



Conversational AI and Making use of Human Dialogues

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Conversational AI enables humans to interact with machines using natural language – text or voice – and instantly get a human-like, intelligent response.

Wide Range of Applications Across Industries

Consumer Facing
Enhance Customer Experience



Employee Facing
Enhance Workforce Productivity



- Banking
- Insurance
- Retail
- Healthcare
- Government & Public Sector
- Education
- Non-Profits & Foundations

SAS® Conversation Designer

Bringing conversational capabilities to SAS Viya

Build and deploy custom natural language chatbots through an intuitive, visual interface – low/no coding needed.

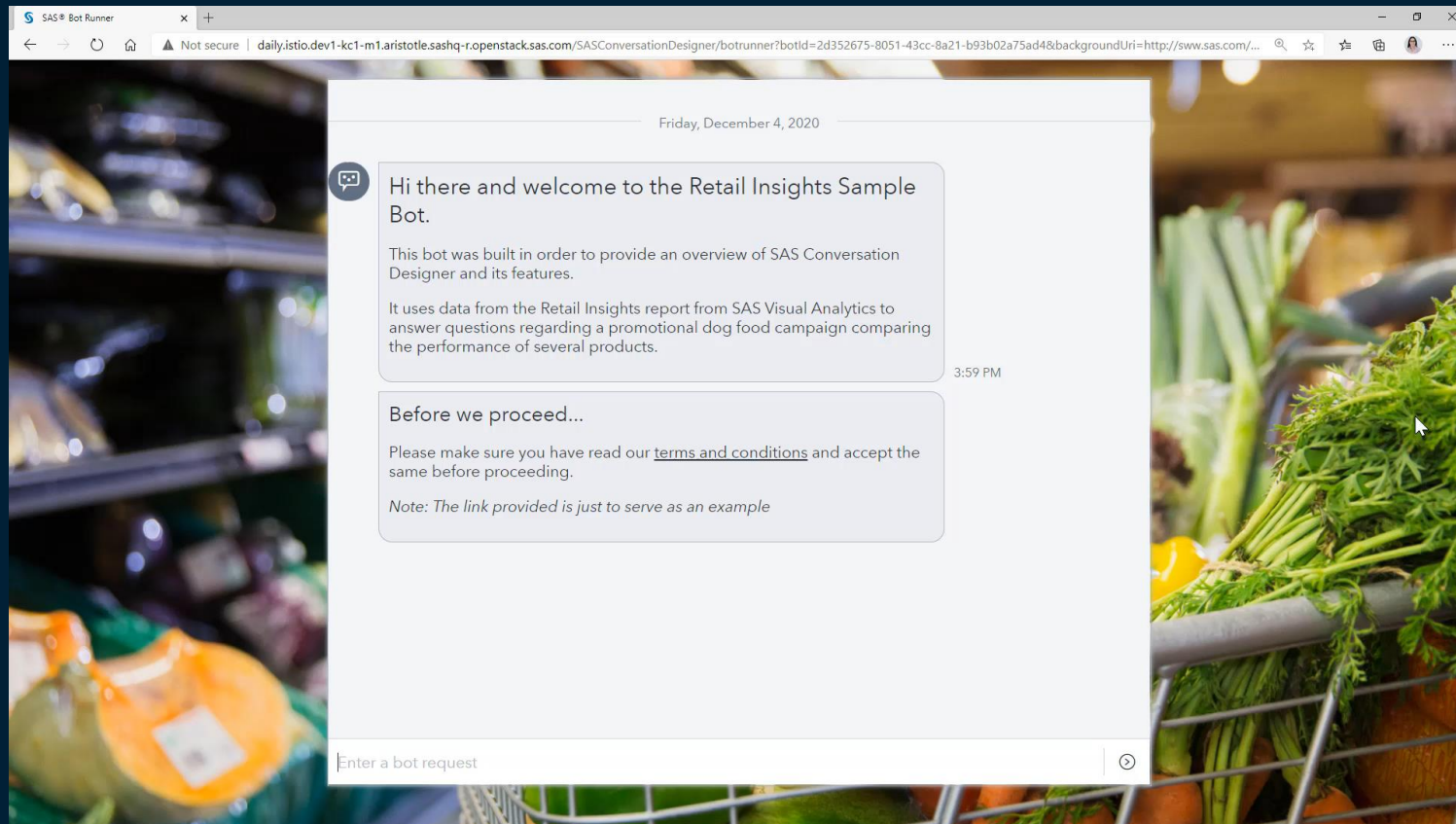
Get answers to questions

Access data, reports & visualizations

Leverage Analytics & AI

It is included with all SAS Viya offerings that include Visual Analytics

SAS Conversation Designer in Action



The screenshot shows a web browser window with the address bar displaying a URL from a SAS development environment. The main content is a chatbot interface overlaid on a background image of a grocery store aisle. The chatbot window has a title bar with the date 'Friday, December 4, 2020'. The first message is a welcome message with a speech bubble icon. The second message is a disclaimer with a link to 'terms and conditions' and a note. The interface includes a text input field at the bottom with the placeholder 'Enter a bot request' and a send button.

