To NLP or not to NLP?
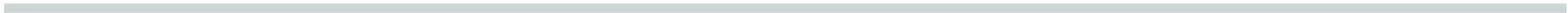
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Trying out NLP chatbots on a real issue

- (Very) frequently asked questions
  - how do I ask for permits / holidays / refunds / whatever ?

- Let the bot answer

Our chosen tools

- Wit.ai

- Google APIs

Differences

Can extract meaning from sentences

Must be trained

Can use extracted meaning for side effects

Costs

- Must find and learn a machine learning system

- Training

- Evaluate privacy!

- Evaluate rate limiting

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Yes, privacy

Wit.ai is free

But

You have the ownership of your data but you agree to let us use them to improve Wit. (?)

Build your own, our use it on premise.

Next steps

Hybrid approach?