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Publio



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Publications Office intelligent assistant



<https://op.europa.eu>



Agenda



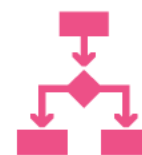
Context &
Objective



Features



Lessons
Learned

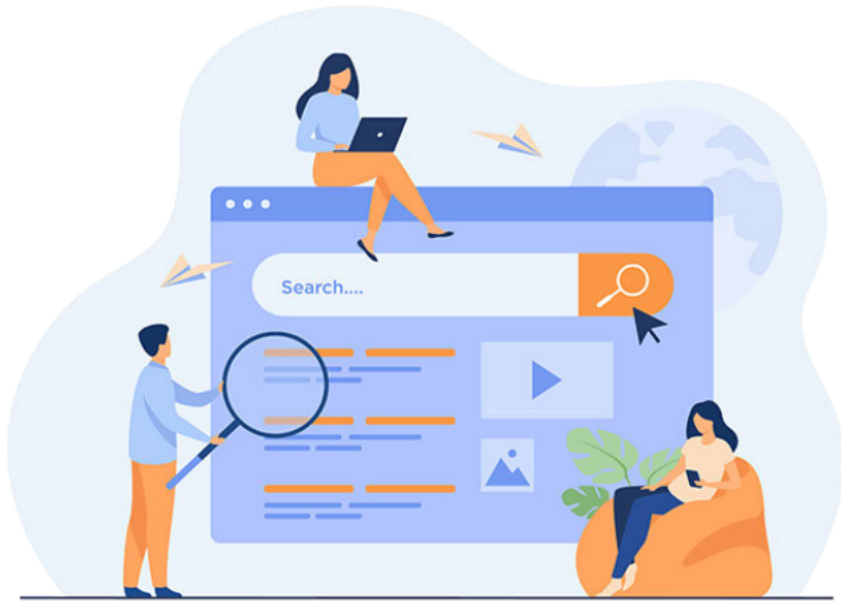


Public service
