

Supporting Service Technicians with chat bots

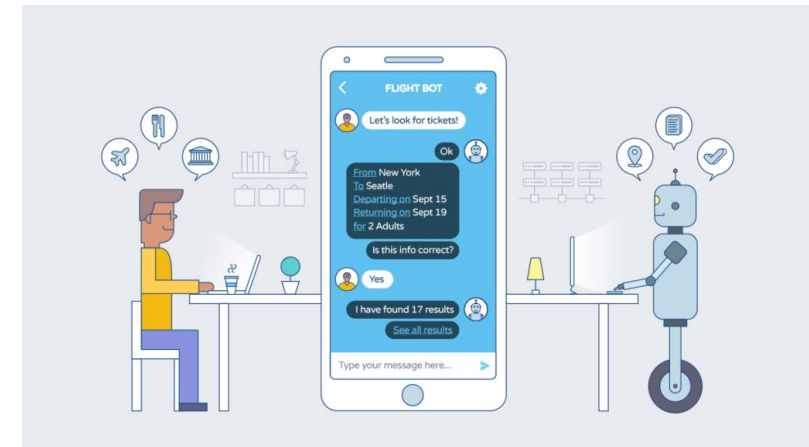
Challenge

Digitalization and its connection to sustainable production is identified as a key enabler for increasing the number of jobs in Swedish industry. The purpose of Project Smarta Fabriker is to increase the attractiveness of technology and careers in industrial companies, and to spread knowledge about industrial digitalization.

As a service technician going into a factory to do maintenance it's sometimes not easy to know all the details necessary about a machine and how it's working. By implementing a chatbot feature in the Smart Factory that helps looking up information needed to do maintenance the work can be speeded up a lot.

Solution/Tasks

- Design a dialog pattern for Human-Machine voice interface
- To develop a chatbot that comprehends and respond in Swedish/English language
- The chatbot is to be developed on Microsoft Azure by using Azure Bot Service and Cognitive Services for speech recognition, image recognition, etc.
- Integration of the chatbot solution in Smarta Fabriker mobile app



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Current Smart Factory mobile app is available at Apple Store & Google Play:

Apple Store: <https://itunes.apple.com/se/app/smarta-fabriker/id1263106661?l=en&mt=8>

Google Play: <https://play.google.com/store/apps/details?id=com.smartafabriker>

Next Step?

To secure that the project is yours please send a mail or call each mentor/supervisor or contact me (Jens Cederhage), I will be willing to share with you further details including booking a first meeting with your project supervisor:



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