



# Moni.ai for Business

## Case study

This document describes usecases for Moni.ai in a business environment.

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### Usecase 1 – Business Analytics

Description: As a manager or member of the board of your company you need to fulfill a variety of complex tasks. In addition to that you need to stay up to date regarding the concerns of your business. Many of these daily tasks require multiple steps, information is gathered from different media.

Using Moni.ai you are able to define shortcuts to these daily tasks and get information on your business or perform actions by just saying what you want.

Example:

CEO: *“How many new users signed up our service today?”*

Moni: *“We have 2,354 new subscribers today” [performing a database query]*

CEO: *“Tell me trending news on our business”*

Moni: *“Top manager of Acme fired” [searching headlines for company name using IBM Alchemy news API]*

CEO: *“What is the news sentiment today?”*

Moni: *“Sentiment analysis shows me that news are bad”*

CEO: *“What are our revenues for last month?”*

Moni: *“\$20M - +5% year over year” [connecting to accounting]*

CEO: *“Are there any open inquiries?”*

Moni: *“Yes, John Doe requests ‘I like to order 20 machines’” [connecting to CRM system]*

CEO: *“Send out information package”*

Moni: *“Please give me the email address of the recipient” [will automatically store information in the CRM system and send out a predefined information package to the recipient]*

## Voice Channels



A Voice Channel is defined as a predefined interaction between a user on Moni.ai and Moni. A Voice Channel starts with a trigger pattern that Moni listens to. Whenever Moni understands that trigger pattern the Voice Channel is launched and the predefined routines are executed.

Voice Channels can be defined visually using Node-Red on IBM Bluemix. This way the actual process that defines the interaction is completely kept secret from Moni.ai. This ensures that you have full control on the process and you are able to define what information gets disclosed to the users.

## Usecase 2 – Field service

### Description:

A kitchen appliance manufacturer provides field service to customers. His support engineers need to navigate to 10 customers/day. Administrative work (closing ticket, reporting) is carried out for every customer.

### Example:

*Engineer: „Who is the next customer?“*

*Moni: „Bill xyz has a broken dishwasher. Estimated time to bill: 24 min. Do you want me to call him?“*

*Engineer: „yes“ [Moni dials number, engineer says he will arrive in half an hour]*

*Engineer: „approach customer“*

*Moni: „ok, I’ll start the navigation“ [Navigation starts]*

*Engineer: [arrived] „I arrived at the customer“*

*Moni: „Ok, I will start the billing process“*

*Engineer: „request new spare part“ [barcode scanner opens scanning broken part]*

*Moni: „this is a pump – price is \$87.90. Do you want to order it?“*

*Engineer: [after talking to customer] „yes“*

*Moni: „ok, I ordered it, estimated arrival time is 2 weeks“ [order placed in ERP system]*

*Engineer: „task finished“*

*Moni: „Ok, what work did you carry out?“*

*Engineer: „I checked the dishwasher the pump is broken, will need to replace it“ [Data automatically stored in Ticket support system, ticket set to sleep]*

*Moni: „Ok thanks. I will stop the billing process“ [Time is logged in billing database]*

*Engineer: „Who is the next customer?“*

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