considerations

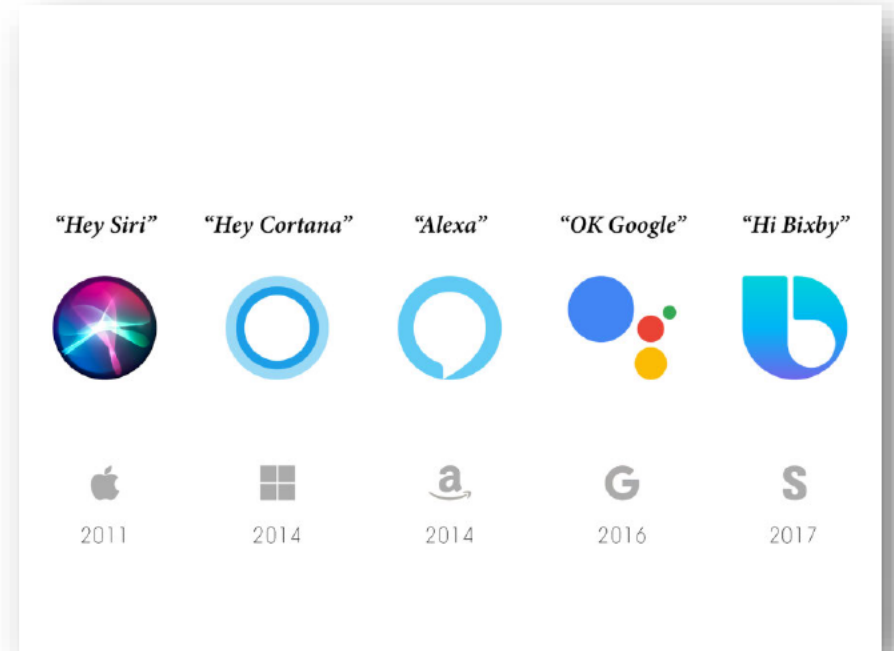


Next steps

Context & Objective

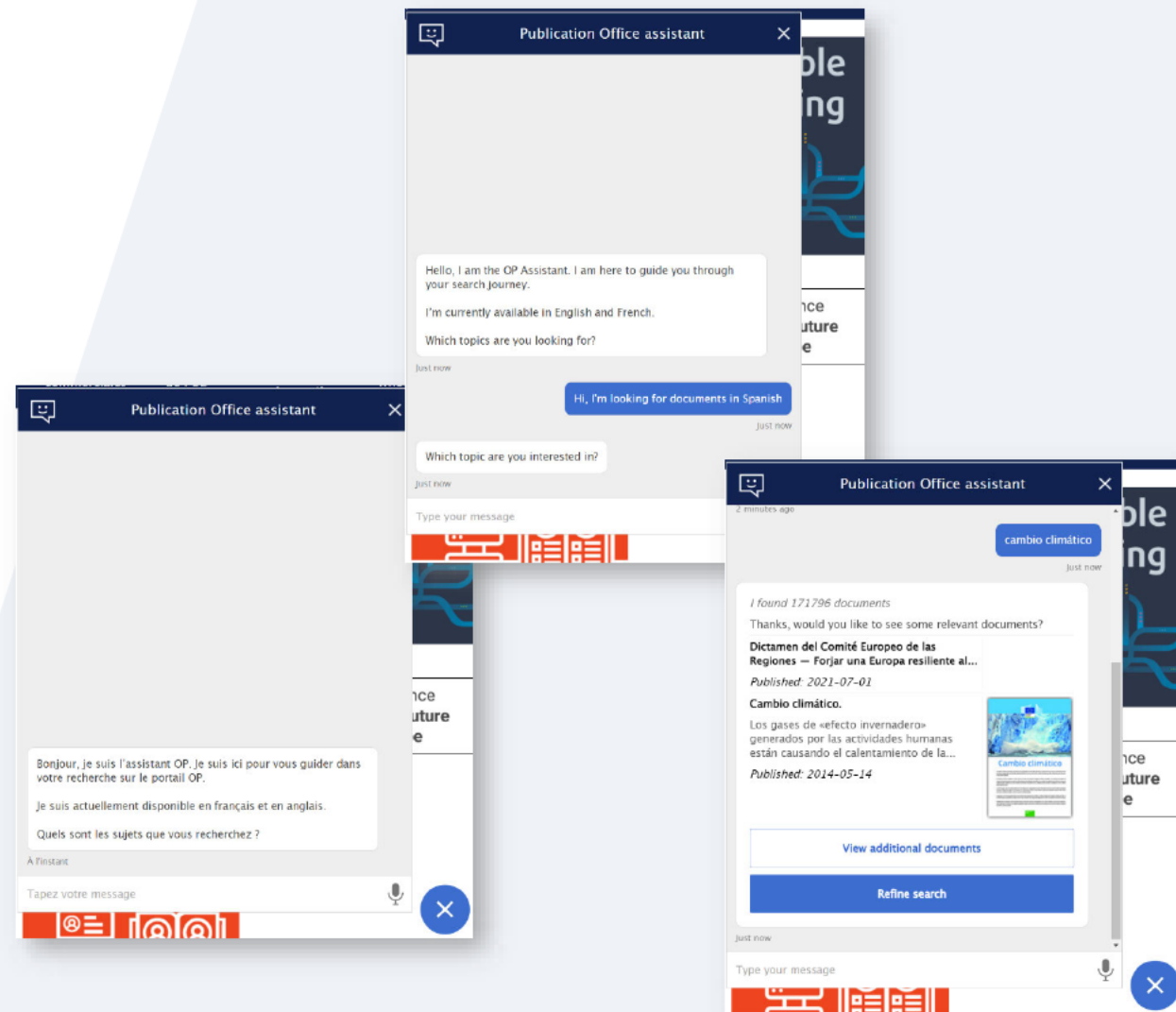
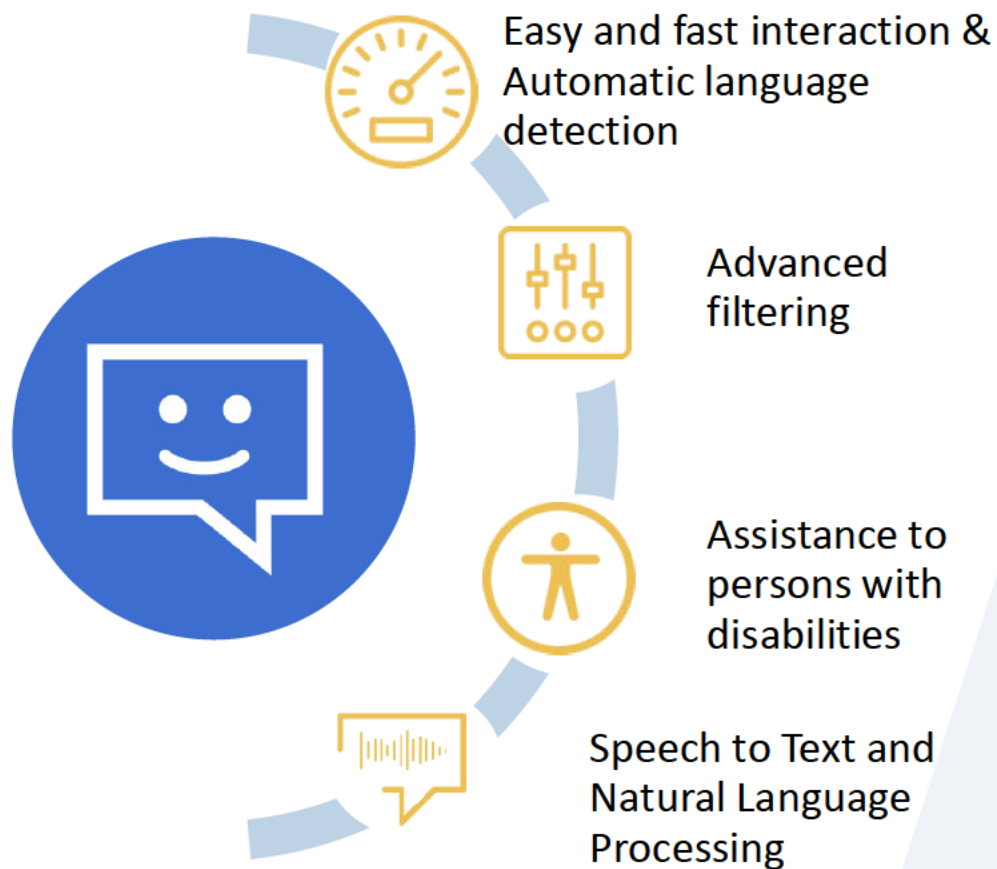


