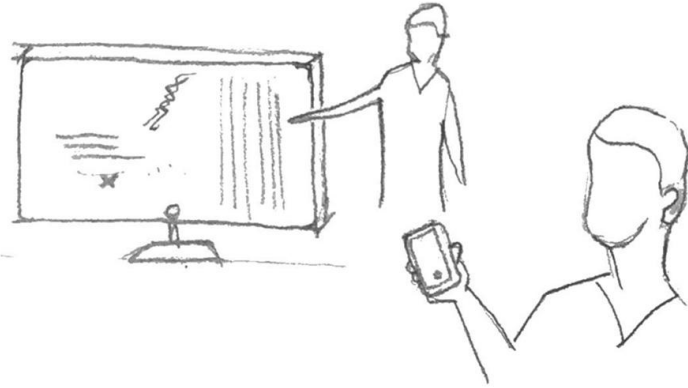
Scene 9



Use Case 1D:
Manager Dashboard

Understanding the problem

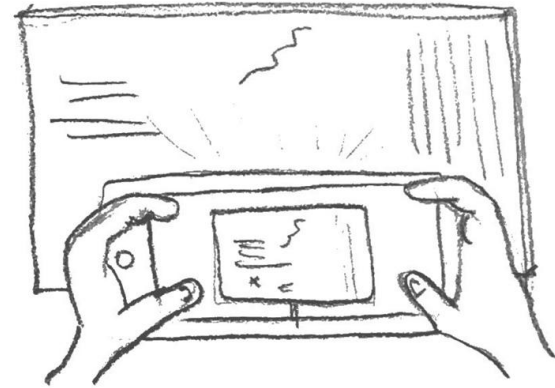
Scene 1



Understanding the customer's problem:

Frank, an experienced technical, calls to customer's house to investigate a technical fault they have reported. The customer explains their problem to Frank and he takes a closer look

Scene 2



Logging details of the customers problem

Frank tries several approaches to resolve the issue but has no luck. Taking out his mobile phone he takes a picture of the faulty device

Requesting personalised support

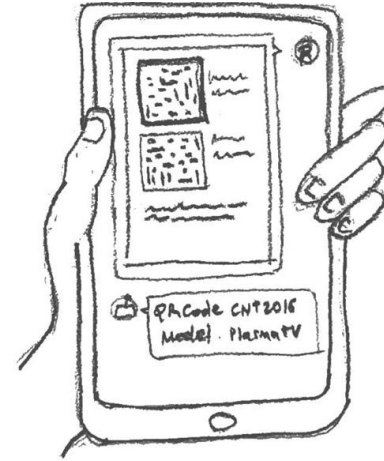
Scene 3



Technician needs personalised assistance

Frank opens the [Chatbot] app on his phone and starts a new chat. He uploads the photos he just took of the faulty device, he finds this quicker than typing in a model number

Scene 4

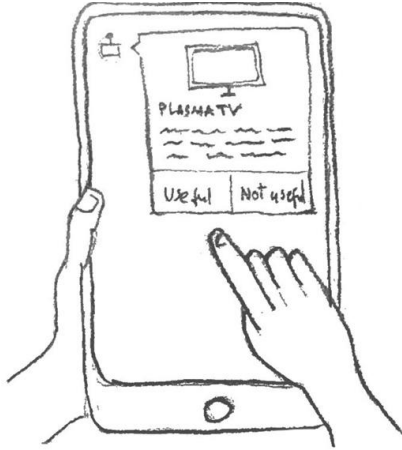


[Chatbot] auto recognises device from photo

The Bot recognises the device model using image recognition and provides Frank with some useful information to help him fix the issue

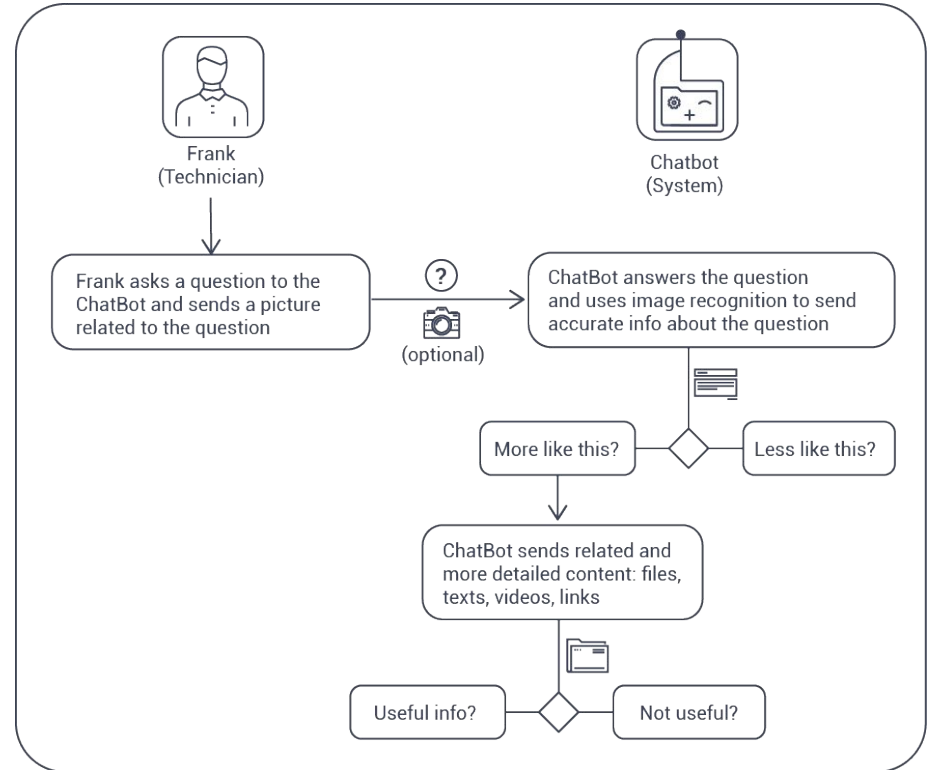
Addressing information need

Scene 5



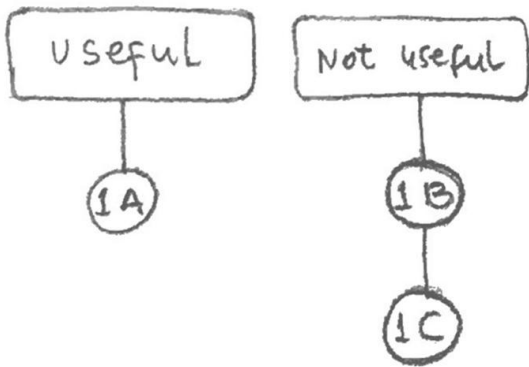
Interaction between Bot and user:

The Bot sends documentation and links about the faulty device and then asks if the provided information is Useful or Not Useful



