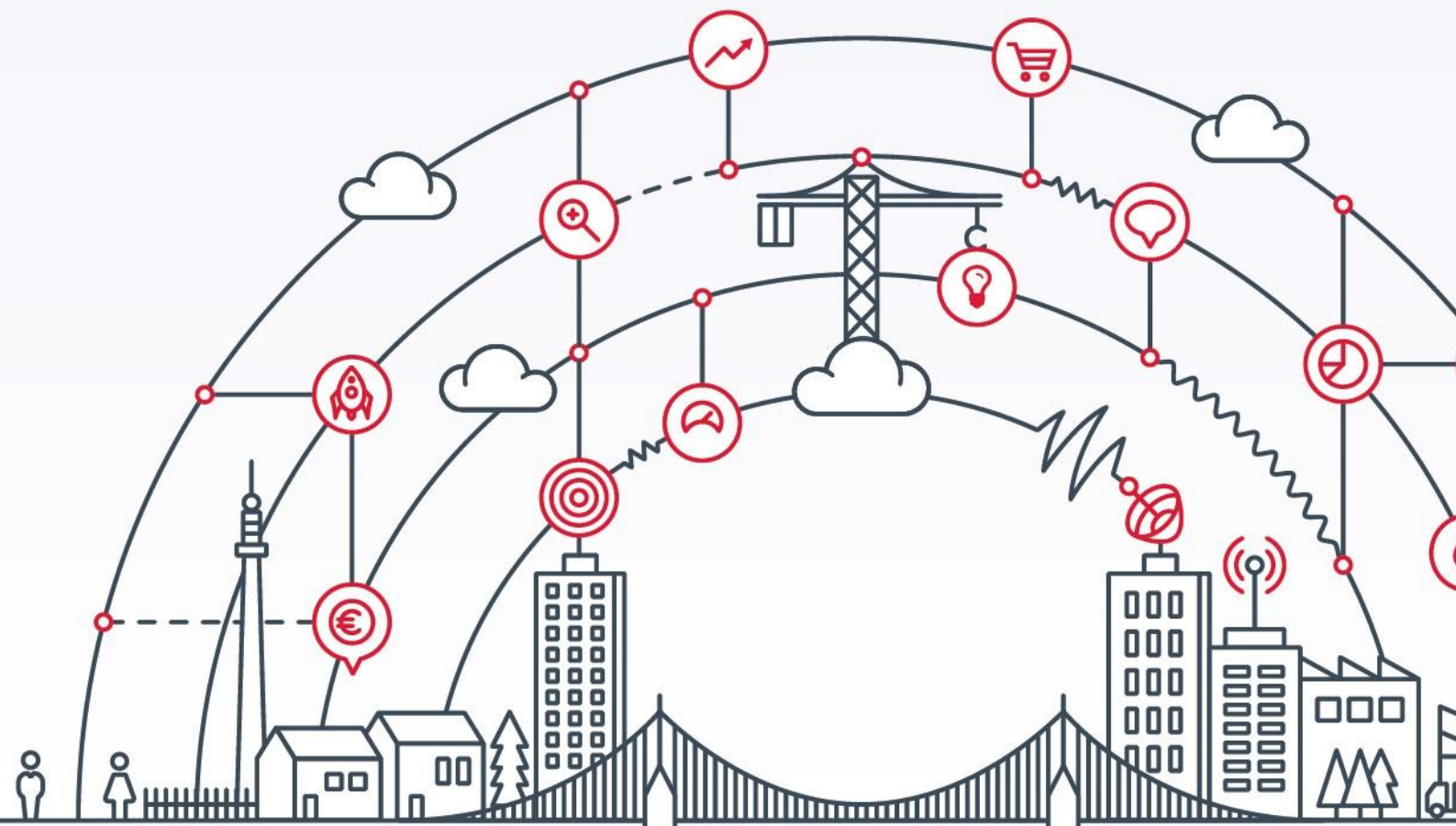


# PPPI-Challenge “Chatbot Albert” – Austrian Patent Office

This is a translation. For the original go to: <https://www.ioeb-innovationsplattform.at/challenges/detail/chatbot-albert-soll-intelligenter-werden>



