


Empower you organization  
with  
 alexa for business

*Lakshmi Inbamuthiah*  
*Partner Solution Architect*  
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# Alexa - Voice User Interface at Home

*"Alexa, dim the lights"*

*"Alexa, call Jane"*

*"Alexa, order a pizza"*

*"Alexa, Start my TV"*

*"Alexa, lower the temperature"*





# Introducing **Alexa for Business**

*Your intelligent assistant for work*

# Alexa for Business



Smarter  
Workplace



Workplace  
Productivity



Custom Private  
Skills

Office Common Areas

Conference Rooms

Analysis and Reporting

Manufacturing Shopfloors

Business Calling

Informational Chat Bots

Warehouses

Calendar Management

Status tracking

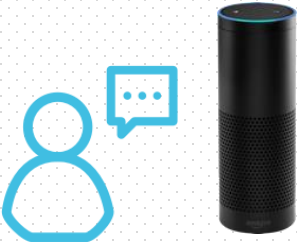
Front Desks

3rd Party Enterprise Application

Automate Workflows



# Shared Device and Enrolled Users



Company Provisioned Device  
(Shared Device Model)

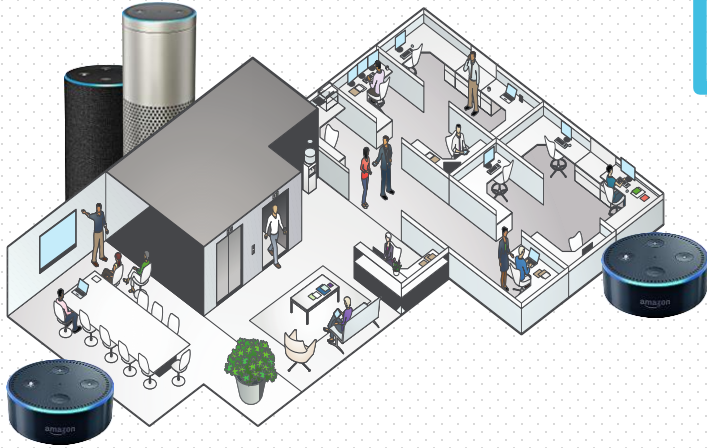


Employee Owned Device  
(Enrolled User Model)



# Smarter Workplace

## Around the office – devices with location info



Alexa, call a shuttle to building C

Alexa, ask Teem to book this room.

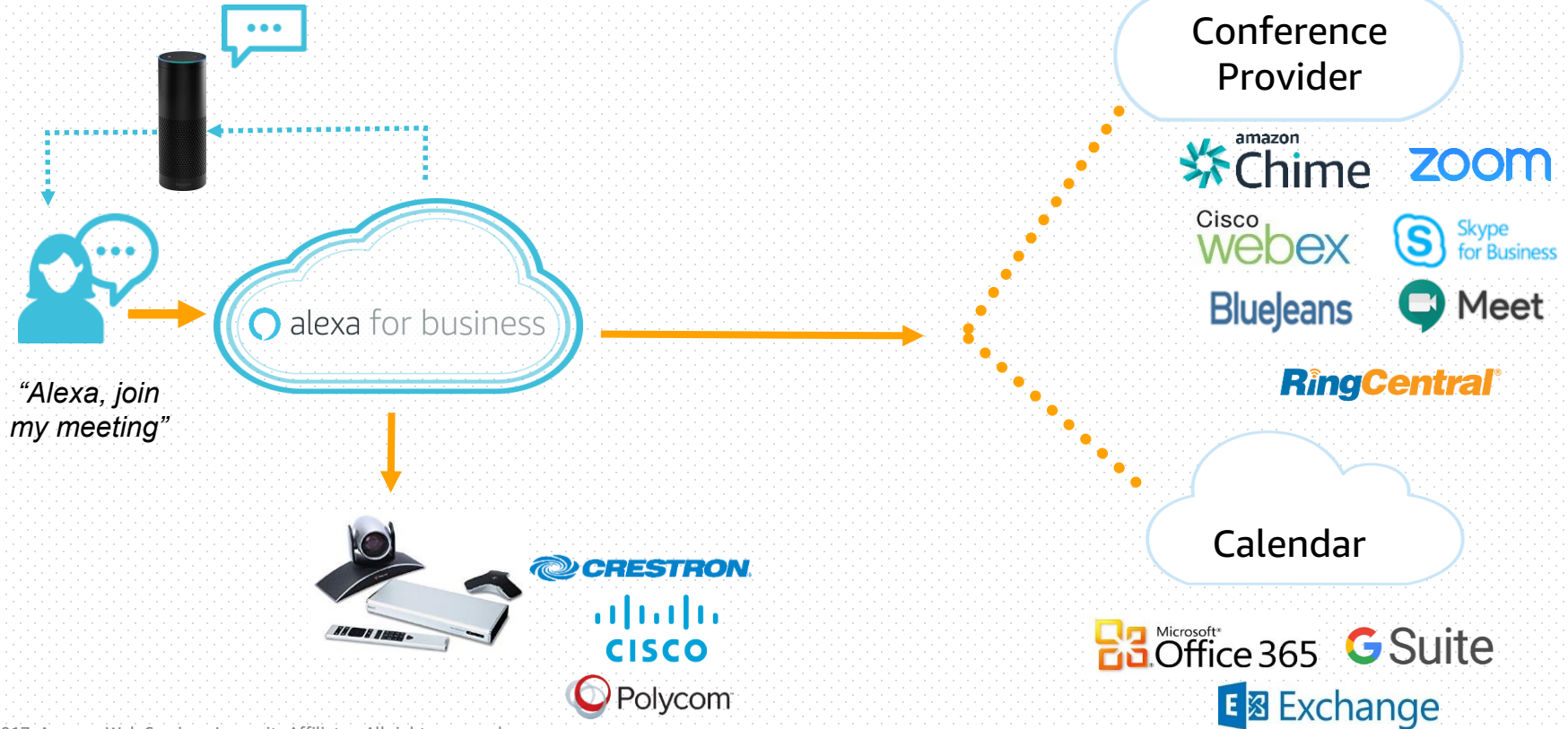
Alexa, set the temperature to 68 degrees.

