



Hey Liferay! Driven by voice



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PMO – PM for NLP



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Agenda

- Why talking about vocal interaction today
- Our idea and what we have done
- The development
- Demo
- Advantages



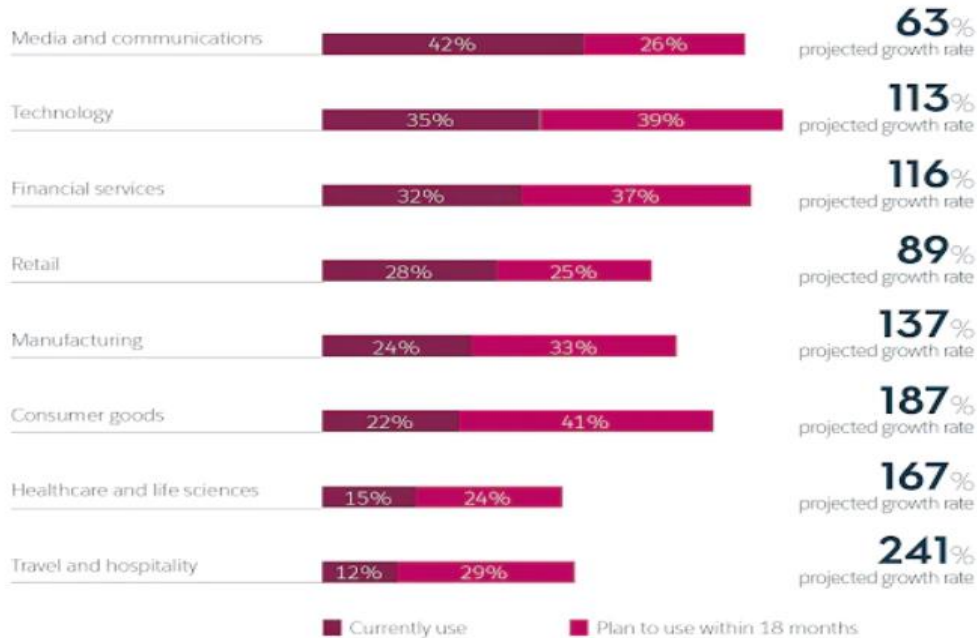
Why talking about vocal interaction today

Why talking about vocal interaction today

- Interact with a machine using the voice has always been a goal
- 2004 the vision of Bill Gate moved from 'a pc in every house' to 'use a PC with the voice'
- 12 Oct 2012: the first release of Siri on Apple mobile devices
- Suggesting to hire a virtual assistant is becoming a business model
- People trust in virtual assistant
- 2020 – Covid reinforce the need to interact with a machine without touching it

How are AI chatbots used in business

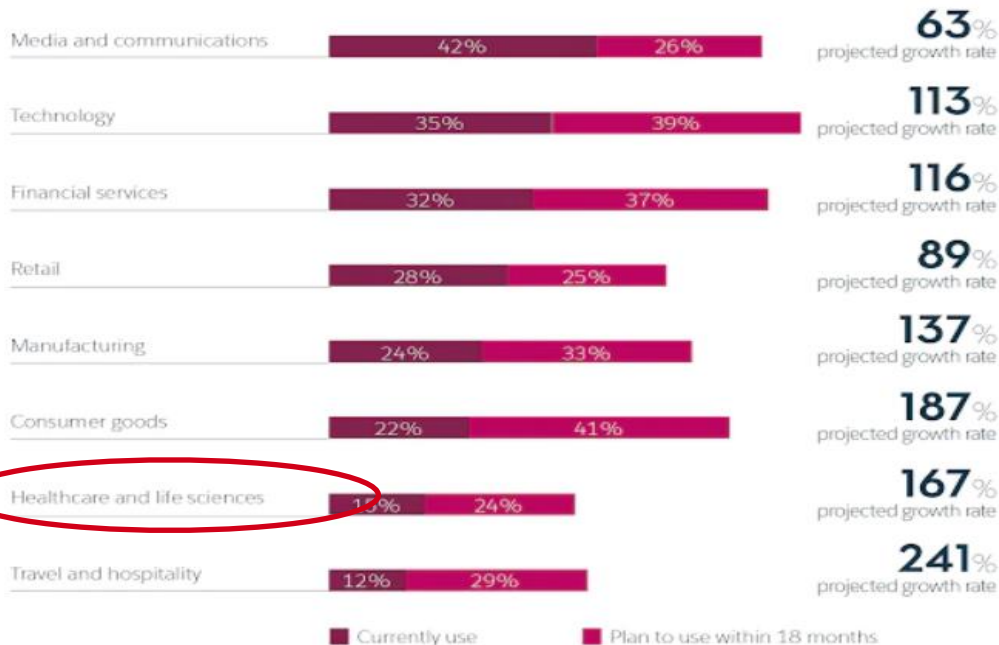
Use or Planned Use of AI Chatbots Among Service Organizations, by Industry



