

Bots Landscape

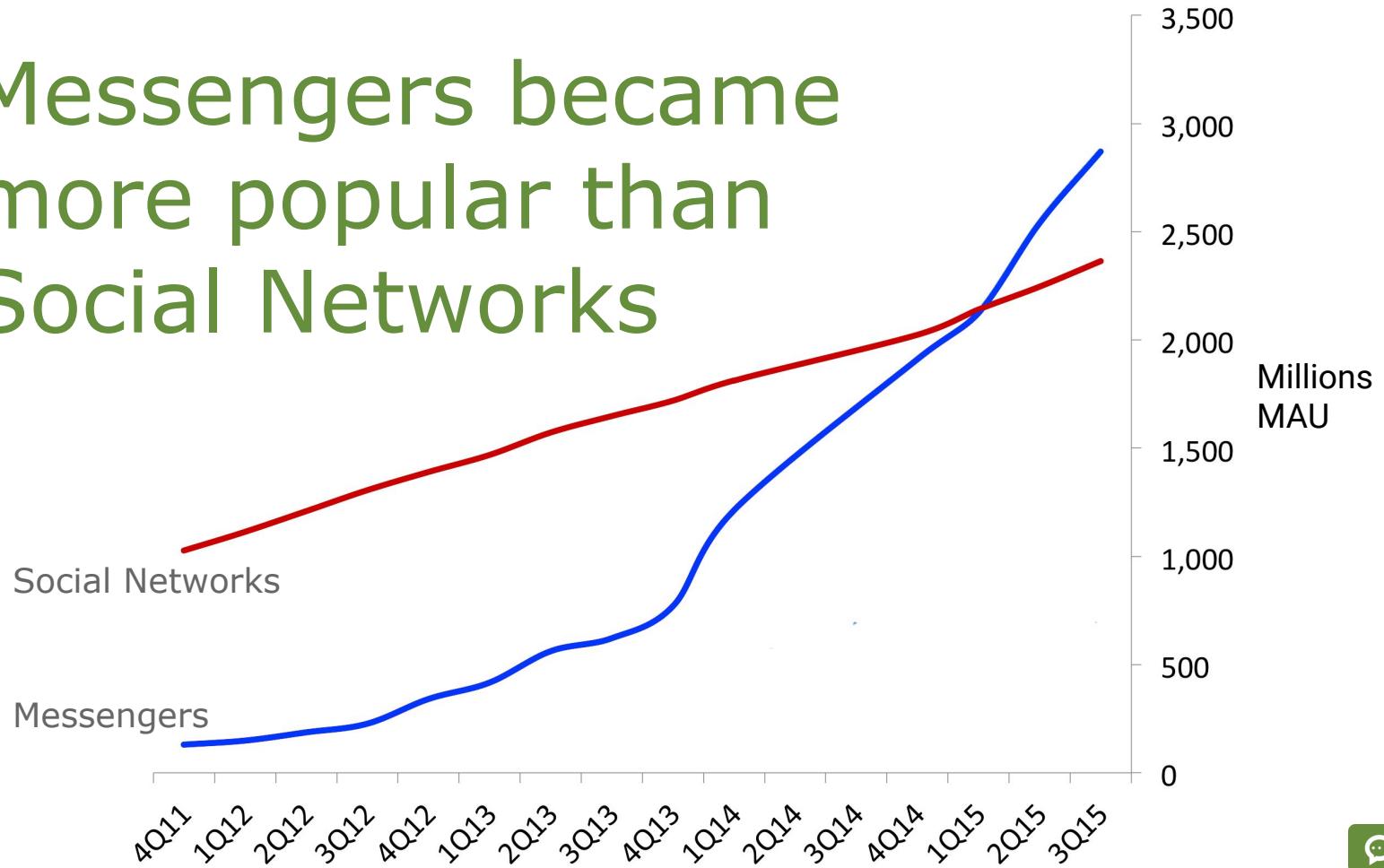
platforms and technologies

By Osadchuk Pavel, CEO ChatFirst
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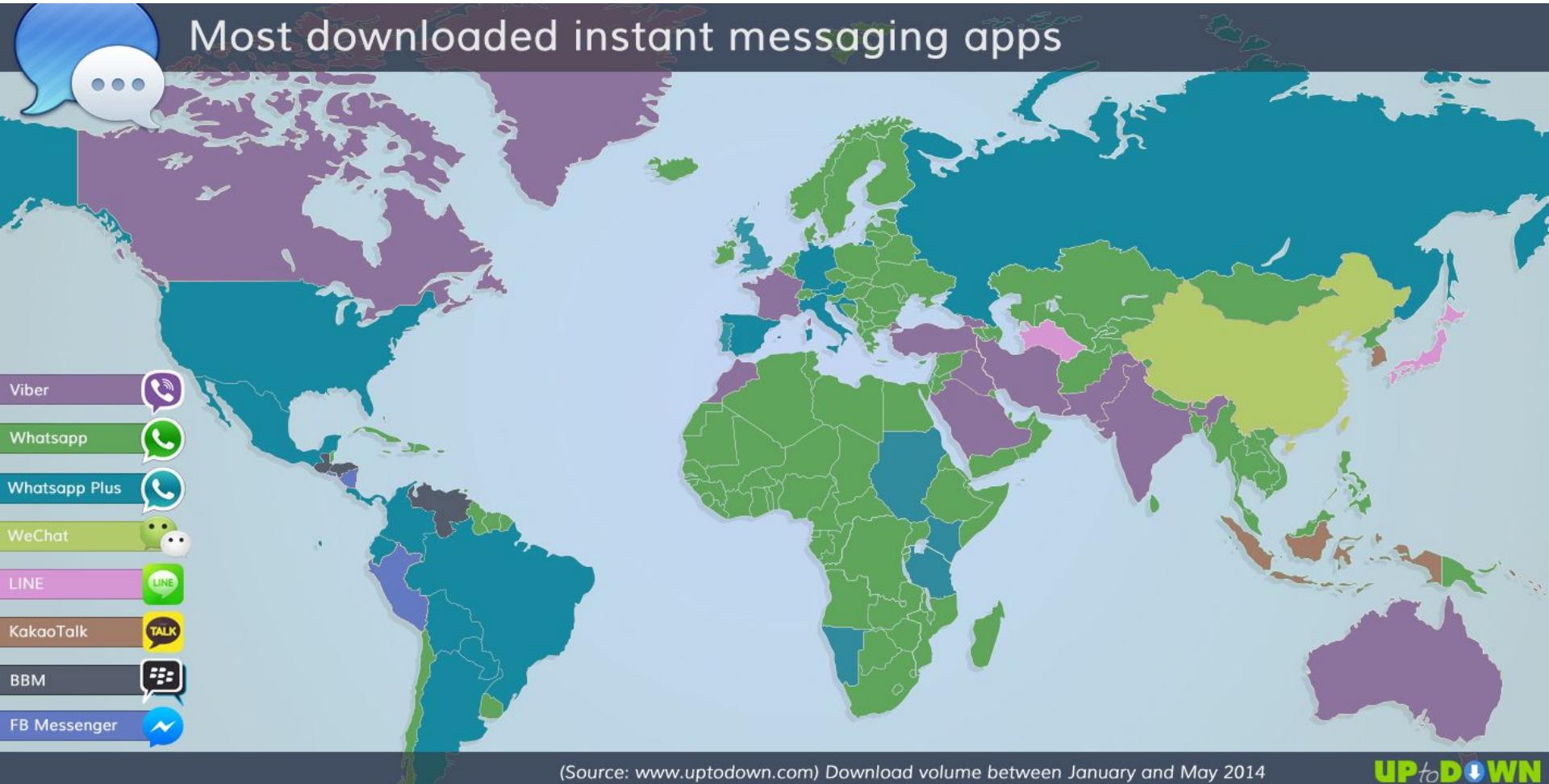
ChatBot

- is a computer program which conducts a conversation via auditory or textual methods. Such programs are often designed to convincingly simulate how a human would behave as a conversational partner.
- is a computer program which conducts a interaction with user via conversational interface in messengers.

