EMPLOYEES OF THE MONTH

JANUARY: Ethel
FEBRUARY: Matt
MARCH: Frank
APRIL: Carol
MAY: Martin
JULY: Tom
AUGUST: Autotron
SEPTEMBER: Autotron
OCTOBER: Autotron
NOVEMBER: Autotron

Kanin

SUPWIZ
Who am I?

• DIKUfant to the bone
  • 2009 – 2017 (BSc, MSc, PhD)
  • The Canteen Board
  • RKG
  • TA for 8 courses
  • Organizing CS camps, programming competitions, coaching students, and much more..

• Now: AMAOS through SupWiz

Nyt forskningsprojekt skal omsætte algoritmer og kunstig intelligens til state-of-the-art kundesupport

AI, KUNSTIG INTELLIGENS: Over de næste to år skal KU-forsker i algoritmer, informationsopsporing og machine learning i samarbejde med danske virksomheder og med Innovationsfonden som bevillingsgiver forske i nye metoder til optimering af kundeservice-systemer.

07. JULI 2015
UNF Computer Science Camp indtager snart DIKU

COMPUTER SCIENCE CAMP: I uge 25 indtager 48 unge mennesker i alderen 16-20 år DIKU. De frivillige er allerede igang med forberedelserne til dette års UNF Computer Science Camp.

03. JANUAR 2018

Søren Dahlgaard ny ph.d. fra DIKU

PH.D.-FORSVAR: Den 17. august 2017 forsvarede Søren Dahlgaard sin ph.d.-afhandling med titlen Tabulation Hashing for Large-Scale Data Processing

Et talstærkt publikum var mødt op for at følge forsvar af Sørens afhandling. Interesserede kan bestille en elektronisk version af kopien hos Søren på soeren@dk.hu.dk.
Who am I?

• PhD in Computer Science  
  (Algorithms and Machine Learning)
• 2017: Top 50 computer science research result  
  2016: Top 15 algorithms research result  
• 4-time Danish Champion in Programming  
• Olympic medalist in programming  
• Part of only Danish team ever at ACM ICPC  
• Co-founder and Chief AI Officer, SupWiz
Today: SupWiz

- DIKU spin-out
- Founded summer 2017
- AI software for customer service and support
  - Chatbots / virtual agents
  - Ticket automation and assistance
  - Analytics
- Today: 16 employees
- Software benefiting millions
The SupWiz Team

- **World-leading experts** in algorithms, AI and machine learning
- Multiple-times **Danish champions in programming**
- **Olympic medalists** in computer science and mathematics
- Renowned researchers from **UCPH, Stanford, Cambridge, ETH Zürich, Oxford, UT Austin**, etc.
- **Successful software entrepreneurs**
- Previously built software used by **100+ million users**
- **12+ years of experience with customer service**
Chatbots and I go way back!
Chatbots and I go way back!
Chatbots and I go way back!

Example commands:
!add
!remove
Customer Service
Customer experience is the primary basis of competition for 89% of companies

Gartner
In the U.S., the estimated cost of customers switching due to poor service is $1.6 Trillion.

Accenture
Still challenges left

- Many unlinked channels
- 8-17 opening hours
- Manual processes and rules
- Customers being passed around
- Customers having to repeat themselves
Still challenges left

- Many unlinked channels
- 8-17 opening hours
- Manual processes and rules
- Customers being passed around
- Customers having to repeat themselves

Extremely interesting and challenging CS problems:
- Natural language understanding
- Scalable software design
- Much more...
The SupWiz customer journey
Improving customer experience with AI
ML in the real world

**Academic world**

- Have labels
- Can trust labels
- Good, accepted methods for evaluation
ML in the real world

Academic world

• Have labels
• Can trust labels
• Good, accepted methods for evaluation

In the real world

Solved here?
The SupWiz customer journey
Improving customer experience with AI
Welcome! How can we help you?

Search help here

Popular searches: Email account, Webmail, Mail password, iPhone setup, SFTP...
The agents’ perspective

Incoming chats automatically get assigned to the bot

Chats currently being handled by the bot

The entire setup is continuously monitored and tested

Chats get transferred to supporters when necessary
Kundeservice Robot has joined. 11:33 AM

Kundeservice Robot

5: Kontrolpanel

Kundeservice Robot

Hvilket domæne drejer det sig om?

Kundeservice Robot

Jeg skal måtte ændre din kode til kontrolpanelet. Jeg har sendt en email til ejeren af www....dk, som hjælper mig med at skifte koden. Tjek din mail (og evt. spam-mappe) og søg en ny kode.

Prøv derefter at logge ind igen her: https://login.one.com/opi (benyt samme email), som nulstillingen blev sendt til.

Virkede det?

Ja

Ja

Kundeservice Robot

Tak for snakken. Hvis der skulle opstå flere spørgsmål eller andet vi kan hjælpe med, er du altid velkommen til at kontakte os igen her eller på e-mail. Hvis der er endnu, kan du også skrive her, så viderestiller jeg dig til en supporter.

Kundeservice Robot

5: Kontrolpanel
Identify the problem

Hello, I have forgotten my password and want to reset it.

A mail was sent when I tried to log in, but it seems to be a new password.

[Translation: Has joined.]

Welcome to One.com kundesupport.

What kind of login problems are you experiencing?

1. Mail
2. FTP (filezilla, cyberduck, winscp, etc)
3. MySQL (database)
4. phpMyAdmin
5. Kontrolpanel
6. Another (go to support, ca. 2 min. wait time)
Obtain necessary information.

Identify issue, and solve problem through integrations.

Get feedback to improve the AI.
Already know type of login problem and domain name, so don’t ask
Thank you!

Søren Dahlgaard
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