

#LET'S  
BOT

BRUNO FAZOLI

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#LET'S  
BOT.rocks



**COMO CHATBOTS SÃO CONSTRUÍDOS?**



# O QUE É CHATBOT?





## Chatterbot



Chatbot é um **programa de computador** que tenta simular um ser humano na conversação com as pessoas. O objetivo é responder as perguntas de tal forma que as pessoas tenham a impressão de estar conversando com outra pessoa e não com um programa de computador. [Wikipédia](#)

**CHATBOT PROGRAMA DE COMPUTADOR...**



**COMO CRIAR BOTS?**







## REQUIREMENTS

BUSINESS REQUIREMENT

## ARCHITECT + BUILD

FRONT-END

BACK-END

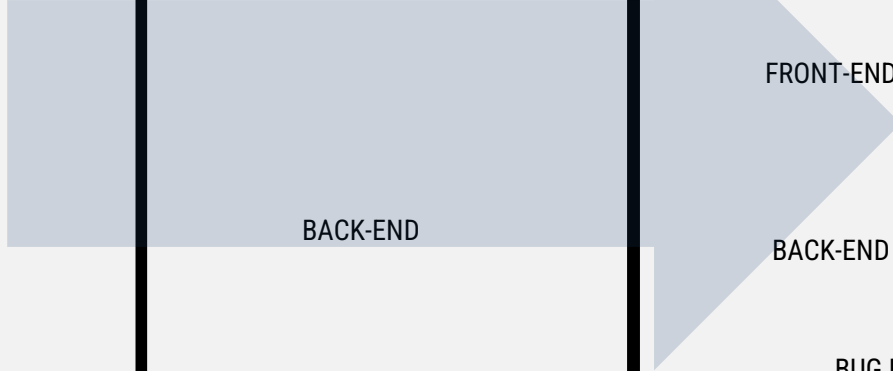
## SUSTAIN

NEW  
BUSINESS REQUIREMENT

FRONT-END UPDATE

BACK-END UPDATE

BUG FIX



## REQUIREMENTS

BUSINESS REQUIREMENT

## ARCHITECT + BUILD

~~FRONT-END~~



BACK-END/NLP

## SUSTAIN

NEW  
BUSINESS REQUIREMENT

~~FRONT-END UPDATE~~

BACK-END UPDATE

BUG FIX

**MULTIPLATAFORMA  
NÃO TEM FRONT-END  
PRIORIZA A EXPERIÊNCIA**

**CHATBOT = NOVO APP**

**VAMOS CONSTRUIR CHATBOTS COM ESTA ESTRATÉGIA!**



## REQUIREMENTS

BUSINESS REQUIREMENT

## ARCHITECT + BUILD

~~FRONT-END~~



BACK-END/NLP