"State of Service," Salesforce Research, March 2019.

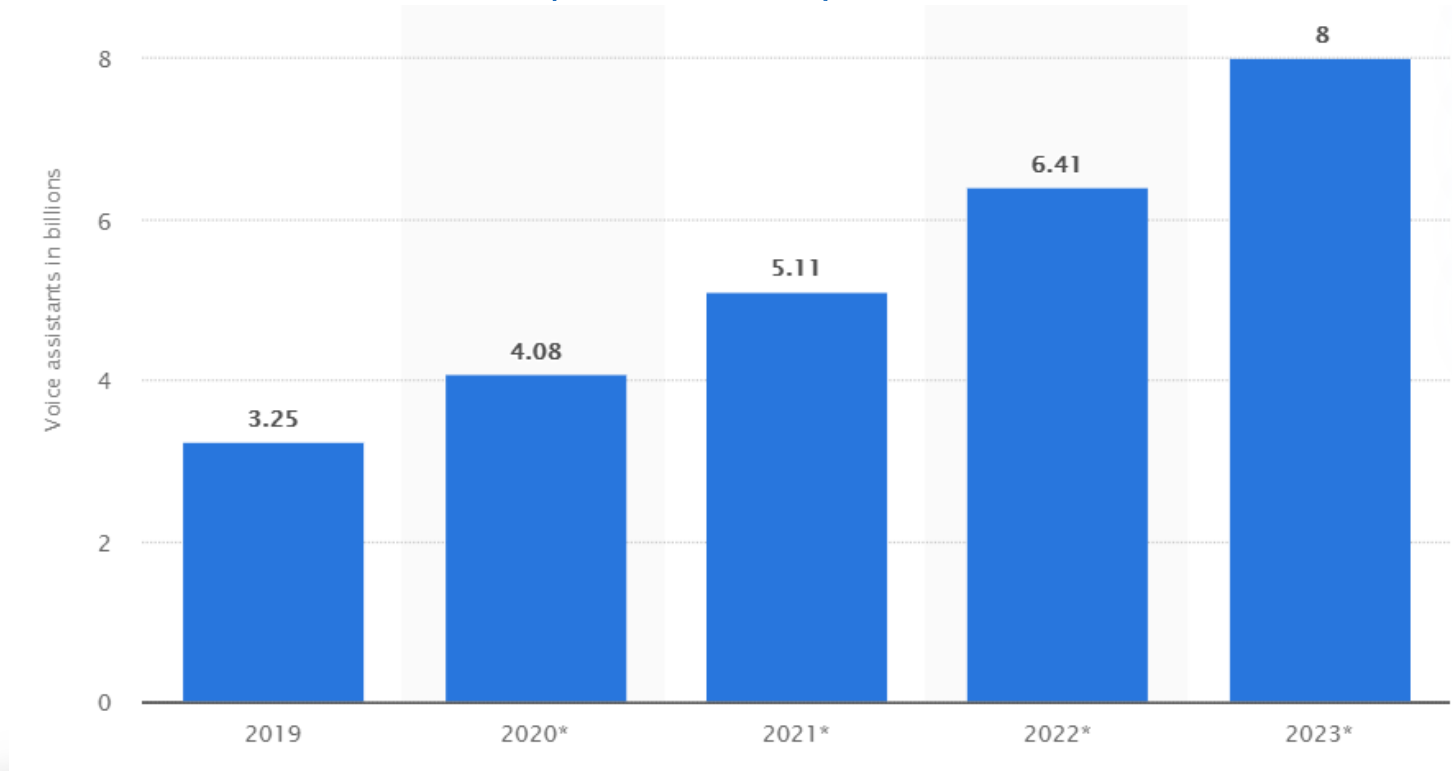
Why talking about vocal interaction today

