

CHATBOTS 2026

@ AI OPEN HOUSE



What should we expect from a “chatbot” in 2026?
What can “chatbots” make possible?

ABOUT HIT THE CODE

Founder:
Ben Zahler

~20 experts

Core team in
Switzerland,
network across Europe

CORE EXPERTISE

- Adobe Experience Manager specialists
- Software architecture, engineering & QA
- LLM-based applications



🤖✨ WELCOME TO HELP-BOT 3000!!! ✨🤖

🌟 *Your #1 AI Bestie for Support!* 🌟

👋 HIIII!!! OMG welcome! 🥰 I am sooooo thrilled to help you today! 🎉🦸 structural problems? 🏠 broken links? 🔗 I CAN FIX IT ALL!!! 💪

⚠️ **WAIT** ⚠️ Before we start this epic journey... 🚀 please read this super important text! 📖
👉

Who needs GPT / Claude?

Who needs website chatbots?

BUZZWORD: CONVERSATIONAL UI

We do not want a chatbot.
We want a reliable
application.

- People interact through a chat interface
- The tool should feel like an application, not a chatbot.

RELIABILITY IN CONVERSATIONAL UI

The most important information must not come from the LLM:

Prices

Products

Technical data

ARCHITECTURE

01

AI agent

Coordinates the LLM and tools

02

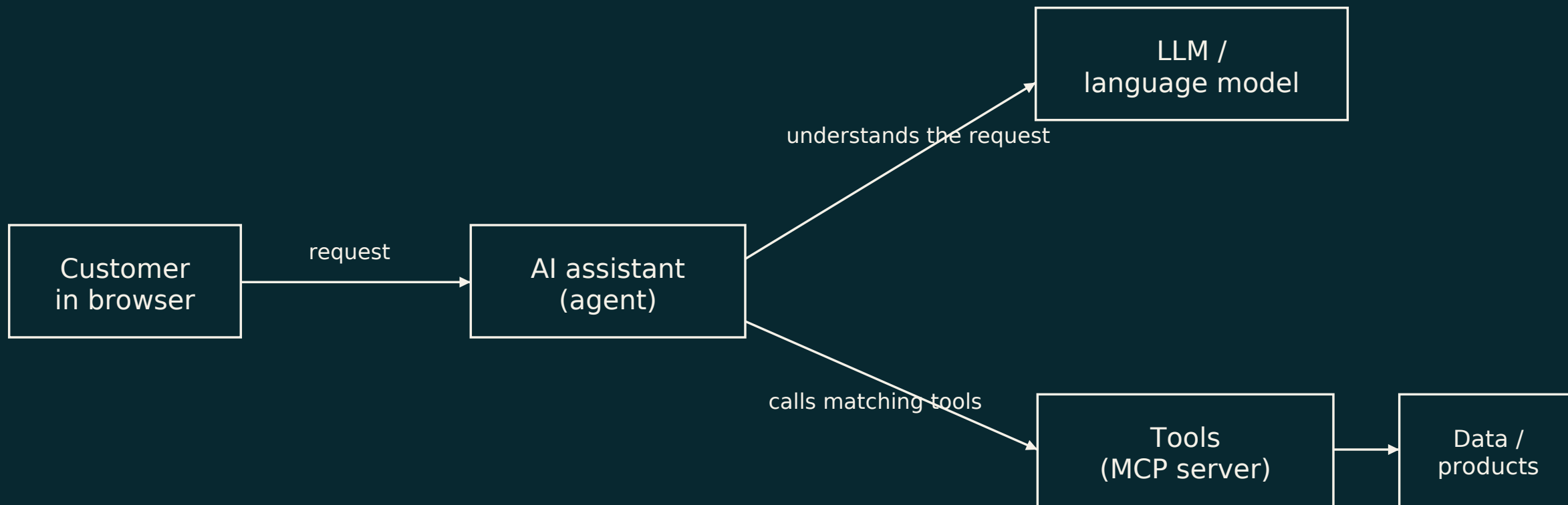
LLM / language model

The AI itself

03

Tools (MCP servers)

Access to applications, e.g. databases



GUARANTEED RELIABILITY

The agent inserts critical information as structured data.



The LLM writes “product markers”.

