



Bot IOT: Leveraging Bots and AI in the IOT



SnatchBot

Using Bots to Simplify the Internet of Things

The world of digital technology is rapidly expanding. When most people consider digital devices, the first things that spring to mind are smart phones and tablets, but it's becoming much more than that: just in the personal consumer sector, there are smart watches, health bracelets, cars, homes, televisions, shoes, Bluetooth trackers, appliances, and beyond.

The inter-networking of all these physical devices is collectively known as the "Internet of Things," and it encompasses nearly any device with network connectivity that can operate within the infrastructure of the Internet.

In the government and enterprise sectors, these concepts are being applied to manufacturing, agriculture, power plants, heart monitors, transportation, prosthetic limbs, anything bearing a QR code—and as advancements in digital technology march on, the ceiling continues to be raised for the potential to collect and exchange information.

In the last two years, IoT technology has taken huge leaps forward. The general prediction by tech experts is that in just a few years, the Internet of Things will consist of approximately thirty billion objects, each uniquely identifiable by Internet protocol addresses.

But this is a good thing, right? Every one of these devices is built with the intention of making our lives slightly easier, but in some ways, it can be said they're doing just the opposite—unless, of course, there was some sort of digital assistant to put some organization to this seeming chaos.



Scalability and App Fatigue

Before we delve into how chatbots fit within the concept of the Internet of Things, first let's take a look at the issues that are already arising, and will only continue to rise, with the growing number of interconnected devices.

The first is scalability, which simply refers to the capacity for a system to handle a growing number of resources. Though the Internet of Things is still in its youth, there are already increasing concerns over security and network capabilities as the number of users, and by extension, the volume of devices, increases. If IoT tech explodes in a similar way that mobile tech has in the last decade, each home could potentially be outfitted with a dozen or more individual, but interconnected, physical devices that could be controlled from a mobile device.

That brings us to the next big issue, and that's "app fatigue." The app market is oversaturated with millions of social media outlets, games, enterprise-specific apps, and everything in between. There are simply too many, and users are increasingly recognizing those that have little to no value, deleting apps en masse as they grow tired of updates and various interfaces.

An American analytics firm, comScore, performed a study in 2016 that showed that mobile users surveyed spent 85% of their time on just five apps. Today's users are seeking a more streamlined approach, and if these trends are any indication, apps are on the way out.

Apps are Moving Out; Bots are Moving In

So what does app fatigue have to do with the Internet of Things? Well, each of those physical devices needs some sort of system with which to control it, and today's users prefer a mobile approach. That means that the "solution" is usually—you guessed it—another app.

Imagine you have smart-home connectivity and you forgot to lock the front door when you left the house. Currently you would have to open an app, navigate an interface, and enter a command. If you wanted to turn the lights on before you got home—there's an app for that. Want to start the engine in your smart car so that it's warm on a winter morning? You can see where this is going.

There is, however, a counter to app fatigue, and the solution lies in chatbots. In simplest terms, a bot is a program that uses machine learning and natural language processing to converse with a user and performs automated tasks. A bot speaks human language, rather than computer language, and can be integrated with multiple channels for ease of access.

Returning to our example with the front door, imagine that instead of having to download and learn a new app, you could instead send an SMS to a bot that says, “Lock the front door.” Not only can this task be automated, but the bot will reply to you in a conversational way to confirm that your request has been fulfilled.

With bots, there’s no need to download separate apps, learn new interfaces, or remember sequences. Bots are able provide a personal, engaging answer to common requests currently handled by apps or websites.

Bots Learn You

Chatbots are already being employed by numerous industries and thousands of enterprises around the world. Brands are using bots to handle customer service inquiries, cultivating consumer loyalty by supplying a fast, conversational approach. Financial institutions have deployed bots that can supply balance inquiries, perform online transfers, and send important notifications.

In fact, you may have chatted with a bot at some point and not even realized it. The ability of a bot to draw context from a user’s input allows them to reply in a way that is virtually the same as exchanging messages with another person.

The capability of artificial intelligence is growing by leaps and bounds; we’ve only just begun to explore the full functionality of chatbots. One of the more remarkable traits of bots is the ability to “learn” a user’s needs and preferences over time and interaction, eliminating repetitive requests.

Earlier we mentioned remotely turning on the engine in a connected car on a cold morning. With a chatbot, the user wouldn’t have to enter this request every winter morning; a smart bot is able to “learn” that preference and instead automate the task, simply sending a notification to the user that the engine has been turned on.

This sort of functionality goes hand-in-hand with the concept of the Internet of Things—the ability to control interconnected devices in simple, human language in a way that’s personal and conversational is indeed a great leap forward in the ultimate goal of making people’s lives easier.

Unique Features of Smart Bots

Due to app fatigue and the increasing popularity of messaging platforms, an omni-channel approach is a necessary facet of bot usage. Today’s bots can be deployed over nearly any channel, whether it’s a messaging service like Skype or Facebook Messenger, or a platform like a website, email, or SMS. With SnatchBot, you have the ability to publish your text, voice, or video chatbots easily to all channels with a single click.

Furthermore, our bot-building platform is the only one on the market today that allows you to sync across chat channels, which means that a user can start a conversation on SMS, continue on a website, and end in an app like Viber or Slack with no interruption.

As more devices join the Internet of Things, security has become a growing concern, which is why our SnatchBot platform takes every measure to be as private, safe, and secure as possible. We pride ourselves on enterprise-grade security that complies with all regulatory mandates, including user authentication and secure messaging. SnatchBot is already being used by some of the world’s premiere brands, so users can rest assured that security is our highest priority.

From a user’s perspective, the advantages of chatbots over traditional apps or websites are significant in simplifying the growing number of IoT devices. From a developer’s standpoint, bots are more cost effective and development cycles are much shorter, measured in days or even hours instead of weeks or months. For more information on how to get started with bots, visit SnatchBot today and begin building a bot for free.

Try to our Chatbot Templates and Start Building your Own



Internet of Things Template



Data Importing Template

About SnatchBot

SnatchBot’s revolutionary platform streamlines business workflows and communications with a single message based interface. With SnatchBot’s omni-channel platform, customers can specify the channels through which they’d like to connect. SnatchBot’s tools support the entire lifecycle of a bot, from developing and testing to deploying, publishing, hosting, tracking, and monitoring. The platform provides robust administrative features and enterprise-grade security that comply with all regulatory mandates.

For more information about SnatchBot’s bot-building platform, please visit our website at <https://snatchbot.me/>
If you don’t know how to start building your bot contact us today and we will build your bot for you.
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