Use or Planned Use of AI Chatbots Among Service Organizations, by Industry



"State of Service," Salesforce Research, March 2019.

Number of digital voice assistants in use worldwide from 2019 to 2023 (in billions)*

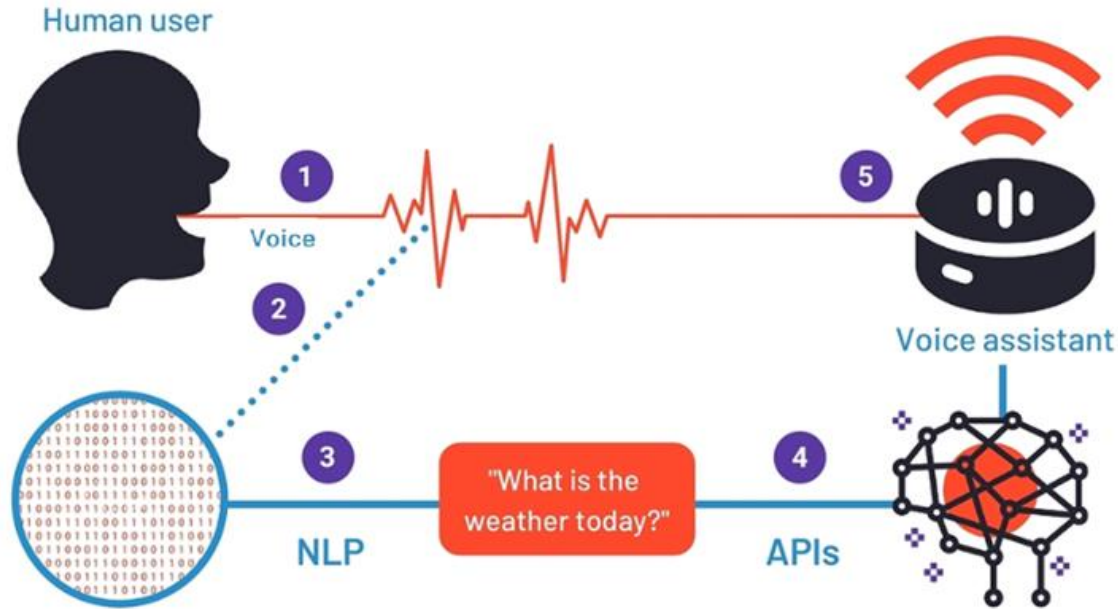


What is a Chatbot

An automatic agent (**Bot**) that interacts with humans using Natural Language
Flavour of conversating with a human being Designed to mimic human interaction

Wikipedia: “A chatbot (also known as a talkbot, chatterbot, Bot, chatterbox, Artificial Conversational Entity) 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, thereby passing the Turing test. Chatbots are typically used in dialog systems for various practical purposes including customer service or information acquisition.