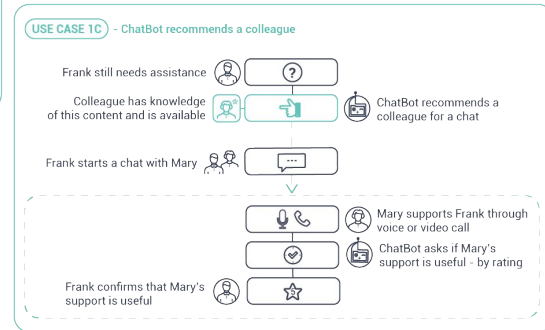
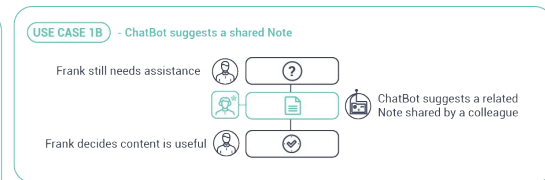
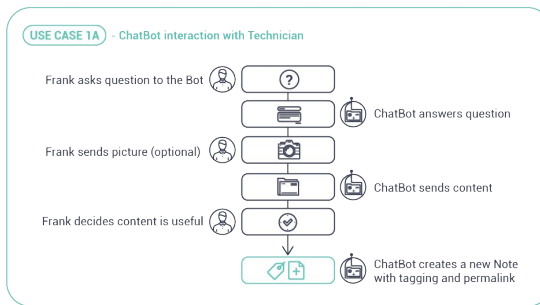
Providing feedback on the experience

Scene 6



03 Use Cases:

- Useful: Use Case 1A
- Not useful: - Use Case 1B and 1C



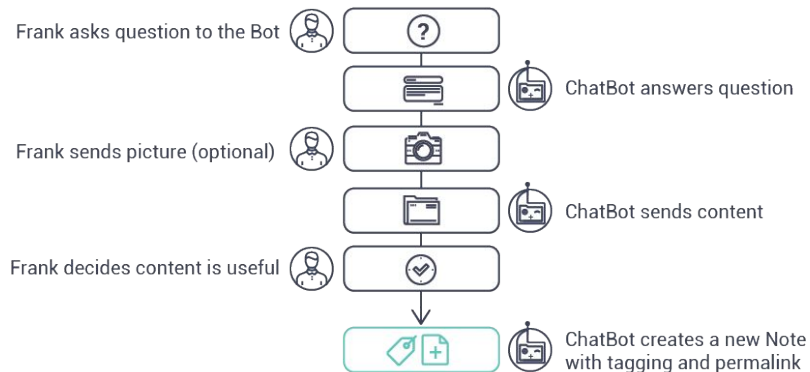
Sharing experiences & tacit knowledge

Scene 6



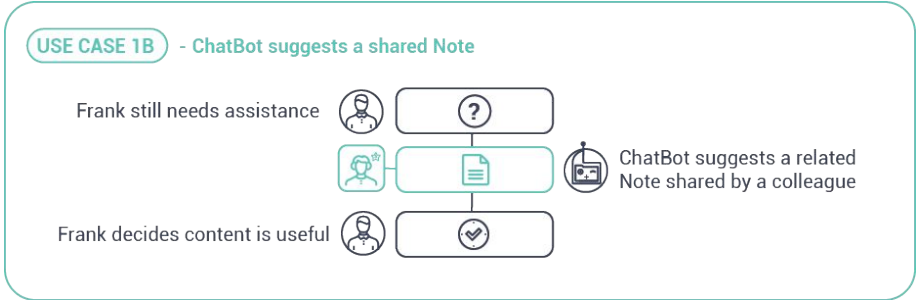
Use Case 1A: Chatbot interaction with Technician
The Bot suggests saving the conversation as a Note with tagging and permalink

USE CASE 1A - ChatBot interaction with Technician



Scene 8 + Use Case 1B

Scene 7



Use Case 1B: Chatbot suggests a Note

Chatbot suggests a related Note shared by a colleague

Expert recommendation

Scene 8



Use Case 1C: Chatbot recommends an Expert

The Chatbot recommends that Frank should contact Mary, a colleague who has expertise on the faulty device, for a chat (text, voice or video call)

USE CASE 1C - ChatBot recommends a colleague

Frank still needs assistance



Colleague has knowledge of this content and is available



ChatBot recommends a colleague for a chat

Frank starts a chat with Mary



Frank confirms that Mary's support is useful

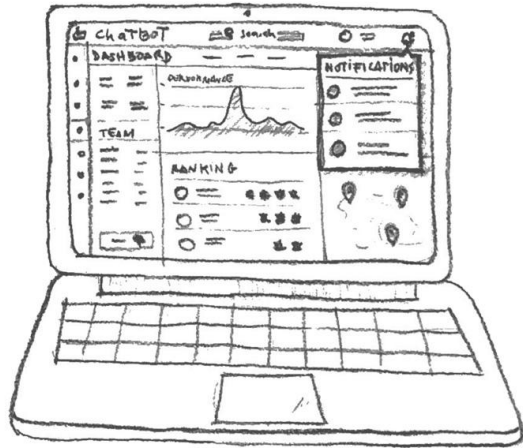


Mary supports Frank through voice or video call

ChatBot asks if Mary's support is useful - by rating

Gaining strategic insight

Scene 9



Use Case 1D: Manager Dashboard

As Field Operations Manager, Mick gains key insights into the performance of his team and the impact of [Chatbot] on overall performance

USE CASE 1D - Manager's notifications

Mick is updating the information in the system



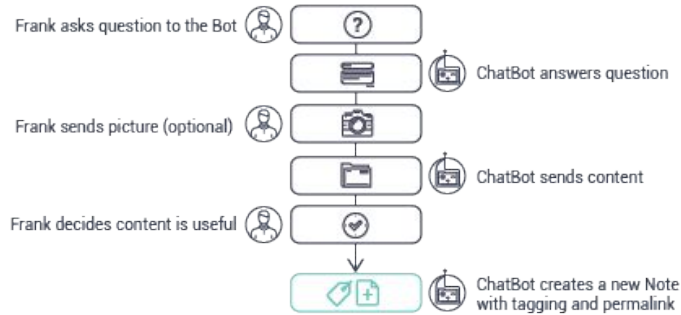
Mick is analysing the ChatBot and Team performance



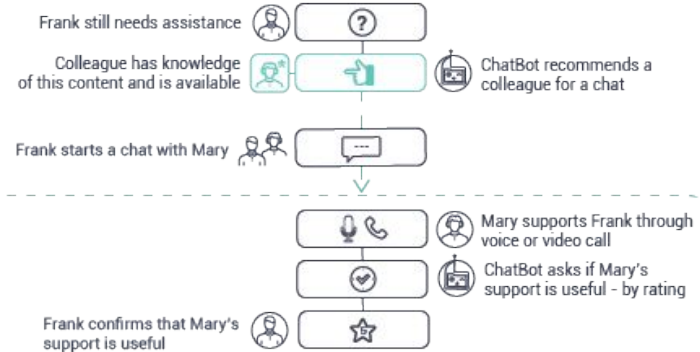
ChatBot sends notifications to the Manager

