

Connecting the Internet of Things to the *Human* Element

Diego Ventura CEO of  noHold Inc.



Cisco 8800 vs. Avaya 9600 Series



Customers adopt <10% of features

Top 10% features are the same

Loss of competitive advantage



The VA educates customers on differentiating technology, so that adoption grows and they do not have to compete on price.



Hello, I am Cisco's Virtual Assistant.
How may I help you?

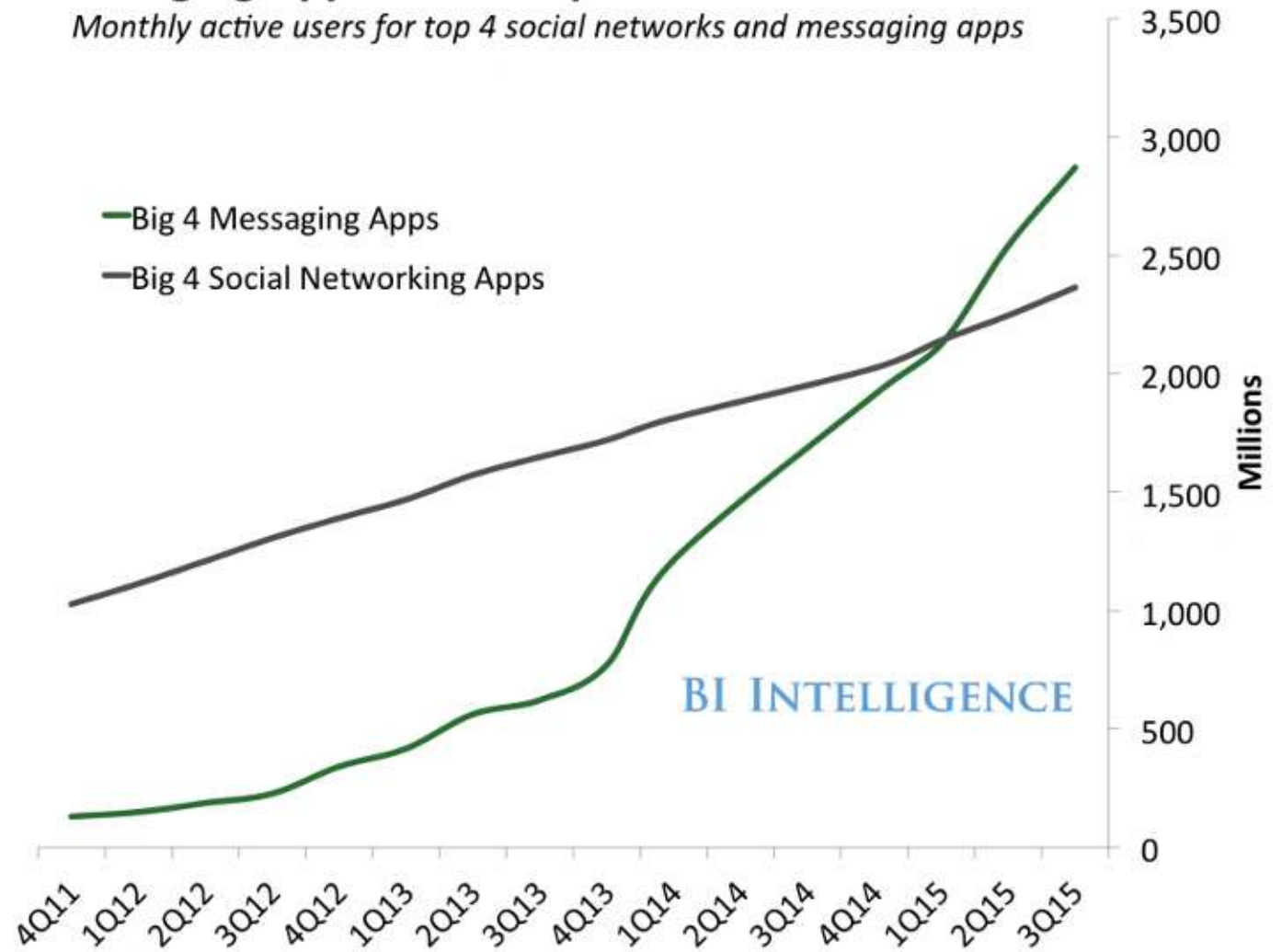
I would like to set up Visual Voicemail.
How do I do that?

Three easy steps:
1. Open Communications Manager
2. Select "Add New" to create a new service
3. In the IP Phone Service Configuration window, enter the following information...

The Rise of the Bots

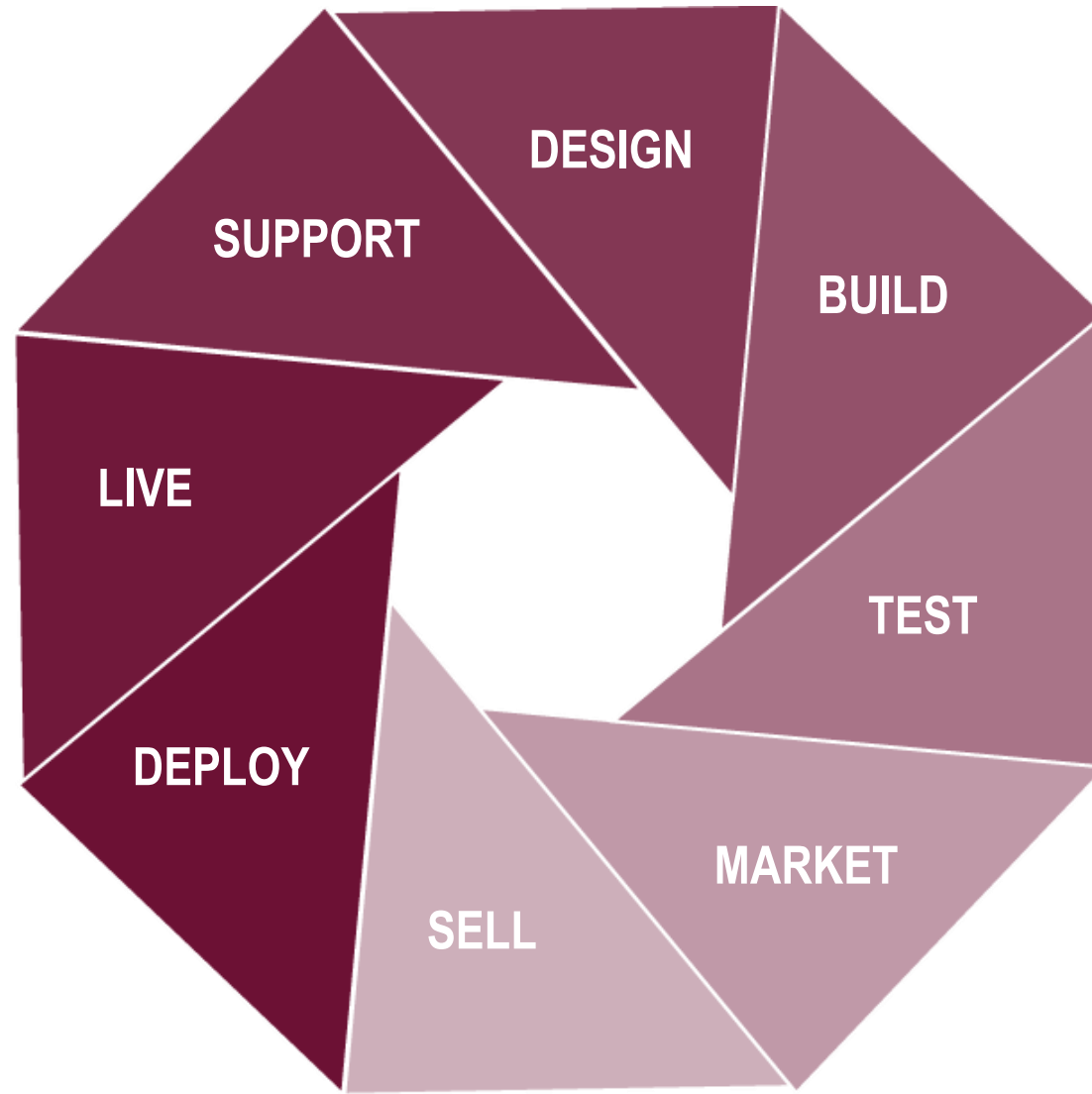
Messaging Apps Have Surpassed Social Networks

Monthly active users for top 4 social networks and messaging apps



Source: Companies, BI Intelligence

Product Life Cycle



Benefits

Market Share

- Revenue
- Adoption
- Renewals
- Net Promoter score

Efficiencies

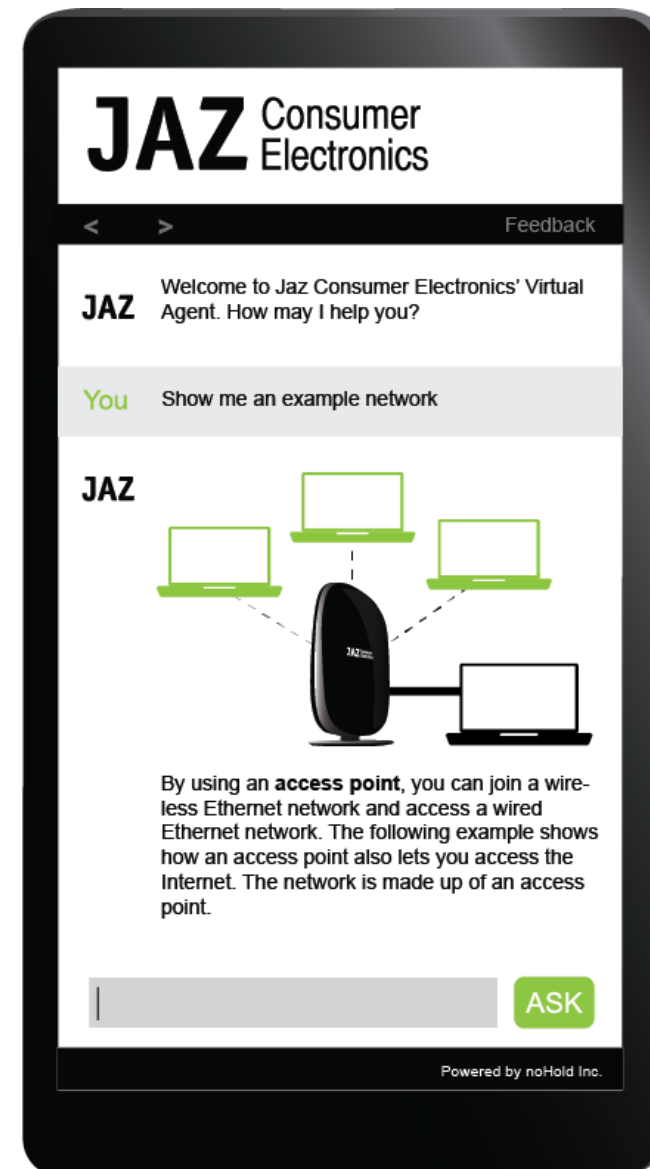
- Support
- Marketing – optimized campaigns
- Company Administration



Smarter Self-Service

noHold Inc. builds Virtual Assistants that help some of the most successful companies in the world, increase revenue and decrease cost, while increasing customer satisfaction.