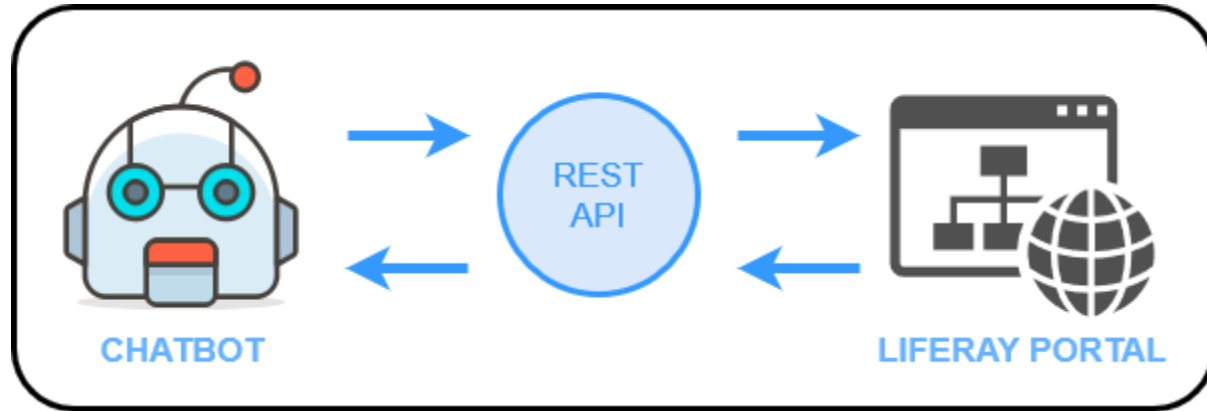
How it works





Our idea and what we have done

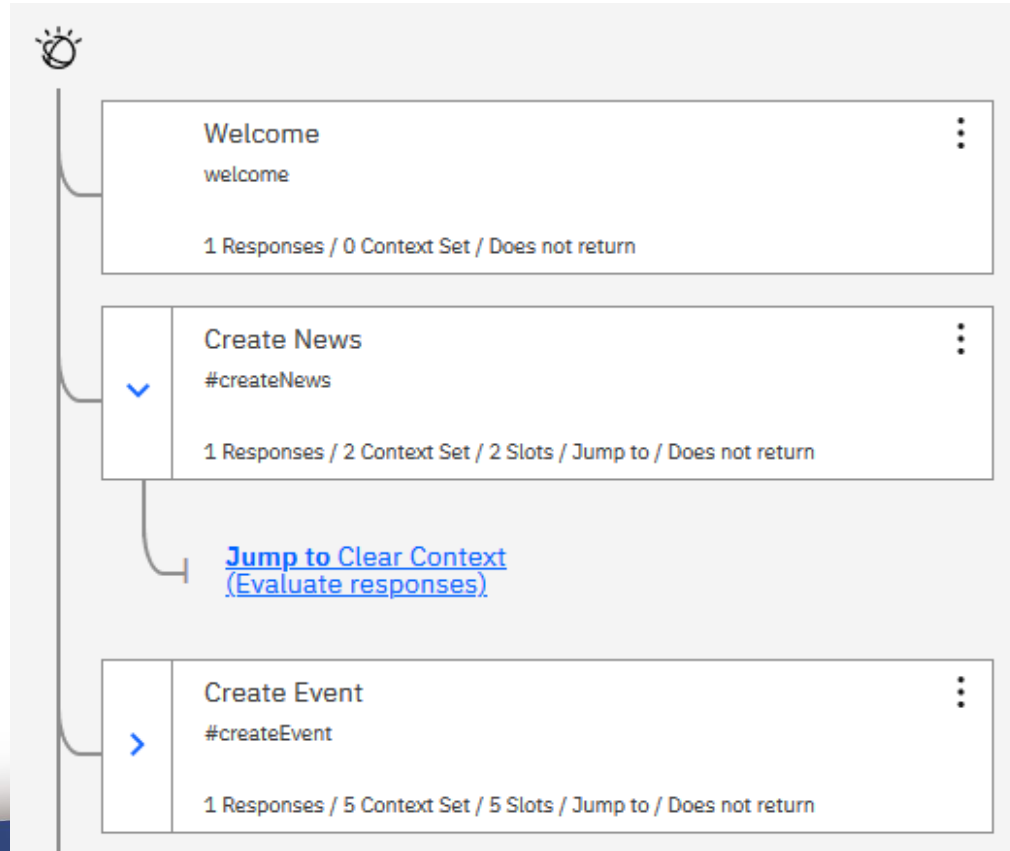
What we have done







The development

Conversational interface: Watson Assistant



Conversational interface: Watson Assistant

Create Event

Customize  


Node name will be shown to customers for disambiguation so use something descriptive.