Messengers became more popular than Social Networks

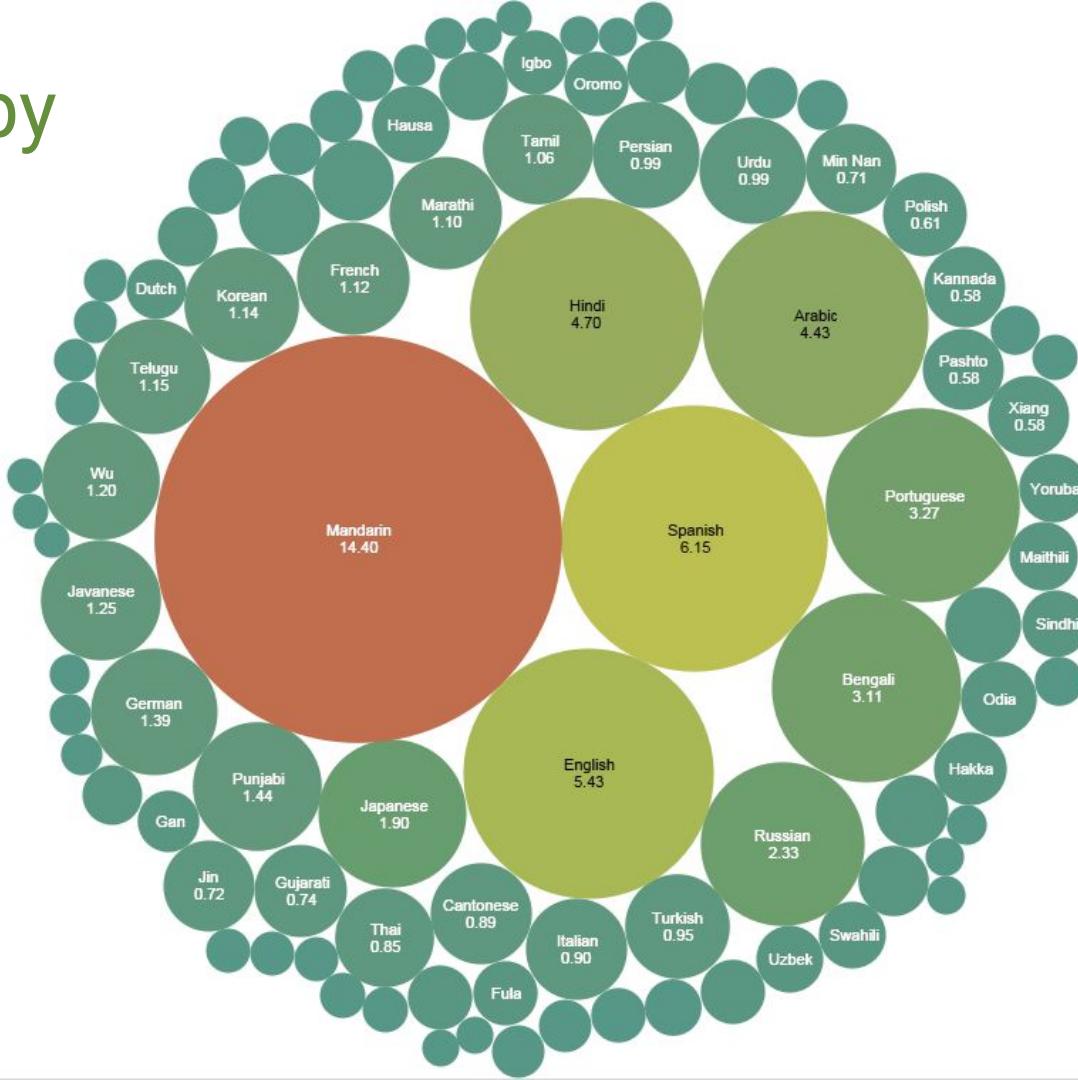


Most downloaded instant messaging apps



(Source: www.uptodown.com) Download volume between January and May 2014

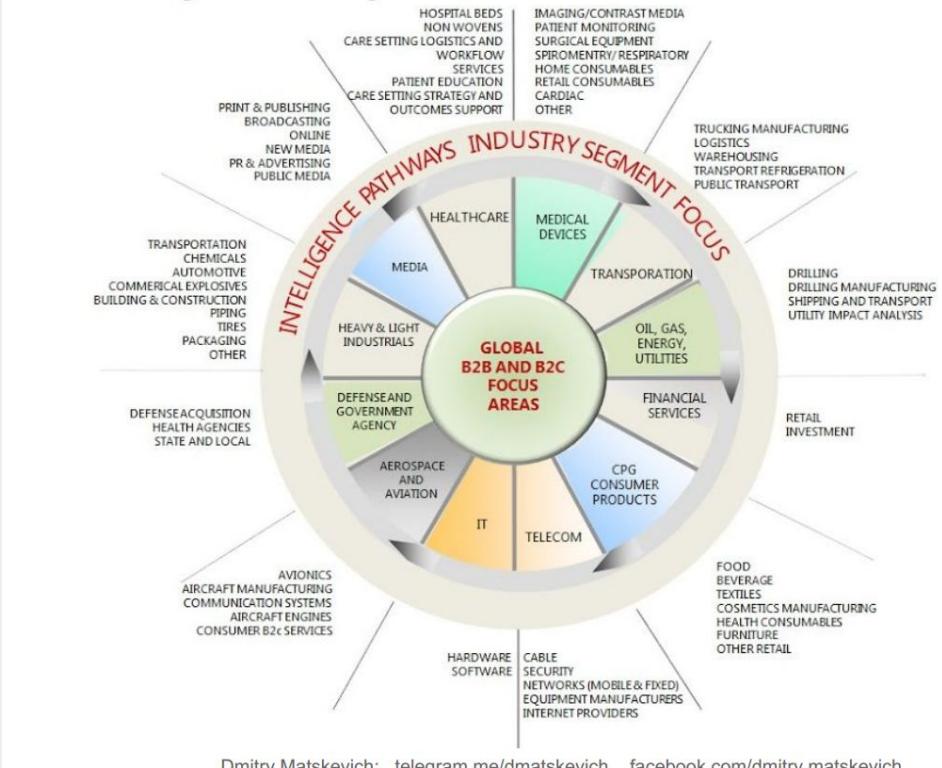
List of languages by number of native speakers



The Green Field

Chatbots and messengers can bring
value to any industry

For every industry

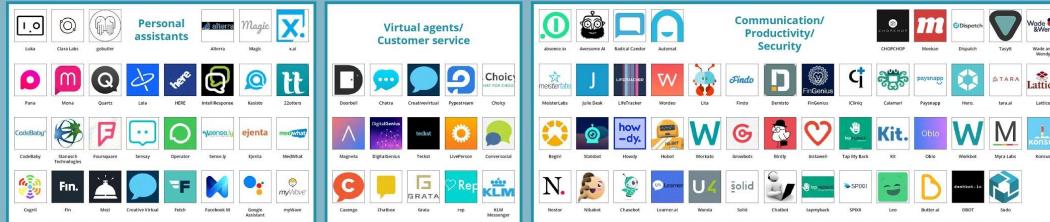


