

intuit.



turbotax



quickbooks



mint

BenTen



Personal Assistant to eliminate 'TOIL'

OBJECTIVE

¹toil 
noun | \ˈtɔɪl\

Definition of TOIL for Students

: long hard labor

²toil
verb

Definition of TOIL for Students

toiled; toiling

1 : to work hard and long

2 : to go on with effort • They were *toiling* up a steep hill.

Benten's objective is
to eliminate TOIL



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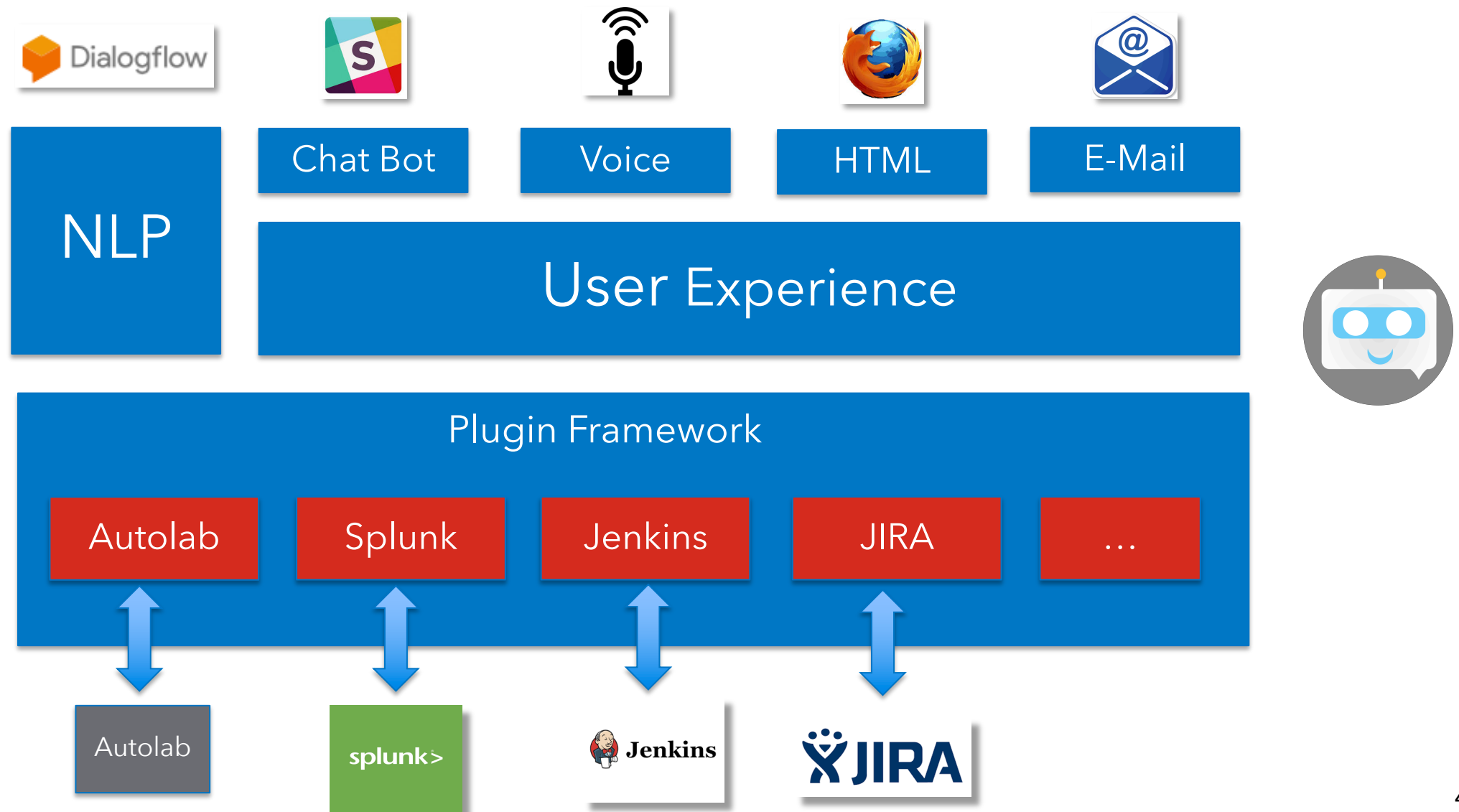