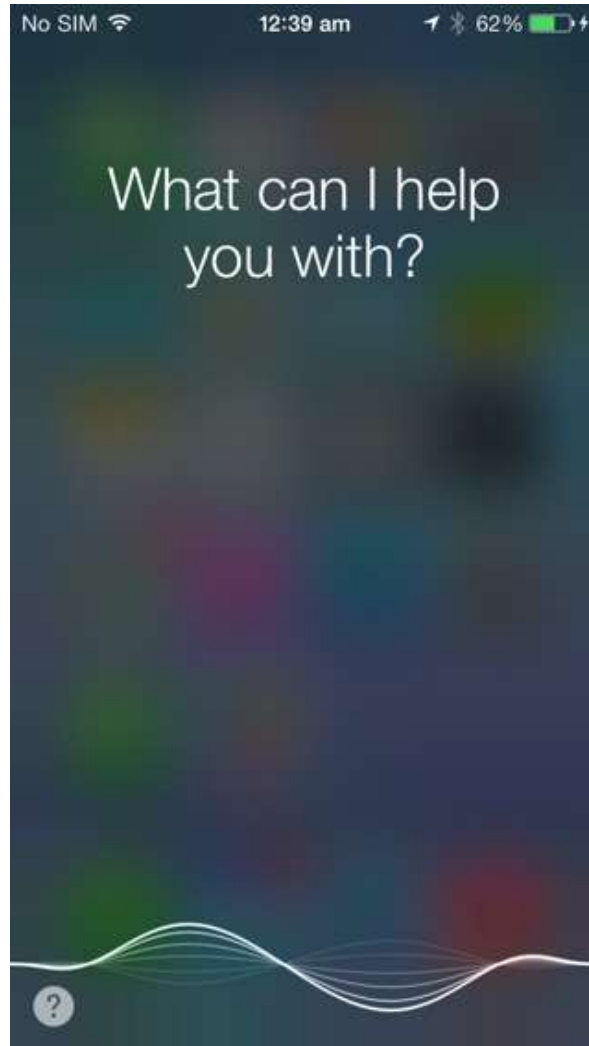
www.noHold.com



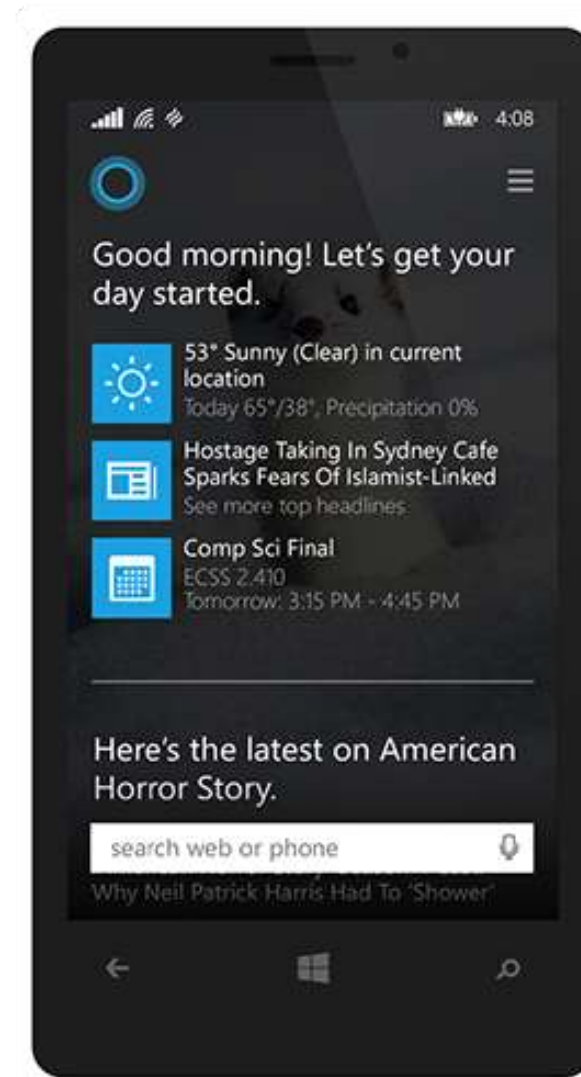
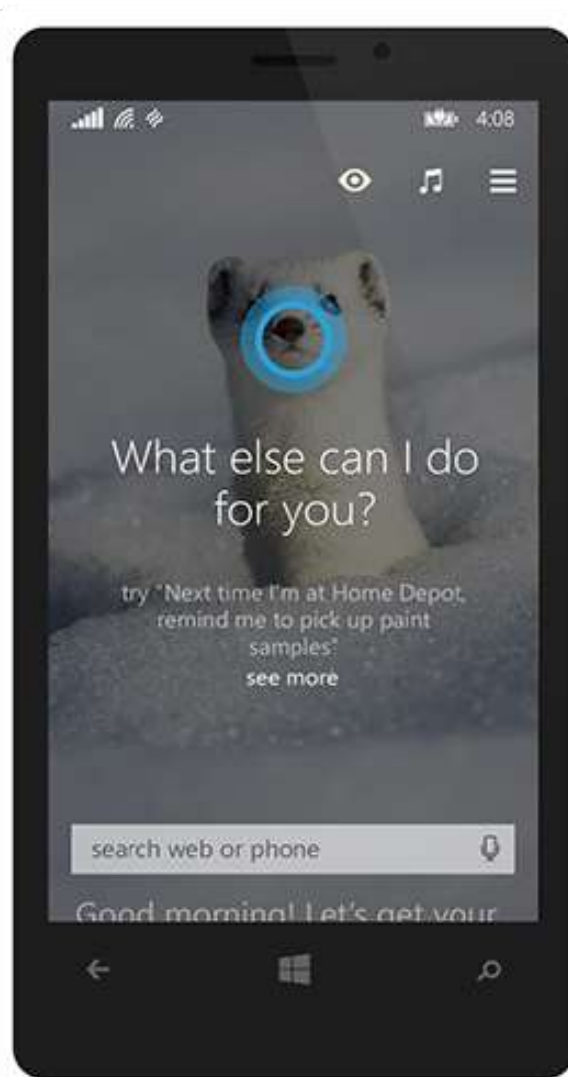


What is a Virtual Assistant?

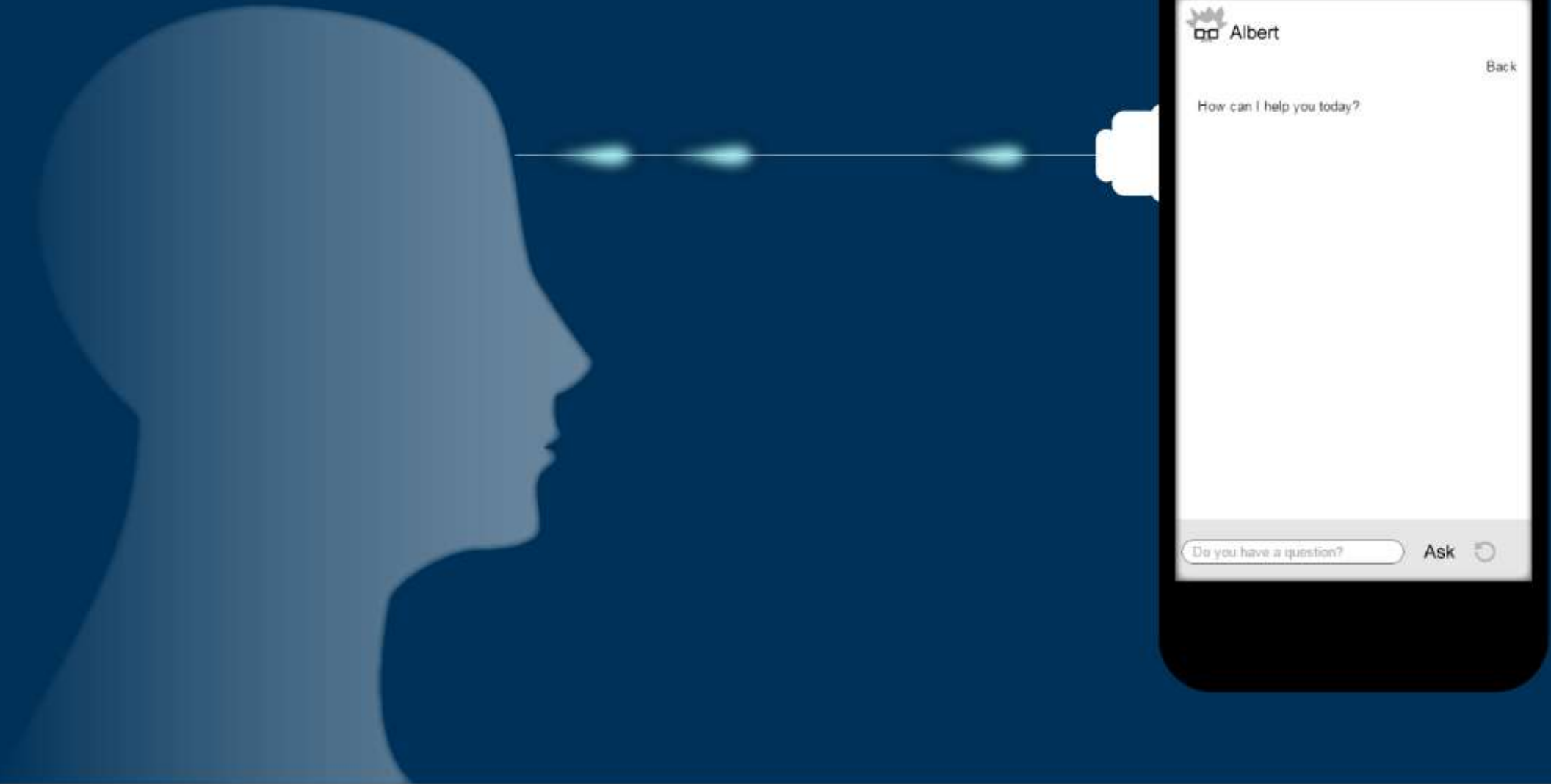
Apple - Siri



Microsoft - Cortana



A Virtual Assistant is similar to live chat, but answers are provided by Artificial Intelligence, not humans.



Amazon - Echo



Mattel - Barbie



Hello Barbie

Microphone, speaker and tri-color LED lights embedded in necklace.

Turn the doll on with the power button on her belt.

Press and hold down belt buckle to activate speech recognition.
Note: Speech Recognition is not "On" unless Pinned.

Doll cannot stand alone.

Flat feet for charging stand placement.



ONE TIME APP DOWNLOAD AND WIFI CONNECTION REQUIRED FOR 2-WAY CONVERSATION.
Disclaimer: Compatible smart device required.



PARENT CONSENT REQUIRED



CHARGING STAND INCLUDED
Note: Playtime on the battery life is about an hour.



DOLLS AVAILABLE IN THREE SKIN TONES


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Virtual Assistants are being used by
Enterprises to ...

Reduce Support Cost

Cincinnati BellSM

Ask Bella

[◀ BACK](#) [✉ EMAIL US](#) [🏠 HOME](#) [🖨️ PRINT THIS CONVERSATION](#)

You: You have questions about a charge on your bill

Bella: Unfortunately, we are unable provide to you with a solution to an account-specific problem online. You will need to contact a representative with questions about charges on your bill.

Click [here](#) to email a representative or contact ZoomTown Technical Support at (513) 565-9890.

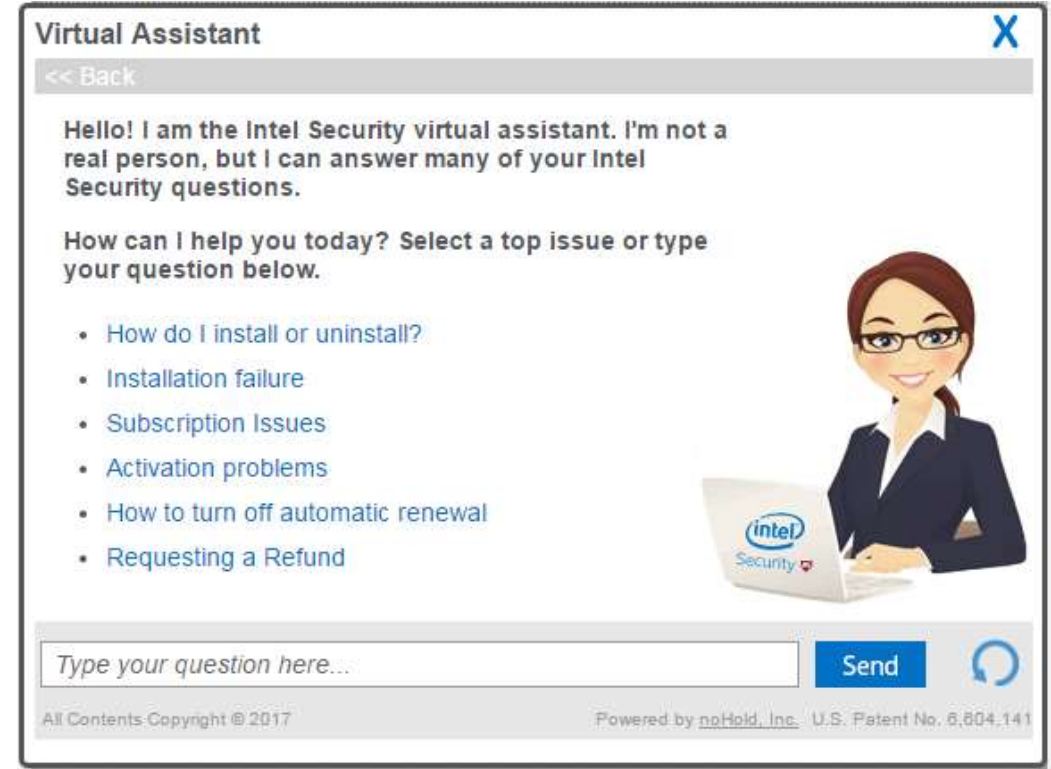
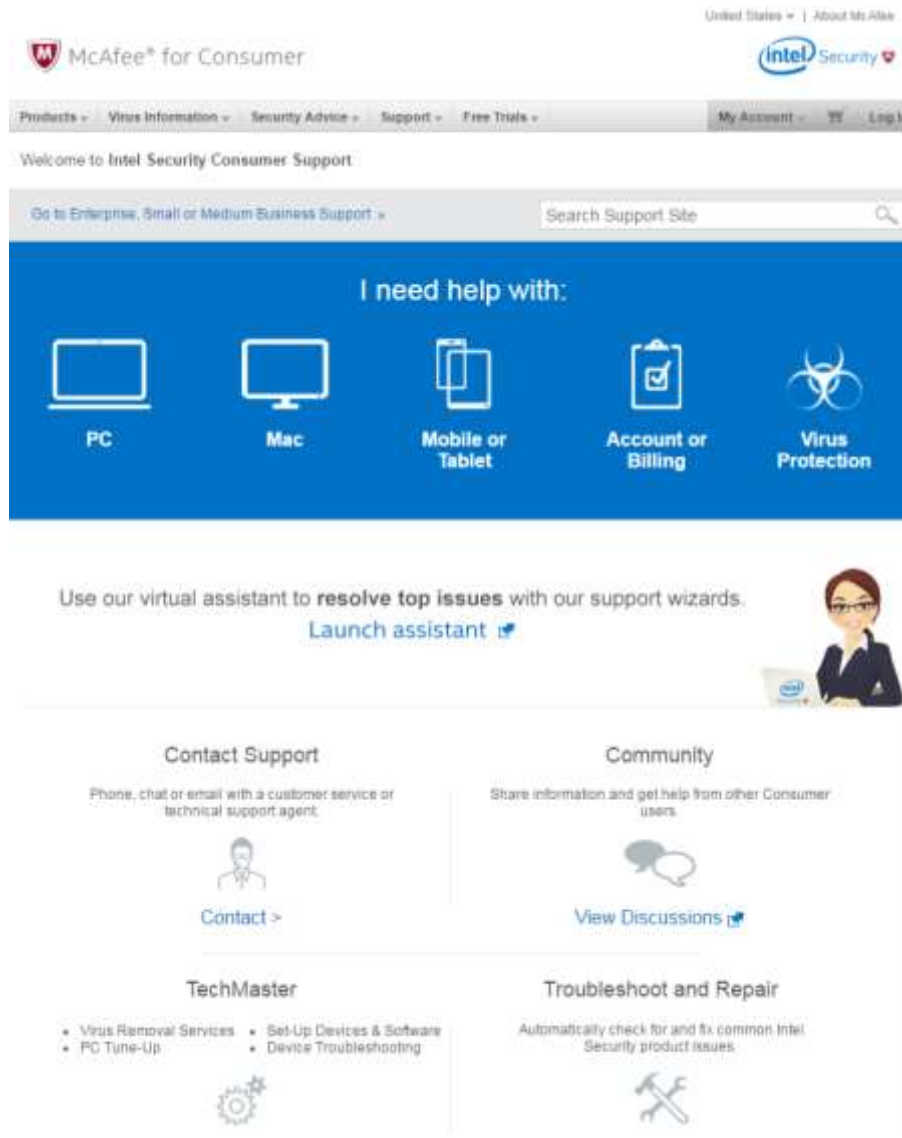
Bella: Was I able to answer your question?