Dmitry Matskevich: telegram.me/dmatskevich facebook.com/dmitry.matskevich

Business **have to follow** its customers
in channels they **use most**

Bots Landscape

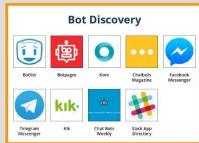
Bots with traction



Connectors/ Shared Services



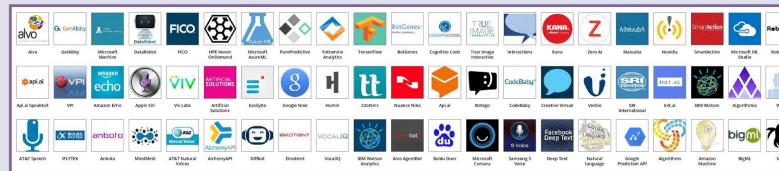
Bot Discovery



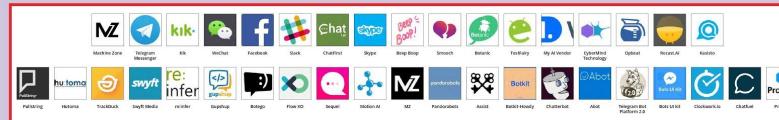
Analytics



AI Tools: Natural Language Processing, Machine Learning, Speech & Voice Recognition