Use Cases Overview

USE CASE 1A - ChatBot interaction with Technician



USE CASE 1C - ChatBot recommends a colleague



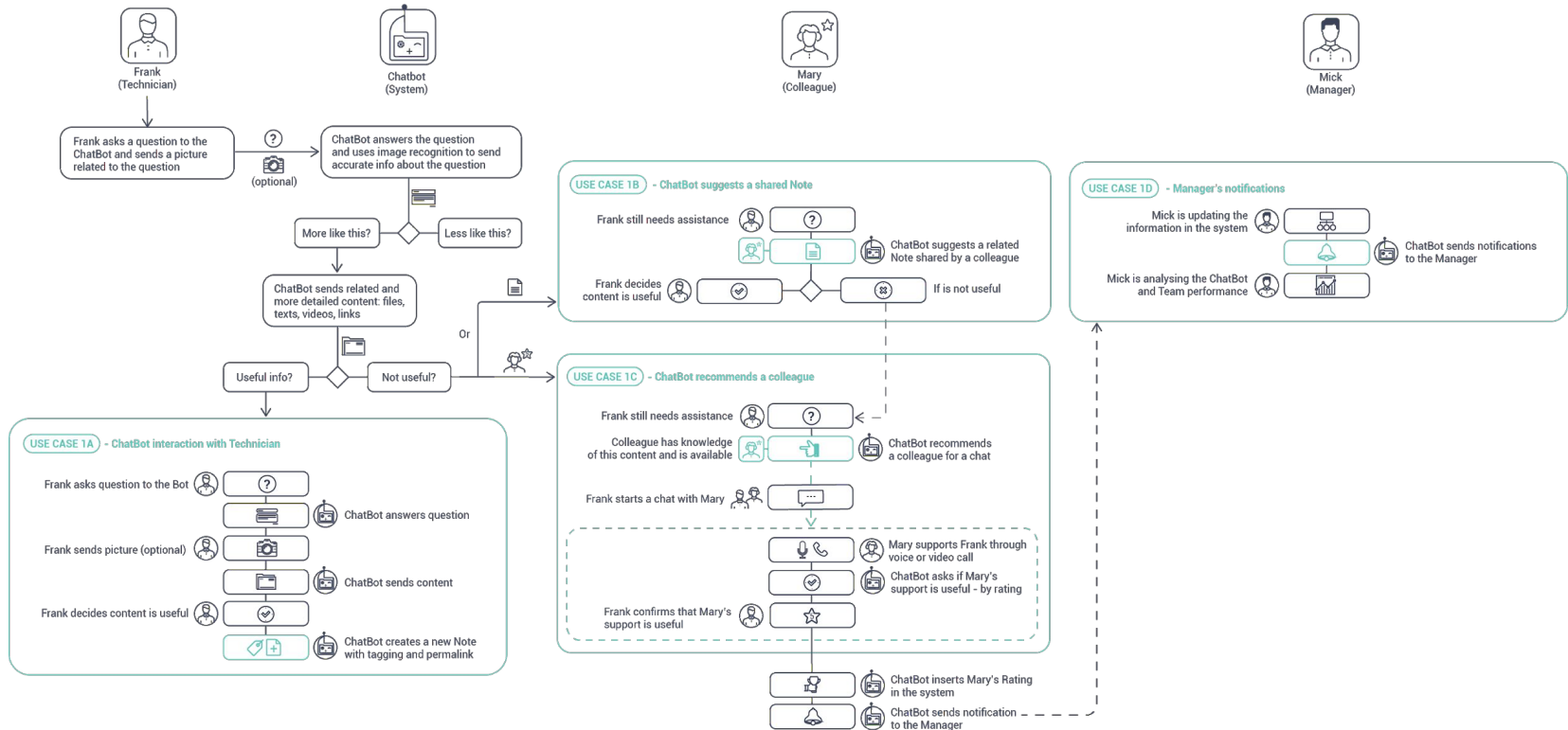
USE CASE 1B - ChatBot suggests a shared Note



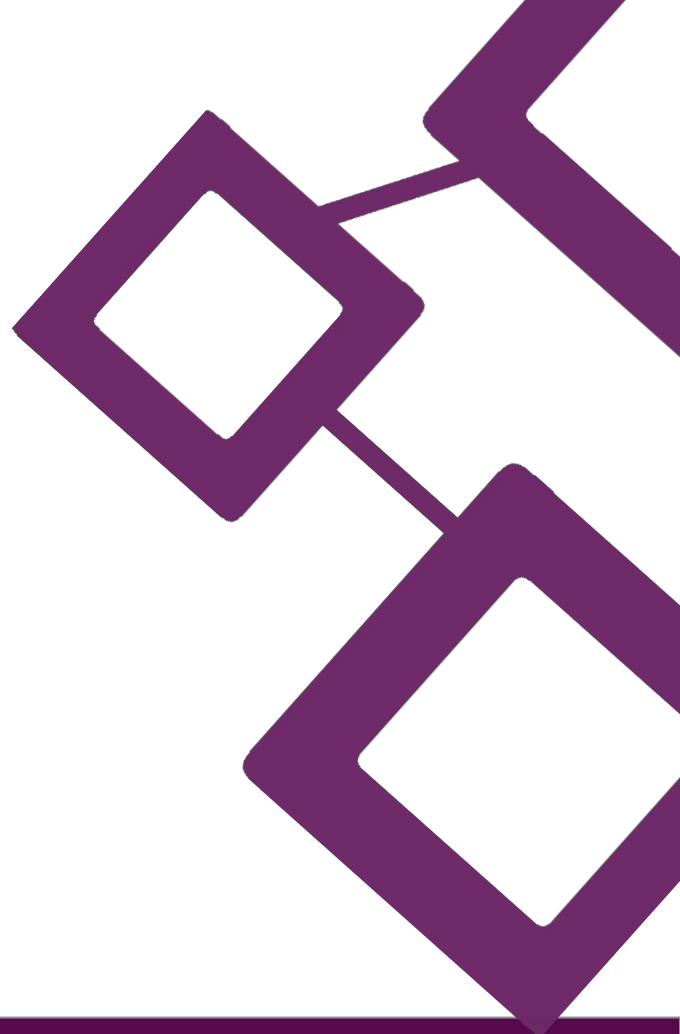
USE CASE 1D - Manager's notifications



High-Level Use Cases Scenario of the entire system



Branding



Bot Personality

Conversational experiences have to be personal. Personality creates a deeper understanding of the Bot's end goal, and how it will communicate through:

- Choice of language, way of written, mood and style
- Avatar / Bot appearance / Backgrounds
- Gender / Name
- Tone of voice
- Bot Personas for different “topics”: training / learning or support for employees

ChatBot Naming

Need to come up with a snappy name that will help to generate immediate interest from organisations so that they want to know more. Ideally it should convey the purpose of the project (performance support chatbot for field engineers)

- CorpBot
- Workhelp
- TaskBot
- HelpBot
- HeliBot
- AshBot
- Troubleshoot
- AssistBot
- AskMe
- PerformanceBot
- TechBot
- Rob Ott
- Rob Otto
- Botto
- NoteBot
- StarBot
- UseBot
- SupporBot
- SuperBot

e.g. Botto the Performance Bot

ChatBot Visual Identity – Logo



ChatBot Visual Identity



LOGO CONCEPT

- TV
- Letter 'b' from Bot
- Folder
- Gear
- Plus


TYPOGRAPHY

Logo: Cantarell

User Interface:

- Ubuntu
- Roboto

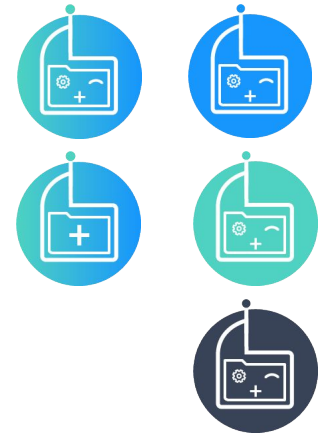
COLOURS

 Blue #1796fd

 Green #4fd2c2

 Dark #394357

ICONS



Visual Identity: testing fonts for decision



botto

THE PERFORMANCE BOT

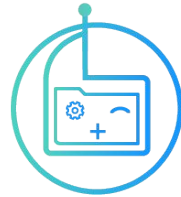
font: ubuntu



botto

THE PERFORMANCE BOT

font: roboto



botto

THE PERFORMANCE BOT

font: cantarell

Testing 3 fonts for the logo:

Ubuntu
Roboto
Cantarell

OPTION 2



Botto

The Performance Bot



Hi there,
How can I help you?



