



**QUANTO CUSTA
MEU BOT?**

BRUNO FAZOLI

#LET'S
BOT.rocks

FIAP







Extra
BLACK

SAMSUNG
SMART TV
NETFLIX
SMART HUB FULL HD 1080P
FUNÇÃO FUTEBOL MODO FUTIBOL
WIDE COLOR ENHANCER
40"

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40"



REQUIREMENTS

BUSINESS REQUIREMENT
1 PO

BUILD + ARCHITECT 1 SCRUM MASTER

FRONT-END
1 DEV
1 DESIGN

BACK-END
1 DEV

SUSTAIN

NEW
BUSINESS REQUIREMENT

FRONT-END UPDATE
1 DEV

BACK-END UPDATE
1 DEV

CLT

1 PESSOAS = R\$10.000,00

7 PESSOAS = R\$70.000,00



REQUIREMENTS

BUSINESS REQUIREMENT
1 PO

BUILD + ARCHITECT

1 SCRUM MASTER

~~FRONT-END
1 DEV
DESIGN~~



BACK-END/NLP
1 DEV

SUSTAIN

NEW
BUSINESS REQUIREMENT

~~FRONT-END UPDATE
1 DEV~~

BACK-END UPDATE
1 DEV

CLT

1 PESSOAS = R\$10.000,00

5 PESSOAS = R\$50.000,00

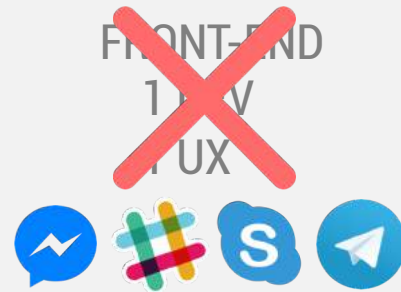
**MULTIPLATAFORMA
NÃO TEM FRONT-END
PRIORIZA A EXPERIÊNCIA
MANUTENÇÃO É MENOS COMPLEXA
CHATBOT = NOVO APP**