- [Yes, thank you](#)
- [Yes, but I have another question](#)
- [Somewhat, show me related topics](#)
- [No, this does not answer my question](#)


Ask your question: [Send](#) [Reset](#)

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Reduce Support Cost




Make sure customers renew contracts



Interactive Support Agent

[Back](#) [Feedback](#) [Print](#)



Welcome to Dell's Interactive Support Agent. I can guide you to solutions for common technical issues with your Dell product.

Sample issues: "I have no sound" or "My computer will not start".

If you need info or assistance regarding a recent order you have placed with Dell, please refer to our [Order Support Page](#).

So let's get started! Simply enter a brief description in the box below and click "Submit" or select your topic from the list of Hot Topics on the right or you can select from the categories below:

- ▶ [Desktop, Laptop and Printer Support](#)
- ▶ [Chromebook 11](#)
- ▶ [Venue Tablets](#)
- ▶ [Windows Server Issues](#)

Dell Hot Topics

- [eDellroot Certificate & DSDTestProvider info and removal](#)
- [Upgrade to Windows 10](#)
- [Meet Cortana!](#)
- [Backup & Recovery](#)
- [Computer will not Start](#)
- [Laptop Battery Issues](#)
- [Monitor, Display or Video problem](#)
- [Printer Troubleshooting](#)
- [Wi-Fi \(Wireless\) Issues](#)
- [SupportAssist for PC and Tablets](#)
- [Purchase Dell Parts Here](#)
- [Help with Alienware](#)

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Generate a recurrent revenue stream

TOSHIBA
Leading Innovation >>>

 **Virtual Help Desk**

Find Accessories | Ask the Community | Check the Community Knowledge Base << Previous

T Welcome to Toshiba's Virtual Help Desk! Please enter your question below (), select a Hot Topic from the list on the right or just hit **GO** to get started.

[Click here if you have a Chromebook](#)

What can I help you with today?



Hot Topics

- ▶ [Windows 10 information](#)
- ▶ [Download a Driver](#)
- ▶ [System Recovery Help](#)
- ▶ [Perform System Restore](#)
- ▶ [Touchpad Does Not Work](#)
- ▶ [Order Recovery Media](#)
- ▶ [Create Recovery Media](#)
- ▶ [Laptop won't start](#)
- ▶ [Webcam Does Not Work](#)
- ▶ [Can't Connect to Internet](#)
- ▶ [Get Product Repaired](#)

Learn more about
Need help with
your Toshiba Product?
Contact our Toshiba
premium support center

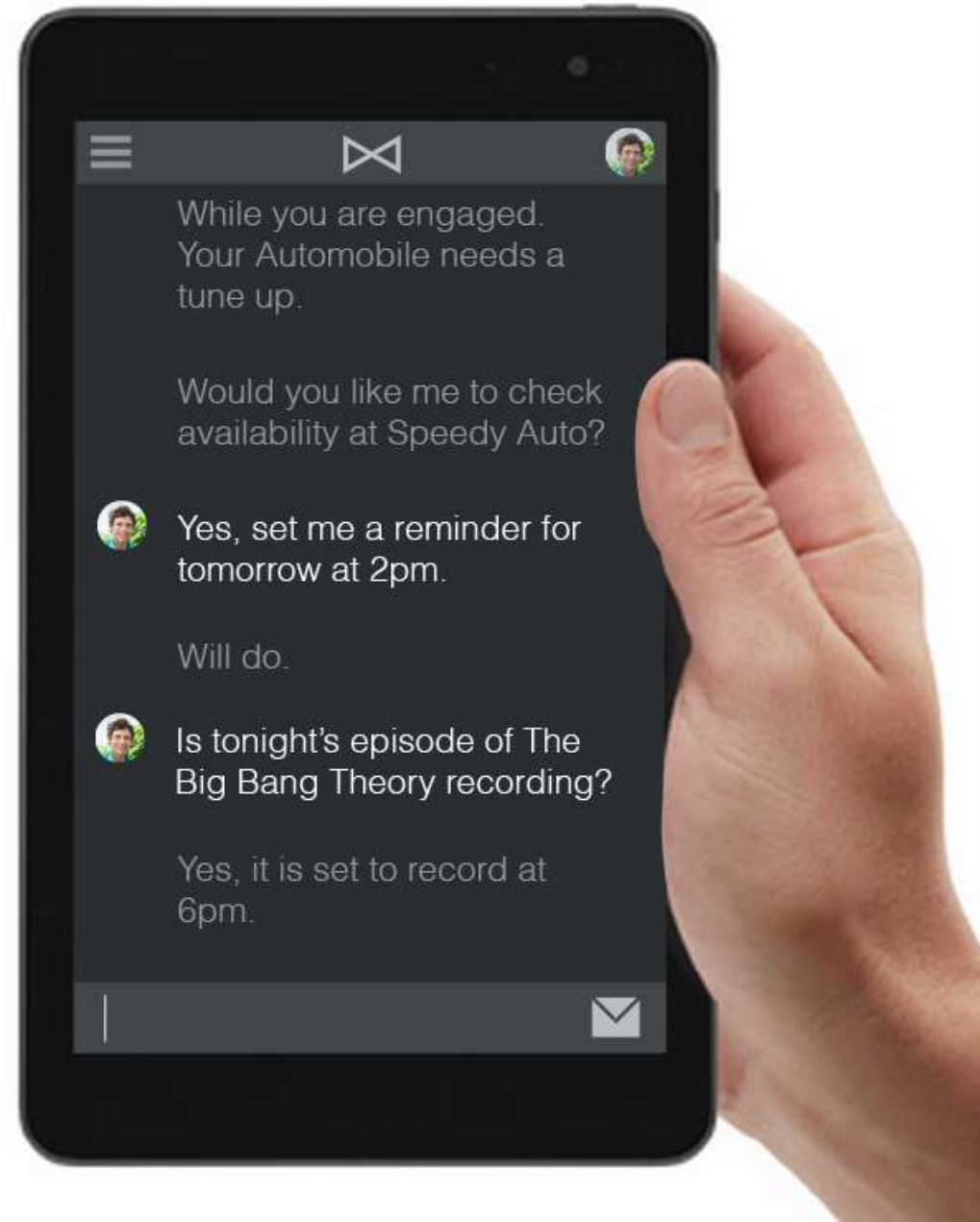
 Use 3-5 keywords to describe your issue

GO NEW

What are the key features of a successful
Virtual Assistant?

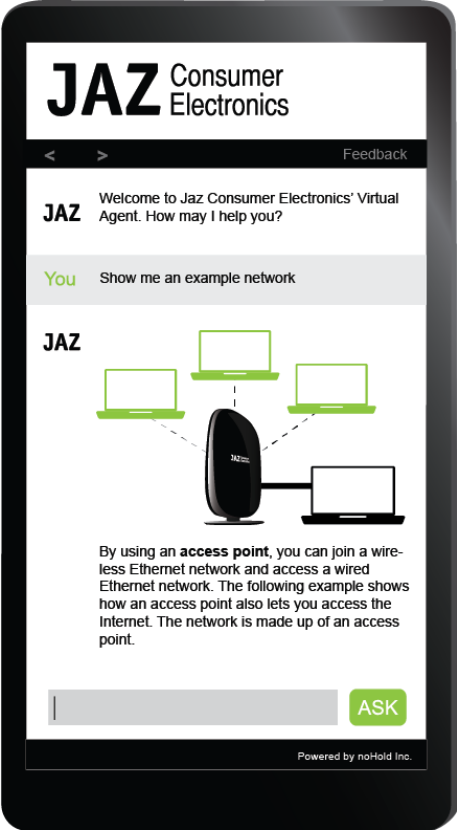
A successful Virtual Assistant must ...

1. Manage dialog with the user (NLP – Procedure Guidance)
2. Connect with your IoT product
3. Connect with your ecosystem
4. Connect with other Virtual Assistants
5. Be accessible from different channels
6. Be available to both customers and employees
7. Provide the Voice of the Customer
8. Interact in multiple languages



Natural Language Processor (NLP)

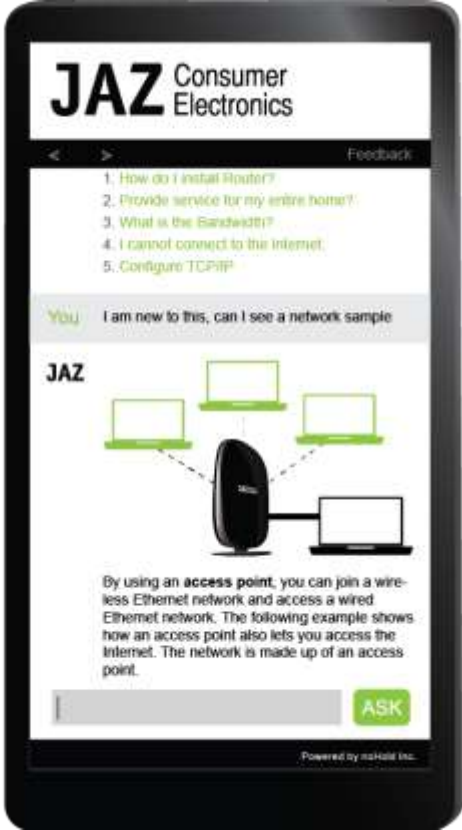
The NLP provides the right solution, when questions are phrased differently.



You Show me an example network

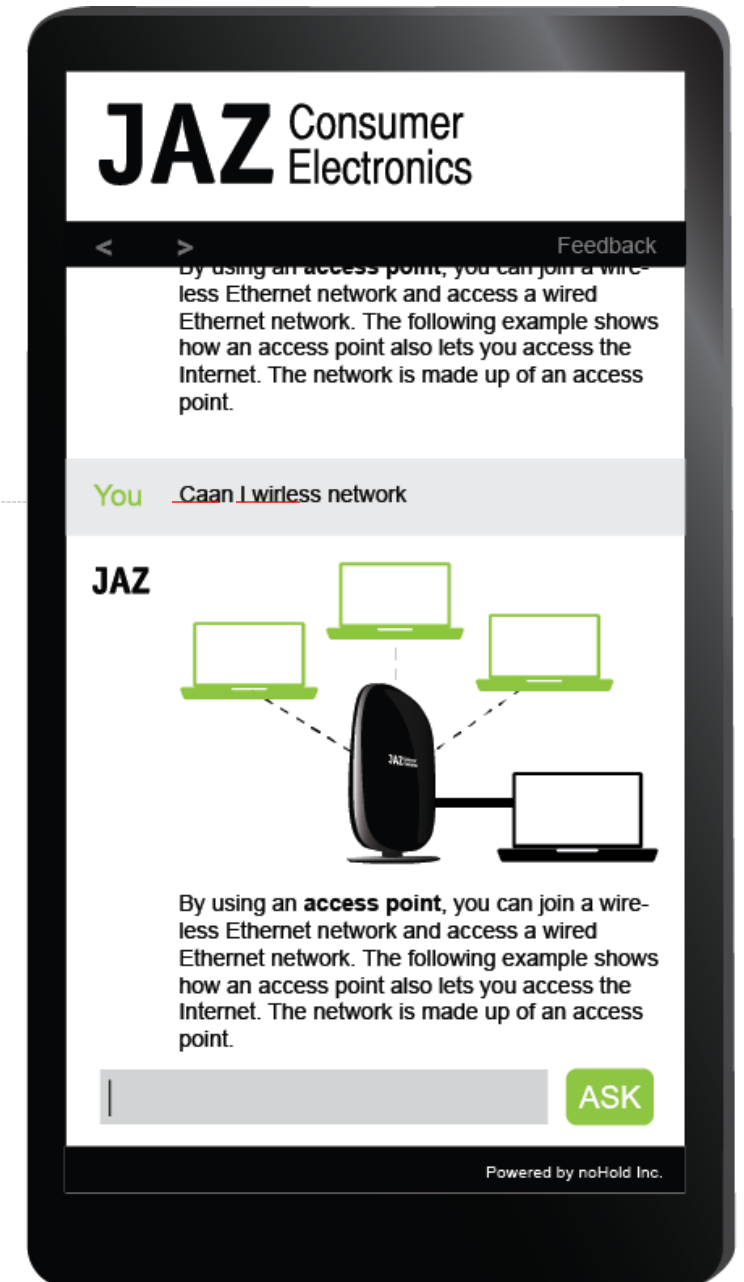
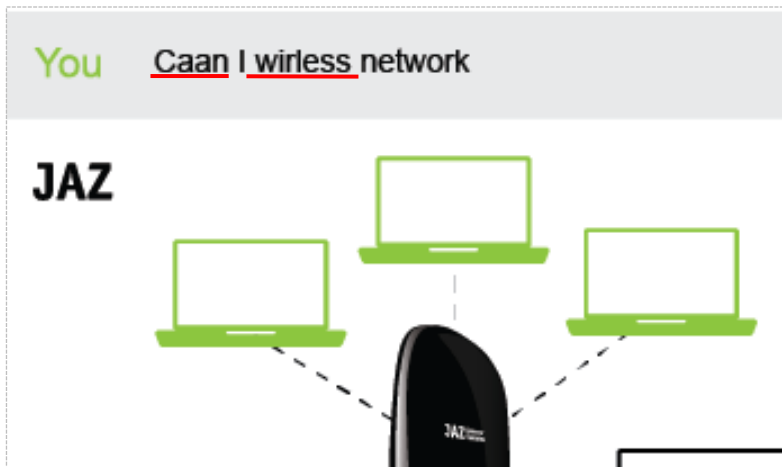
VS.