Hi there,
How can I help you?

... any doubt?



Hi there,
How can I help you?

... any doubt?

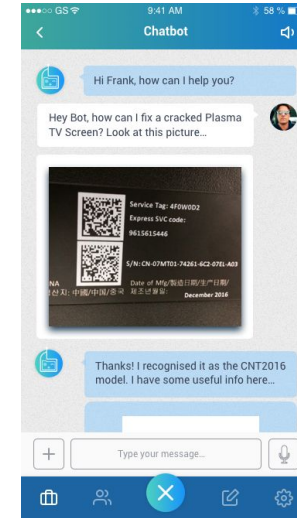
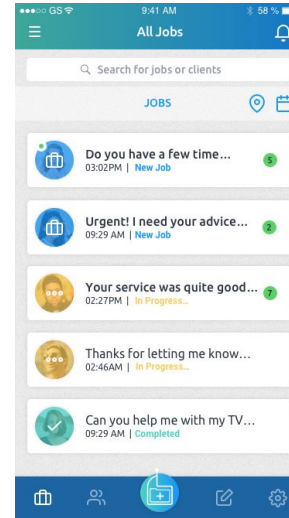
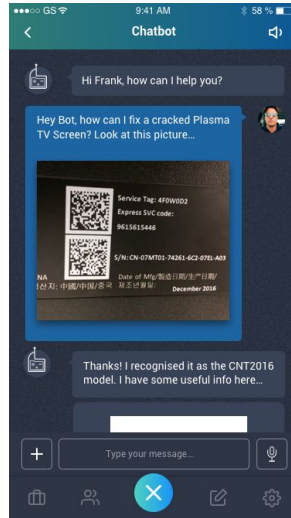
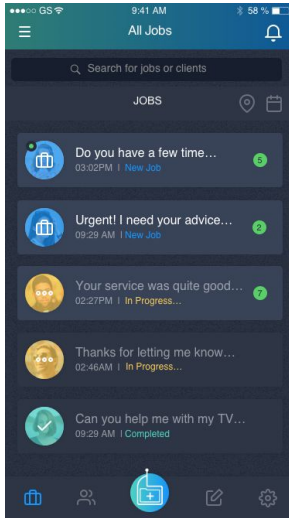
So, let's go to the
User Experience

User Experience

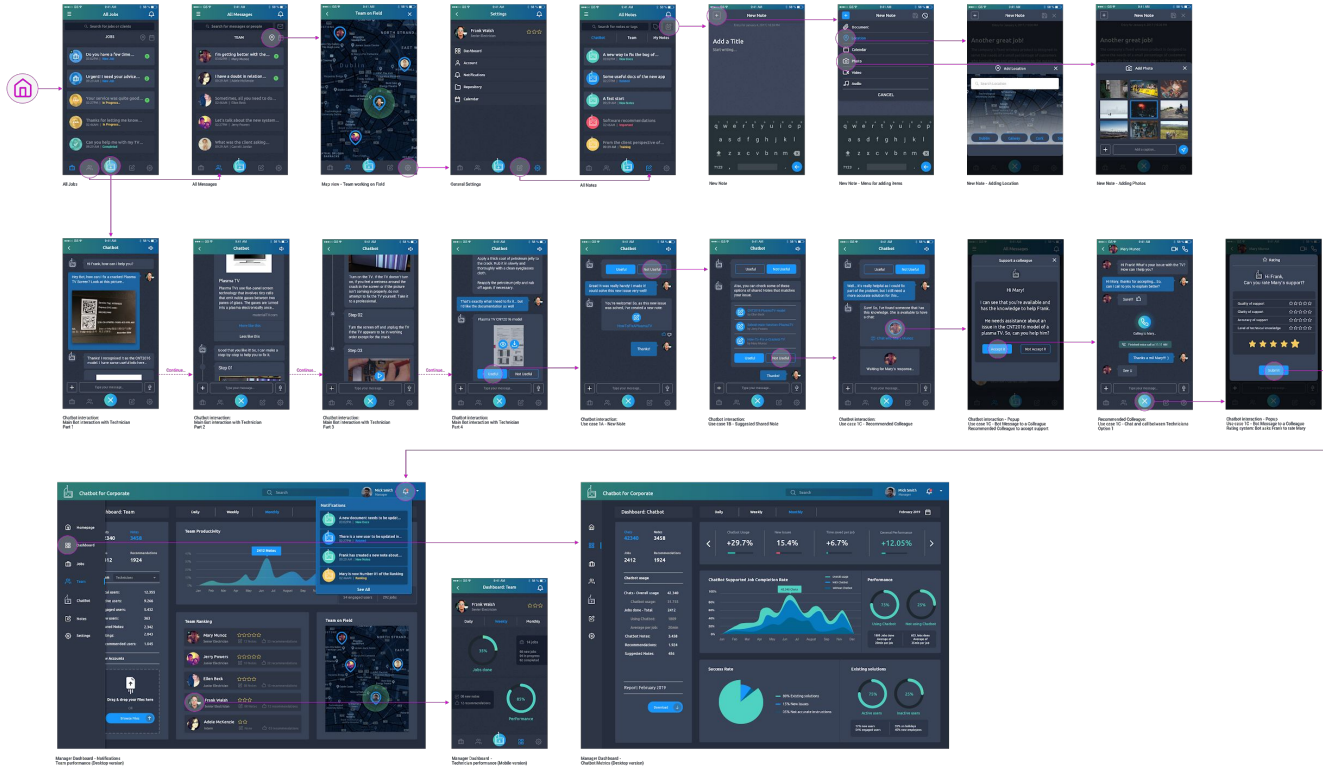


User Interfaces – Visual Identity

There are 2 options for the user interface: Dark and Light versions. Particularly for this use scenario, the choice of the dark user interface is based on sustainability, as the technicians are working on the field and need to save energy.