REQUIREMENTS

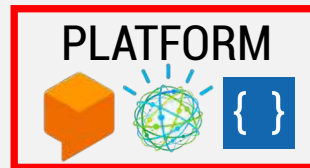
BUSINESS REQUIREMENT
1 PO

BUILD + ARCHITECT

1 SCRUM MASTER



BACK-END/NLP
1 DEV



SUSTAIN

NEW
BUSINESS REQUIREMENT



BACK-END UPDATE
1 DEV

filter nodes

Flow 1

Flow 2

Flow 3

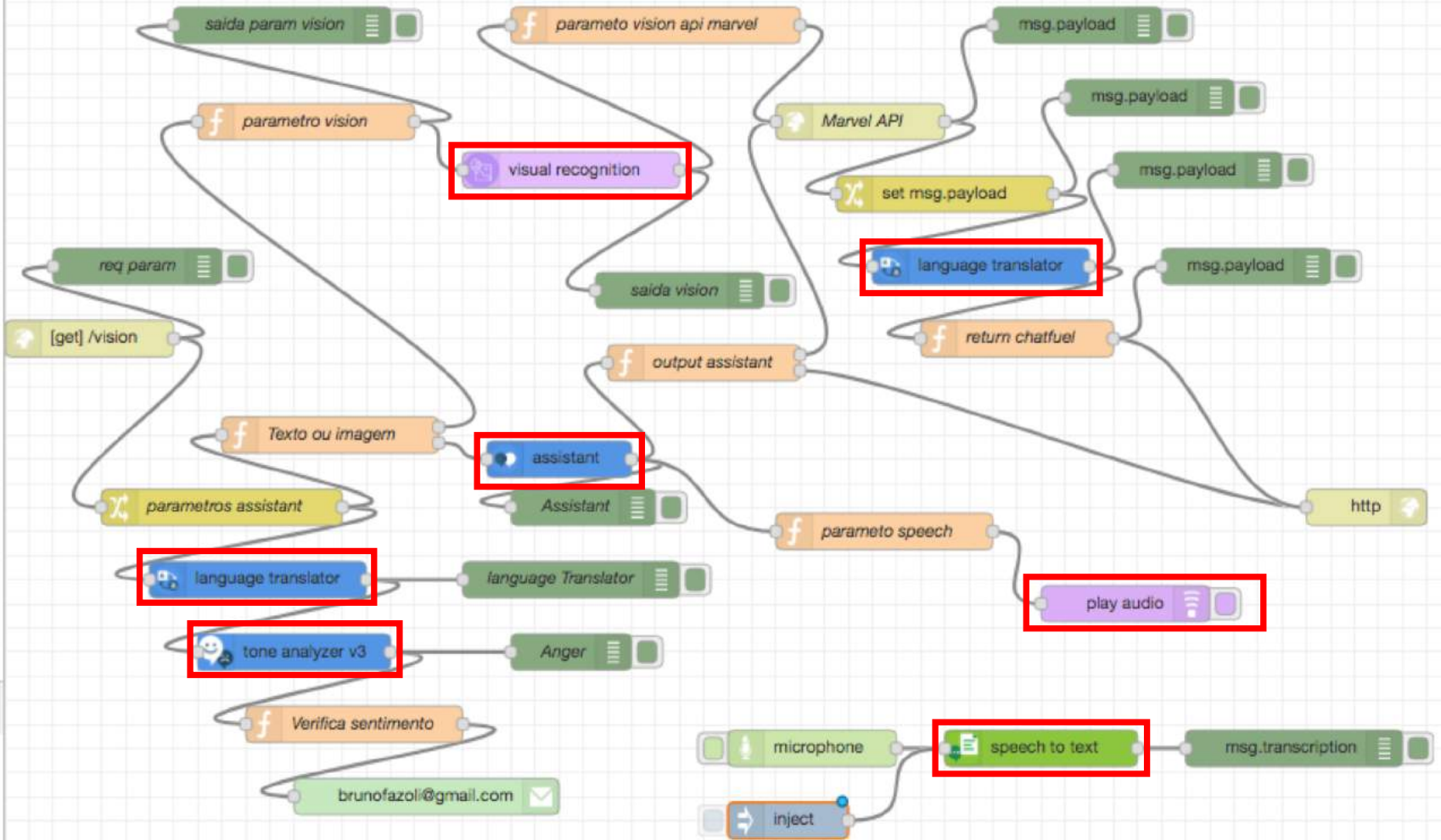
Flow 4

input

- inject
- catch
- status
- link
- mqtt
- http
- websocket
- tcp
- mqttlight
- ibmiot
- file inject
- microphone
- camera

