Rapid Chatbot Deployment & RBM Innovation

How RCS Business Messaging chatbots can allow small business to stay engaged with their customers. Learn how brick-and-mortar stores can add mCommerce ordering, delivery and customer care capabilities quickly and easily.
RCS/VoLTE

GSMA Accredited RCS Client/SDK

Dual and Single Registration
Multi-platform IMS stack supporting RCS Universal Profile and VoLTE / VoWiFi for Android, Wearables, iOS, Windows, macOS, Linux & WebRTC

Business VoLTE
• Multi-Line, Multi-Identity, Multi-MSISDN
• Fixed-mobile convergence
• Digital assistants / AI
• Voice / Video Conferencing
• Whiteboard / Screen share

IMS Digital Assistants
• Powered by Summit’s AI Engine
• Supporting AI Enriched Calling

IMS/RCS CLOUD

IMS Core, SBC, ACS, IM-AS, PNS, MaaP, WebGW, TAS
• World’s first GSMA accredited Universal Profile network
• High availability, reliability & scalability
• Rapid deployment on virtual, physical or NFV infrastructure
• Carrier certified NNI support
IMSRCSCloud.com

SUMMIT

Chatbots

RCS
• WYSIWYG bot creator
• Natural Language Processing (NLP)
• Template library
• Retail mCommerce
• Gaming & Entertainment
• Restaurant ordering
• mWellness services
• ...

Virtual Assistants, Robots & Drones

IMS enabled smart speakers
• Standardized device interface with IMS
• LTE-M / Cat-M1 support
• Advanced AI within telecom services
• Deep Machine Learning, optimized training, intelligent adaptation
• AI computer vision & speech processing
• Voicebots / Chatbots

RCS MaaP

Messaging as a Platform
• Interworking with bot platform providers
• Leverage existing bots with RCS API
• A2P Service Creator
• Chatbot Directory
• Chatbot control of IoT devices
• User identity / GSMA Mobile Connect
• Chatbot Analytics
• Web bots

RCSMaaP.com

RCS XR

360° VR CALLING

5G 8K Edge Computing
LTE 4K streaming
IR92 | IR94 | IR39

AR / VR Multi-Party Video Calling
Immersive Telepresence with AI
Presentations | Training | Customer Service

Real-time 360° Live Experiences
Travel Destinations | Concerts
Sporting Events | Gaming

VRcalling.com
Chatbot Innovation

**SUMMIT INNOVATION PATH**
*(Based on current standards)*

- Enterprise Chatbots
- B2B Chatbots
- Kiosks
- Call Centers
- Live Operator Routing
- Desktop Chatbot Access
- IoT
- Chatbots in VR
- Game Chatbots
- Identity / 2FA Chatbots
- Secure payments

OEM RCS

Traditional RCS/RBM

**RCS**
**WITHOUT LIMITS**
Bots are the new Apps

Bots provide for the Rapid Launch of Advanced Services with MaaP. RBM is not just A2P, but a PLATFORM that can replace a majority today's apps and web services.

It can manage business end-to-end, and can be a disruptor. Let us show a few real-world examples of how local businesses in Canada have transformed their businesses with Summit's RCS CLOUD.

RCS bots are not just for chat apps, we will show several other examples including Kiosks, IoT and even Extended Reality with our VR Bot platform - Odience!
Case Study – L’Inter-Marché

- In response to increased demand for online purchases as a result of COVID-19, L’Inter-Marche was faced with new challenges to accept orders via phone and internet. Summit proposed a new approach to the traditional channels by offering an RCS-based solution.

- Summit quickly built out a grocery order and delivery chatbot and an RCS-capable call center, transforming their business from having no website or online presence to using the latest RCS technology. In a matter of days, they were ready to accept overs via MaaP and to accept calls at a virtual RCS call center, manned by remote workers. This type of service in the past would have taken weeks or months to deploy, but with Summit’s RBM, it was done in days, easing pressure on their stores and reducing the risk to their employees.

- Chatbots will empower small business to provide the personal service they are renowned for, alongside the precision and expertise the giants are admired for."

- Our next small grocery chain will be able to do this in hours.
Onboarding Businesses

Setup a MaaP Service in 3 simple steps

1. MNO service provisioning portal
2. Design and build chatbot
3. Launch service
Chatbot Lifecycle
Chatbot Templates

Create Bots

- Customer Support
- Event Invitation
- Smart Home
- Home Lite
- Lead Qualification
- Online Ticketing
- Order Tracking
- Service Booking
- Shopping
- Survey
- Weather
- Traffic
- Service Balance
- Transaction History
Chatbot Innovation

Chatbot Creation

Chatbot Builder

Edit L'Intermarché Palumbo Info

Chatbot Info

Category
Description
Chatbot
Icon

Chatbot Creation

Product Feed

Url to Retrieve Products

http://www.intermarchepalumbo.com/media/feeding/chatbot_feed_json

MaaP

Publish

Chatbot

L'Intermarché Palumbo

Welcome to our online service in line with the Marché Palumbo!