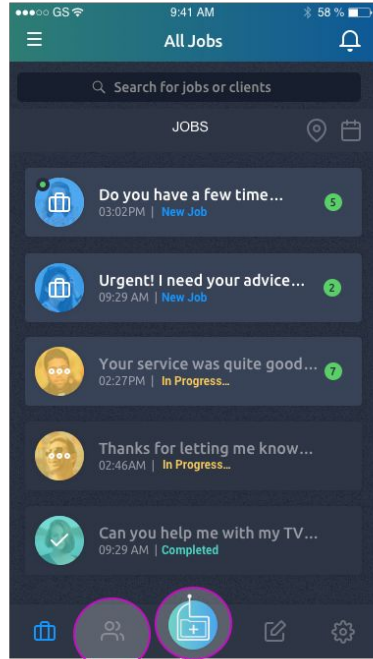


UI Overview

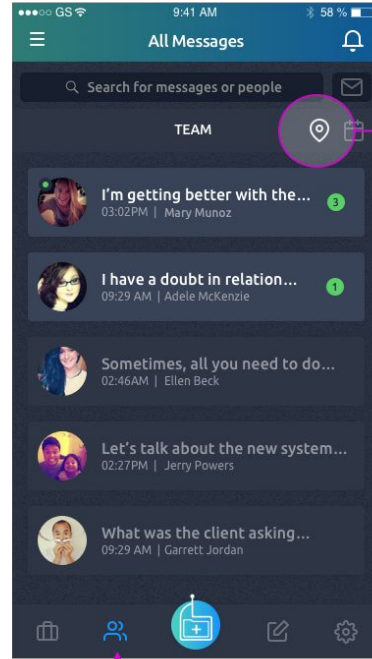


Field Support App

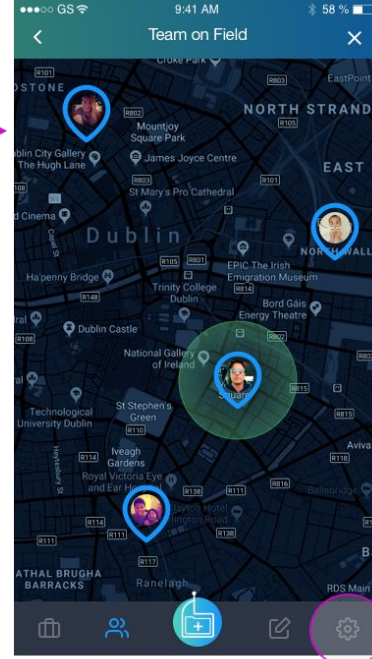
Field Support App – Chatbot



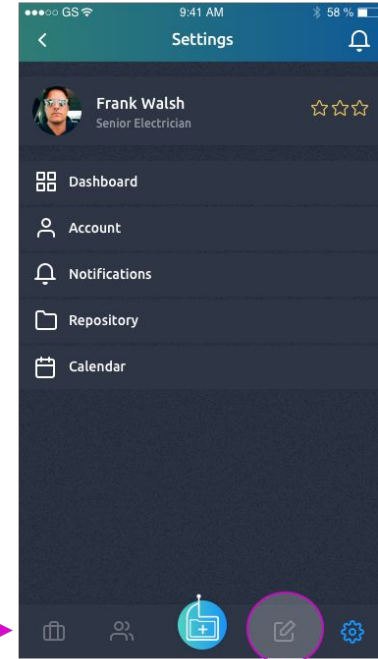
All Jobs



All Messages



Map view - Team working on Field



General Settings

Interactive Prototype

Features
Testing...

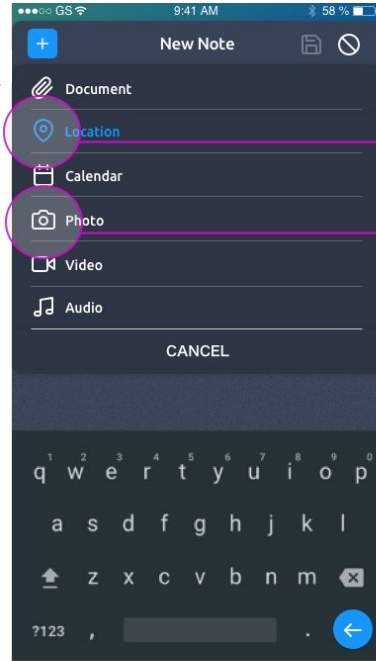


<https://drive.google.com/drive/u/0/folders/13X8x8vdOso6aEamIbR0PoEE5kkQOKg6i>

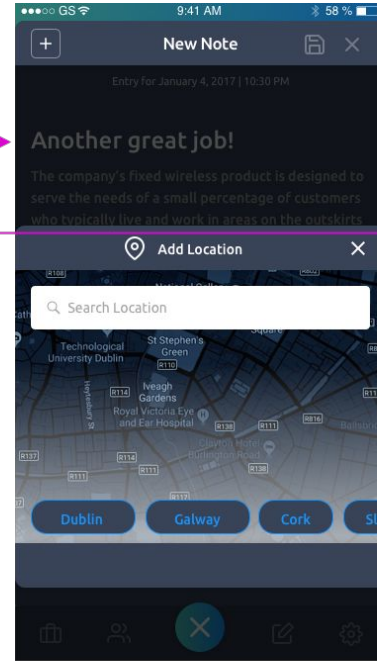
Field Support App - Notes



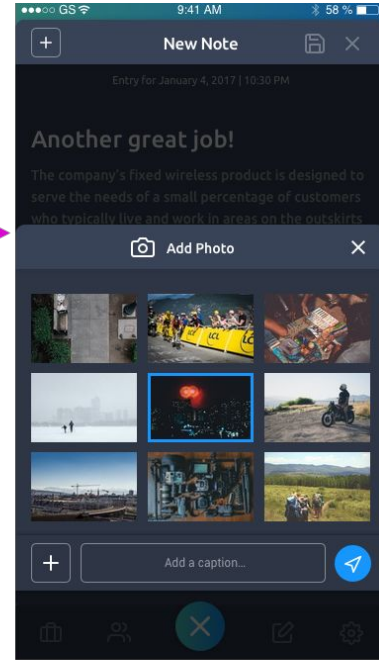
All Notes



New Note - Menu for adding items



New Note - Adding Location

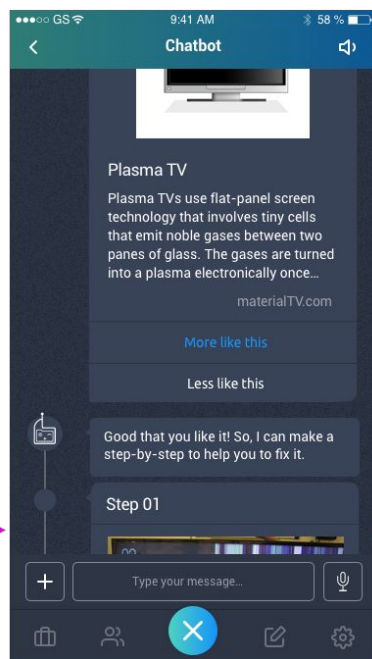


New Note - Adding Photos

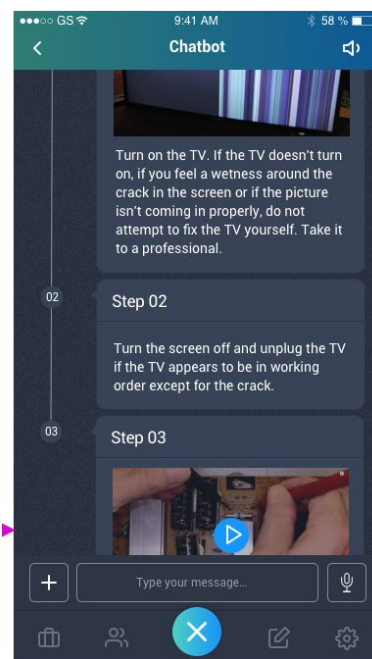
Field Support App – ChatBot Interaction



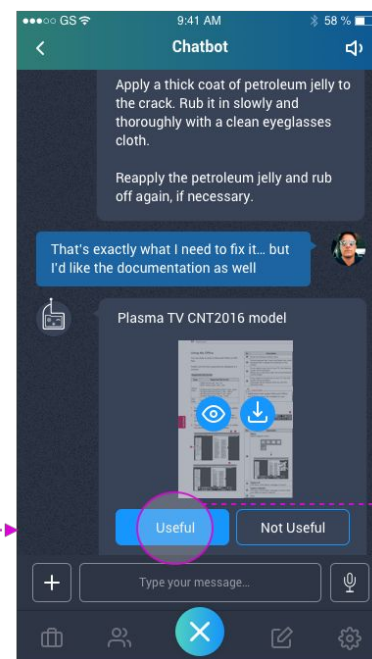
Chatbot interaction:
Main Bot interaction with Technician
Part 1