output

- debug
- link
- mqtt



SERVIÇOS COGNITIVOS

LANGUAGE TRANSLATOR
LANGUAGE TRANSLATOR
TONE ANALYZER
ASSISTANT
VISUAL RECOGNITION
SPEECH TO TEXT
TEXT TO SPEECH

PREÇO/REQUISIÇÃO

\$0,0025 USD
\$0,01 BRL

QTDE REQUISIÇÕES

1MI

TOTAL

\$17,500.00

R\$70.000,00





BACK

SAMSUNG SMART TV

5 SERIES 5200 40"

NETFLIX

SMART HUB FULL HD 1080P

FUNÇÃO FUTEBOL MODO FUTEBOL

WIDE COLOR ENHANCER

M-CELL

SAMSUNG SMART TV

5 SERIES 5200 40"

NETFLIX

SMART HUB FULL HD 1080P

FUNÇÃO FUTEBOL MODO FUTEBOL

WIDE COLOR ENHANCER

M-CELL

FRONT

SAMSUNG SMART TV

NETFLIX

SMART HUB FULL HD 1080P

FUNÇÃO FUTEBOL MODO FUTEBOL

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WIDE COLOR ENHANCER

M-CELL

Extra BLACK

REQUIREMENTS

BUSINESS REQUIREMENT
1 PO

BUILD + ARCHITECT

1 SCRUM MASTER

~~FRONT-END
1 DEV
1 UX~~



BACK-END/NLP
1 DEV

PLATFORM



SUSTAIN

NEW
BUSINESS REQUIREMENT

~~FRONT-END UPDATE
1 DEV~~

BACK-END UPDATE
1 DEV



BUILD + ARCHITECT

1 SCRUM MASTER

~~FRONT-END
1 DEV
UX~~



BACK-END/NLP

1 DEV

PLATFORM



SUSTAIN

~~FRONT-END UPDATE
1 DEV~~

BACK-END UPDATE

1 DEV

REQUIREMENTS/BUSINESS

BUILD + ARCHITECT



BACK-END/NLP

PLATFORM



SUSTAIN

BACK-END UPDATE

REQUIREMENTS/BUSINESS

BUILD + ARCHITECT



BACK-END/NLP

PLATFORM



TRAINING

USER EXEMPLES
TESTING
USER VALIDATION

SUSTAIN

BACK-END UPDATE

REQUIREMENTS/BUSINESS

BUILD + ARCHITECT



BACK-END/NLP

PLATFORM



TRAINING

USER EXEMPLES
TESTING
USER VALIDATION

CURATE

