

KM2021 Conference
Pre-Conference Industry Day
Tuesday, 29 June 2021, HfTL University, Leipzig, Germany
Themes: Knowledge Management, Cybersecurity, Learning, and Information Technology
<https://iiakm.org/conference/>

Invited Talk
Language Interfaces with Automated Components for Business Applications

Dr. Andreas Niekler
Institute of Computer Science at Universität Leipzig, Germany

Abstract:

Language interfaces play an increasing role in modern business applications. We show the outline of an integration of unstructured data and Robotic Process Automation (RPA) approaches into a chatbot framework. We describe how RPA applications are connected to a chatbot system and show a possible system sketch. Furthermore, we describe the integration of Open Question Answering techniques like DocChat, semantic clustering and the Universal Sentence Encoder in order to acquire direct answers to user questions from documents. We also show a standalone bot framework product of 1000° Digital GmbH for deployment in industrial contexts.

About the Speaker:

Dr. Andreas Niekler is a research associate at the Institute of Computer Science at the University of Leipzig. He develops computer-based methods in the field of semantic properties in language and language-based AI. In recent contributions he supported various companies in Saxony adopting certain AI technologies in their daily activities. This includes processing of unstructured data for knowledge management and document management.

