# MAKING CYBERCOM

Based on Cybercom's values and inclusive culture, we are developing skills, client offerings and employees.

This is how we are making Cybercom.

**Cybercom Innovation Zone**

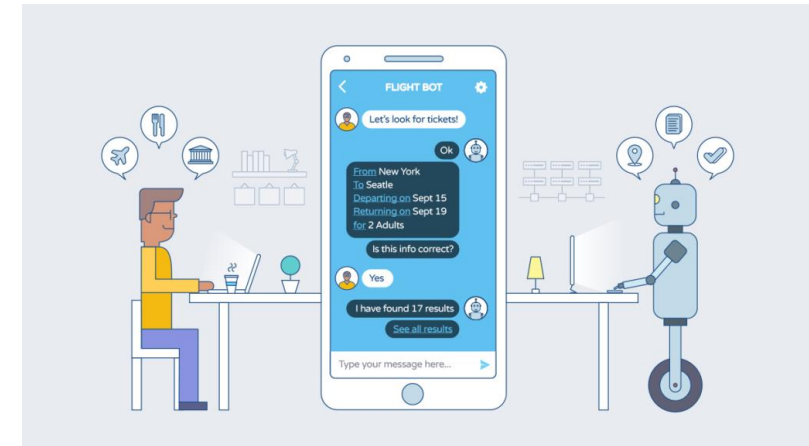# Supporting Service Technicians with chat bots

**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