Chatbot interaction:
Main Bot interaction with Technician
Part 2

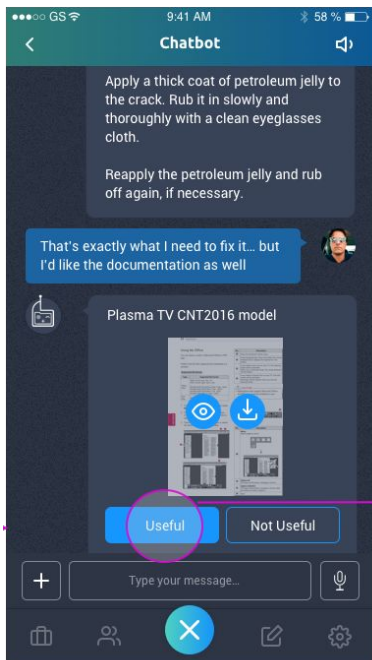


Chatbot interaction:
Main Bot interaction with Technician
Part 3

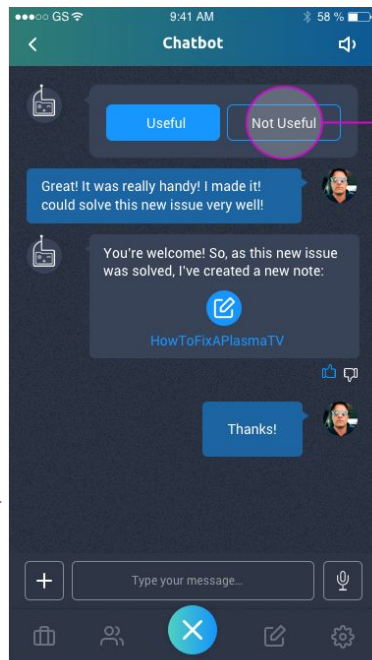


Chatbot interaction:
Main Bot interaction with Technician
Part 4

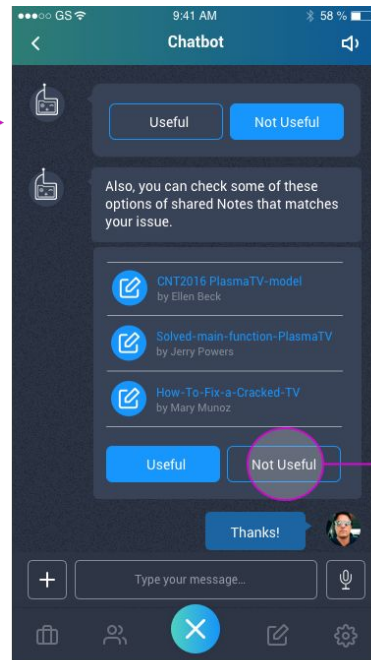
Field Support App – Use Cases 1A, 1B, 1C



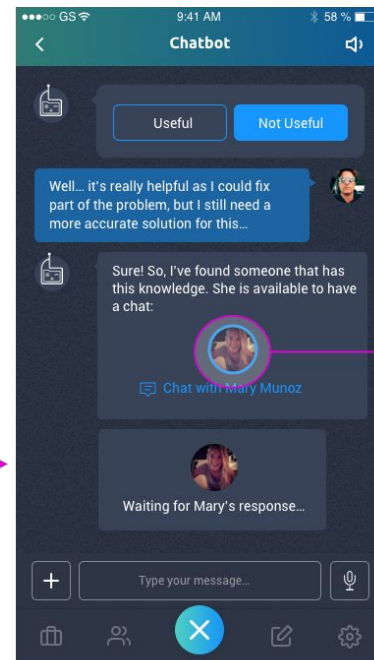
Chatbot interaction:
Main Bot interaction with Technician
Part 4



Chatbot interaction:
Use case 1A - New Note

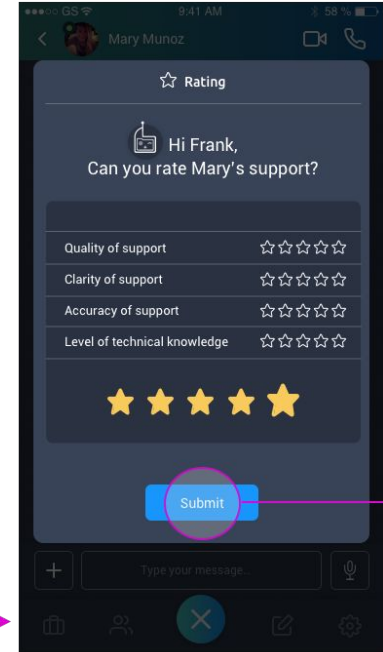
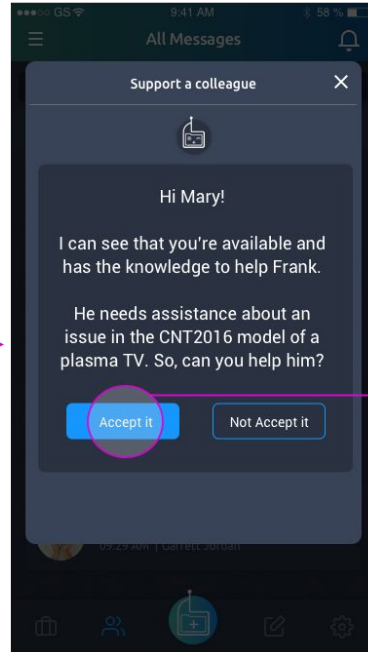
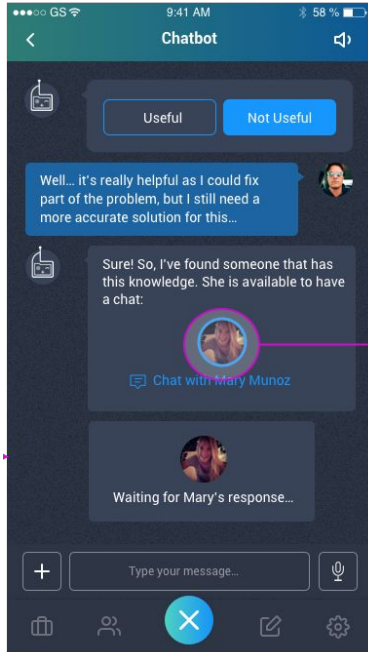


