BenTen

Personal Assistant to eliminate ‘TOIL’
OBJECTIVE

Benten’s objective is to eliminate TOIL
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### BENTEN ARCHITECTURE

- **NLP**
  - Chat Bot
  - Voice
  - HTML
  - E-Mail

- **User Experience**

- **Plugin Framework**
  - Autolab
  - Splunk
  - Jenkins
  - JIRA
  - ...

- **Intuit**
TRADITIONAL UI VERSUS CUI

Traditional UI

Intent

CUI

Service

Service

Service
Conventional - Jira

Average Number of steps: 12
Average Time spent: 4 min

- Login to a different application every time
- Bombarded with information on every screen while all we need to do is one thing
- Complex UI - high response times

Conversational - BenTen

Average Time spent: 30-40 Seconds

- No need to navigate to a different system
- Exactly what the user needs
- Conversational
BENTEN - GITHUB

- GITHUB Link - https://github.com/intuit/benten

- All the instructions to onboard and build your first chatbot is present in the GitHub README.
“We could get exactly what the operations team asked for very quickly”
“saves time if I have to create tickets with short descriptions”
“not easy to enter lot of text in slack”
“a little faster to transition issues and saves time”