Alexa, ask the office for the guest Wi-Fi password.

Alexa, tell the office the printer is broken.

# Smarter Conference Rooms

## Two Modes of Voice Enabled Conference Rooms





# Workplace Productivity

## Voice Integrated Enterprise Applications and Services



### **“Alexa, Ask Salesforce:**

Add action items,  
Change opportunity status,  
Which opportunity should we work on next



### **“Alexa, Open Service Now:**

Create an incident  
Check status  
Report interruptions

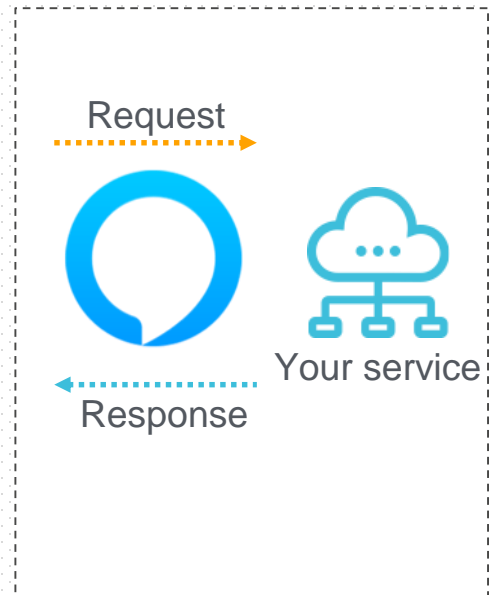


### **Alexa, Ask Concur:**

When is my next business trip?  
What time does my flight leave?  
Where is my hotel?

# Custom Private Skills for your organization

- Build custom skills using the Alexa Skills Kit
- Publish skills to your Alexa for Business console and distribute as a private skill
- Skills are accessible only through registered devices and enrolled users



# Private Skill Ideas

## Workplace Digital Assistant

- Cafeteria and Company Store
  - Open Hours
  - Specials of the Day
- Corporate Daily Briefing
- Virtual Receptionist
- Facilities Assistant
  - How do I reserve a room?
  - What's the number for security?
  - How do I get medical help?
  - What are the directions to HQ?
  - What's the address of this building?
- Human Resources
  - What are the Company holidays?
  - What is the payroll calendar?
- Project Management
  - What are the Top 5 Projects?
  - What is the status of Project X?
- Resource Management



# Private Skill Ideas

## Field Operations

- Operational KPIs
  - Top Security Risks
  - Service Desk and Trouble Tickets
- Supply Chain
  - Record status along production line
- Collect and provide analytics
- Warehouse & Inventory Management
  - Stock updates, status
  - Order refills
- Just-in-Time Training
  - Quick how-to-do
- IT Workflows
  - Password resets
  - CI/CD Code deployment, approvals
  - Monitoring and alerts



# Alexa for Business

## Centralized Management for devices, skills and security

### Manage Devices

- Deploy devices at scale
- Create locations in bulk
- Register up to 100 devices at a time
- Set wake word, volume
- Set calling features

### Manage Skills

- Distribute and manage Private Skills
- Control skill availability in every room

### Privacy & Security

- Wipe utterance history
- Manage Enrolled User access

# Shared Device and Enrolled Users



Company Provisioned Device  
(Shared Device Model)

Employee Owned Device  
(Enrolled User Model)

\$7 / Device / Month  
Shared Devices

\$3 / User / Month  
Enrolled Users (unlimited personal  
devices)



# Alexa for Business Demo

# Getting Started

- Setup your (A4B) account at [console.aws.amazon.com/a4b](https://console.aws.amazon.com/a4b)
- Follow Admin Guide at <https://docs.aws.amazon.com/a4b/latest/ag/a4b-ag.pdf>
- Visit A4B Getting Started page at [aws.amazon.com/alexaforbusiness/getting-started](https://aws.amazon.com/alexaforbusiness/getting-started)
- Deploy built-in conference room skill to 1-2 meeting rooms:  
<https://docs.aws.amazon.com/a4b/latest/ag/manage-conferencing.html>
- Determine high impact custom skill. Create skill using [Alexa Skills Kit](#) or enable 3P enterprise app skill
- Publish skill to A4B console and assign to shared devices or enroll users
- Explore [Alexa for Business](#) APIs to automate



# Getting Started

Two ways to introduce Voice experiences:

## In Conference Rooms

- Leverage A4B's built-in skill
- Use A4B to deploy Echo device to one conference room
- Collect user feedback & iterate

## Private Skill

- Create your own using Alexa Skills Kit, or Enable 3P enterprise app skill
- Deploy to shared devices or enrolled employees via A4B
- Collect user feedback & iterate

*Thank you!*