You I am new to this, can I see a network sample



NLP continued ...

The NLP provides the right solution, even if questions are misspelled or morphed.



Confirming Questions

The troubleshooter can ask confirming questions if it is not sure of what the end user is asking.

This technique reduces the number of “false positive” results.

You install router

JAZ Do you want to install

- ☒ AC 1800 Dual-Band Router
- ☐ AC 2800 Dual-Band Router
- ☐ Range-full EA 3000 Router
- ☐ MAX 2400 Router
- ☐ More Options

JAZ Consumer Electronics

< > Feedback


You install router

JAZ Do you want to install

- ☒ AC 1800 Dual-Band Router
- ☐ AC 2800 Dual-Band Router
- ☐ Range-full EA 3000 Router
- ☐ MAX 2400 Router
- ☐ More Options

You AC 1800 Dual-Band Router

JAZ Set up takes 10 minutes. Just follow the instructions in this video:



ASK

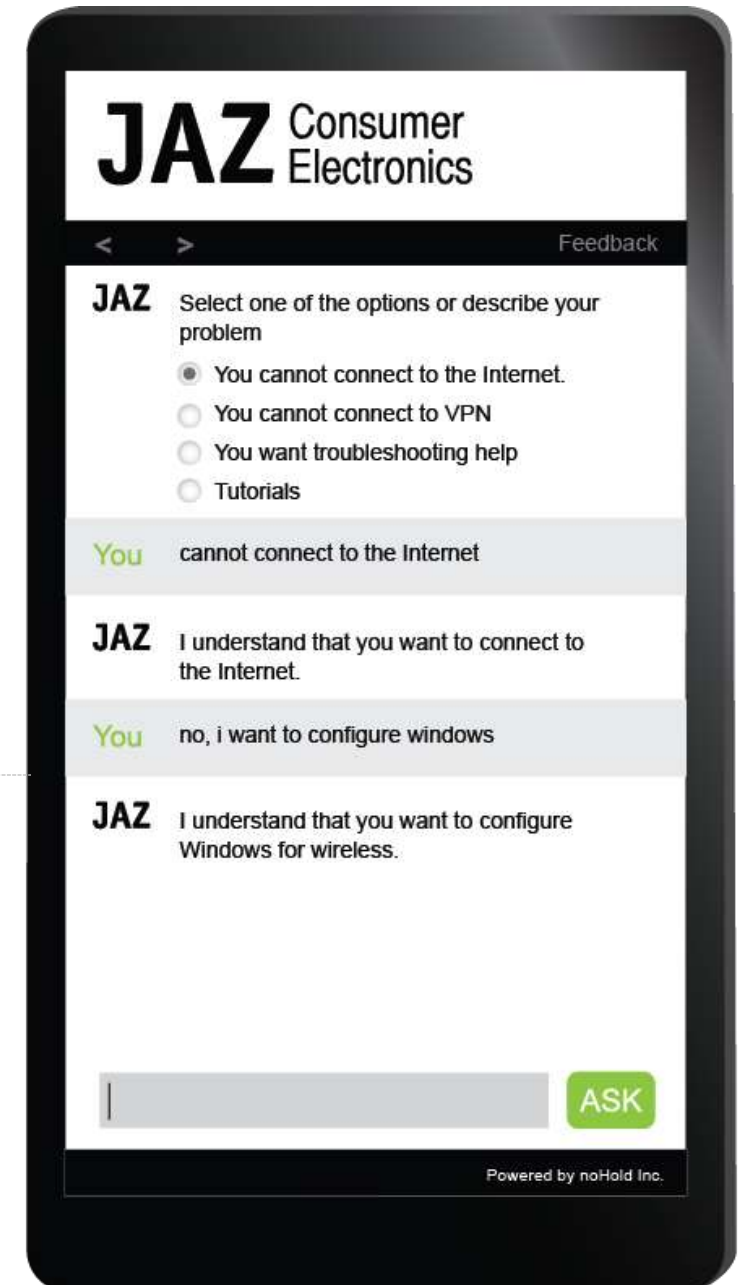
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Subject Change

End users are not forced to follow a specific path to get to a solution.

An end user can make a statement and abruptly change the subject.

You	cannot connect to the Internet
JAZ	I understand that you want to connect to the Internet.
You	no, i want to configure windows
JAZ	I understand that you want to configure Windows for wireless.



Clarifying Questions

End users can ask clarifying questions.

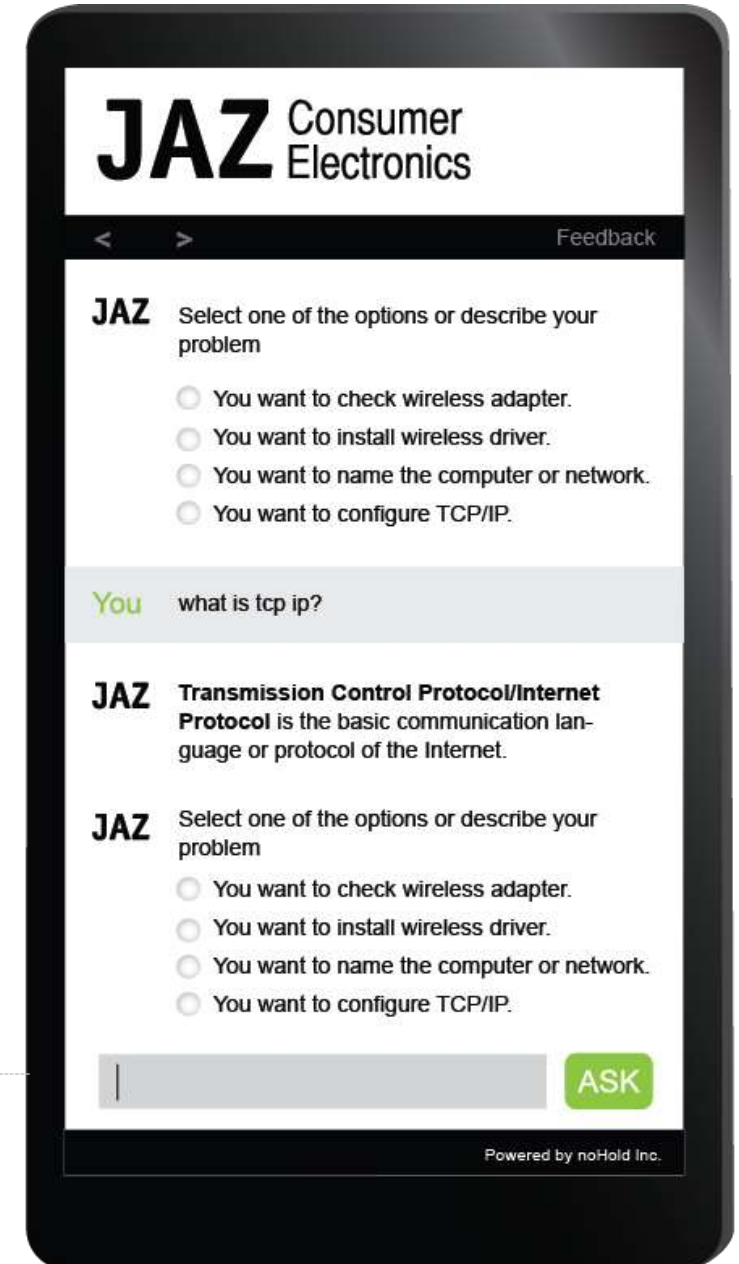
When the end user does not understand the meaning of a term or statement; the Virtual Agent provides an answer and continues the conversation.

You what is tcp ip?

JAZ **Transmission Control Protocol/Internet Protocol** is the basic communication language or protocol of the Internet.

JAZ Select one of the options or describe your problem

- ☐ You want to check wireless adapter.



Diagnostic

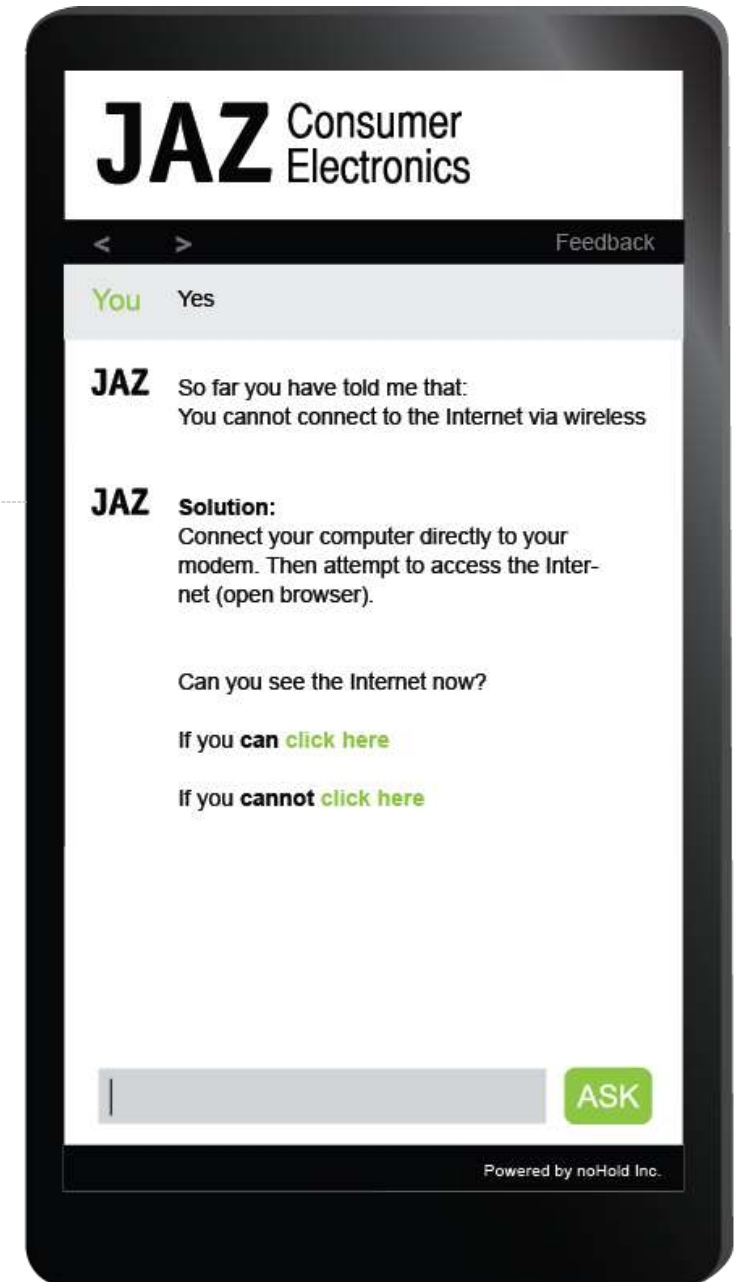
The Troubleshooter is diagnostic. A typical diagnostic process involves following a procedure and then taking a specific course of action depending on the results.

JAZ **Solution:**
Connect your computer directly to your modem. Then attempt to access the Internet (open browser).

Can you see the Internet now?

If you **can** [click here](#)

If you **cannot** [click here](#)



Escalation

End users can promptly escalate to a live agent if they are not satisfied with the solution provided by the Virtual Agent.

The availability of escalations is policy driven and can be set by the company.

JAZ Was the Solution helpful?
☐ Yes
☒ No

You No

JAZ Click here to **ESCALATE** to the Call Center or ask a question.

JAZ Consumer Electronics

< > Feedback

You Yes

JAZ So far you have told me that:
You cannot connect to the Internet via wireless

JAZ **Solution:**
Connect your computer directly to your modem. Then attempt to access the Internet (open browser).

