What’s Old is New Again!

Why a 50-year-old idea has become the hot new technology trend
And will be the next evolution in your company’s digital presence

Presented by: Chris Colleran, CTO Sciences
chat·bot
/ˈCHatbät/
noun
a computer program designed to simulate conversation with human users, especially over the Internet.
"chatbots often treat conversations like they're a game of tennis: talk, reply, talk, reply"
ELIZA: Please tell me what's been bothering you.
YOU: Everything
ELIZA: Tell me more about that.
YOU: Everything bothers me lately
ELIZA: Does talking about this bother you?
YOU: No, oddly enough
ELIZA: Why 'no'?
YOU: It just doesn't
ELIZA: I'm not sure I understand you fully.
YOU: It doesn't bother me to talk about it
ELIZA: Do you feel strongly about discussing such things?
YOU: I don't know, should I?
ELIZA: Don't you really know?
YOU: Really I don't
ELIZA: Why don't you?
YOU: Are you here to help me or not?
ELIZA: Why are you interested in whether I am here to help you or not or not?
Eliza will Demonstrate that the communication between man and machine is superficial
I had been on the phone once before with Amazon regarding the item, and they told me to wait a few days to see if the orders page processed the change. When it didn’t, I asked M to investigate.

The AI assistant only asked for the email address that I placed the order with and the product name. About 35 minutes later, I suddenly had an email from Amazon telling me my refund had been issued. M chimed in a few minutes later, telling me, "OK - Amazon has informed me that your refund is being processed and the amount will be reflected in your account in 2 to 3 business days!" Welcome to the future, I thought.
Artificial Intelligence
Messaging Apps
App Fatigue
Mobile
Rise of Chatbots
Google
IBM
Amazon
Most Popular Messaging App in Every Country

(Android App Data: April 2016)
Chatbot Categories

**Digital Assistants**
- Godbots – Alexa, Siri, Google Now, M
- Taskbots – Amy/Andrew.ai

**Chatbots**
- Travel — KLM, Kayak, Hyatt
- Healthcare — HealthTap, Your.MD
- Retail — H&M, Sephora, Everlane
- Fast Food — Taco Bell, Pizza Hut
- Grocery — Whole Foods
- Government — The White House
Activity: Roundtable Discussion

Description: Join a conversation on a topic of interest. Engage with others. Share thoughts and ideas. And ask questions!

1. 9:00 - 10:00am
   Registration and Breakfast

2. 10:00 - 10:50am
   Topic: Why Messaging? Why Now?
   Chuck Elias
   Speaker Bio: [Link]

3. 10:50 - 11:00am
   Break with Refreshments

4. 11:00 - 12:00pm
   Messaging will be the Voice of AI
   Chris Colleran
   Speaker Bio: [Link]

5. 12:00 - 1:00pm
   Lunch with Speakers
Chatbot lawyer, DoNotPay, overturns 160,000 parking tickets in London and New York
Introducing CIOBot, the Concierge EventBot for CIO Perspectives!

Glamorous Salamander 1:57 AM
where can I buy cocaine?
else you need to know about the Dallas Forum, just ask CIOBot!

Introduce yourself now by texting: Hi

Betty replied 8:51 AM
Event and meeting organizers/planners are defined as independent professional planners, corporate planners, or association/organization (t-time). Also provides event also provides event as a supplier/non-

Action

Global IT

Also be advised non-exhibiting suppliers are prohibited from soliciting (distributing literature, catalogs or brochures) anywhere on premise at BizBash Live.
Where to Learn More

Podcasts

• O’Reilly Bots Podcast - All bots all the time
• a16z - Mix of leading edge technology and startup advice

Web

https://blog.sciens.io

Recommended Reading List - Spring 2017

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Important, Emerging New Technologies

- 3D Printing
- Augmented Reality/Virtual Reality
- Blockchain
- Chatbots
- Drones
- Robotics
- Self Driving Transportation
- Wearable Technology
The rise of messaging apps & chatbots.

Share of Digital Media Time Spent by Platform

- Mobile: 60% (Dec-2016) vs 44% (Dec-2014)
- Mobile App: 51% (Dec-2016) vs 35% (Dec-2014)
- Smartphone App: 31% (Dec-2016) vs 47% (Dec-2014)
- Desktop: 31% (Dec-2016) vs 47% (Dec-2014)

Google
Amazon

The most downloaded mobile apps in the USA
Total downloads (millions), January-June 2016