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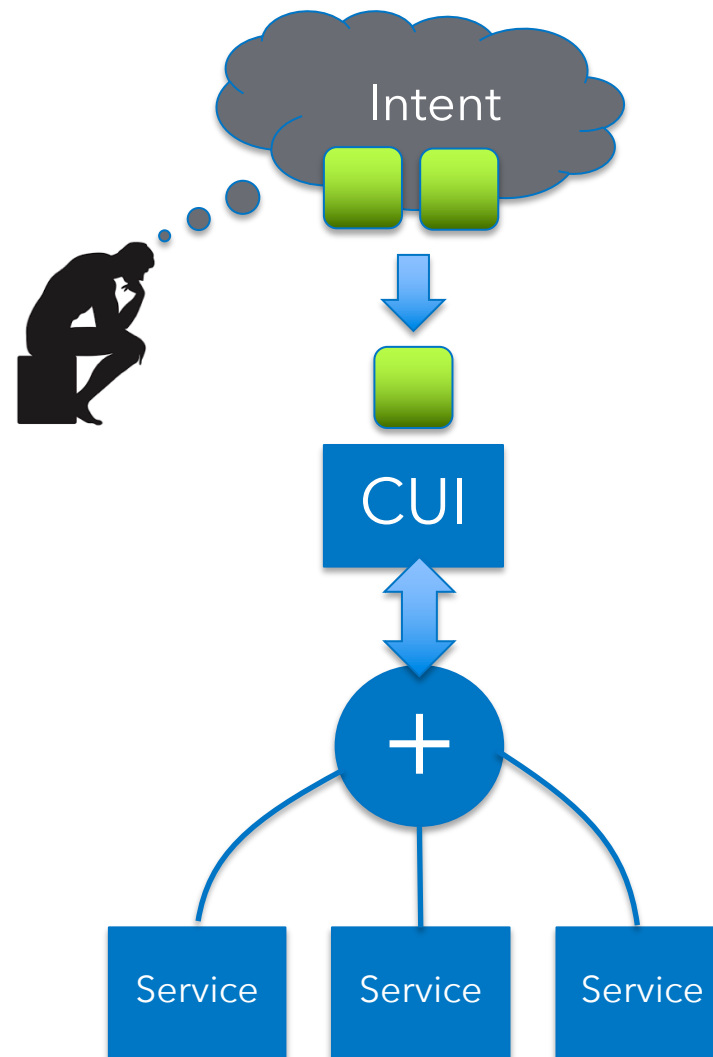
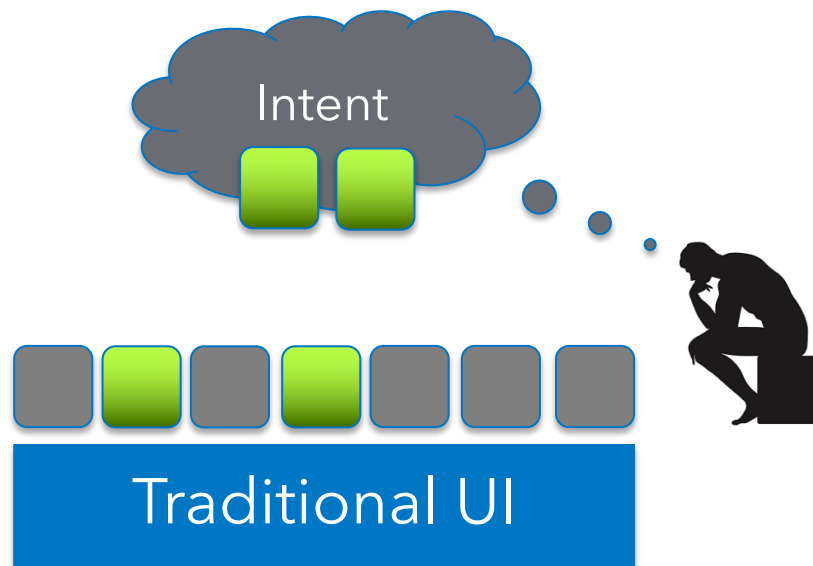
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BENTEN ARCHITECTURE



TRADITIONAL UI VERSUS CUI



Conventional - Jira

Conversational - BenTen

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

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.

FEEDBACK / LEARNINGS

"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"