Can you see the Internet now?

If you **can** [click here](#)

If you **cannot** [click here](#)

ASK

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Cross-sell & Up-sell

The Virtual Agent can identify a problem and propose a product that would solve the issue with a link to purchase it online.

JAZ How big is your home?

You 5000 square feet

JAZ I suggest you take a look at a Range Extender. You can **click here** to shop online.



JAZ Consumer Electronics

< > Feedback

1. How do I install Router?
2. Provide service for my entire home?
3. What is the Bandwidth?
4. I cannot connect to the Internet.
5. Configure TCP/IP

You I moved to a bigger home and my internet connection keeps dropping

JAZ What router do you have?

You AC 900

JAZ How big is your home?

You 5000 square feet

JAZ I suggest you take a look at a Range Extender. You can **click here** to shop online.



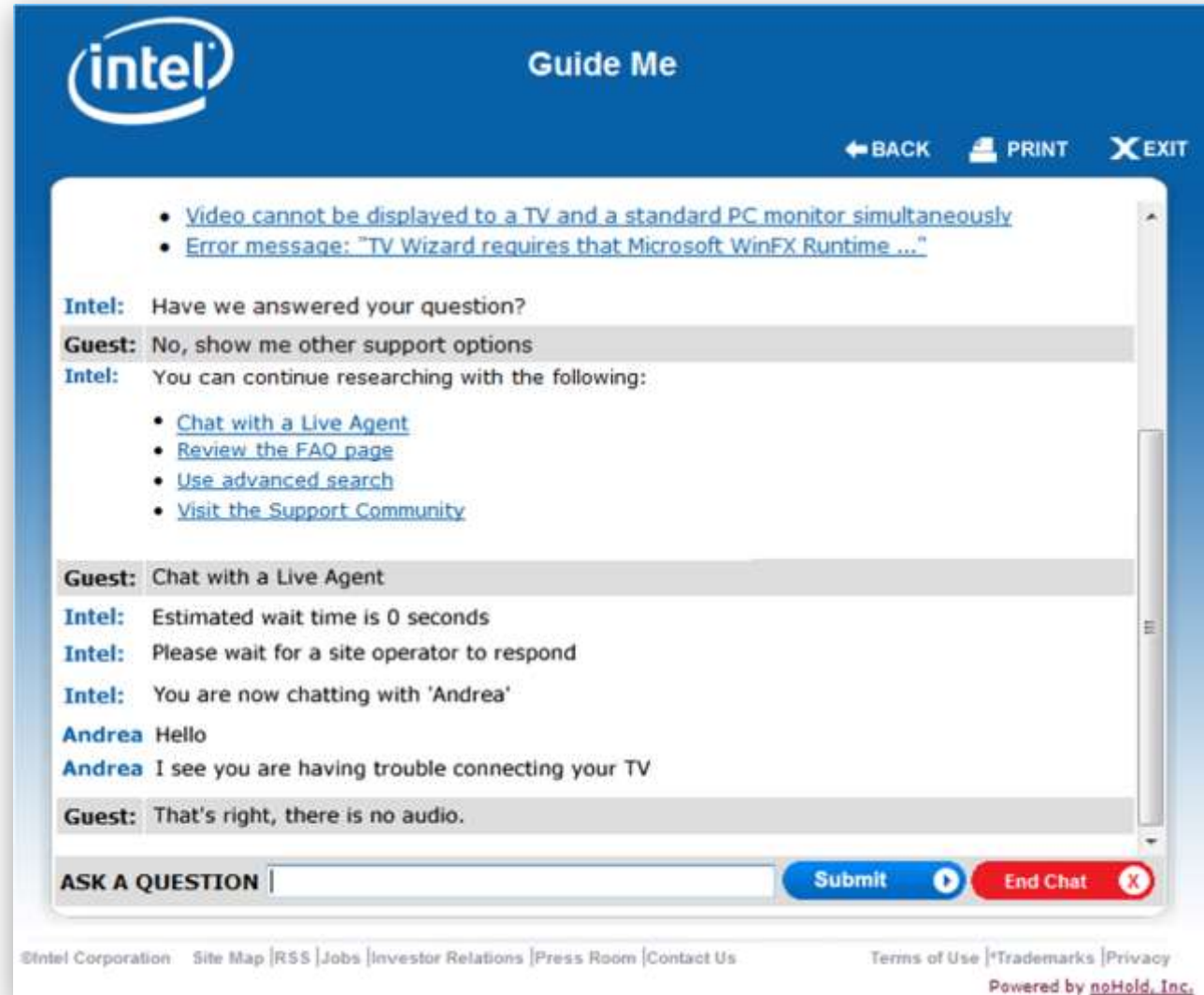
ASK

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Must be able to connect to your Products



Must be able to connect to your Ecosystem – Live Chat



The screenshot shows a live chat window titled "Guide Me" with the Intel logo. At the top right are links for "BACK", "PRINT", and "EXIT". The chat history includes:

- [Video cannot be displayed to a TV and a standard PC monitor simultaneously](#)
- [Error message: "TV Wizard requires that Microsoft WinFX Runtime ..."](#)

Intel: Have we answered your question?

Guest: No, show me other support options

Intel: You can continue researching with the following:

- [Chat with a Live Agent](#)
- [Review the FAQ page](#)
- [Use advanced search](#)
- [Visit the Support Community](#)

Guest: Chat with a Live Agent

Intel: Estimated wait time is 0 seconds

Intel: Please wait for a site operator to respond

Intel: You are now chatting with 'Andrea'

Andrea: Hello

Andrea: I see you are having trouble connecting your TV

Guest: That's right, there is no audio.

At the bottom, there is an input field labeled "ASK A QUESTION" with a "Submit" button and an "End Chat" button with a red 'X' icon.

Footer text: ©Intel Corporation | [Site Map](#) | [RSS](#) | [Jobs](#) | [Investor Relations](#) | [Press Room](#) | [Contact Us](#) | [Terms of Use](#) | [Trademarks](#) | [Privacy](#)
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Must be able to connect to your Ecosystem – CRM



Must be able to connect to your Ecosystem – Community

lenovo. COMMUNITY Help with Battery Community SEARCH

Register [Connect with Facebook](#) [Sign In](#) [Help](#)

DISCUSS LENOVO FORUM **LEARN** COMMUNITY KNOWLEDGEBASE **CONNECT** LENOVO BLOGS **SUPPORT** DRIVERS & DOWNLOADS **SHOP** LENOVO STORE




Lenovo Community > Search

[Posts](#) [Users](#)

SEARCH [Advanced](#)

Search Results Options ▾ « Previous 1 2 3 ... 181 Next »

1 - 10 of about 1,000 posts

Subject	Replies	Author	kudos
 Inaccurate battery meter - (07-05-2010 12:13 PM) ThinkPad Edge Hi, I bought my Thinkpad Edge 14 a couple of weeks ago, and have been encountering a couple of persistent problems with the battery and power management system. Firstly, in spite of running in...	7	antickpix	0
 Need help with dimensions of a T500 with an extend... - (11-20-2009 08:30 AM) T400 / T500 and newer T series ThinkPad Laptops Can anyone give me the dimensions of a T500 with the extended battery? I just want to make sure it will fit in the backpack when I order one.	2	jimmycrank	0
 HELP! Battery problem of R60 (more info inside) - (11-13-2008 01:44 AM) R and L Series ThinkPad Laptops ...use my ThinkPad, the battery can still hold more than 1 hour!! The Power Manage shows me that everything of my battery is OK. I wander how to solve the problem. Is there any problem with my battery ...	15	Harris_Yang	0

Must be able to connect to your Ecosystem – Ecommerce Platform



ALIENWARE

ARTIFICIAL INTELLIGENCE

Search by Model

M18x R2

Order/ Repair Status



Top Solutions



You want to check your Order Status

To provide you with the status of your order, we will need your Dell Customer Number and Order Number. If you do not have this data available, you can locate it on the Order Confirmation email you should have received after you placed your order or you can get this information by using our [Look-Up tool](#).

Enter your information below, then click 'Get Order Status'.

Order Number

Customer Number

Get Order Status

Submit


Restart



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Must be able to connect to other Virtual Assistants

Cincinnati BellSM

Ask Bella

◀BACKPRINT THIS CONVERSATION

You: Yes

Dell Possible Causes and Solutions for not being able to turn on the device

1. The battery is empty - Charge the device.
2. The back cover has come off - Ensure that the back cover is firmly secured to the device.
3. The device system is corrupted - [Click here](#) to see more information on system corruption.
4. Battery contacts are not clean - Seek your dealer's help to clean the contacts

Dell Help me improve!

After you get your answer, don't forget to let me know how I did.
Did I answer your question?

- [Yes, thank you, I am done](#)
- [Not yet, show me other options](#)
- [Provide feedback - Tell us what you think!](#)
- [Search Dell.com](#)

Ask your question: Send Reset


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Live Demo: <https://www.cincinnati-bell.com/help-center>

Must be accessible from other Channels



Must be available to both Customers and Employees



Back One StepSuggest SolutionFeedbackClose

To begin, type your question below, or click the ASK button, or click one of the links below:

- Triage Playbook
- VSE
- ePO
- MA
- SaaS

inbound email

From what you've told me, I understand that:

- SaaS
- Symptoms -- SaaS
- Email/ Web -- SaaS
- Inbound Email Issue

Having issues with all mail?

- Yes, issues with all mail
- No, only issues with some mail

None of the above

SaaS - Start Options

- Not Sure Where to Begin?
- Quick Reference
- Case Codes
- Performance Issue
- Escalate
- Start Overview -- SaaS

Triage Playbook

- Full Process
- TS Validation
- Create SR
- Document Issue
- Troubleshooting
- Escalate
- Transfer Call to Tier 1
- Transfer Call to Product Specialist
- Closure
- Email

SEARCH

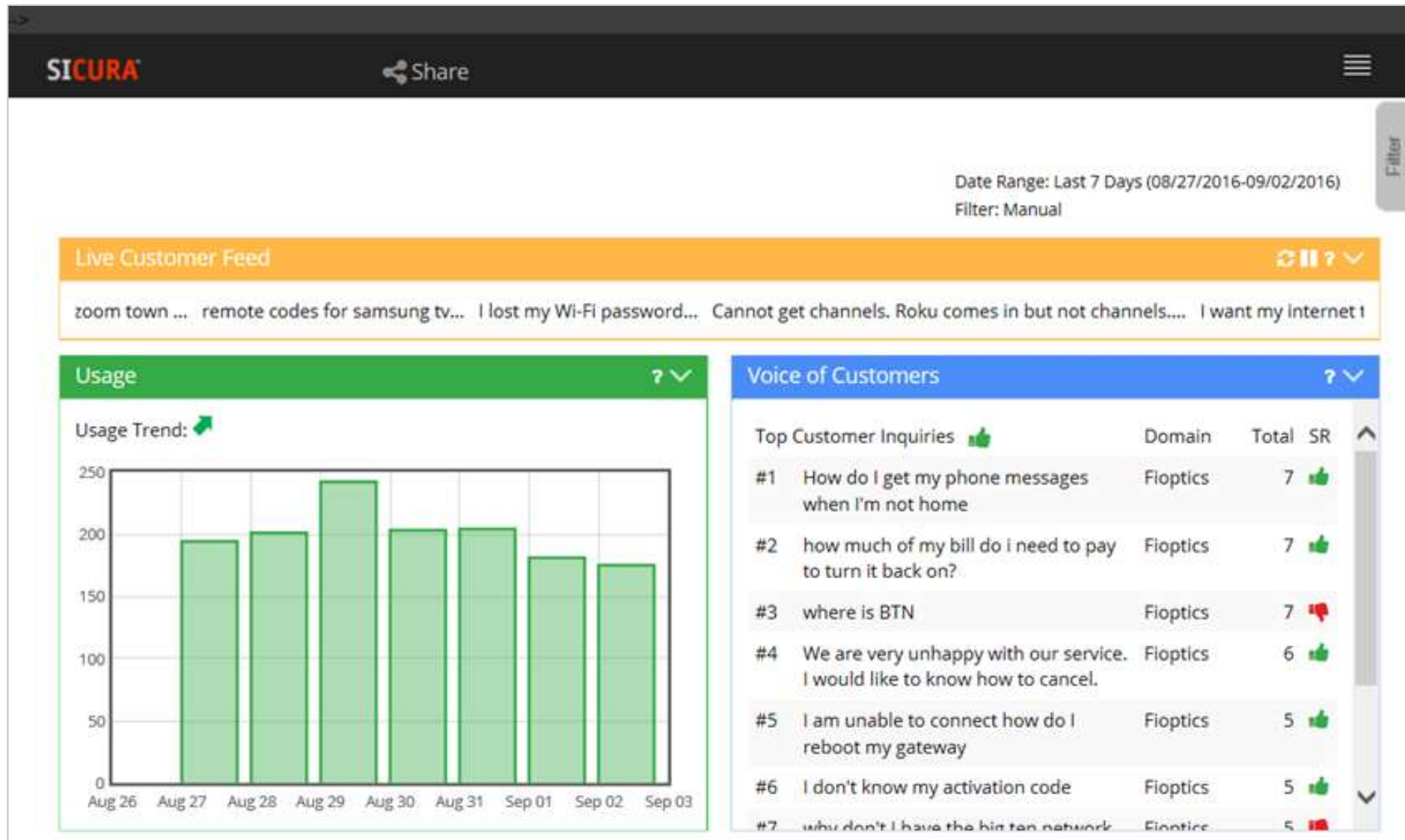
GO

New Caller

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Must capture the Voice of the Customer



