Updated on 20/06/2023

Sign up

ChatBot training with SAP Conversational AI
2 days (14 hours)

Presentation

Bots or chatbots, computer agents capable of dialoguing with a user, are establishing themselves as a new interface in their own right with the digital world. With messaging applications having overtaken social networks in terms of recurrent users, the proximity and added value of bots for businesses and individuals is considerable.

SAP Conversational AI , formerly Recast.AI, is an artificial intelligence platform providing natural language processing technology, and has established itself as a French and European player in bot-building services.

This training course enables you to learn the basics and build a bot from A to Z. Starting with the vocabulary inherent to the world of conversational interfaces, you'll then learn how to conceptualize a conversation, organize your bot's infrastructure, connect it to SAP Conversational AI, send it responses and connect it to your messaging applications.

For the more adventurous among you, we'll push the exploration towards external API connection, database connection and memory management, all with a view to building a high-performance conversational bot!

Objectives

- Creating a conversational agent, a functional chatbot
- Learn how to model a conversation effectively
- Designing and structuring the decision tree of an intelligent conversational robot
- Connecting a bot to different messaging channels
- Discover the use and applications of SAP Conversational AI, the automatic language processing platform.

Target audience

System architects and developers

Prerequisites

- Development knowledge
- Proficiency in one or more of the following languages: Python, Ruby, PHP, NodeJS, Scala, GoLang

ChatBot with SAP Conversational AI training program

Getting started with SAP Conversational AI

- Platform presentation
- Use cases
- Vocabulary definition
- How to use

Conversation flow conceptualization

- Defining the uses of a conversational bot
- Defining simple and complex conversations
- Conceptualization according to individual project

Introduction to bot architecture

- Presentation of an optimal architecture
- Explanation of the different modules

Bot construction

- Creating intents
- Creating responses
- Query management
- JSON processing
- Feature extraction

Advanced features

- Adding memory to the bot
- Database connection (MongoDB)

- Connection to external APIs

Connection to conversation channels

- Connection to a single channel
- Simultaneous multi-channel connection

Closing

- Bot maintenance
- Training

Companies concerned

This course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced computer technology, or to acquire specific business knowledge or modern methods.

Teaching methods

Practical course: 60% Practical, 40% Theory. Training material distributed in digital format to all participants.

Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

Sanction

A certificate will be issued to each trainee who completes the course.