RIZZONTI
IN INGEGNERIA

Friday 25th May 2018
Aula Magna
5.00 pm
Scuola Superiore Sant'Anna
Piazza Martiri della Libertà, 33
Pisa

Valentina Piccoli

Senior Consultant part of the Watson AI team in IBM Italy. She has been involved in cognitive initiatives since she joined IBM in 2015. She took part as a Core Member to the IBM Cognitive Asset Factory: an internal initiative to share know-how, pushing boundaries on cognitive projects and enabling new ideas cross-sector. In the last year, she has held a role of responsibility in several cognitive initiatives with a focus on the banking sector, among which she has led one that has won with Creval the 2018 ABILab Award for Innovation.
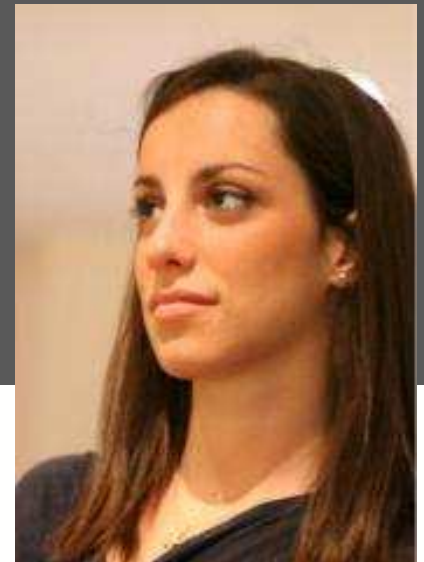
Massimo Mattia

Senior Consultant at Cognitive Process Transformation team in IBM Italy. Accountable for delivering and disseminate cognitive and digital transformations solutions that satisfy internal and external customer needs while meeting legal and business requirements.
Now he's involved in a team that manage University Relationship, Business Development and Marketing activities for IBM Cloud brand. The projects he has worked on have been conducted in collaboration with international (Europe, UK) colleagues that involved different lines of business within IBM as well as Business Partners. During the past year he has partecipated several projects, among the others He's a member of the team that develop the solution to manage Help Desk tickets as well as a concierge service for students at Politecnico.

Watson supports students: POLIMI chatbots

The Politecnico di Milano has implemented a chatbot that allows students to interact with a platform powered by artificial intelligence. The system exploits IBM Watson Conversation, a cloud-based cognitive service, to improve and facilitate the experience. The virtual assistant is trained to answer questions related to three specific areas in the field of student support: admissions, certificates and fees. In addition, if the required information is outside the reference areas, the chatbot refers to the search for answers to specific pages or to secretarial contacts. From the university's point of view, the chatbot allows the secretariat to provide a higher quality service, being able to focus more on meeting the more specific needs of individual students.

IBM Watson applications in the Banking Sector

IBM is collecting many achievements on a large scale based on cognitive technologies in Italy, including examples of transformation, insight on the methodologies and the first lessons learned. One example of the applications of cognitive technology is the new digital assistant Ambrogio at Credito Valtellinese (Creval), who is able to understand requests and concerns of any banking customer, classify them and duly respond to the most frequent ones. Ambrogio can also understand when it's necessary to engage in a personal conversation and redirects the request on the basis of the issue to the specific area of responsibility of the bank.

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