DESAMBIGUATION

REQUIREMENTS/BUSINESS

INTERACTION

UX WRITING
VUI

BUILD + ARCHITECT



BACK-END/NLP

PLATFORM



TRAINING

USER EXEMPLES
TESTING
USER VALIDATION

CURATE

DESAMBIGUATION

REQUIREMENTS/BUSINESS

BEHAVIOR

HUMAN BEHAVIOR
CULTURE

INTERACTION

UX WRITING
VUI

BUILD + ARCHITECT



BACK-END/NLP

PLATFORM



TRAINING

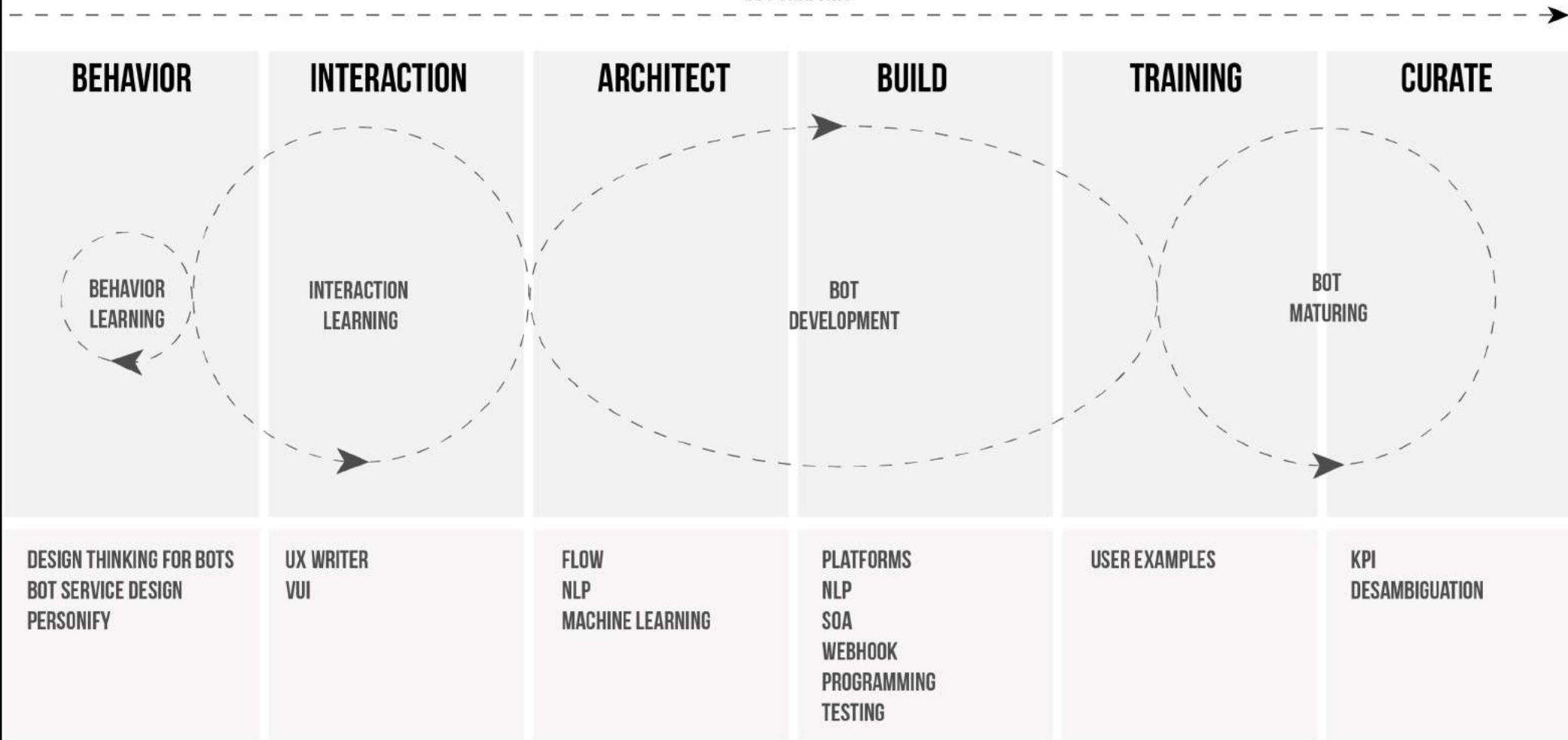
USER EXEMPLES
TESTING
USER VALIDATION

CURATE

DESAMBIGUATION

REQUIREMENTS/BUSINESS

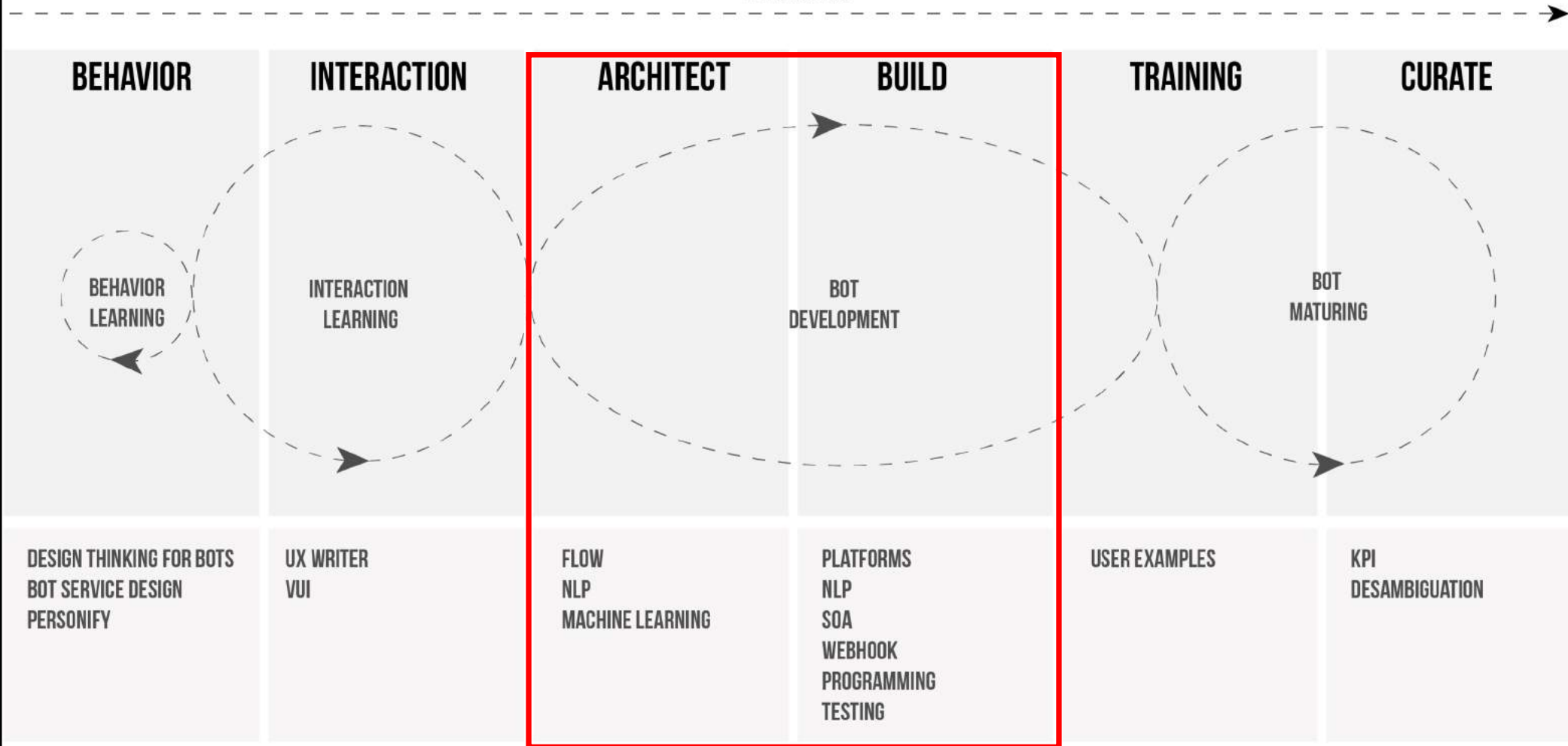
BOT CRAFTING



BOT MATURING

BUSINESS

BOT CRAFTING



BOT MATURING

BUSINESS

Challenges of Using Chatbots According to US Internet Users, May 2018

% of respondents

Keeps me from a live person

50.7%

Too many unhelpful responses

47.5%

Redirects to self-serve FAQs

39.5%

Bad suggestions

28.2%

Pop-up chatbot prompts

25.0%

Unnecessary pleasantries

24.9%

Takes too long to respond

24.2%

They never have enough data about me

19.7%

Other

2.8%

None of these

8.4%

Note: ages 18+

Source: Helpshift, May 31, 2018

QUANTO CUSTA MEU
BOT?



BOT CRAFTING

BEHAVIOR

INTERACTION

ARCHITECT

BUILD

TRAINING

CURATE

BEHAVIOR
LEARNING

INTERACTION
LEARNING

DEPENDE DA
EXPERIÊNCIA COGNITIVA

BOT
MATURING

DESIGN THINKING FOR BOTS
BOT SERVICE DESIGN
PERSONIFY

UX WRITER
VUI

FLOW
NLP
MACHINE LEARNING

PLATFORMS
NLP
SOA
WEBHOOK
PROGRAMMING
TESTING

USER EXAMPLES

KPI
DESAMBIGUATION

BOT MATURING

BUSINESS

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