

USING ALEXA BLUEPRINTS

Create internal skills for your credit union in minutes



ANALYTICS AND
FINANCIAL INNOVATION

Elizabeth Robins
Product Director
Best Innovation Group

What are Alexa Skill Blueprints

A voice-first Q&A tool that you can create and share.

No coding required.

No database.

How Are Blueprints Different

Unlike a transactional skill, a blueprint skill only enables simple Q&A.

No integration.

No branching.

No editing after publication.

What's It For

There are over 50 blueprint templates to provide ideas, suggestions and guidance.

Try Business Q&A or Onboard Guide for your CU or consider story telling, games, holiday greetings, babysitter or dog walker instructions, for use at home.

Let's Explore

Featured Blueprints

- Hallmark Father's Day Greeting**
Create a Father's Day greeting card with personalized content.
- All About Dad**
Surprise dad with a personalized story narrated by Alexa.
- How does it work?**
Get how easy it is to create a gift with **ALEXA**. [WATCH VIDEO](#)
- World's Best Dad**
Celebrate dad with a list of customized compliments.
- Whom Turn**
Figure out whose turn it is to do something by having Alexa choose for you.
- Custom Q&A**
Customize Alexa's responses to your questions.

At Home

- Custom Q&A**
Customize Alexa's response to your question.
- Houseguest**
Welcome your guests with a guide to your home and neighborhood.
- Babysitter**
Help the sitter find things, remember things, and get important info.
- Pet Sitter**
Help the pet sitter care for your favorite animal.
- How Many Days**
Ask Alexa an important date, and she'll count down the days to your event.
- Task Tracker**
Create and manage your checklists to help you stay organized.
- Personal Trainer**
Create your ideal workout routines and schedule them throughout the week.
- Whose Turn**
Figure out whose turn it is to do something by having Alexa choose for you.
- Chore Chart**
Schedule and track weekly chores for your entire household.
- Roommate**
Help your roommates by providing them with all the important information they should know.

Learning & Knowledge

- Quiz**
Challenge your friends with trivia-enabled questions.
- Publish to Store**
You can now publish your will to the Alexa Skills Store for more to use. [LEARN MORE](#)
- Flashcards**
Study, test yourself and master any subject by voice.
- Facts**
Create and access a personal list of facts on any topic.
- Listening Quiz**
Listen and recall with this listening quiz skill.
- Story Quiz**
Create a story and test your memory.

Fun & Games

- Inspirations**
Create a list of your favorite motivational quotes.
- Burns**
Share your friends and family with age-appropriate jokes.
- First Letter**
Create a list of categories starting with a certain letter.
- Family Jokes**
Create a list of your favorite jokes for when you need a laugh.
- Trivia**
Create a multiple choice trivia game on any topic.
- Doubles Trouble**
Play to find out which number knows each other best.
- Birthday Trivia**
Play to see who knows the birthday girl or boy best.
- Bachelorette Party**
Party to find out how well the bride's friends know her.
- Compliments**
Factor your favorites with a list of custom compliments.
- Family Trivia**
Play together and brush up on your family history.
- Santa's Letter**
Write and send a letter to Santa. Your check back every day to track his progress to the North Pole.
- Countdown**
Create a countdown that Alexa can play back anything you ask.
- Fortune Teller**
Ask Alexa for your fortune to get a glimpse into the future.
- Yes No Maybe**
Ask Alexa any yes or no question and hear a randomly selected response.
- What To Do**
Make choices fun and easy by having Alexa randomly choose an item from your list.
- Sidewalk**
Alexa always has your back with these interactive and family responses.
- World's Best Dad**
Celebrate dad with a list of customized compliments.
- Three Word Sort**
Train your brain in this logic-based sorting game.
- World's Best Mom**
Celebrate moms with a list of personalized compliments.
- Game Show**
Build or win with trivia battles in this exciting trivia game.
- Dad Jokes**
Create a list of your favorite dad jokes for when you need a laugh.
- Five Item Rush**
Score your friends in this speedy categories game.

