CONVERSATIONAL COMPUTING
of customer interactions are repetitive
A.I components for smart layers

Routine interactions with Jenny

Service is always available

Improved customer experience

INTERACTION CENTER 2.0
WHO WE ARE

Teemu Kinos
Sales

Angelo Leto
+10 years in machine learning

Gergo Varga
Growth hacker

Miikka Haavisto
+ 10 years in Nokia and Microsoft

Mario Alemi (Phd)
PhD, worked in CERN

Mikko Malmari
Full-stack
IN A PERFECT WORLD
CHALLENGES

Small data  Low quality  Languages  False positives
Solutions investigated:
Chatscript

Open Source
Consultants
Categorisation

All rule-based
No community
No help
Only English
*chat: YACS

Yet Another Conversational Software

Do we really need it?
*chat: where do we wanna go

- Community
- Multi language
- Non-technical people
- Advanced technology
What’s next?

- Working on document similarity
- System support for UI development
- Going from state to another one through pattern finding
https://github.com/getjenny
CONVERSATIONAL COMPUTING

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