PLATFORM



## SUSTAIN

NEW  
BUSINESS REQUIREMENT

~~FRONT-END UPDATE~~

BACK-END UPDATE

## REQUIREMENTS

BUSINESS REQUIREMENT

## ARCHITECT + BUILD

~~FRONT-END~~



BACK-END/NLP

PLATFORM



## SUSTAIN

NEW  
BUSINESS REQUIREMENT

~~FRONT-END UPDATE~~

BACK-END UPDATE



## ARCHITECT + BUILD



BACK-END/NLP

PLATFORM



## SUSTAIN

BACK-END UPDATE

REQUIREMENTS/BUSINESS



## ARCHITECT + BUILD



BACK-END/NLP

PLATFORM



## TRAINING

USER EXEMPLES  
TESTING  
USER VALIDATION

## SUSTAIN

BACK-END UPDATE

REQUIREMENTS/BUSINESS

## ARCHITECT + BUILD



BACK-END/NLP

PLATFORM



## TRAINING

USER EXEMPLES  
TESTING  
USER VALIDATION

## CURATE

DESAMBIGUATION

REQUIREMENTS/BUSINESS

**USUÁRIO: ME ACORDA AS 7H00 AMANHÃ?**  
**BOT: OK!**



## INTERACTION

UX WRITING  
VUI

## ARCHITECT + BUILD



BACK-END/NLP

PLATFORM



## TRAINING

USER EXEMPLES  
TESTING  
USER VALIDATION

## CURATE

DESAMBIGUATION

REQUIREMENTS/BUSINESS

## BEHAVIOR

HUMAN BEHAVIOR  
CULTURE

## INTERACTION

UX WRITING  
VUI

## ARCHITECT + BUILD



BACK-END/NLP

PLATFORM



## TRAINING

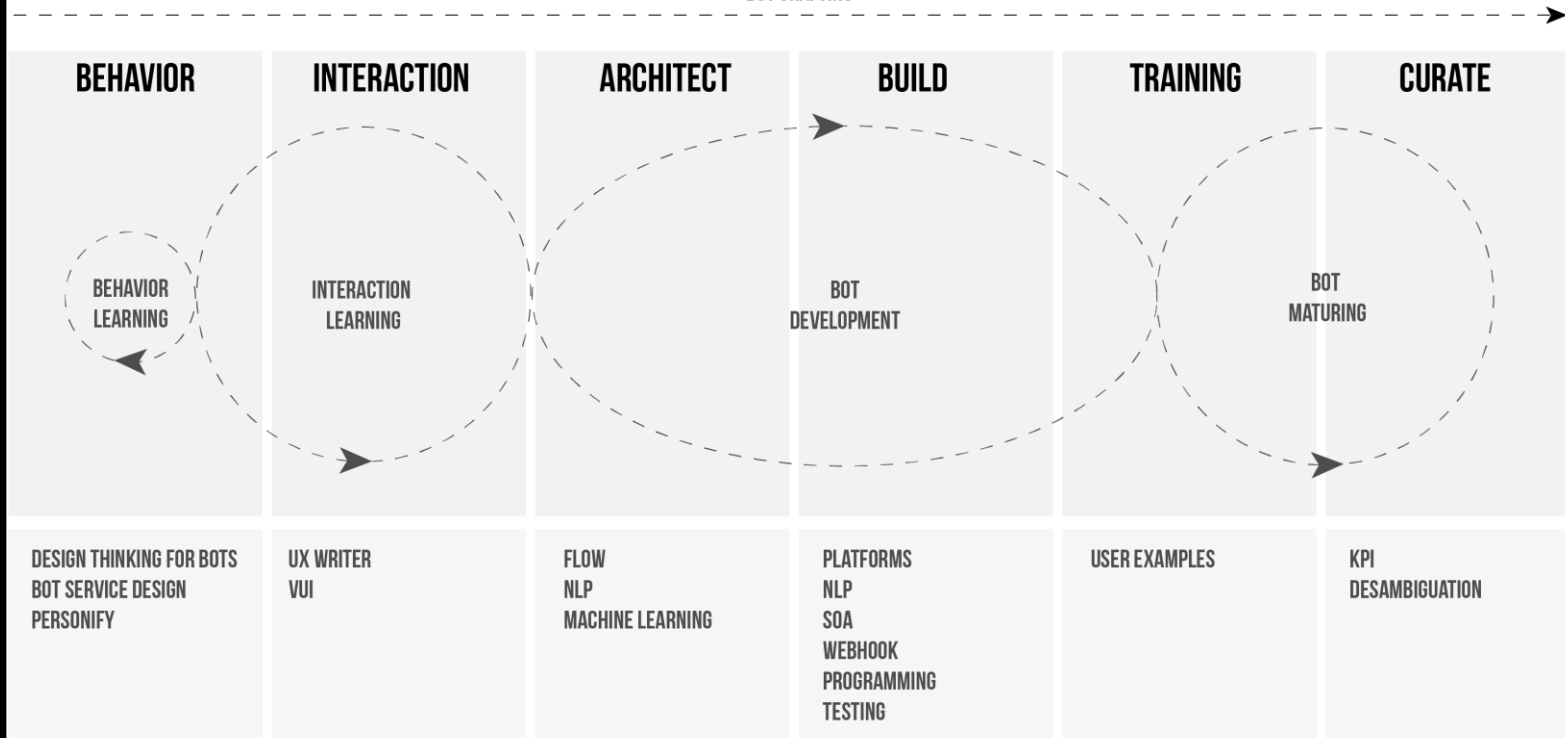
USER EXEMPLES  
TESTING  
USER VALIDATION