Storyteller

- Fairy Tale**
Create an interactive story with a fairytale theme.
- Sci-Fi**
Create an interactive story with a sci-fi theme.
- Fable**
Create an interactive story with a fables theme.
- Adventure**
Create an interactive story where your child is the hero.
- Holiday Story**
Create an interactive holiday story with your child as the main character.
- Spooky Story**
Create an interactive spooky story with your child as the main character.
- All About Dad**
Surprise dad with a personalized story narrated by Alexa.
- All About Mom**
Surprise mom with a personalized story narrated by Alexa.

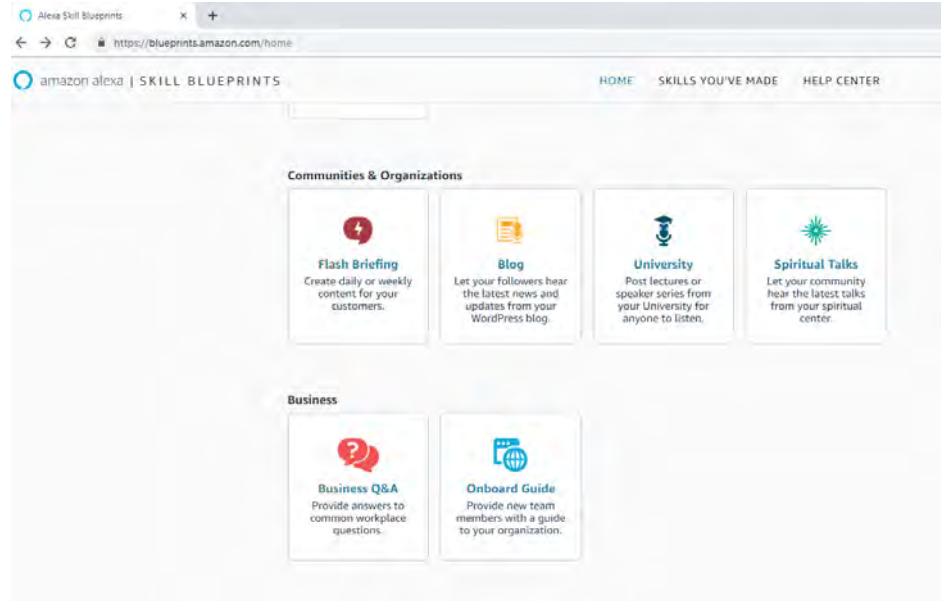
Greetings & Occasions

- Hallmark Father's Day Greeting**
Create a Father's Day greeting card with personalized content.
- Hallmark Mother's Day Greeting**
Create a Mother's Day greeting card with personalized content.
- Hallmark Valentine's Greeting**
Create a Valentine's greeting card with personalized content.
- Hallmark Holiday Greeting**
Create a custom holiday greeting card with custom images and personalized messages.
- Celebrate**
Celebrate special occasions with custom cards with personalized images and audio messages.
- Thinking of You**
Let someone know you're thinking of them with custom images and personalized audio messages.
- Birthday Wishes**
Create a birthday card with custom images and personalized messages.
- Flash Greeting**
Create audio or video greetings for your customers.
- Blog**
Let your followers hear the latest news and updates from your WordPress blog.
- University**
Post features or speaker notes from your university for anyone to listen.
- Spiritual Talks**
Let your community hear the latest talks from your spiritual center.
- Business Q&A**
Provide answers to common workplace questions.
- Onboard Guide**
Provide new team members with a guide to your organization.

Time to Build an Alexa Skill

Navigate to
blueprints.amazon.com

Scroll through the list and select
the template you want to use.



Click on Make Your Own

< ALL BLUEPRINTS



Onboard Guide

Provide new team members with a guide to your organization.