Must be able to support Multiple Languages

webroot

個人向け

企業・法人向け

サポート

ウェブルートについて

[ホーム](#) | [よくあるご質問](#) | [パートナープログラム](#) | [オンライン購入のヘルプ](#) | [お問い合わせ](#) | [ユーザー登録](#) | [お問い合わせ](#)

サポート

我々の自動化されたエージェントから一步一步の解決とトラブルシューティング助言を手に入れてください

ASK WEBROOT



よくあるご質問

みなさまからお問い合わせの多い質問をまとめてご紹介します。
困ったことがあれば、まずはこちらをご覧ください。

- ライセンス更新
- ダウンロードについて
- 技術的な問題
- エラーメッセージについて
- その他、製品に関する質問など

上記のよくあるご質問はここからご覧ください

すでにご購入済みのお客様向け
ソフトウェアおよびマニュアルのダウンロードはこちら

- [Webroot Internet Security Complete](#)
(インターネットセキュリティコンプリート)
PDFマニュアル
- [Webroot Internet Security Essentials](#)
(インターネットセキュリティエッセンシャルズ)
PDFマニュアル / 一部機能のダウンロードとインストールガイド
- [Webroot AntiVirus with Spy Sweeper](#)
(アンチウイルス スパイスイーパー)
PDFマニュアル
- [Webroot Spy Sweeper](#)
(スパイスウィーパー)
- [Webroot Window Washer](#)
(ウィンドウウォッシャー)
PDFマニュアル

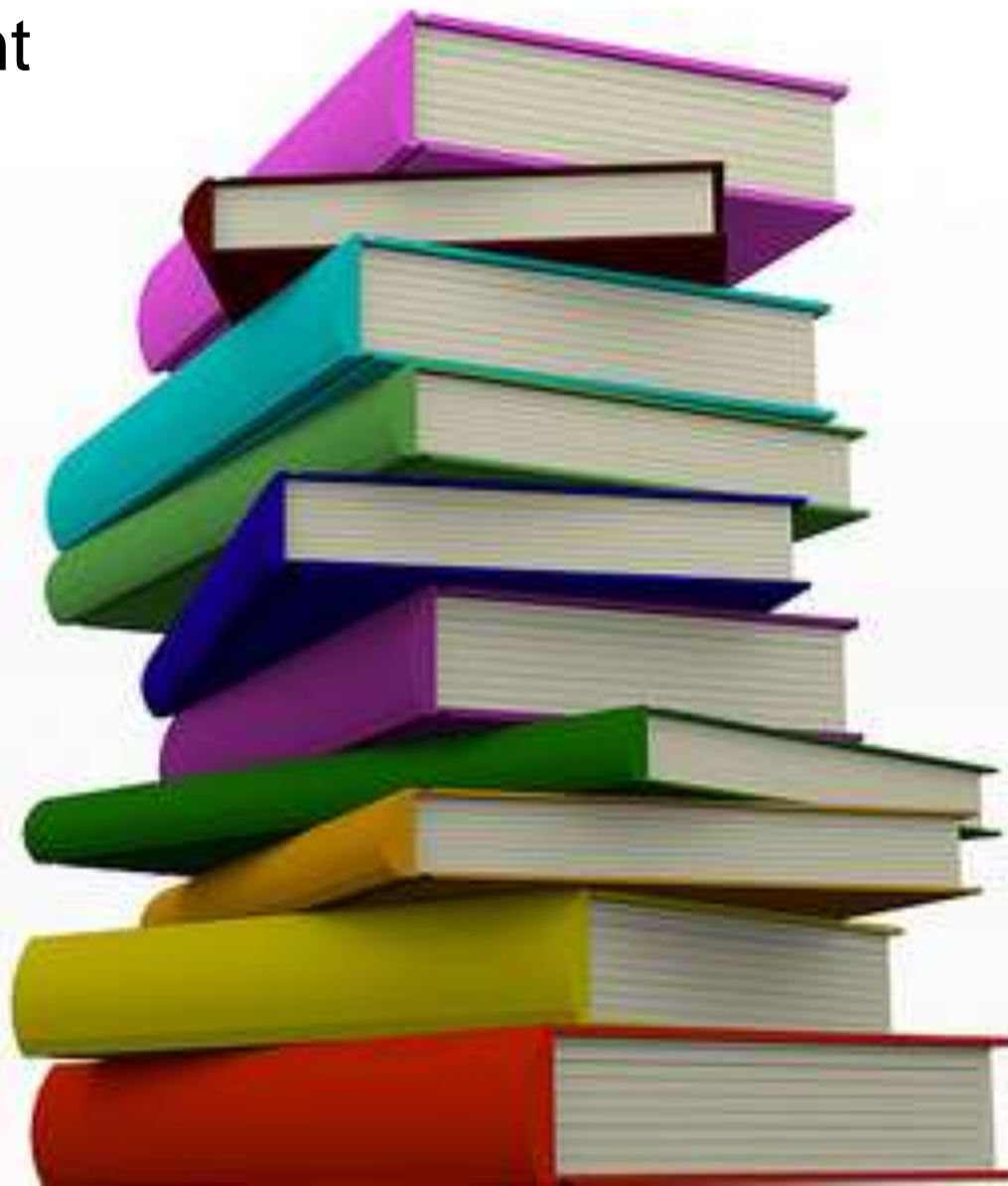
その他のダウンロードはこちら

- [フルインストーラー](#)
(WRInstallFull.exe / 175MB)

But it cannot take too
long to build



Use existing content



Agile Deployment

<u>Week 1</u>	<u>Week 2</u>	<u>Week 3</u>	<u>Week 4</u>	<u>Beyond</u>
<ul style="list-style-type: none">▪ Metrics▪ Escalation▪ Etiquette	<ul style="list-style-type: none">▪ Routing▪ Metrics▪ Escalation▪ Etiquette	<ul style="list-style-type: none">▪ Top 10▪ Routing▪ Metrics▪ Escalation▪ Etiquette	<ul style="list-style-type: none">▪ Content▪ Top 10▪ Routing▪ Metrics▪ Escalation▪ Etiquette	<ul style="list-style-type: none">▪ Integrations▪ NHC▪ SPS▪ International▪ Multi-channel

Must be easy to implement

Kindle User Guide [Compatibility Mode] - Word

FILE HOME INSERT DESIGN PAGE LAYOUT REFERENCES MAILINGS REVIEW VIEW ACROBAT Diego Ventura

Clipboard Font Paragraph Styles Editing

Times New Roman 10 A A A A AaBbCcDd AaBt AaBbCc AaBbCcC AaBbCcC

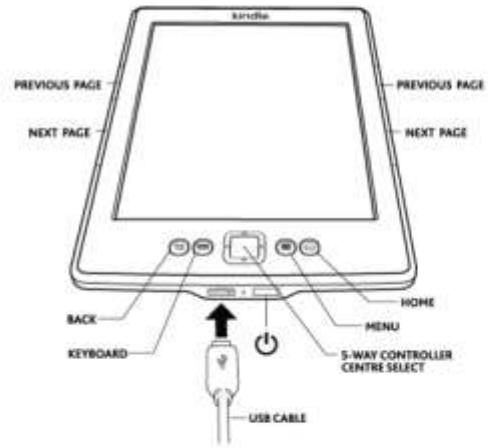
1 2 3 4 5 6 7 8 Getting Started

Chapter 1

Getting Started

Using the controls

You only need to learn a few simple controls to navigate around your Kindle.




The Next Page ▶ and Previous Page ◀ buttons are located on each side of the device so you can hold your Kindle with either hand whilst reading.

Back button

Use this button to retrace your steps. For example, you can follow a web link from a book, then use the Back button to return to your place in the book.


PAGE 5 OF 30 8958 WORDS 100%

Must be easy to implement

SICURA™ QuickStart

The platform to create your own Virtual Assistant - Albert™

Teach Albert

 Title: Kindle User Guide, Author: Amazon.com, Inc.
Imported from "CARTOGRAFIA 2.docx" on 11/4/2016 11:04:57 AM

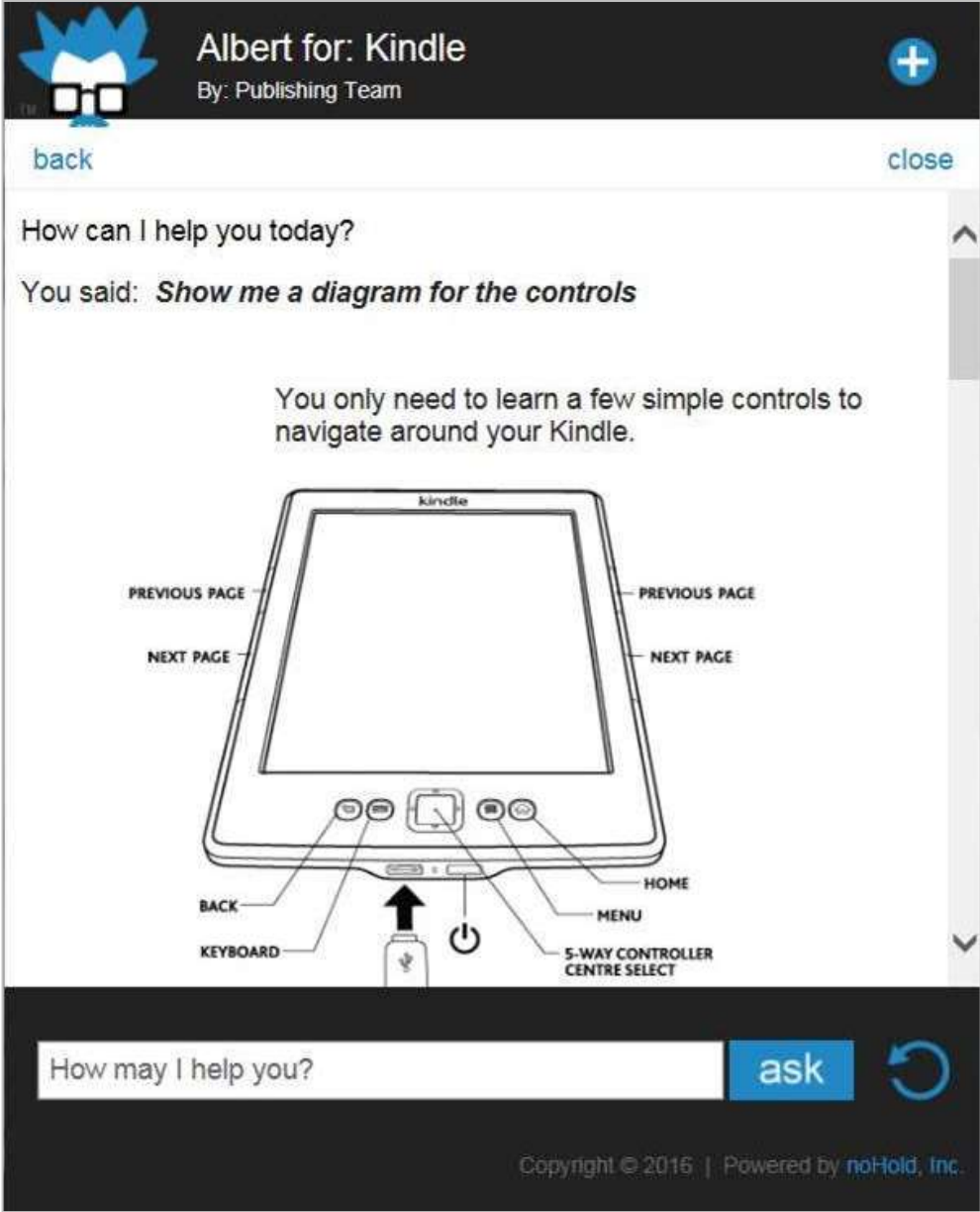
Launch Albert

<http://betakp.nohold.com/Albert/login.aspx?pid=1&login=1>

View Usage

2016 © powered by noHold, Inc.