## CURATE

DESAMBIGUATION

REQUIREMENTS/BUSINES  
S

BOT CRAFTING



BOT MATURING

BUSINESS

# HABILIDADES PARA DESENVOLVER CHATBOTS







## SOBRE O CAPACITA.MDT

### 01 QUE SÃO OS DEBATES



### 02 QUE SÃO OS DEBATES



### 03 QUE SÃO OS DEBATES



### 04 COMO PODER MELHORAR?



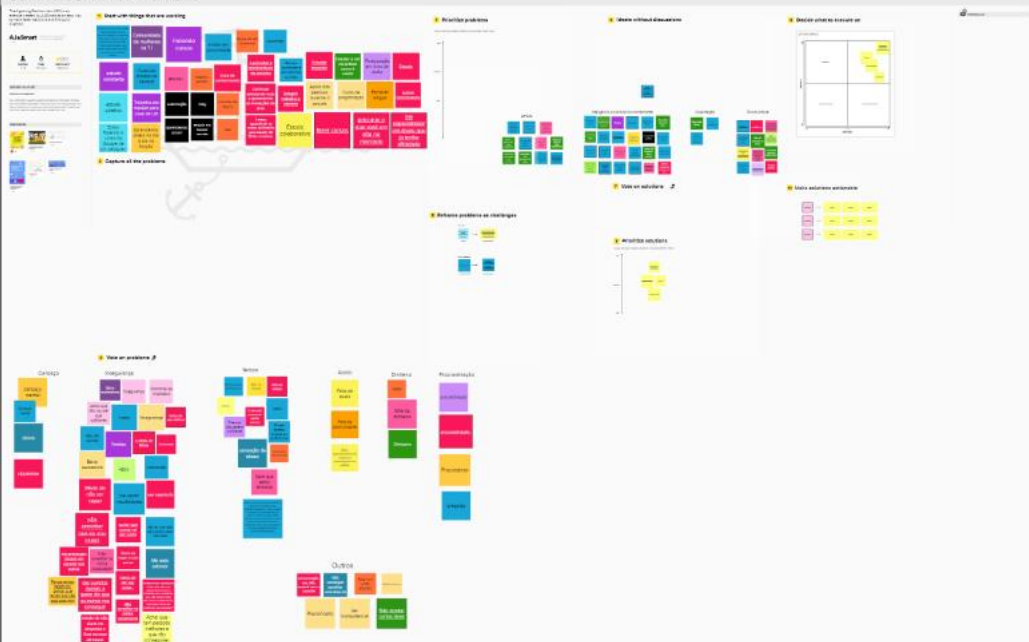
### 05 QUE SÃO OS DEBATES



### 06 COMO MELHORAR O PROCESSO DE TRABALHO COM DEBATES?



## LIGHTNING DECISION JAM - CARREIRA



1 O QUE MAIS GOSTEI



3 COMO PODE MELHORAR?



2 O QUE NÃO GOSTEI

Mudar no Node-Red

Um resumo dos apresentações sobre cada sprint enviado para todos a-traz

4 O QUE FALTOU?

Apostilas com resumos + links complementares

5 VOCÊ TRABALHA NA ÁREA?



6 SE SENTE PREPARADO(A) PARA TRABALHAR COM BOT?



LIGHTNING DECISION JAM - CARREIRA

The Lightning Decision Jam (LDJ) is an exercise created by AJGSmart as an easy way to make better decisions and find quick direction.

**AJGSmart** 100+ followers

Profile summary for AJGSmart:
 

- NAME: 12 years
- EMERGENCY: Beginner

BEFORE YOU START: Choose a problem.

RESOURCES: [List of resource icons]