An initiative of

 Federal Ministry  
Republic of Austria  
Digital and  
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 Federal Ministry  
Republic of Austria  
Transport, Innovation  
and Technology

In cooperation with

  
BUNDESBESCHAFFUNG

## PPPI-Challenge “Chatbot Albert”

The PPPI-Service Center regularly posts Open Innovation Challenges on its web platform [www.ioeb-innovationsplattform.at](http://www.ioeb-innovationsplattform.at).

### Challenge Sponsor



The Austrian Patent Office is currently looking for an upgrade for their chatbot „Albert“. Status quo: “Albert” is helping customers and interested citizens via the website [www.patentamt.at](http://www.patentamt.at) and via Facebook by answering questions regarding brands, patents, fees, funding and seminars. Unfortunately, “Albert” cannot process natural language and cannot form full sentences on his own. He reacts mainly to keywords and answers questions by posting pre-formulated answers out of a “MySQL” database or the SOLR-search of the website [www.patentamt.at](http://www.patentamt.at).

Another Problem: Adding new information or content to the database is a complex process for the editors of the Austrian Patent Office.

Therefore, the Austrian Patent Office is looking for innovative solutions to tackle these challenges.

The main questions are:

Which solutions can help “Albert” to find the right information? How can “Albert” learn to process natural language, become more intelligent and user-friendly?

### Aspired results

- The Austrian Patent Office is looking for backend-solutions that enable “Albert” to interpret natural language and form answers. Additionally, it should be possible to integrate new features from time to time – “Albert” wants to develop. An information transfer between “befriended” chatbots would be ideal (e.g. with the chatbot of the City of Vienna).
- A very important factor is the editing of information by the Austrian Patent Office’s staff via an innovative and user-friendly CMS system! Editing, maintenance, regulating and testing should be possible within this system. (Submissions may extend the existing system or replace it completely)
- Analysis of behavioral user-data should be possible.

- A so-called human handover must be possible for emergency-situations or technical difficulties. In one of those cases, Albert should alert one of the editors automatically.
- Submissions may extend or replace backend and frontend of the chatbot-system.

### Assessment criteria

- Degree of natural language processing ability 33%
- Editorial possibilities (features and usability within the CMS-system) 31%
- Flexibility of the system architecture 28%
- Cost estimate 8%

### Submissions

...should contain:

- Description of your raw concept or your product
- Please pay special attention to the assessment criteria
- An upload of your choice (slides, brochure, illustrations etc.)
- References (optional)
- A short summary of the main benefit of your solution

For information that you strictly do not want to post publicly, use the box „Vertrauliche Informationen“. Only the moderator and the expert jury will be allowed to read this information. The jury has signed a non-disclosure agreement.

You are an expert when it comes to chatbots or CMS-systems? You are currently developing a solution? Submit your idea! An expert jury evaluates all submissions. The companies with the best submissions are invited to present at an innovation dialogue with the Austrian Patent Office.

### How to submit a solution/idea?

Click on the following link: <https://www.ioeb-innovationsplattform.at/challenges/detail/chatbot-albert-soll-intelligenter-werden>. Then click on the button "Idee einreichen" on the right side. Please register quickly, just with your name and e-mail address.

- Post a meaningful short description of your product or solution by July 9th 2019.
- You can also enter a rough, non-binding, non-public cost estimate there. The jury
- You can also attach a PDF document - make references to the evaluation criteria there. Important Note: We are currently exploring the market with the Challenge. Therefore, the following is not yet necessary at this stage to arouse interest: completely new designs, detailed technical drafts or feasibility studies developed especially for this Challenge.

- Keep it short (up to five A4 pages or ten presentation slides in total). In particular, describe how the evaluation criteria will be met and how you will contribute to improving the situation.

## Contact Information

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