Singapore Management University - schools and research areas

Home to over 9,800 students + 360 faculty, across 6 schools

Updated as of 04 August 2017.
One day at the campus food court...
The next morning along the campus corridor...
... came back from local conference...
**Library Technicians**

99% chance of automation.

- **Automation Risk Level:** You are doomed (95% probability of automation)
- **Projected Growth:** 5% by 2024

**Librarians**

65% chance of automation.

- **Automation Risk Level:** Robots are watching (75% probability of automation)
- **Projected Growth:** 2% by 2024
Yikes... I better “upgrade”... hmm... bots... chatbots...
Chatbot Building Blocks

User Interface → Natural language processing / generation → Knowledge base

User

Fulfilment service
Frameworks & APIs

Telegram, Facebook, Skype, WeChat, kik, …

Bot-friendly social media messenger

Microsoft Bot Framework, Dialogflow, Wit, …

Chat bot service

Fulfilment service

User

^_^
Proof-of-Concept Chatbot

1. Create Telegram app & Telegram bot
2. Create agent and intents in Dialogflow
3. Create web service for Dialogflow to call LMS

User

Telegram

Dialogflow

Custom webhook

Alma, Primo
Campus-wide chatbot

AskSmooSmo (Bot-in-training)

whats the library opening hours
3:47 PM

Ok, I stumbled upon this question many times already!
The library opening hours differ term to term. For more details, check out this link to the library opening hours (https://library.smu.edu.sg/opening-hours).

Source: Student Life > Facilities > What are the library opening hours?

3:47 PM

tell me a joke
3:48 PM

Why is a math book always unhappy? Because it always has problems.
From chatbot to robot...
Learning Points

User Experience

Collaboration

Talent Development

Bot Trainers

Bot Literacy
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References