1 Start with things that are working



2 Capture all the problems



3 Vote on problems

4 Prioritize problems



5 Reframe problems as challenges



6 Ideate without discussions



7 Vote on solutions



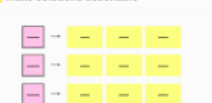
8 Prioritize solutions



9 Decide what to execute on



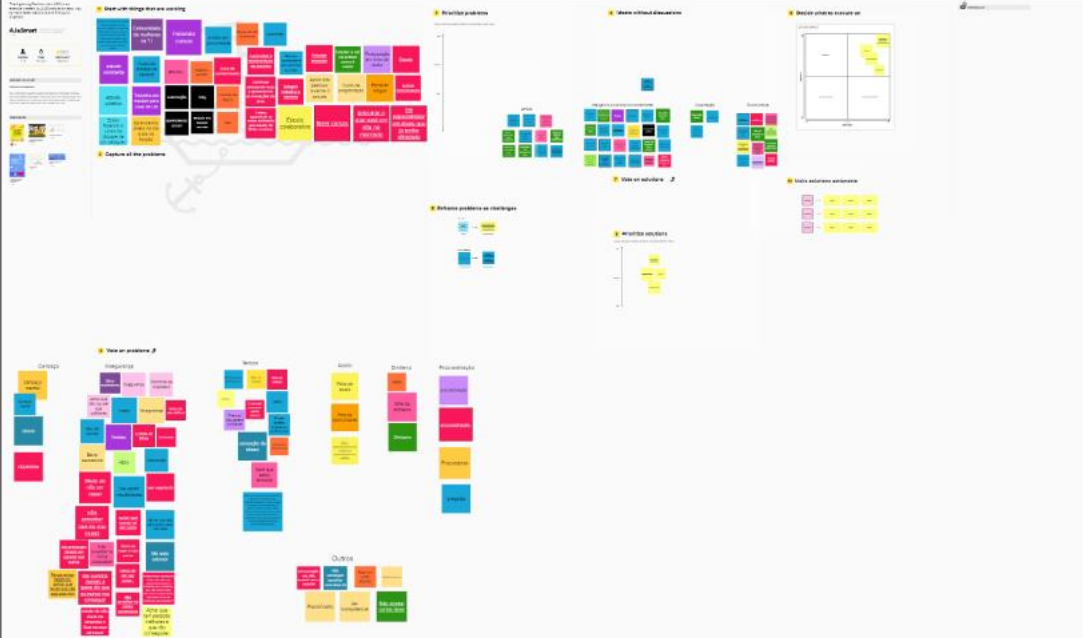
10 Make solutions actionable



## SOBRE O CAPACITA.MDT



## LIGHTNING DECISION JAM - CARREIRA



# LIGHTNING DECISION JAM - EXPERTS CARREIRA

The Lightning Decision Jam (LDJ) is an exercise created by AJ&Spartan as an easy way to make faster decisions and find quick direction.

**AJ&Spartan** LDJ Framework created by AJ&Spartan

**PEOPLE** 2-8  
**TIME** 12 hours  
**DIFFICULTY** Beginner

## BEFORE YOU START

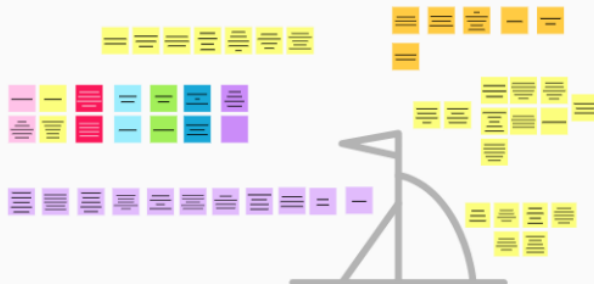
### Choose a moderator.

You absolutely need to select someone on the team to take the role of the moderator. They can join in on the process but they must focus on making sure discussions don't break out and they need to keep the time. Rotate the role.

## RESOURCES



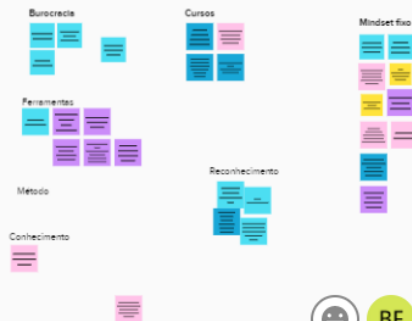
## Start with things that are working



## Capture all the problems



## Group



## Priority



## Ideate without discussions



# LIGHTNING DECISION JAM - A VISÃO DAS MUSAS DOS BOTS

The Lightning Decision Jam (LDJ) is an exercise created by AJG Simons as an easy way to make faster decisions and find quick direction.

## AJaSmart



### BEFORE YOU START

Choose a moderator.  
You absolutely need to select someone on the team to take the role of the moderator. They can join in the process but they must focus on making sure discussions don't break out and they need to keep the time. Rotate the role.