Bot developer frameworks and tools



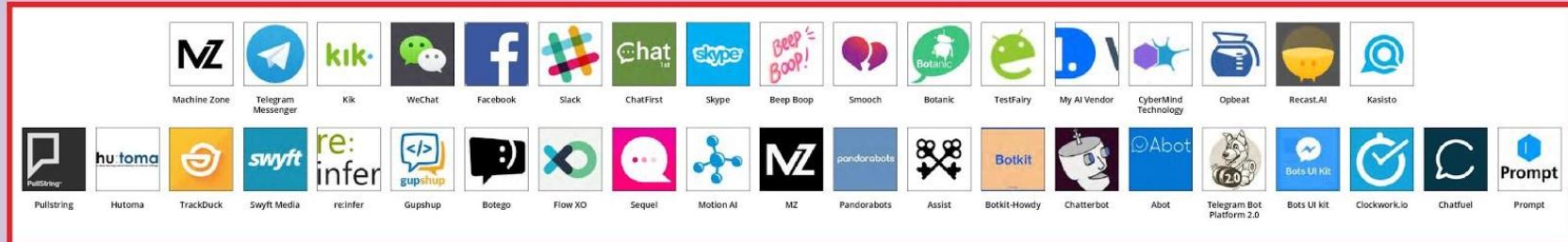
Messaging



AI Tools: Natural Language Processing, Machine Learning, Speech & Voice Recognition