Better, Smarter, Faster

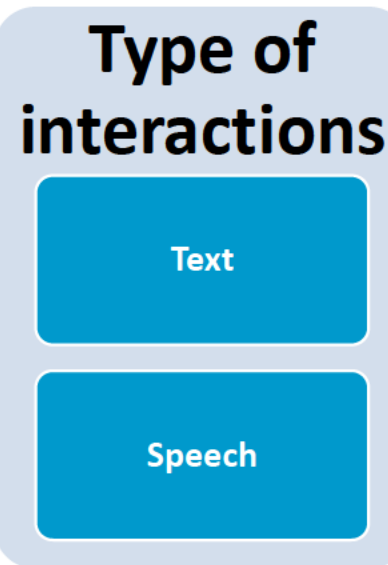
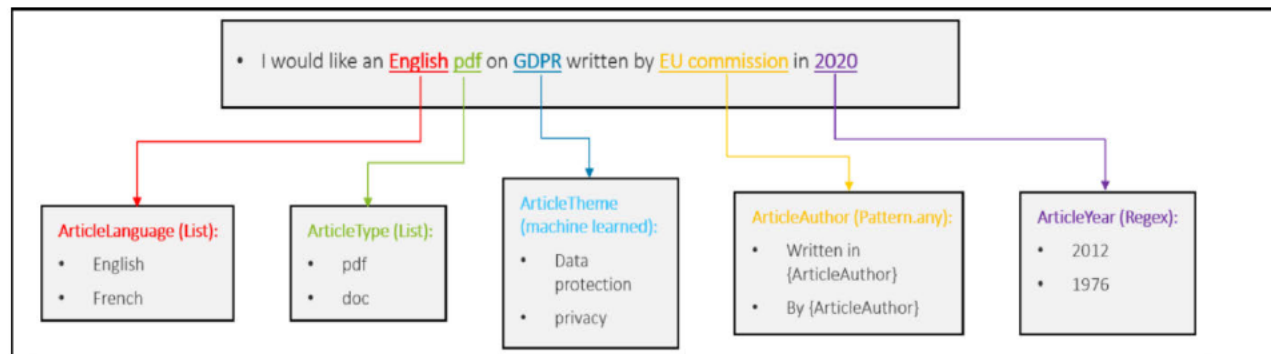
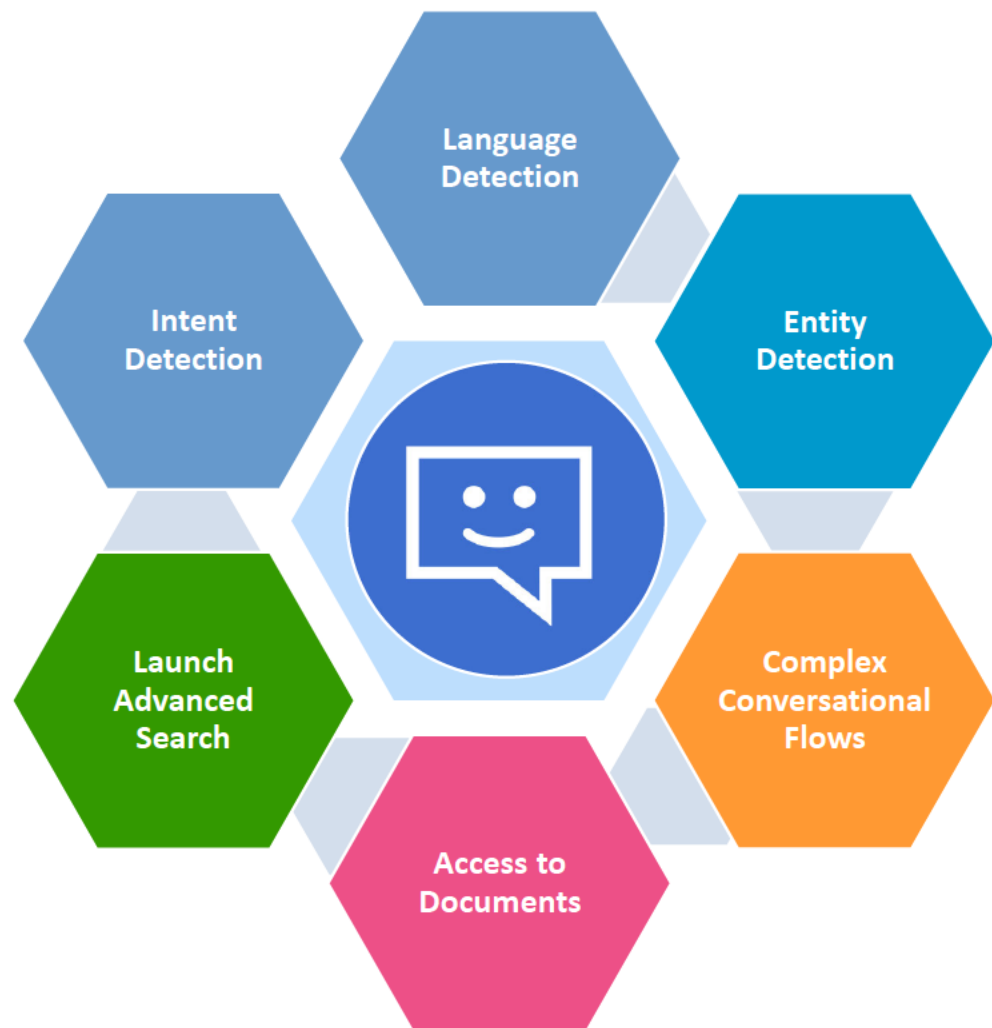


