# MICROSOFT BOT FRAMEWORK & OPENAI-CHATGPT





READYMIND

# WHAT IS A CHATBOT?

#### A CHATBOT IS A COMPUTER PROGRAM THAT SIMULATES AND PROCESSES HUMAN CONVERSATIONS

(either written or spoken), allowing humans to interact with digital devices as if they were communicating with a real person.



- . . . . . . . . .
- . . . . . . . . .
- . . . . . . . . .
- . . . . . . . .



#### HOW CAN I USE A CHATBOT?

They are often used to move simple and repetitive tasks, easily automate common tasks such as updating passwords.



#### WHY TO USE A CHATBOT?

Chatbots increase operational efficiency, allow businesses to easily resolve many types of customer queries and issues, while reducing the need for human interaction.

## WHAT DO I NEED TO START IMPLEMENTING A CHATBOT?

Today there are different tools widely available that allow you to create a chatbot, however not all these tools promise to create sophisticated chatbots.

That is why Microsoft for several years has also bet on the world of chatbots, and created this framework called "Microsoft Bot Framework" for the creation of highly sophisticated and intelligent chatbots.

6 Do you know if my package has arrived? ups Which package — the one you sent yesterday or on Monday? 0 Monday ups Here is the information I found: ... UPS Package #1ZV5F1376771048686 www.ups.com Delivered: Fri, Dec 04, 2019, 5:57 PM Processed In transit Delivered Date Time Location Status **MAY 04** Delivered 5:57 PM Seattle, WA, USA fiith (i)  $\sim$ 

Send email

Get details

Add to calendar



## WHAT IS BOT FRAMEWORK SDK?



## WHAT IS AZURE BOT SERVICE?

 •
 •
 •
 •
 •
 •
 •
 •
 •

 •
 •
 •
 •
 •
 •
 •
 •
 •

 •
 •
 •
 •
 •
 •
 •
 •
 •

 •
 •
 •
 •
 •
 •
 •
 •
 •

 •
 •
 •
 •
 •
 •
 •
 •

 •
 •
 •
 •
 •
 •
 •
 •



#### **Azure Bot Service**

It's a cloud platform. Host bots and make them available to channels, such as Microsoft Teams, Facebook, or Slack

### WHAT IS MICROSOFT BOT FRAMEWORK?



They are cloud-based artificial intelligence (AI) services that help developers create cognitive intelligence in applications.

## **AVAILABLE CHANNELS AND INTEGRATIONS**





# WHAT IS AZURE OPEN AI SERVICE?

It is a cloud service that allows developers and users to use OpenAI's artificial intelligence technologies, such as GPT-3, Codex and other natural language and machine learning models, in their applications and services.



- • • • •
- . . . . . . . .
- . . . . . . . .
- . . . . . . . .
- . . . . . . . .



# **THANK YOU!**