Chatbot interaction:
Use case 1B - Suggested Shared Note



Chatbot interaction:
Use case 1C - Recommended Colleague

Field Support App – Expert Recommendation

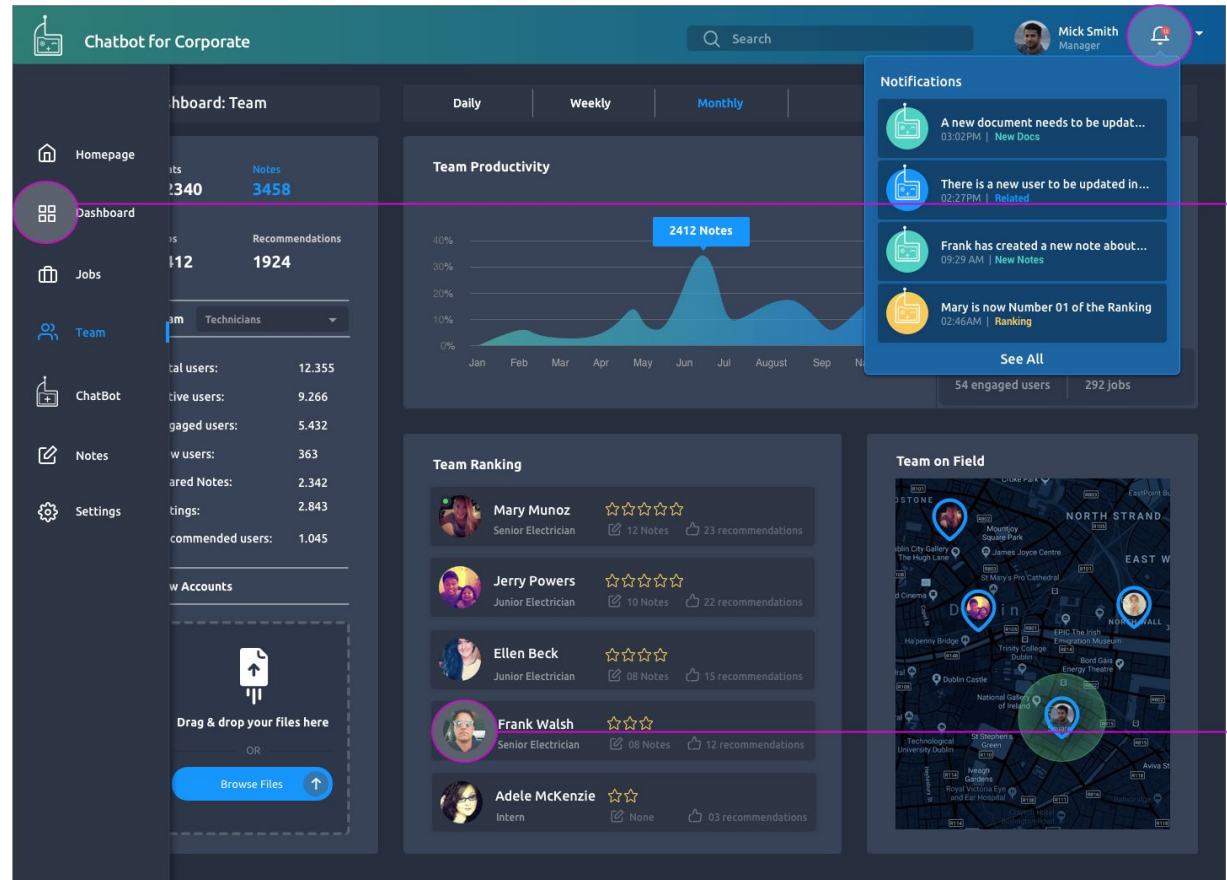


Manager Dashboard

Manager Dashboard: Team

Use Case 1D:

- Notifications
- Team Productivity
- Team Progress
- Team Ranking
- Team on Field: Map
- Team user's engagement
- Team New Accounts
- Reports



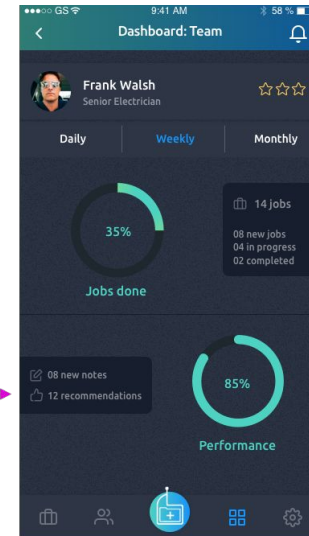
Manager Dashboard - Notifications
Team performance (Desktop version)



Manager Dashboard - Notifications
Team performance (Desktop version)

Manager Dashboard:

- Desktop
- Mobile version



Manager Dashboard -
Technician performance (Mobile version)

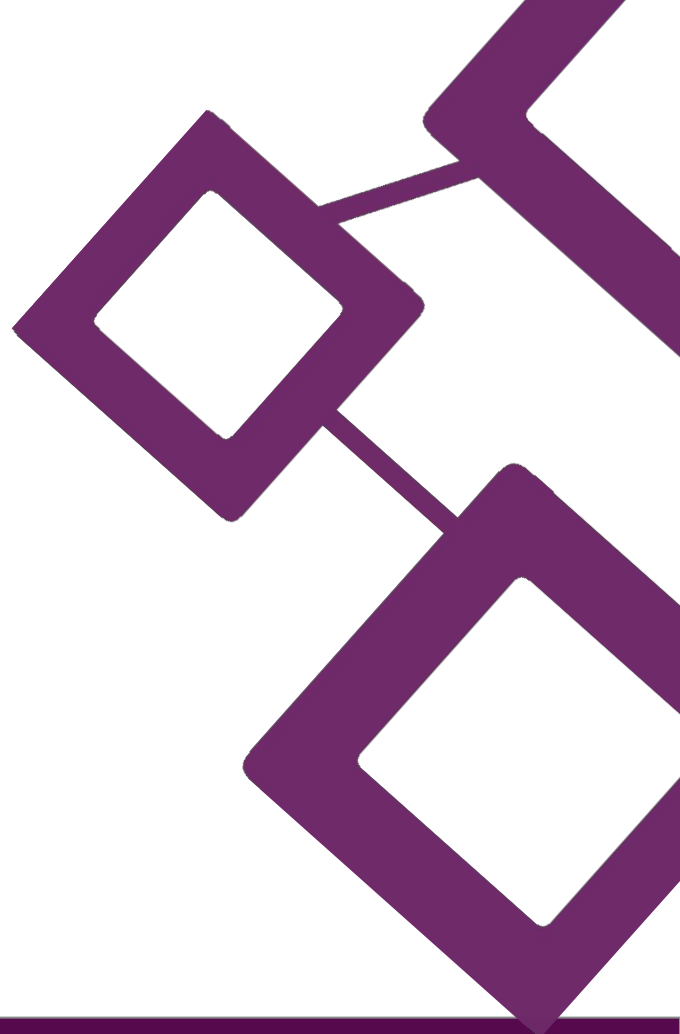
Manager Dashboard: ChatBot Metrics

- ChatBot usage
- New Issues
- Time saved per Job
- ChatBot performance
- ChatBot supported Job Completion Rate
- Success Rate
- Reports



Manager Dashboard -
Chatbot Metrics (Desktop version)