Redefine User Xperience

PUBLIO - Intelligent search assistant (chatbot)



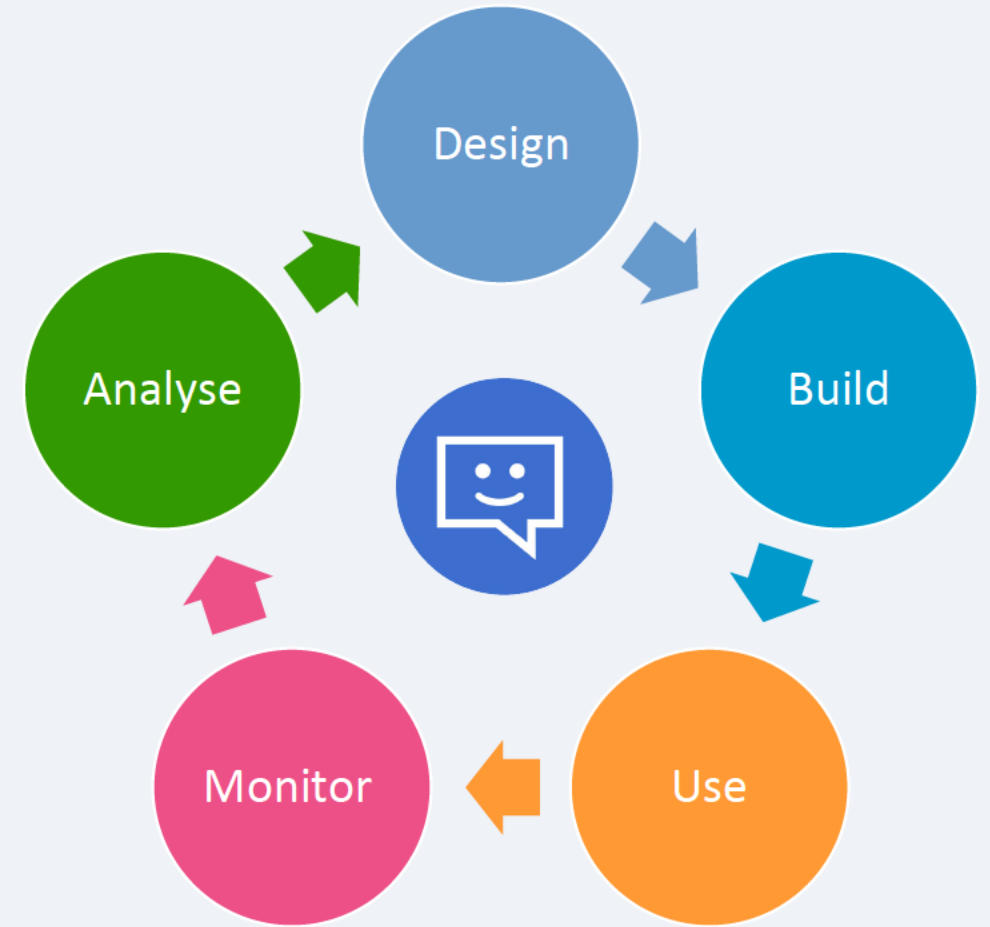
AI supported features



Lessons Learned

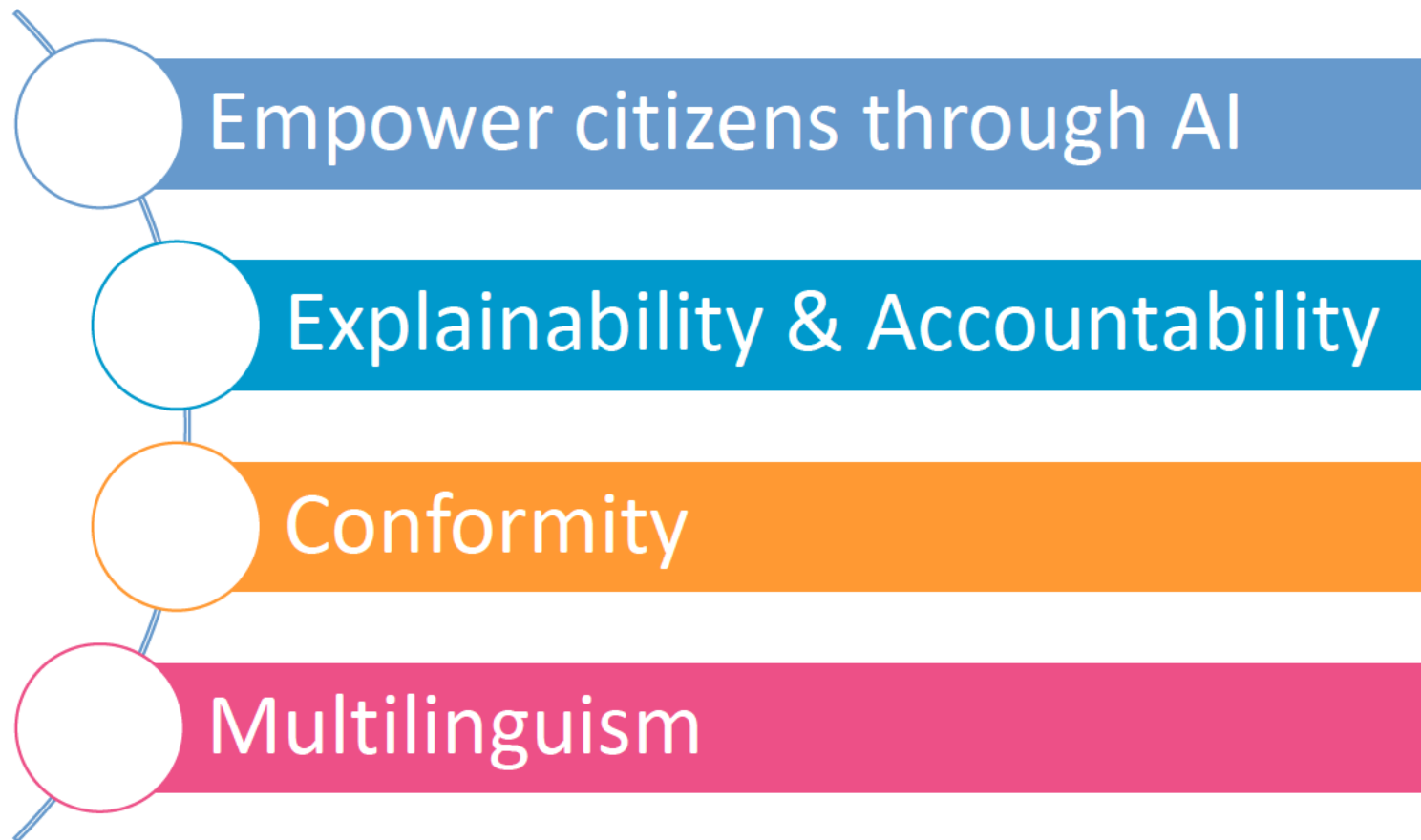
- Focus on **conversation** design, not IT!
- Use **two steps approach** – Proof of Concept and industrialization
- Use **expert knowledge** and mature technologies and services
- Design the architecture to embrace **changes**
- **Analytics driven** improvements
- High vs Low resource **Languages**