[Settings](#)

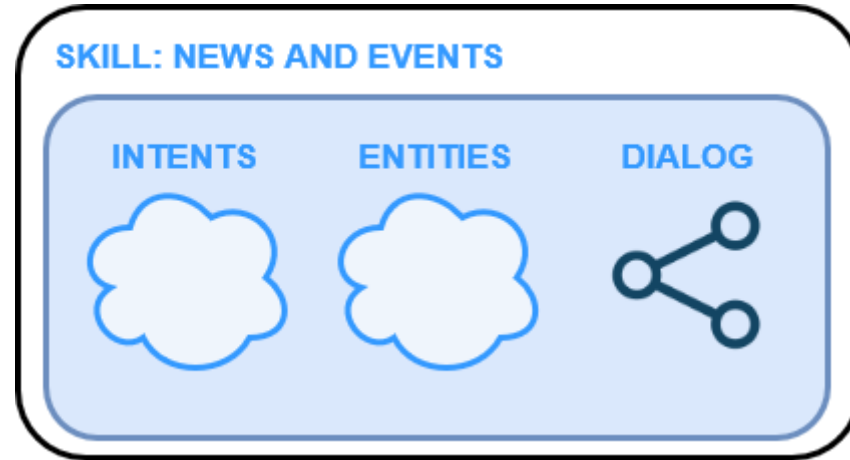
Then callout to my webhook

[Learn more](#)

