



MINDLINK API - THE BOT FRAMEWORK FOR LYNC/SKYPE FOR BUSINESS ON PREMISE

Satya Nadella has previously declared “bots are the new apps” with Microsoft already having launched a few highly publicised examples; such as Cortana, a personal assistant type bot designed for its Windows 10 platform or Tay. Now Microsoft launched its Bot Framework.

WHAT ARE BOTS? – A QUICK RECAP

ChatBots are a computerized response to something said or requested in messaging channels or the like. The idea is to create a seamless experience for users, who can access services directly via a messaging app by chatting with a "bot". Bots hence connect with the apps and services people rely on, so they can do their entire job in one place, without ever having to leave the chat platform.

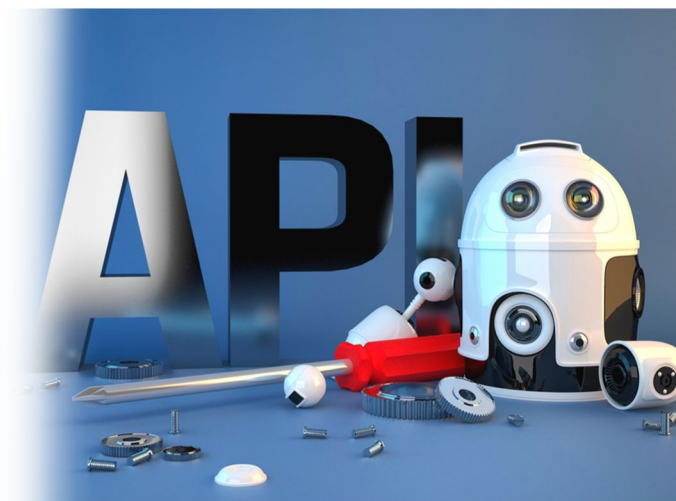
THE MICROSOFT BOT FRAMEWORK

The Microsoft Bot Framework, launched end of March 2016, allows developers to build their own chatbots against Microsoft applications and beyond. There is a Bot Directory with a multitude of bot samples as well as a Bot Builder SDK.

Microsoft’s new “conversations as a platform” concept is designed to streamline business processes and, if you are a business owner with a multitude of apps and tools running on desktops and mobile devices, bringing all business applications together is an increasingly attractive proposition.

Geared towards the Cloud, the Microsoft code runs in, and is connecting to, Cloud services such as Consumer Skype or Office365.

- But what if you have a Lync or Skype for Business deployment?
- What if you prefer or are required to run your infrastructure or code On Premise?
- How do you write bots and connectors for Persistent/ Group Chat?





THE MINDLINK API - THE BOT FRAMEWORK FOR LYNC/SFB ON PREMISE

MindLink's Integrations, including its API, securely connect companies messaging platforms to their internal business systems and processes without the need to switch between applications.

The Mindlink API furthermore has three distinct advantages and addresses the gaps noted above:

- It connects your systems & tools to your Lync or Skype for Business system
- It runs bots against your On Premise infrastructure
- It allows you to connect to Group Chat/ Persistent Chat

The MindLink API is a simple way to develop connectors to any internal or external source e.g. CRM, ERP, Jira, ticketing systems, document management, operational monitoring and so on.

Fundamental concerns have been addressed by introducing an abstraction layer between the chat backbone such as Microsoft Lync, Skype for Business or MindAlign and exposing a programmable interface for developers to cleanly attach their bots in a controlled manner without ever having to worry about the underlying backbone.

Let's bring it home: Bots are revolutionising the digital workplace and may soon make apps redundant. The MindLink API fits right in and is a powerful bot framework for On Premise users as well as firms with Lync and Skype for Business roll outs, complementing the current cloud-focused Microsoft Bot Framework.