Bot developer frameworks and tools





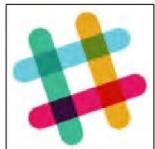
Viber



LINE

Telegram
Messenger

Skype



Slack



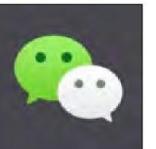
Kik



Google Allo

Facebook
Messenger

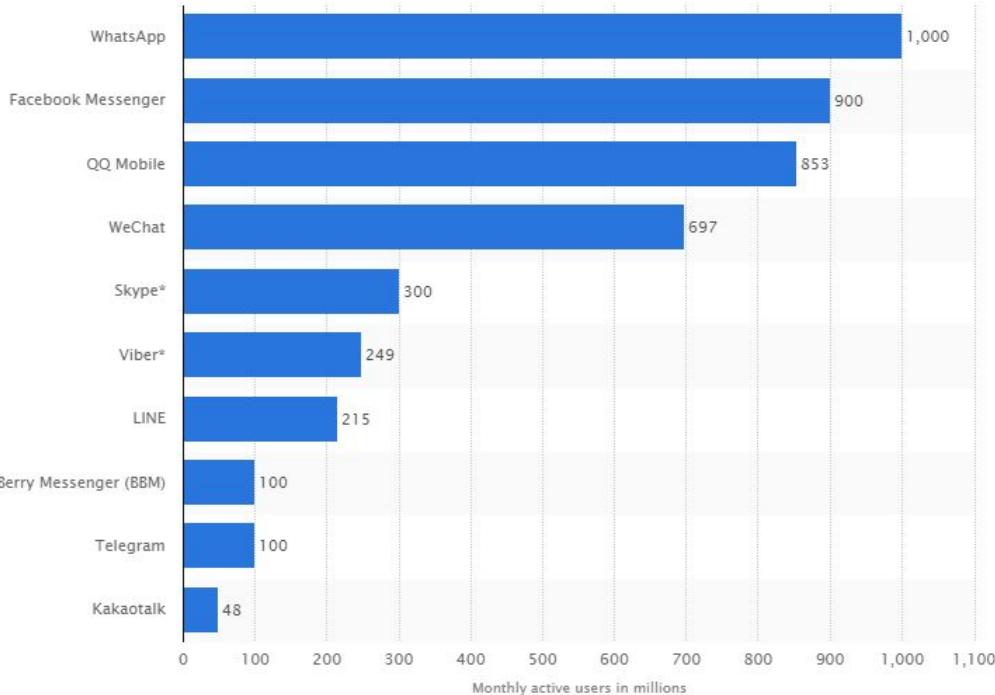
QQ

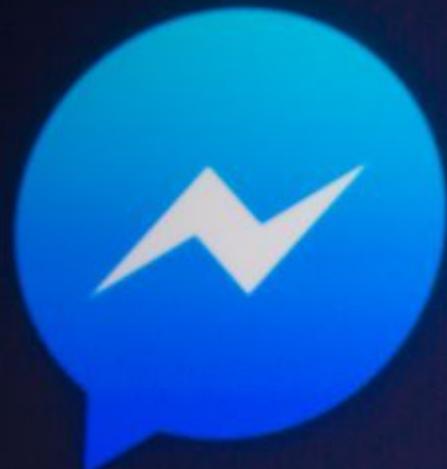


WeChat



WhatsApp





Messenger Platform



- **Facebook Bots**
 - Bots are attached to Facebook pages and available to anyone who contacts the page
- Send/Receive API. This includes the ability to send and receive text, images, and rich bubbles with CTAs.
- Generic Message Templates. Structured messages with call to actions, horizontal scroll, URLs, and postbacks.
- Welcome screen + Null state CTAs.
- Wit.AI Natural Language Processing Engine
- Strict no marketing/no upsell policy

Notable chatbots



www.chatfirst.co



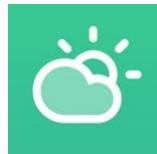


10 BILLION
TELEGRAMS
Delivered Daily



- **Telegram bots**
 - Bots are third-party applications that run inside Telegram. Users can interact with bots by sending them messages, commands and inline requests.
- **Inline bots**
 - Users can call bot by typing its username and a query in the **text input field** in any chat.
- **Custom keyboards** for more formal input from the user
- Inline Keyboards that are integrated directly into the messages they belong to.
- Bots can ask a user for their **location** and **phone number** using special buttons.

Notable chatbots





- **Custom bots**
 - are useful for when you want to build something custom for your own team, and have no interest in distributing it to other teams.
- **App bots**
 - slack app intent for distributing your bot user and submit it to slack application directory.
- Monitor and process channel activity
- Post messages and react to users
- Make messages interactive with buttons

Notable chatbots



**how
-dy.**

The logo for the communication platform Skype. The word "skype" is written in a lowercase, rounded, sans-serif font. The letters are a vibrant blue color. The "k" has a vertical stroke on its left side, and the "y" has a vertical stroke on its right side. The "p" is a simple vertical line with a horizontal stroke at the bottom. The "e" has a vertical stroke on its left side. A small "TM" symbol is positioned in the top right corner of the letter "e".

skype™

- **Skype Bots**
 - Just chat with them like a real person, or use quick actions to get more done.
- Works in groups
- Support rich texts, pictures, video, cards
- Has own NLP framework (LUIS) and bot framework (Microsoft Bot Framework)
- Has Bot Store
- Skype4Business do not have chatbot support yet

Notable chatbots



kik.

Messenger

- **Kik Text Bots**
 - To Kik's way of thinking, bots aren't meant to be conversational partners. They're meant to do one or two really useful things
- **Kik Games Bots**
 - HTML5 games inside messenger
- Own Bot Store
- Interactive elements: web bubbles, suggested responses
- More like apps inside messenger

Audience: 80 million estimated monthly, active users

Top Markets: North America

Key Demographics: 82 percent of users are aged 13–24

Key Features: Chatbots, web browser, texting, stickers and emojis, games.

iMessage Apps



- **iMessage Apps**
 - iMessage Apps It's a way for developers to build third-party experiences that go inside the widely used Messages app, which works on iOS, macOS, and the Apple Watch
- Own Bot store (Apps Store)
- Not a chatbot, but App extension that live inside of a new “app drawer”
- Present a custom user interface inside the Messages app
- Insert text, stickers, or media files into the Messages app's input field
- Create interactive messages that carry app-specific data
- Update interactive messages (for example, to create games or collaborative apps)

Thank you

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AI TECHNOLOGY SUBCATEGORIES

SUBCATEGORIES OF AI TECHNOLOGIES AND COMPANIES INVESTING

AI TECHNOLOGY/DESCRIPTION

COMPANY COUNT

ChatBots

Companies building or using technologies related to understanding human conversations

58

Autonomous vehicles

Companies working on self-driving vehicle technology

98

Cognitive computing

These are companies affiliated with IBM or have adopted the "cognitive computing" terminology, even though everyone else working on similar technology is calling it AI

169

Deep learning for image processing

Lots of companies focus on image recognition and some text processing using deep learning algorithms

197

Natural language understanding

Companies that are working on deeper language level technologies than counting words

505