[MAKE YOUR OWN](#)

Hear a sample of Onboard Guide



"Alexa, open Team Guide."

Alexa: Welcome to your guide to the team. You can ask where and how-to questions, or ask for contact information. What would you like to know?

"How do I mail a package?"

Alexa: Go to the business center on the second floor of Building A. It's open between 11am and 1pm Monday through Friday.

How to create

1. List resources and where to find them, from the supply cabinet to the Cafeteria.
2. Give instructions on how to request a VPN token, connect a mobile phone to the network, or make healthcare selections
3. Include important contact info helpful for new members of your organization
4. Pick a name for your skill
5. Edit any time to add more information
6. Share your skill for others to use on their Alexa-enabled devices

How to use

Teach new members of your team to open your skill on their Alexa devices. Provide them with a list of questions Alexa can answer about your team or organization.

Enter the answers to the questions provided or add your own questions and answers.

Customize the information

Using your skill



Ask Alexa your questions as they are written, and get the answer provided.

Where to find important resources

When asked "Where is the...?" Alexa says the location and any notes:

IT Help Center	Building 2, first floor. This room requires a badge for admission.	Note (optional)	×
Cafeteria	There is a cafeteria at headquarters that is available to any employee. In addition each branch has a lunch room equipped with a refrigerator, microwave, paper plates and plastic utensils.	Note (optional)	×

+ ADD ITEM

How to do things

When asked "How do I...?" Alexa says the steps and any notes:

Mail a package	The main branch has a shipping office located on the second floor. Other branches have a bin for outbound mail in the mail room. For business correspondence, the shipping office will add postage. For personal mailing, please remember to stamp your letters before putting them in the bin.	Note (optional)	×
Get corporate email on my phone	IT does not currently allow corporate email on personal phones.	Note (optional)	×

You can customize the welcome message with multiple greetings and change what Alexa says when people are done.

Give your skill a name and hit <Create>

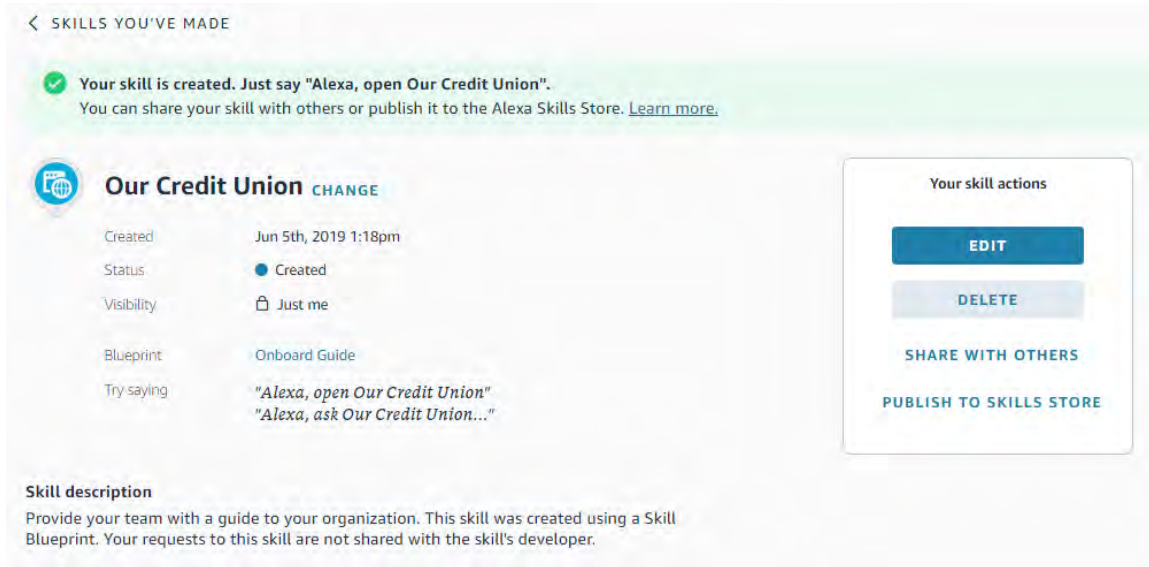
The screenshot shows the 'Experience' step of an Alexa skill setup. At the top, there are navigation links for 'Step 1: Content' and 'Step 2: Experience', and a 'NEXT: UPDATE SKILL' button. The main heading is 'Customize the experience'. Below it, a question asks 'Want to make each message personal?' with a lightbulb icon and a note: 'Add your own spin on Alexa's hello and goodbye (optional)'. The 'Intro' section prompts the user to 'Enter a message for first time users. After this welcome, they will also hear "Say repeat, or you can ask me things like..".' A text input field contains the message: 'Welcome. I can provide helpful information about the organization.' Below this, a section titled 'Every additional time they open the skill, Alexa picks one random message:' contains three input fields with messages: 'Hello. Any location or how-to questions I can answer?', 'Well hello. What can I help you find?', and 'Hi. How can I help you get oriented?'. Each field has a close button (X). A '+ ADD' button is located below these fields. The 'Exit' section prompts the user to 'Customize Alexa's farewell. When your team member closes the skill, Alexa says this message:' and has an input field with the message: 'If you have any other questions, just ask me.'