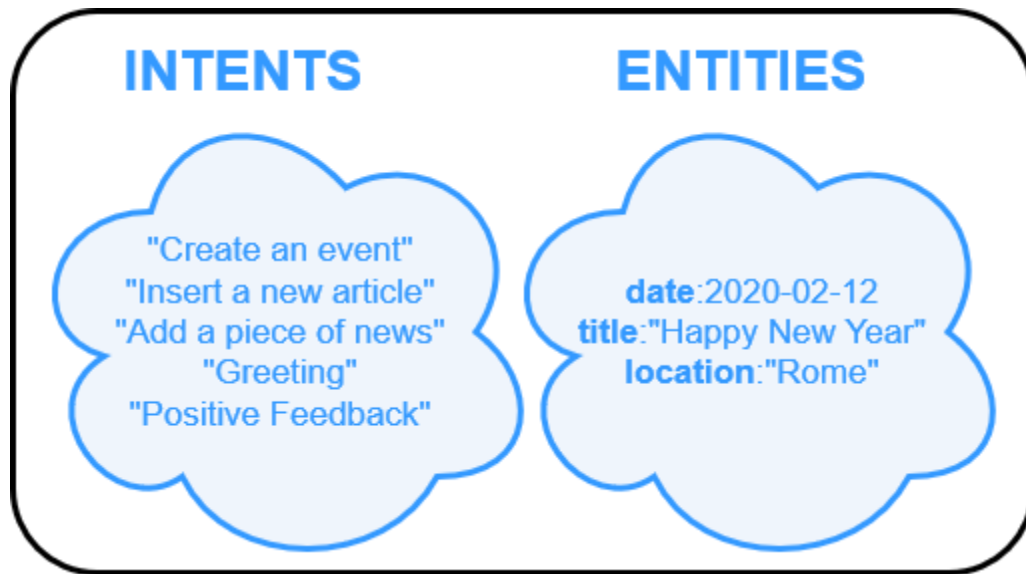
Parameters

Key	Value	
title	"<?\$title.substring(1, \$title.length()-1	

Conversational interface: Watson Assistant



Conversational interface: Watson Assistant



REST API DATA

NEWS

- . Title
- . Text

EVENTS

- . Title
- . Description
- . Start date
- . End date
- . Location

OUTPUT

- . Link
- . Message

REST API on LIFERAY

```
@POST
@Consumes(MediaType.APPLICATION_JSON)
@Produces(MediaType.APPLICATION_JSON)
public ServiceResponse createContent(
    InputData data, @Context HttpServletRequest request) throws PortalException {
```

```
import lombok.Data;

@Data
public class InputData {
    private String title;
    private String description;
    private String opType;
    private String location;
    private String startDate;
    private String endDate;
}
```

```
if (data.getOpType().equals(Constants.OPERATION_NEWS)) {
    return createNews(portalURL, locale, companyId, adminUser, groupId, serviceContext, data.getTitle(), data.getDescription());
} else if (data.getOpType().equals(Constants.OPERATION_EVENT)) {
    return createEvent(portalURL, locale, companyId, adminUser, groupId, serviceContext, data.getTitle(), data.getDescription(),
        data.getEndDate(), data.getStartDate(), data.getLocation());
} else {
    return new ServiceResponse("", "Unsupported input parameter " + data.getOpType());
}
```

```
@Data
@AllArgsConstructor
@NoArgsConstructor
public class ServiceResponse {
    @Getter
    @Setter
    public String link;
    public String message;
}
```



Demo

Here we go




LATEST NEWS

No results were found.

LATEST EVENTS

No results were found.

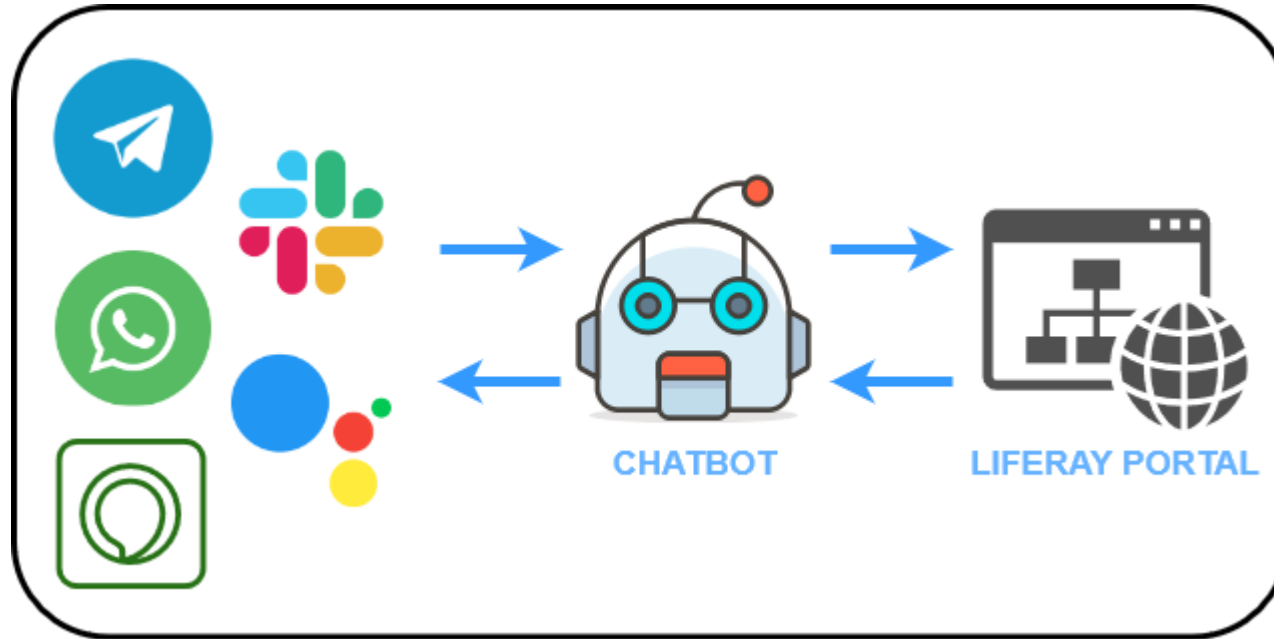

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ExtraCubeAssistant

Hello. How can I help you?

Type something... →

Possible extensions



Pro and Cons

PRO

- Improved User Experience
- Content creation doesn't need specific skills
- Contents might be created automatically 24hrs a day
- API can be used by different chatbots

CONS

- NLP models more complex might need more time and resources



Questions



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Liferay **Boot Camp** Summer Edition

Thank you