SAS Bot Runner

Not secure | daily.istio.dev1-kc1-m1.aristotle.sashq-r.openstack.sas.com/SASConversationDesigner/botrunner?botId=2d352675-8051-43cc-8a21-b93b02a75ad4&backgroundUri=http://www.sas.com/...

Friday, December 4, 2020

Hi there and welcome to the Retail Insights Sample Bot.

This bot was built in order to provide an overview of SAS Conversation Designer and its features.

It uses data from the Retail Insights report from SAS Visual Analytics to answer questions regarding a promotional dog food campaign comparing the performance of several products.

3:59 PM

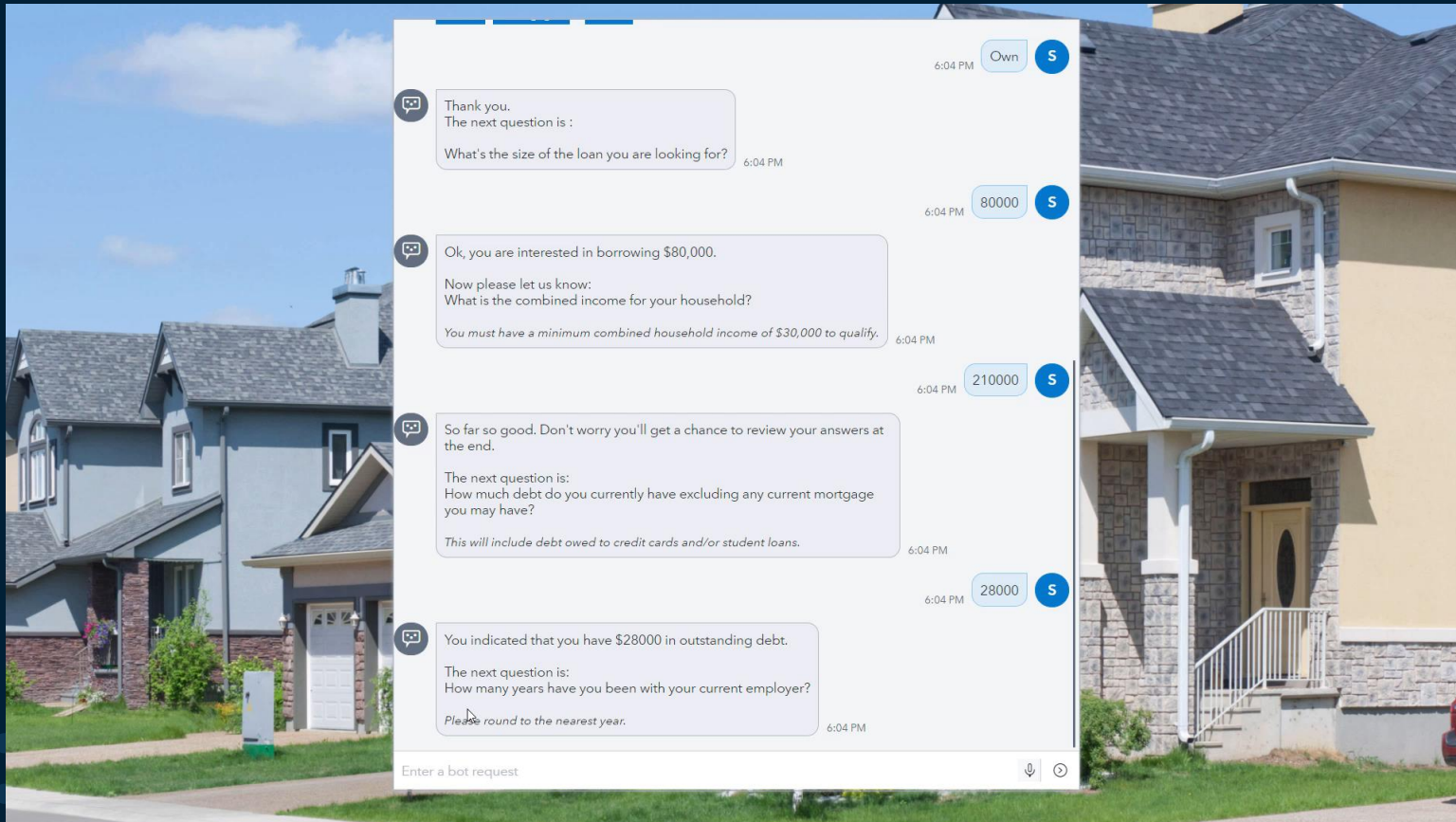
Before we proceed...

Please make sure you have read our [terms and conditions](#) and accept the same before proceeding.