### RESOURCES



### Start with things that are working



### Capture all the problems



### Group



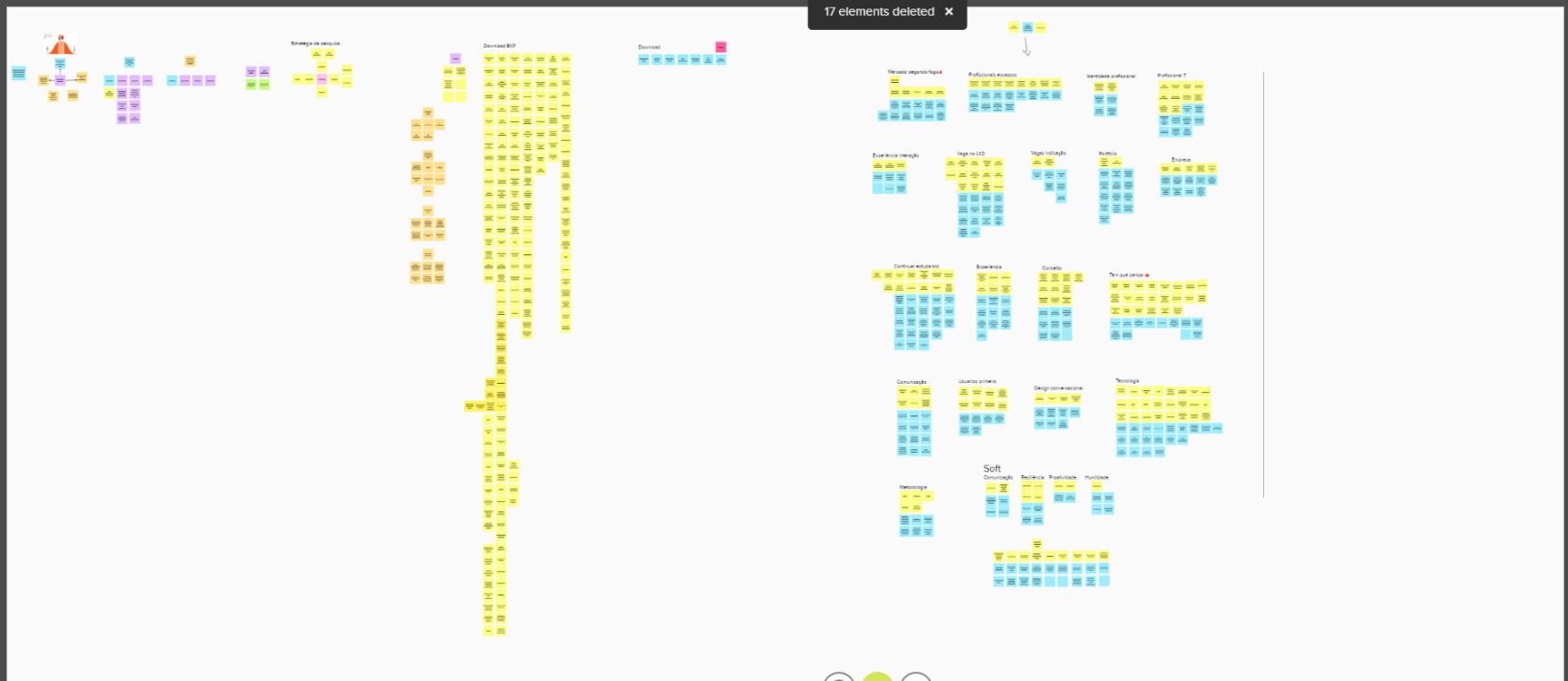
### Priority

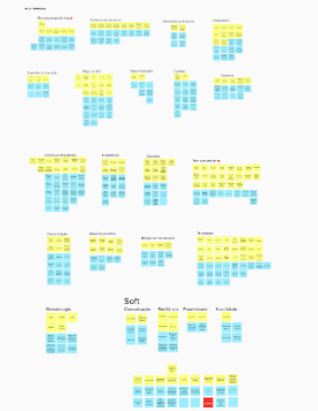


### Ideate without discussions



17 elements deleted x









**0 PROFESSIONAL T**





HELLO BOT

BOTCAMP

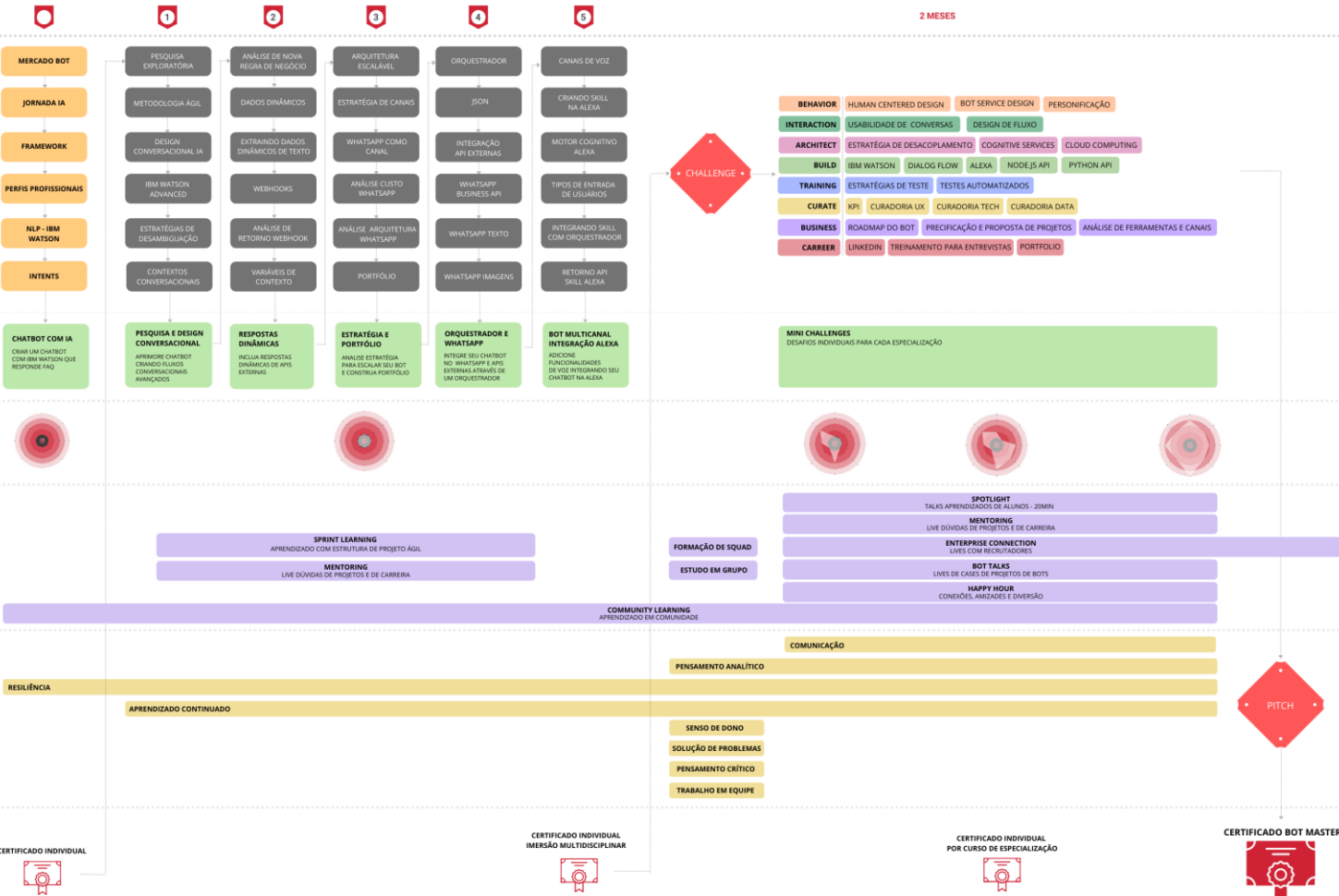