Must be easy to implement



Considerations

- If you are planning to build an IoT product consider VA as part of your Product Life Cycle.
- If you are planning to adopt IoT products for your business, make sure they come with a Virtual Assistant, they will make your life easier



Product



Manual



Virtual Assistant

Use Cases

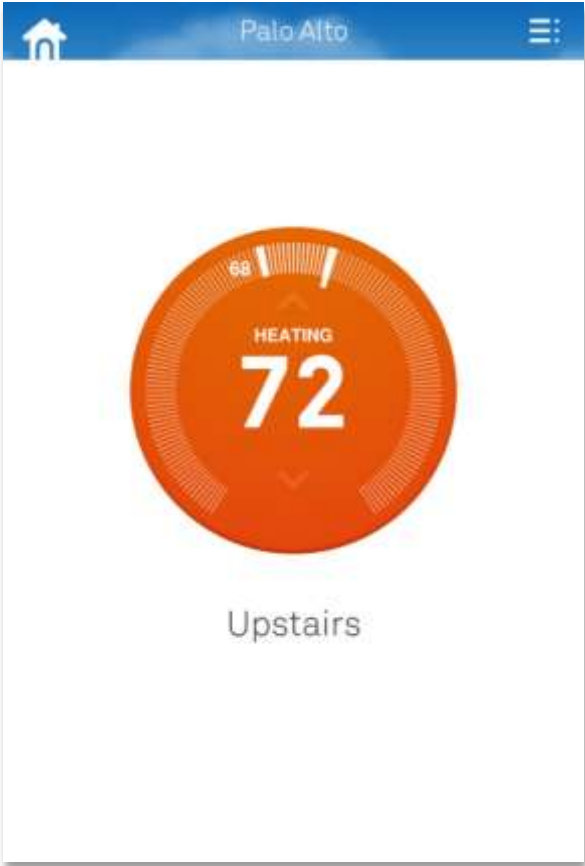
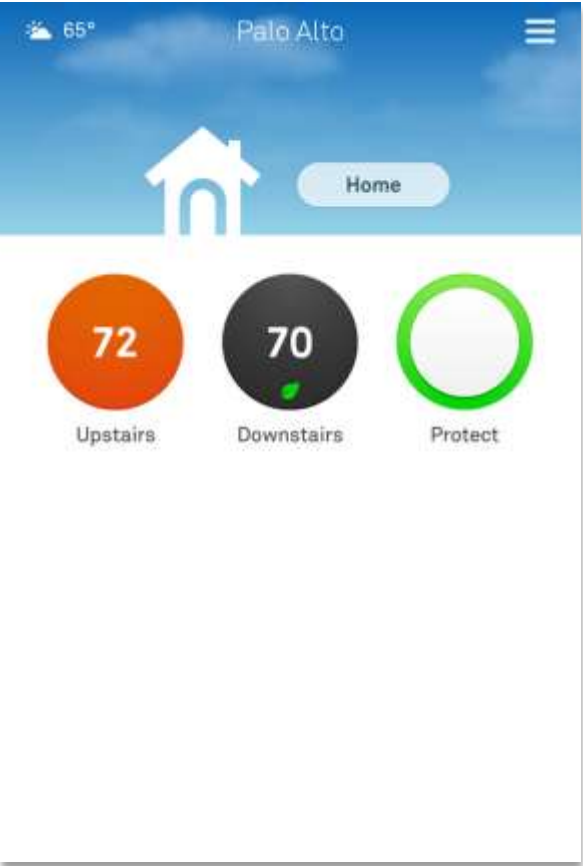
1. Product Manual
2. Call Center (Policies and procedures)
3. Sales (RFP, policies and procedures)
4. HR (JLM, Employees Manual, 401K Plan, Stock Option Plan)
5. IT (DB Administrator)
6. Customer Care (Kubi, Centro39, Filosano)
7. Hospitality (Virtual Concierge)

Business & Human(s) Dimension

Companies build apps to query and control the devices they create



Google Nest publishes this app

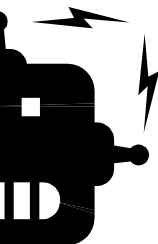


To control this device

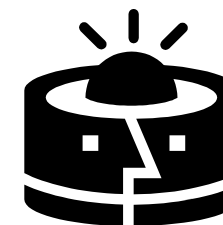


The current approach of one app per device is not scalable for the IoT

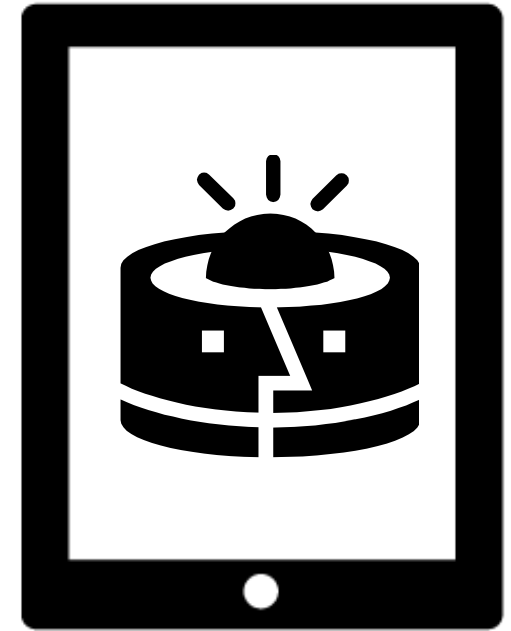
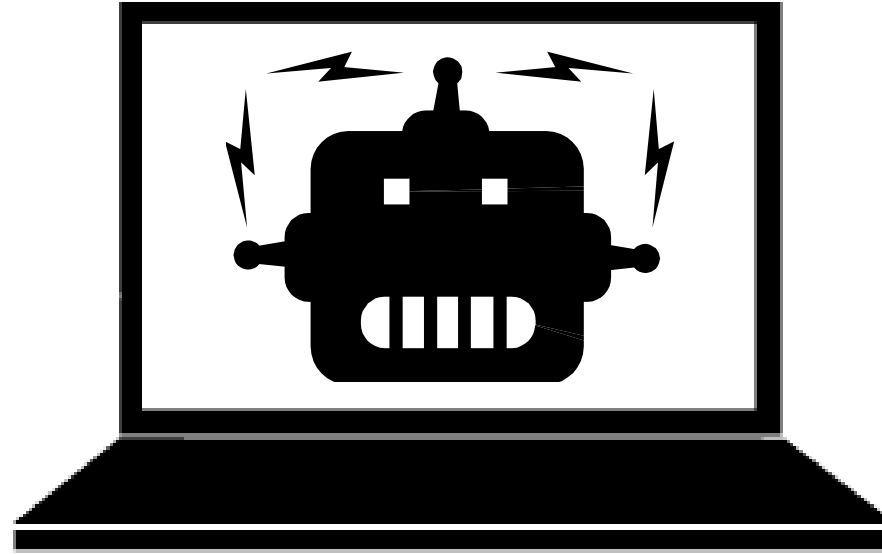
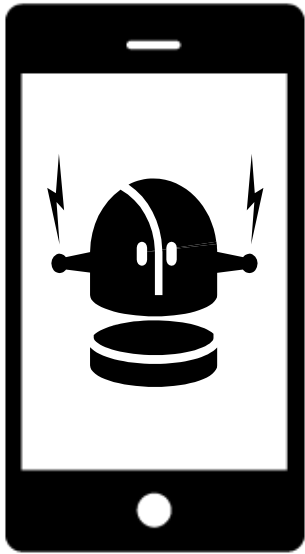




Artificial Intelligence and Virtual Assistants
can help humans experience the power of
the IoT.

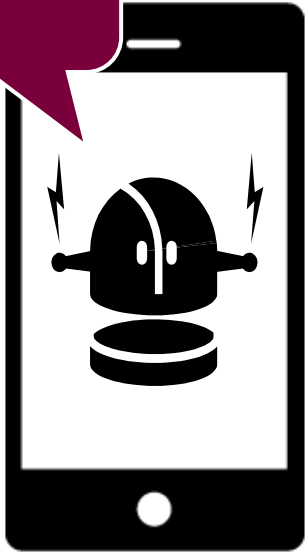


Devices can be queried through a Virtual Assistant

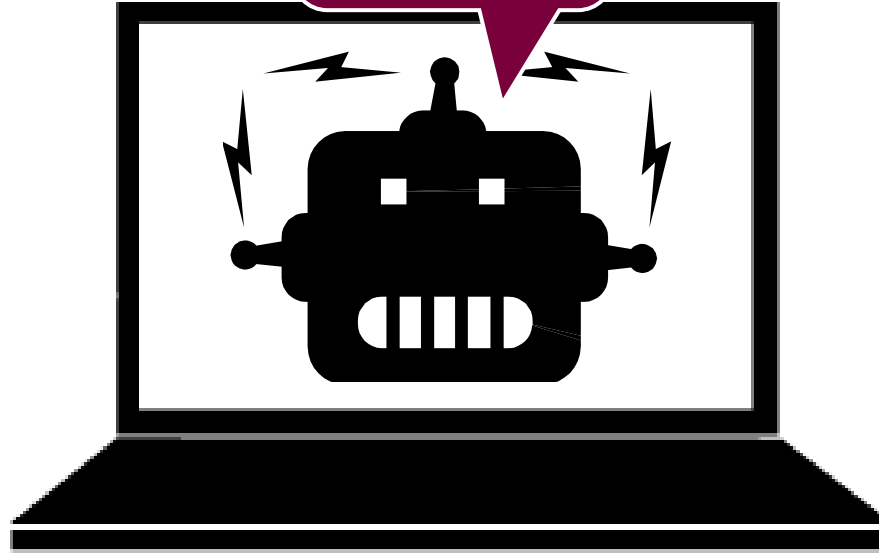


Virtual Assistants can communicate with each other via noHold Connect (NHC)

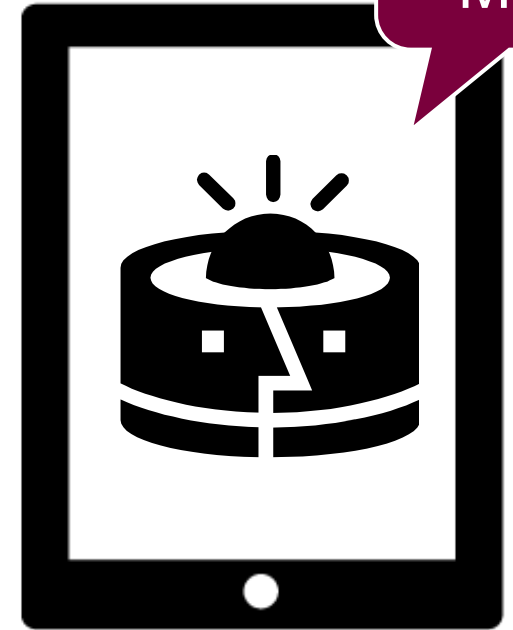
Hello



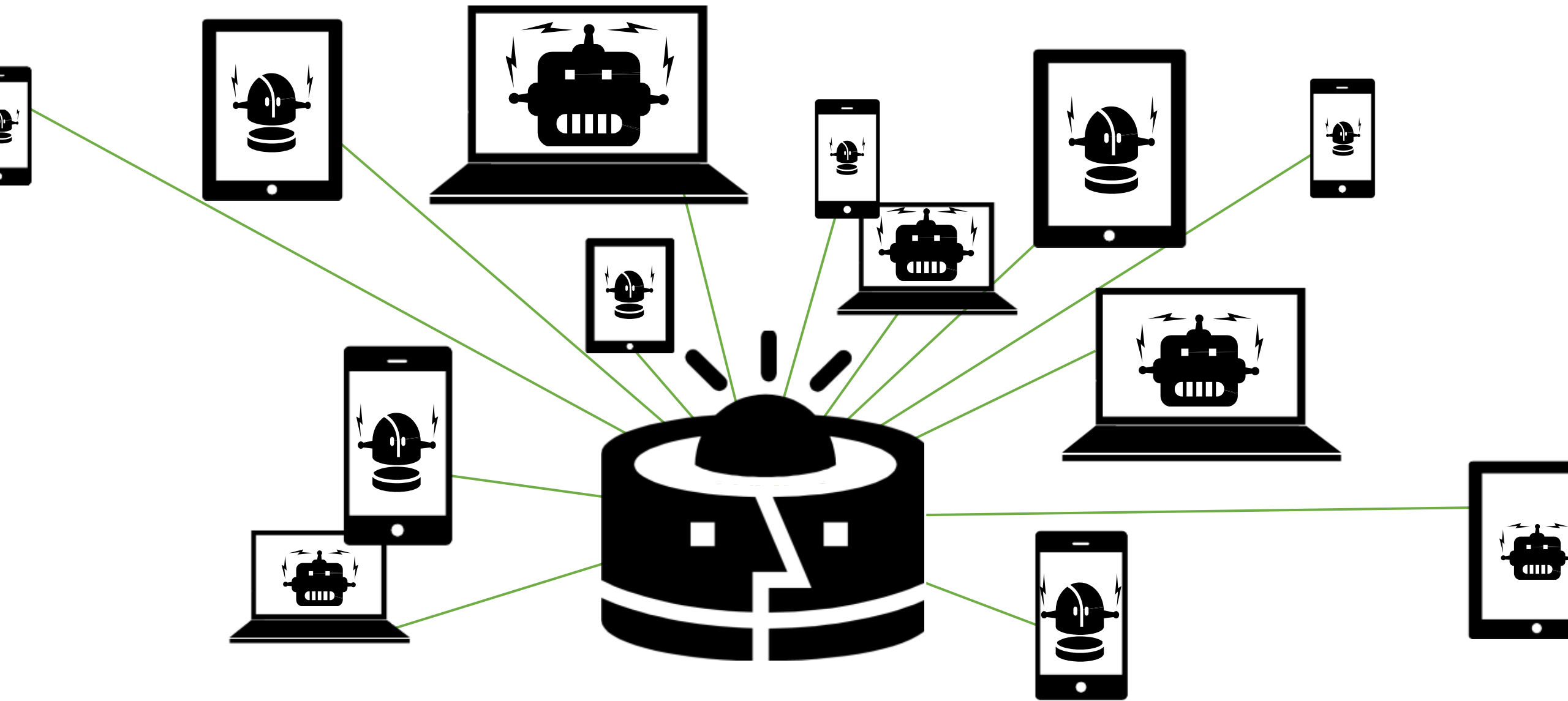
Whatsss
sup?