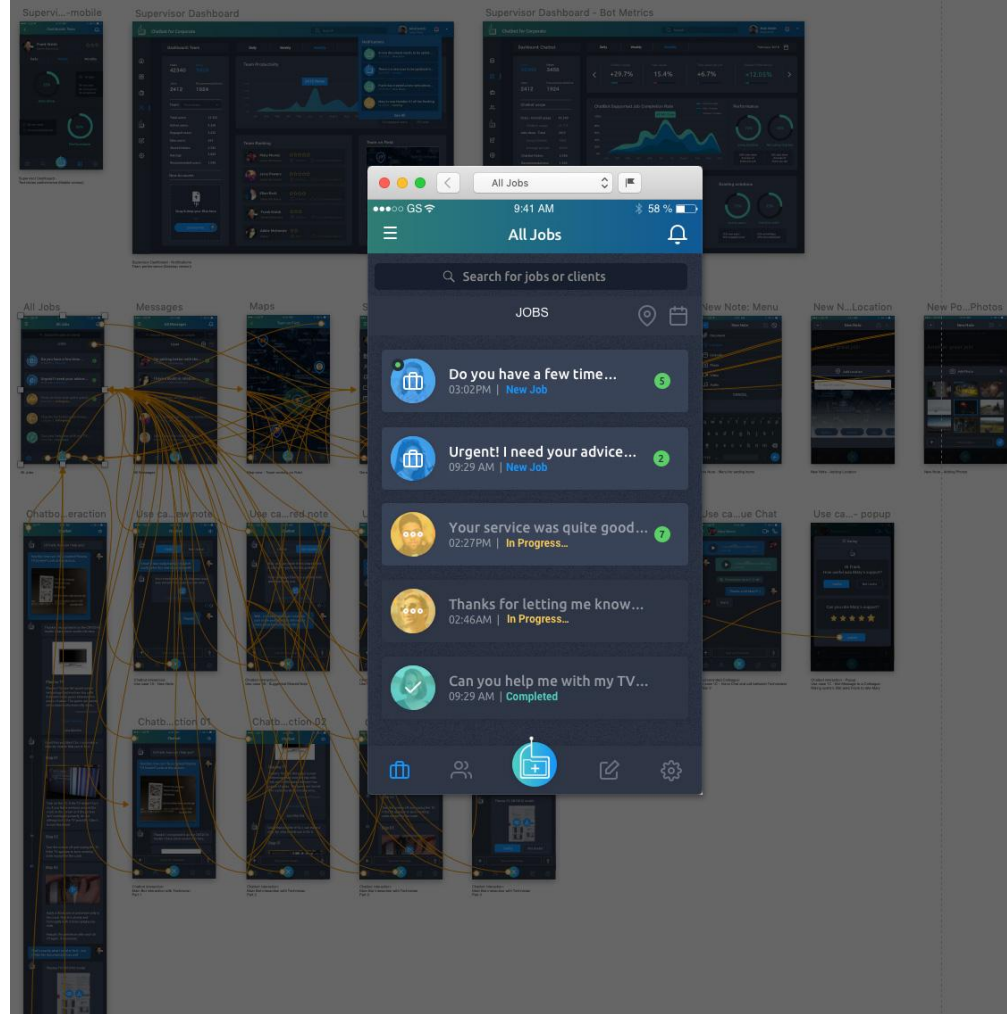
Demonstration



Interactive Prototype

Video of user interaction with
clickable prototype

<https://drive.google.com/drive/u/0/folders/13X8x8vdOso6aEamIbR0PoEE5kkQOKg6j>



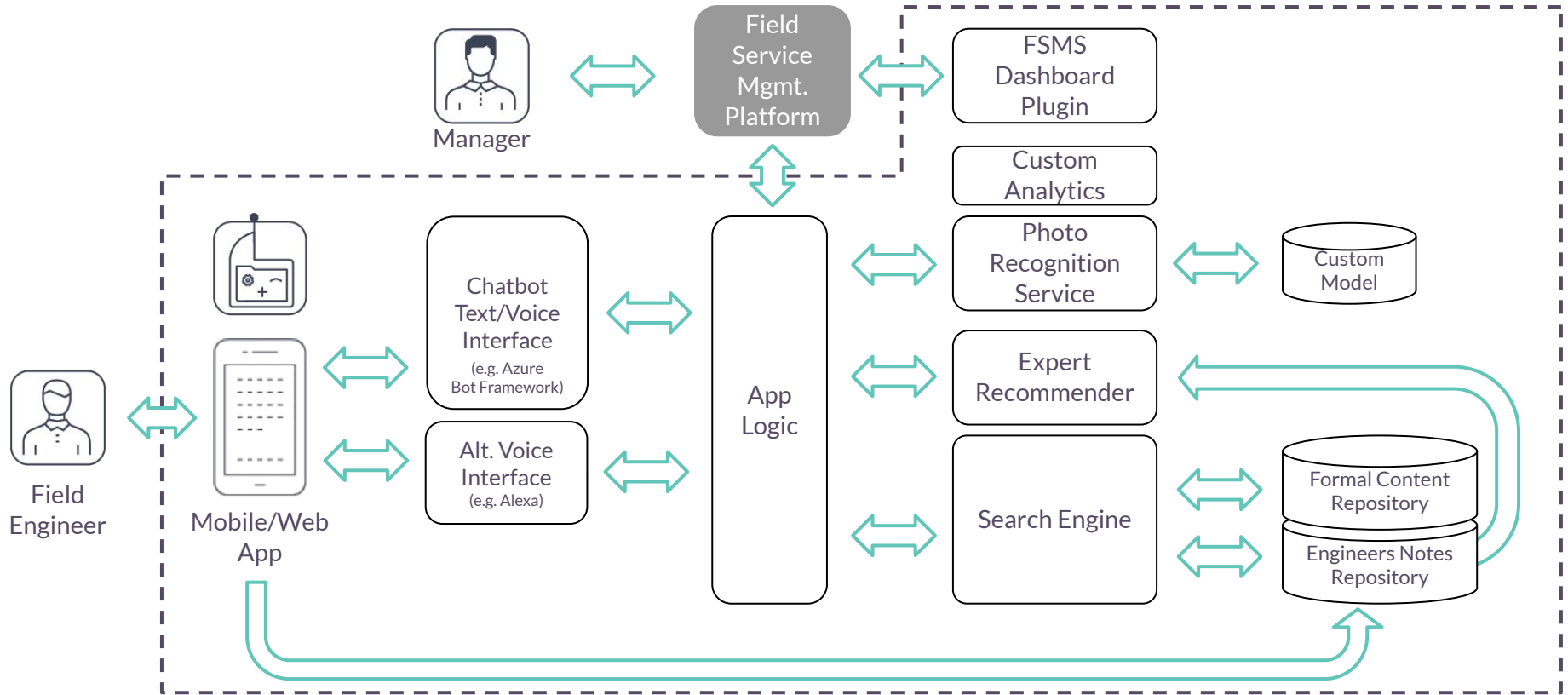
Interactive Prototype



<https://drive.google.com/drive/u/0/folders/13X8x8vdOso6aEamIbR0PoEE5kkQOKg6i>

Technical Solution

Technical Architecture



Next Steps

Phase 2 Projects

Stage A

Team

- Learning Science
- Innovation Services

Stage B

Team

- Learning Science
- User Experience
- Technology
- Innovation Services

Get out of the building

Customer/Problem

Solution

Validate Customer-Problem Fit

Validate Problem-Solution Fit

Tools

- Buyer Personas
- Jobs to be done
- Value proposition Canvas
- Problem validation

Tools

- Mock-ups
- Wireframes
- Prototypes
- Validation experiments

Next Steps

- Present work to industry champions
- Customer Validation
 - Identify organisations that align with use case



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