Share your skill with others to get feedback.

Once it is reviewed and approved, you will revoke their access then click Publish to Skills Store.

Once it is published it will go through an Amazon review before it is visible in the Skills Store.

From there it is available *anyone!*



The screenshot displays the 'SKILLS YOU'VE MADE' section in the Amazon Skills Studio. At the top, a green notification banner states: 'Your skill is created. Just say "Alexa, open Our Credit Union". You can share your skill with others or publish it to the Alexa Skills Store. [Learn more.](#)' Below this, the skill 'Our Credit Union' is shown with a 'CHANGE' link. The skill's details are as follows:

Created	Jun 5th, 2019 1:18pm
Status	● Created
Visibility	🔒 Just me
Blueprint	Onboard Guide
Try saying	"Alexa, open Our Credit Union" "Alexa, ask Our Credit Union..."

On the right side, a 'Your skill actions' panel contains buttons for 'EDIT', 'DELETE', 'SHARE WITH OTHERS', and 'PUBLISH TO SKILLS STORE'. At the bottom, the 'Skill description' section reads: 'Provide your team with a guide to your organization. This skill was created using a Skill Blueprint. Your requests to this skill are not shared with the skill's developer.'

Certification

In order to be accessible via the Alexa Skills Store it still must go through certification.

Mine took 1 day.

The screenshot shows the Amazon Alexa Skill Blueprints dashboard. At the top, there's a navigation bar with 'amazon alexa | SKILL BLUEPRINTS', 'HOME', 'SKILLS YOU'VE MADE', and 'HELP CENTER'. Below the navigation, there's a section titled 'SKILLS YOU'VE MADE'. A green banner indicates 'Your skill is live. You can view and share your skill from the [Alexa Skills Store](#).' Below this, the skill 'BIG FIVE' is listed with a 'B' icon. The skill details include: Created (Jun 5th, 2019 11:56am), Status (Live), Visibility (Public), Blueprint (Business Q&A), and Try saying ('Alexa, open BIG FIVE' and 'Alexa, start BIG FIVE'). To the right of the skill details is a box titled 'Your Published Skill Actions' containing 'EDIT' and 'REMOVE FROM STORE' buttons. Below the skill details, there's an 'About your skill' section with the following information: Alexa Skills Store name: BIG FIVE, Created by: BIG, Category: Business & Finance, Keywords: big, five, voice, banking, innovation, Short description: Learn about Best Innovation Group's FIVE Voice Banking Platform., and Detailed description: This skill provides you with information and updates about Best Innovation Group's FIVE voice banking platform. You can hear the latest on features and integrations and learn about other new activities at BIG.