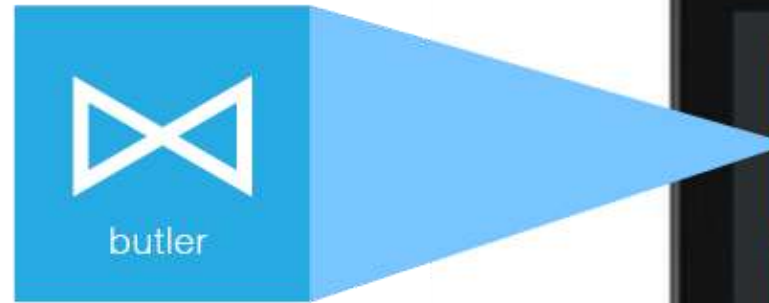


Nothing
Much



Allowing end users to engage one Virtual Assistant to manage an infinite number of devices

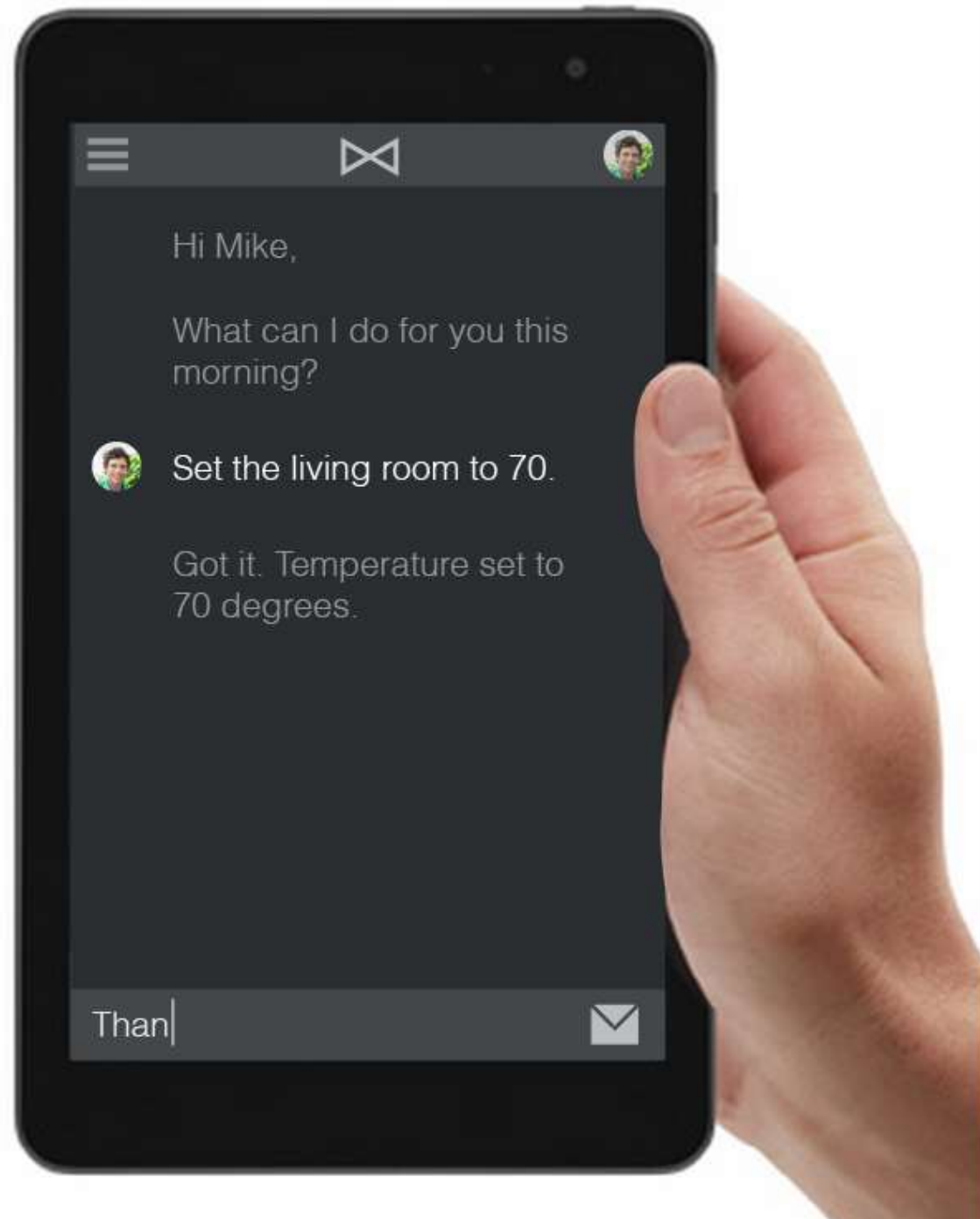




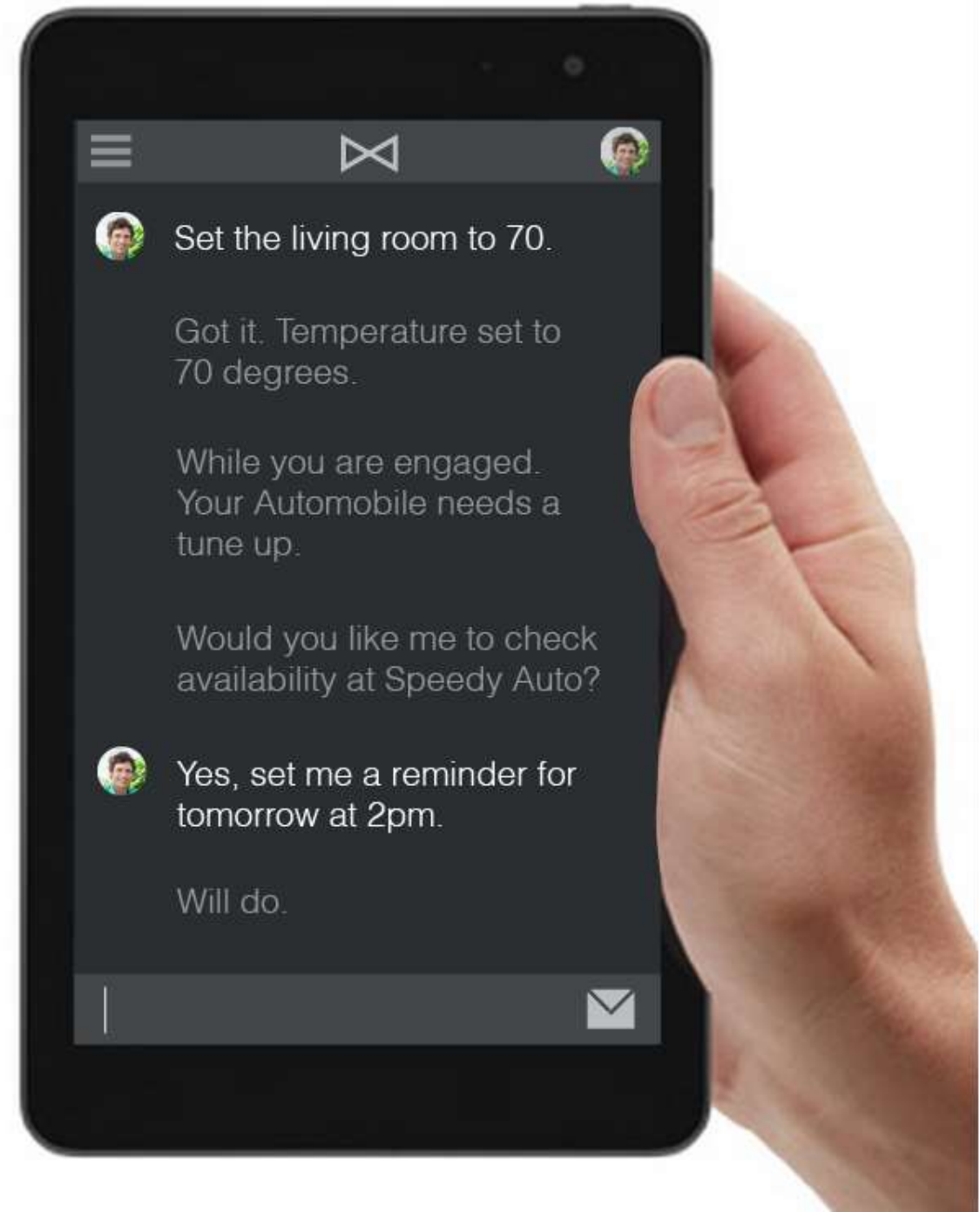
Like personal Butler that can ...



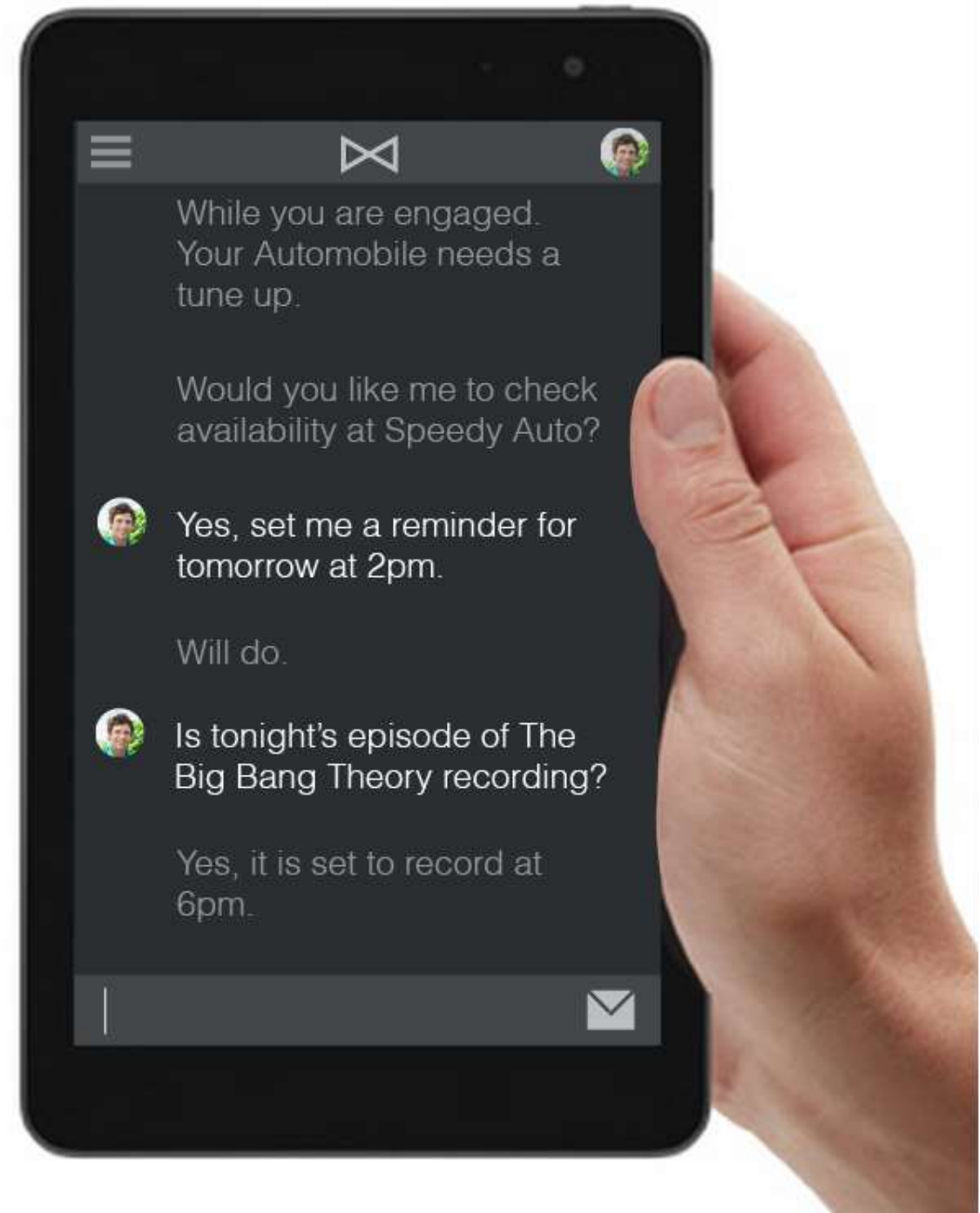
Understand Multiple Languages

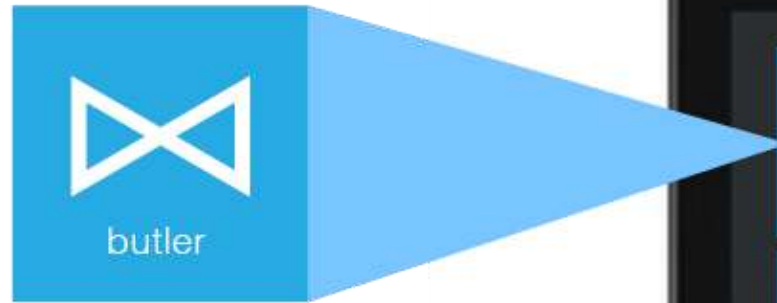


Preform tasks



Answer queries





Overall simplify people's lives.

Specific Steps to Get Started

1. Focus on a small quick-win project
2. Leverage existing channels through Machine Learning
3. Use the Agile Deployment Approach
4. Write a good manual (albertAI.com)



Parting Thought


If you consider that:

1. Non programmers can build VAs in minutes
2. VAs can be connected together
3. VA can connect to existing systems and devices
4. VA can support multiple channels and languages

Then, the Virtual Assistant of the future will not be built by one company, but by all of us.



Parting Action (albertAI.com)



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Email

Company

How did you hear about Albert?

☐ I HAVE READ AND AGREE TO THE [TERMS & CONDITIONS](#)

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You must be 18 or older to sign up or be accompanied by a guardian.

Thank you

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