Place your order today and let the bot handle everything for you!

Feel free to ask questions, our chatbot is ready to communicate with you and visit our site.

Bon appétit 😊

Place an order

Grocery
Bakery
Fruits and Vegetables

Message...
Demo – L’Inter-Marché

Watch Demo Video here: www.summit-tech.ca/gsma_webinar/041520/
CALL CENTER

USER

L'intermarché Palumbo

Bonne épicerie 🍎 ✖️

Placer une commande

EPICERIE
- Boulangerie
- Fruits et légumes

CUSTOMER CARE AGENT

Customer Replies

Welcome Messages
- How can I help you today?
- Hi!
- Welcome to L'intermarché Palumbo support, how may I help you?
- Hi, I'm happy to help you today.

Privacy Policy:
- Respect
- Consent

Customer chatbot conversation accessible by call agent
Chatbots: Kiosks

- Replaces current kiosk systems with large touchscreen
- Connected to MNOs network, easy to deploy
- Doesn’t require maintaining another system for users who want to self-checkout
- Integration with card payments, printers, barcode scanners
- Can connect users with a live operator via video call
Create a Chatbot

Create a new Chatbot and manage your already created Chatbot.

- Fully Custom Bot
- Bot Templates

MaaP

KIOSK BOT

Create a new Kiosk bot or select existing bot and publish for Kiosk mode.
Kiosk and Call Center Demo Video

Watch Demo Video here:
www.summit-tech.ca/gsma_webinar/041520/
Case Study – L’Inter-Marché

• Chatbots will empower small business to provide the personal service they are renowned for, alongside the precision and expertise the giants are admired for. With world situations such as COVID-19, businesses need to be able to adapt quickly and stay connected with their customers even if they can’t/wont shop in brick and mortar stores. Our future customers will be able to deploy this in hours if required.
Summit RCS Cloud

- RCS Clouds come in many different flavors
- In this presentation we will focus on a particular implementation used in our case studies
- Many more supported options and integrations to suit any version of Universal Profile and Operator Network
NNI Rapid Deployment
Case Study – Hair Salon
Case Study – COVID-19 Chatbot

• With health lines and hospital call centers being overwhelmed there is an immediate need to automate services where possible and move them into the online and mobile space.

• Summit designed a chatbot to assist with online triage by hospitals and clinics. The objective is to help patients decide if a visit to the doctor is required and to provide real-time advice when call centers are overwhelmed. As restrictions are eased in the future, airports, public space owners and other business may also want to "pre-screen" patrons based on known risk factors.

• The prototype/PoC is being shown to local healthcare services and may be deployed as a service with Canadian carriers in the near future.
Case Study – COVID-19 Chatbot

Chatbot Conversation Flow

COVID-19

Welcome to the Quebec Health COVID-19 diagnosis chatbot. Please answer the questions below to help us classify your case.

Reply: Start, Visit Website, Call Us

Question1_Gender

Select your gender?

Reply: Male, Female

Question2_Age

What is your age range?

Reply: Under 18, 19-30, 31-40, 41-50, 51-60, 61-70, Over 70
Case Study – COVID-19 Chatbot

Have you been tested for COVID-19?

- Yes
- No

What were the results of the test?

- Positive
- Negative

Are you able to self-isolate at home without posing a risk to others?

- Yes
- No

Based on your results, we consider your transmission level as: LOW. Please keep yourself in self-isolation for at least the next 14 days. If needed, resources are available at the below link. Thank you.

- Restart
- Visit Website
- Call Us
Demo – COVID-19 Bot

Watch Demo Video here:
www.summit-tech.ca/gsma_webinar/041520/
Chatbot Innovation: Beyond Ads and Customer care

Gaming, IoT and interactive VR Chatbots

Gamification
- Brands can increase interaction through chatbot gaming offering their own games & contests or via ad placement within games
- MNOs can offer a gaming platform (GaaS) to enterprise customers to enable creation of chatbot-based games

Advanced Customer Care
- Replace call center with RBM chatbots and RCS "Rich Call" for live agent interaction escalation
- Digital identity for secure information sharing and transactions

VR Boutique
- Interactive, social, and e-commerce integration within VR Livestream 360 shopping experience

IoT
- Home automation and security solution driven through chatbots and AI
- Kiosks
- Connected Car
Chatbots Everywhere

Virtual Reality
Ordering Kiosk
Customer Care
SMARTPHONE
Cellular-IoT
Connected Car
Gaming
Chatbots: Enterprise & B2B

