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Today's View

Workplace chatbots

Chatbots are changing the customer experience significantly by changing the manner in which brands interact with their customers. A research report by **Oracle** found that 80% of surveyed companies plan to use chatbots by 2020. Not only is it improving customer experience, it is also saving costs for the companies. In fact companies have started turning these tools internally to improve their employee experience as well.

A report from **Juniper Research** estimates that chatbots could save businesses worldwide $8 billion annually by 2022, up from the $20 million employers would have saved in 2017. While chatbots have been built for HR needs in the past too but they were simplistic and limited in scope, the current lot are part of creating the omnichannel experience for the employees. These Chatbots enabled by machine learning have a steeper and faster learning curve than any human.

Take for example, **Leena AI**, a member of the Y Combinator Summer 2018 class is building HR bots to answer questions for employees instantly. The bots can be integrated into Slack or Workplace by Facebook and they are built and trained using information in policy documents and by pulling data from various back-end systems like **Oracle** and **SAP**.

Kwench Global technologies, an HR technology company that is also enabling Workplace by **Facebook** with PULSE Bot that captures an employee's mood

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Flipkart to close eBay.in, sell used goods at new bay

Flipkart will shut down eBay.in, which it had been operating for the last one year, and eBay is expected to relaunch in India shortly. Flipkart will launch a new platform to sell refurbished goods, said chief executive Kalyan Krishnamurthy in an email to employees on Monday.

Source – The Economic Times

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in real time via the app and by end of a few days, provides the management with statistics on the emotions of employees across 8 key dimensions that define an organization's culture such as Communication, Collaboration, Recognition, Well Being etc. This feature can help the management analyse the sentiments of its employees and make periodic interventions.

For a new employee joining a workplace, the chatbot can act as a dear virtual friend. It can guide the new joinee through the onboarding paperwork, walk him through company policies and give the new employee an introduction to the team's history.

And even though no workplace can provide a personal assistant to each of its employees, a virtual personal assistant looks like a reality. Chatbots as virtual assistants can lead to an increase in productivity as well as help in teams to work together in synchronization.

The key to a company's success is a wonderful customer experience and chatbots could be great enablers towards it.

Today's News

E-commerce: Cash-on-delivery deals not authorised, says RBI

Cash-on-delivery (CoD), which accounts for almost half the ecommerce purchases in the country, could be a regulatory grey area, going by the Reserve Bank of India's reply to a Right to Information (RTI) query. The method involves Flipkart, Amazon and other marketplaces collecting cash from customers on behalf of third-party vendors at the time the goods are delivered. "Aggregators/payment intermediaries like Amazon and Flipkart are not authorised under Section 8 of the PSS (Payments and Settlements Systems) Act, 2007," the apex bank said in its response to the RTI application.

Source – The Economic Times   READ MORE

AI will help everyone, says Akash Ambani

Building on a foundation of excellence and affordability, Reliance Jio is seeing a rapid convergence of physical, distributional and geographical growth, said Akash Ambani, chief strategy officer, Reliance Jio Infocomm, at the third-annual conference of IIM Bangalore alumni on Friday. Ambani said the company has been a disruptor in the telecom space.

"It is my firm belief that in the next two or three decades, we as a civilisation will achieve more than what it has achieved in the last 100 years," said Ambani. Ambani said we are in the age of super intelligence - machine intelligence, artificial intelligence. "Many say that machine learning is evil as it will replace humans. In my opinion, machines can prove highly beneficial. We will not be seeking to replace human effort; but to amplify it with intelligence," he said.

Source – Times of India   READ MORE

This News Letter has been prepared with the assistance of Vikas Madaan and Aparna Anand

IIT-Hyderabad develops Artificial Intelligence to catch bikers without helmets

In what could reduce the number of fatalities of motorcyclists, researchers at Indian Institute of Technology (IIT) Hyderabad have developed a solution using Artificial Intelligence (AI) for automatic detection of motorcyclists driving without helmets in surveillance videos.

Recently, the institute signed a memorandum of understanding (MoU) with Hyderabad City Police to gain access to video data from the city's CCTV network. The technology is in the ready-to-be-deployed stage and the institute has already filed for its patent rights. The solution is partially installed in cameras and partially on the servers of the central police control room.

Source – The Economic Times

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PayU now opens its door wide to offline businesses, earmarks Rs 50 crore

Digital payments major PayU is opening up a new payment product for businesses that are largely offline or have very limited online presence mostly being conducted through social media websites. PayU Now allows offline businesses to come online and sell their products and also accept payments through the PayU gateway. The company has earmarked Rs.50 crore to be invested by 2020 into this business vertical alone.

Speaking with ET, Nameet Potnis, business head for PayU Now, said with the latest payment vertical PayU is targeting to get offline merchants online and help scale up businesses of sellers who have been using social media to sell goods and services to their friends and family.

Source – The Economic Times

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Facebook, Google, Microsoft & Twitter partner to simplify user data transfers

Facebook, Google, Microsoft and Twitter have announced a new open source standards initiative called Data Transfer Project (DTP) to help billions of users manage their data and help them transfer it between online services. The Data Transfer Project, currently in the early stages, will help users of one service to use their data to sign up for another service with encryption.

"Using your data from one service when you sign up for another still isn't as easy as it should be. Today we're excited to announce that we're participating in the Data Transfer Project," said Steve Satterfield, Privacy and Public Policy Director at Facebook in a statement.

Source – The Economic Times

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Gmail users warned of cyber threat

Gmail users have been alerted about a new Google Mail feature which could be leveraged by online crooks to carry out a wave of scams, media reported. The company, in April, unveiled its brand new design which introduced a clean new user interface and a swathe of new features including the ability to snooze a message, auto-generate smart replies and self-destruct emails in the brand new "Confidential Mode". "It's the Confidential Mode which is at the Centre of security fears," Express.co.uk reported on Saturday.

Source – The Economic Times

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Tencent may back Oyo with $2 billion tag

China's internet giant Tencent has held talks to lead a fresh $300-500 million financing round in budget hotel brand Oyo Rooms, two people familiar with the matter said. The latest fundraise is likely to value Oyo at over $2 billion.

Source – The Economic Times

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Paytm & SoftBank to collaborate for mobile payment service in Japan

SoftBank Group plans to announce within days that it will start a mobile digital payments service in Japan by the end of 2018. The service, a collaboration with Paytm, will make extensive use of artificial intelligence for mobile payments and other financial services.

Source – The Economic Times

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