STARTER

MULTI-SKILL

TEAM WORK

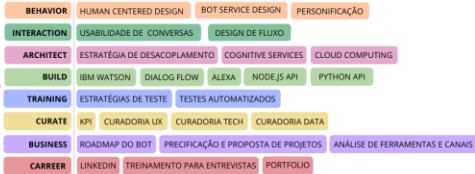
SPECIALIST

PITCH E VISIBILIDADE



**HARD SKILLS**

O QUE VOCÊ VAI APRENDER DURANTE AS SPRINTS DO PROGRAMA



**DESAFIO**

RESOLVA DESAFIOS, APRENDA NA PRÁTICA E CRIE PORTFÓLIOS

**RADAR**

AVALIE SUAS SKILLS E TRACE OS PRÓXIMOS PASSOS DA SUA CARREIRA

**ACTIVE LEARNING**

SEJA AGENTE PRINCIPAL RESPONSÁVEL PELA SUA APRENDIZAGEM

**SOFT SKILLS**

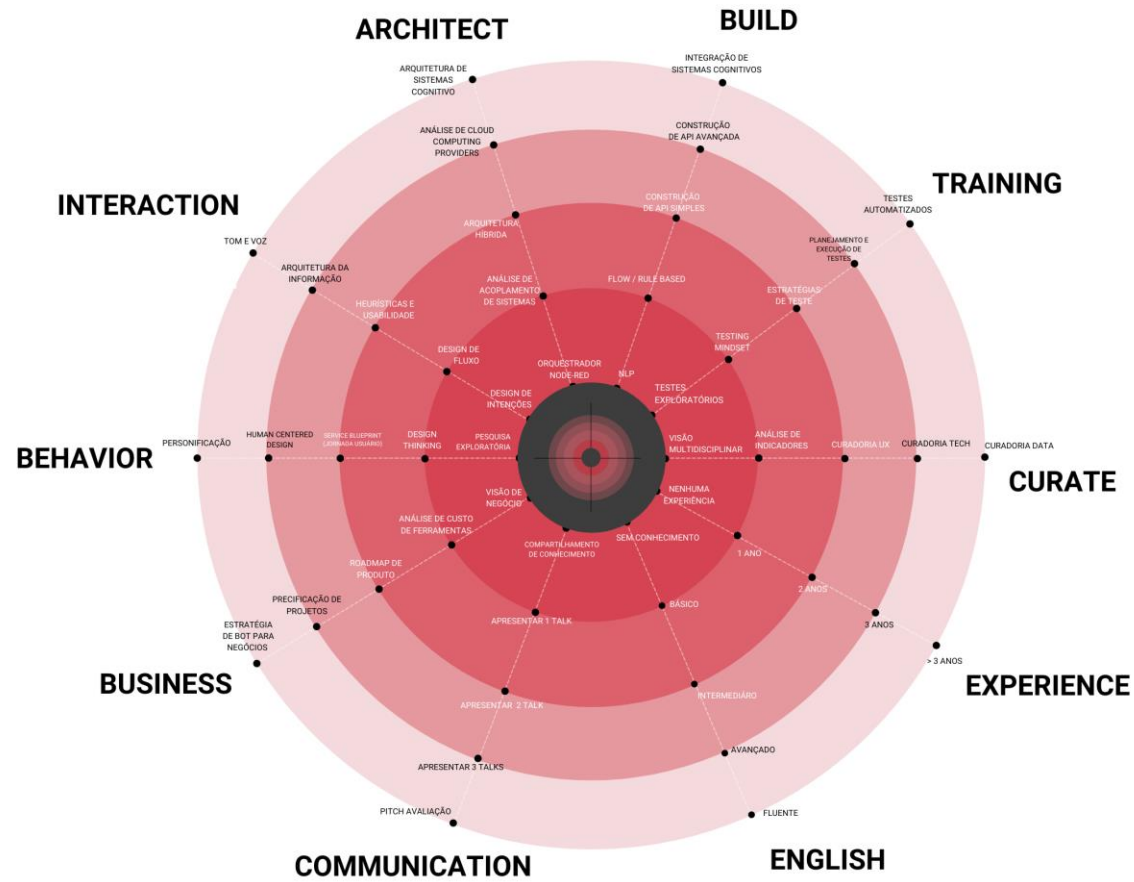
DESENVOLVA SKILLS COMPORTAMENTAIS NECESSÁRIOS NO MERCADO DURANTE O PROGRAMA

**RECONHECIMENTO**

SEJA RECONHECIDO NO MERCADO PELO CONHECIMENTO CONSTRUÍDO



# CHATBOT SKILLS RADAR



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