Publicio





Public service considerations



Looking ahead

Collections

EU Law

EU Publications

EU WhoIsWho

Languages

English

French

Spanish

Re-train and improve the entity recognition

Extend the conversation scope and improve the human-like behaviour

Add a feedback mechanism

Improve the monitoring

Embedded Questions & Answers



LUIS



Microsoft Bot Framework



Microsoft AI

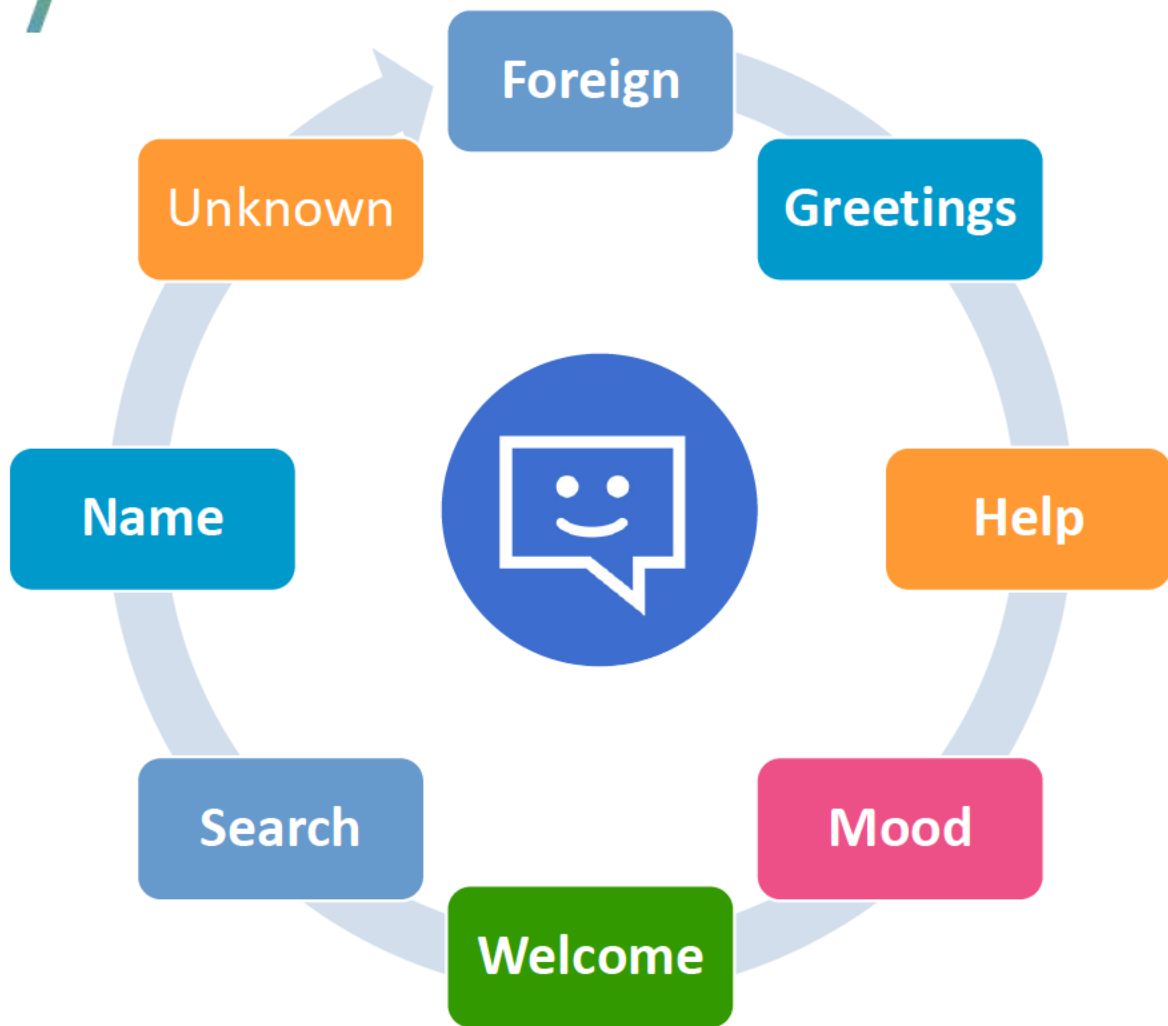


THANK YOU



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Backslide - Intents



what do you do comment va la vie
enchanté halo
Je dois chercher une revue discutant de le droit d'expression
can you find a doc about immigration
I need a fr article in relation to blockchain
what's new ciao guten tag
c'est quoi ton nom good morning
svp aidez moi
how do we call you