Note: The link provided is just to serve as an example

Enter a bot request

Leverage Analytics and AI powered by SAS Viya



Building a Bot: Getting Started

The screenshot displays the SAS Conversation Designer interface for building conversational flows. On the left is a blue navigation sidebar with the following menu items:

- FAVORITES
 - Build Conversational Flows
- ANALYTICS LIFE CYCLE
 - Manage Data
 - Explore and Visualize
 - Build Models
 - Manage Models
 - Share and Collaborate
 - Develop SAS Code
- ADMINISTRATION
 - Build Custom Graphs
 - Explore Lineage
 - Manage Environment
 - Manage Workflows
 - Build Conversational Flows

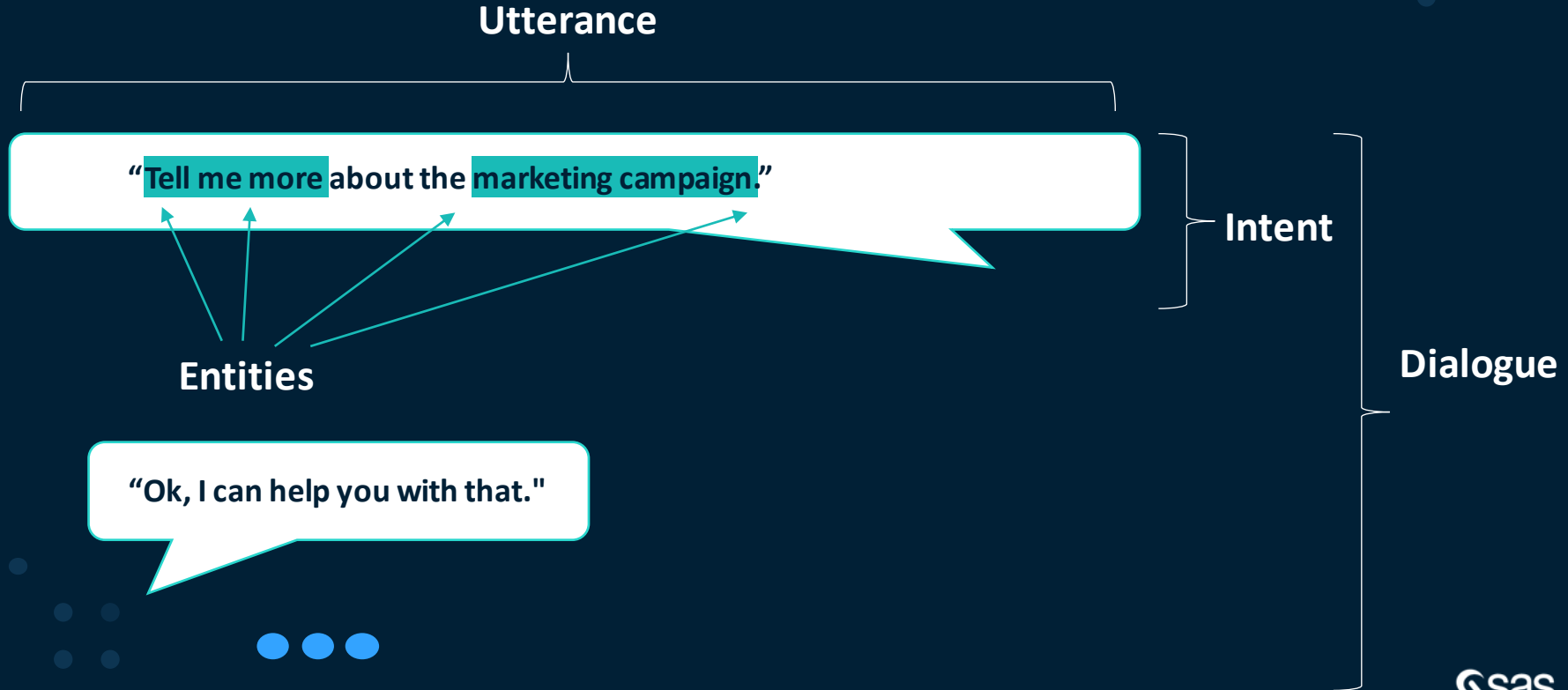
The main workspace shows a list of bots. Two bots are visible: 'SimpleBot' and 'TestBot'. A yellow circle with the number '2' highlights the 'New Bot' button in the top right corner of the workspace.

A 'New Bot' dialog box is open in the foreground, featuring a blue header and a white body. It contains the following elements:

- Bot name: [Empty text input field]
- Required field: A red border and a pink label 'Required field' are present below the input field.
- Buttons: 'Create' and 'Cancel' buttons are located at the bottom right of the dialog.

A yellow circle with the number '1' is positioned in the bottom left corner of the navigation sidebar.

Building a Bot : The Lingo



Start by listing down your intents

This is still a relevant tool !!



Demonstration

Building a Bot : The Lingo



Additional Resources

- Blogs:
 - <https://blogs.sas.com/content/subconsciousmusings/2020/11/18/nlp-conversational-ai/>
- E-book:
 - <https://www.sas.com/en/whitepapers/natural-language-processing-110641.html>
- Documentation:
 - <https://support.sas.com/en/software/conversation-designer-support.html>
 - <https://support.sas.com/en/software/visual-text-analytics-support.html>

Thanks!



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