There It Is

The screenshot shows the Amazon Alexa skill page for 'BIG FIVE'. The browser address bar displays the URL: https://alexa.amazon.com/spa/index.html#skills/dp/B07SS6QWKS?ref=skill_dsk_skb_sr_0&qid=1559937951. The page features a dark sidebar on the left with navigation options: Home, Now Playing, Music, Video, & Books, Lists, Reminders & Alarms, Contacts, Skills, Smart Home, Things to Try, Settings, Help & Feedback, and Not Elizabeth? Sign out. The main content area is titled 'BIG FIVE' and includes a skill icon (a green circle with a white 'B'), the name 'BIG FIVE', a 'BIG' label, a 5-star rating, a 'Share' icon, and a blue 'ENABLE' button. Below this is a 'TRY SAYING' section with two text boxes containing the phrases: *"Alexa, open BIG FIVE"* and *"Alexa, start BIG FIVE"*. The 'ABOUT THIS SKILL' section states: 'This skill provides you with information and updates about Best Innovation Group's FIVE voice banking platform. You can hear the latest on features and integrations and learn about other new activities at BIG.' The 'SUPPORTED LANGUAGES' section lists 'English (US)'. The 'SKILL DETAILS' section contains a bulleted list:

- Invocation Name: **big five**
- This skill contains [dynamic content](#).

Wait! We Don't Want Just Anyone to See It

Try Alexa for Business
Blueprints

Reviewed and approved by
your IT department

Search YouTube for “Alexa
for Business Blueprints” for
more

Get started with 4 simple steps



1. Visit the Alexa Skill Blueprints website

Go to the [Alexa Skill Blueprints website](#) and log in with any Amazon account. After you login, your account will be enabled to publish private skills to your Alexa for Business organization.

2. Make Your Own Skill

Select a Skill Blueprint that looks useful for your organization and fill in the blanks to “Make Your Own” skill. We recommend the [Business](#) section to get started. If you’re looking for additional ideas, check out the [Alexa for Business Blueprints Ideas](#) on this page.

3. Publish Your Private Skill

After testing your skill, choose **Publish**. Choose **Alexa for Business** (do not select **Skill Store**) in the popup window, and fill out the details.

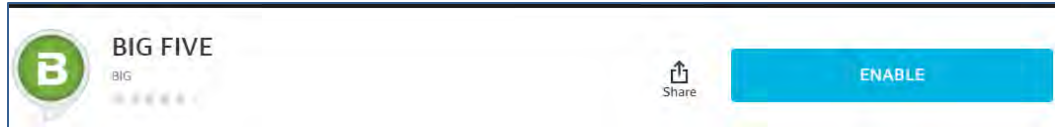
4. Submit the Skill to Your Company

After your skill is live (about 20 minutes), choose **Manage Access** and enter the value for the ARN that you’ll get from your Alexa for Business administrator - it’ll look something like this:
`arn:aws:iam::123456789012:root`
(the number will be different).

After your skill is submitted, let your IT admin know the name of your Blueprint skill and what rooms you want it enabled in, or if you want the skill available to all of the company’s enrolled users.

How to Use Your New Skill

- Remember your associates do not need to have an Alexa device to access the skill.
 - It is available on their mobile devices through the Alexa app.
- They do need to “enable” the skill first



- Then just say “Open <your skill name>” and get started

Usability Tips

- Introduce users to your skill by sharing with them just a couple things they can ask
- Don't over share – answers in under 20 seconds
- If you need to give more info – suggest a second question they should ask for more

Doing More

- Some blueprints are less restrictive than the onboarding template
- Consider a Custom Q&A template
- Great templates for personal use:
 - Father's Day Greeting, All About Dad, World's Best Dad
 - Chore Chart, Babysitter, Task Tracker, Personal Trainer