

# Workshop - Microsoft Azure - Designing Intelligent Chatbots Jump Start



## Workshop

### *Target Audience:*

*Workshops are delivered at your location and can be run with up to 10 participants.*

*Previous technical experience is not necessary which makes this workshop suitable for a variety of roles. These could include:*

- *User Experience and Design Roles*
- *Developers*
- *Product Owners*
- *Business Decision Makers*
- *Business Analysts*
- *Digital Transformation Roles*

## Overview

Most successful apps or websites have at least one thing in common: a great user experience. Chatbots are no different in that regard. Therefore, ensuring a great user experience should be your number one priority when designing a chatbot.

The Designing Intelligent Chatbots Jumpstart will help you understand the building blocks of a compelling chatbot and how to identify chatbot opportunities in your organization and turn these into a set of candidate scenarios and conversation flows to facilitate development.

### Key Features and Benefits

Participants can expect a highly interactive session where one of our user experience practitioners will discuss tried and tested approaches to chatbot design using real-world examples to aid understanding and gain valuable insights. The group will work through scenarios and create conversation flows together and then learn how to apply those techniques to the opportunities identified within their organization.

Following the workshop our team will provide you with a visual record which will describe the scenarios and conversation flows in a format suitable for internal business stakeholders.

### Technical Highlights

After completing this course, you will be able to:

- Design a chatbot to solve a variety of business problems
- Accelerate your team's understanding of Chatbot Design fundamentals
- Enable your team to create lively, interesting, conversation-based solutions, while capitalizing on our experience and lessons learned in this relatively new arena

# Syllabus

## *Hardware*

### *Requirements:*

- *A suitable room for the number of participants with dry marker boards or flipcharts available and PowerPoint presentation facilities.*

## *Course Requirements*

- *30 minute pre-call with customer to discuss scenarios and workshop approach*
- *Customer engagement is critical in this style of workshop*
- *While there are no minimum participant requirements, we do recommend at least 3 participants attend a workshop to aid the scenario and conversation flow development.*
- *A maximum of 10 participants*

This workshop runs for **2.5** days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

### Module 1: Intro to Chatbot Design:

*Day one consists of learning about the building blocks of chatbot design*

### Module 2: Explore Your Opportunity:

During day 2 we will unpack your opportunity and create the user flows and scenarios for your chatbot

### Module 3: Review your scenarios

Review the scenarios and discuss next steps for your chatbot

Following the workshop our team will provide you with a visual record which will describe the scenarios and conversation flows in a format suitable for internal business stakeholders.