• Integration with SAP, Oracle/Peoplesoft, Workday, Office365
• Creation of purchase orders
• Group alerts based on work schedule
• Coordination of meetings, calls, data sharing
• Reserving / Sharing common resources
• Facilitating multi-tenant solutions
• Cross-organization reporting
• ERP Functions / Queries on the go
• Advanced barcode scanning (inventory management)
Chatbots: Gamification, Gaming, Entertainment

• Marketing gamification builds brand awareness and increases reach
  • Attracts new customers in an original way and adds innovation to brand engagement
  • Discover products & services in a fun, interactive way: Selling an experience – come play & learn about products & earn rewards

• Gamification produces clear results
  • Boosts user commenting by 13%, social sharing to Facebook, Twitter, and networks by 22%, and content discovery by a whopping 68% - Gigya study of billions of user actions with partners like Pepsi, Nike, and Dell
  • Up to 150% engagement increase: unique views, page views, community activities, and time on site (M2 Research)
  • Not only online: Pokémon GO drove 500 million visitors to sponsored locations like McDonald’s, who were reportedly charged anything between $0.15 to $0.50 USD for each visitor

• Games are social
  • Games such as Fortnite have demonstrated high demand for social based gaming, bar to entry for most brands is too high to develop social services, and RCS gaming chatbots can enable brands to easily design and build social games
The Summit RCS Chatbot Gaming Platform allows game developers to lay out complex narrative for interactive social game playing.

A fully fledged system containing data states, functions, arrays and other programming-oriented tools can bring to life role-playing game systems.

GaaS
Account management / Mobile Connect
Scalability (building platforms for large number of users globally can be challenging)
IMS Social Presence to connect users, Enriched Calling to enable comm services
GaaS RCS Chatbot APIs for existing gaming platforms, digital assistants, smartwatches…
2084

An Interactive Role-Playing Tech-Noir Adventure

made with Summit RCS Game Bot
2084

An Interactive Role-Playing Tech-Noir Adventure

made with Summit RCS Game Bot
Chatbots for VR Shopping
Chatbots for VR Shopping

ODIENCE

360 LIVE STREAMING PUBLISHING PLATFORM

1ère AVENUE
Organization State
Organization Setting
Settings
Invitation Templates
Chatbot Feed

INVITATION TEMPLATES
Manage Event Invitation Templates Sent by Chatbots

Template Name
360 Shopping!

Template Invite Message
Join our 360 Shopping experience hosted by Jonathan Star

SEND INVITE

EVENT CHATBOT RECEIVES INVITATION

Join event
Chatbots for VR Shopping

1ère Avenue
Organization State

Category
Search

Joseph Ribkoff Tee style 183171
TOPS
90% Polyester, 10% Spandex No zipper

Joseph Ribkoff Dress Style 201176
DRESSES & JUMP SUITS
100% Polyester No zipper No pocket

360 LIVE STREAMING PUBLISHING PLATFORM

SHOPPING CHATBOT ACCESSIBLE INSIDE VIRTUAL REALITY
RCS VR Shopping & Chatbots
VR Boutique eCommerce Video

Watch Demo Video here:
https://www.summit-tech.ca/rbm/
Cellular IOT (cIOT): Home Automation / Security

Chatbots for IoT Device Control
Chatbots & Connected Car

DASHBOARD DISPLAY

The Burger Shop
9:19 PM

- Fall Burger: $6.99
- Veggie Burger: $5.99
- Chicken Burger: $6.99
- Mushroom Burger: $6.49

Add to cart

Burgers  Salads  Sides  Drinks

Denisa Smith
(514) 555-9199

Driving
c-IoT + Mobile Connect + RCS Chatbots
Chatbot Home Automation Video

Watch Demo Video here:
https://www.summit-tech.ca/c-iot/
MaaP API Support

Summit has committed to open our platform to new integrations that will allow customers with existing partnerships to develop new use cases without changing existing deployments. Some examples include:

- Google Partner / MaaP
- LivePerson Maven
- SAP / ERP Systems
- Major payment gateway providers (with PCI Tier 1 Compliance)
- Cvent for event registration
- Smash.gg for gaming tournaments
RCS MaaP is an A2P channel designed to enrich conversation, commerce and automation through RCS chatbots for airlines, banks, restaurants & retailers to healthcare, security & telematics.

IMS-based Digital Assistants with RCS & Cellular IoT for innovative LTE-M/NB-IoT & enhanced communication services enabled through voice commands & automation - powered by neural networks.

Extended reality RCS chat, voice & video calling immersed within 360° live video or simulated VR/AR. End-to-end services for live VR Concerts, AR Conference Calls & Telepresence.