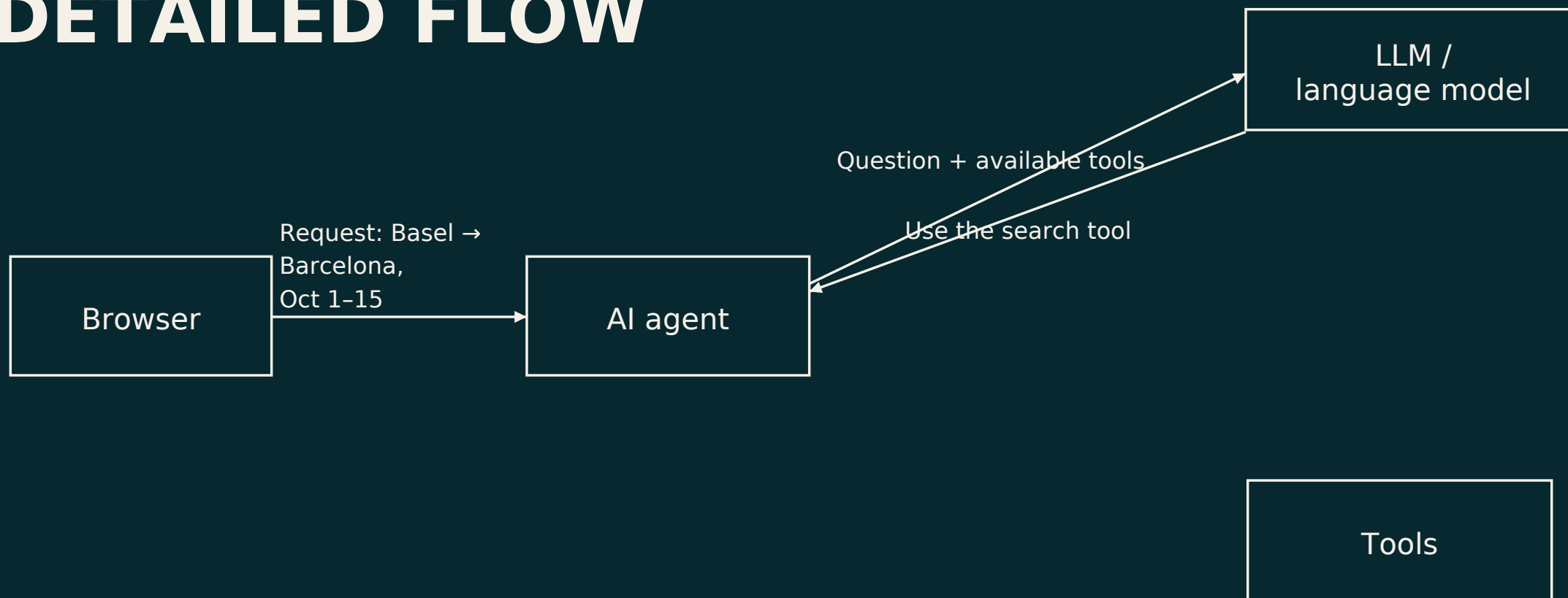
In the browser, product markers are replaced with verified information from the structured data.

```
<p>This connection is the best match:</p>
<product-marker id="3"></product-marker>
<script type="application/json">
{
  "3": {
    "route": "Basel → Barcelona",
    "departure": "Fri, Oct 2, evening",
    "arrival": "Sat, Oct 3, morning",
    "price": "CHF 147 per person",
    "link": "https://twiliner.com"
  }
}
</script>
```

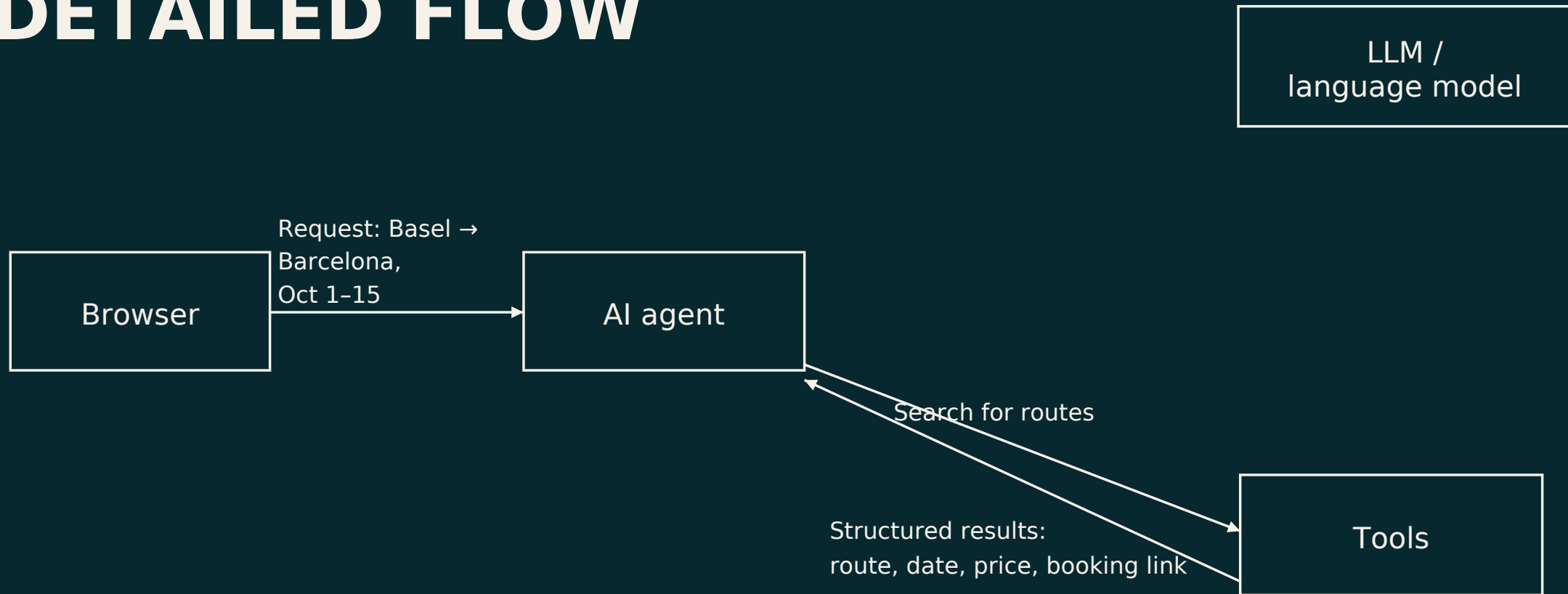


```
<p>This connection is the best match:</p>
<div class="offer">
  <strong>Basel → Barcelona</strong>
  <span>Fri, Oct 2, evening →
  Sat, Oct 3, morning</span>
  <span>CHF 147 per person</span>
  <a href="https://twiliner.com">
    Book now
  </a>
</div>
```

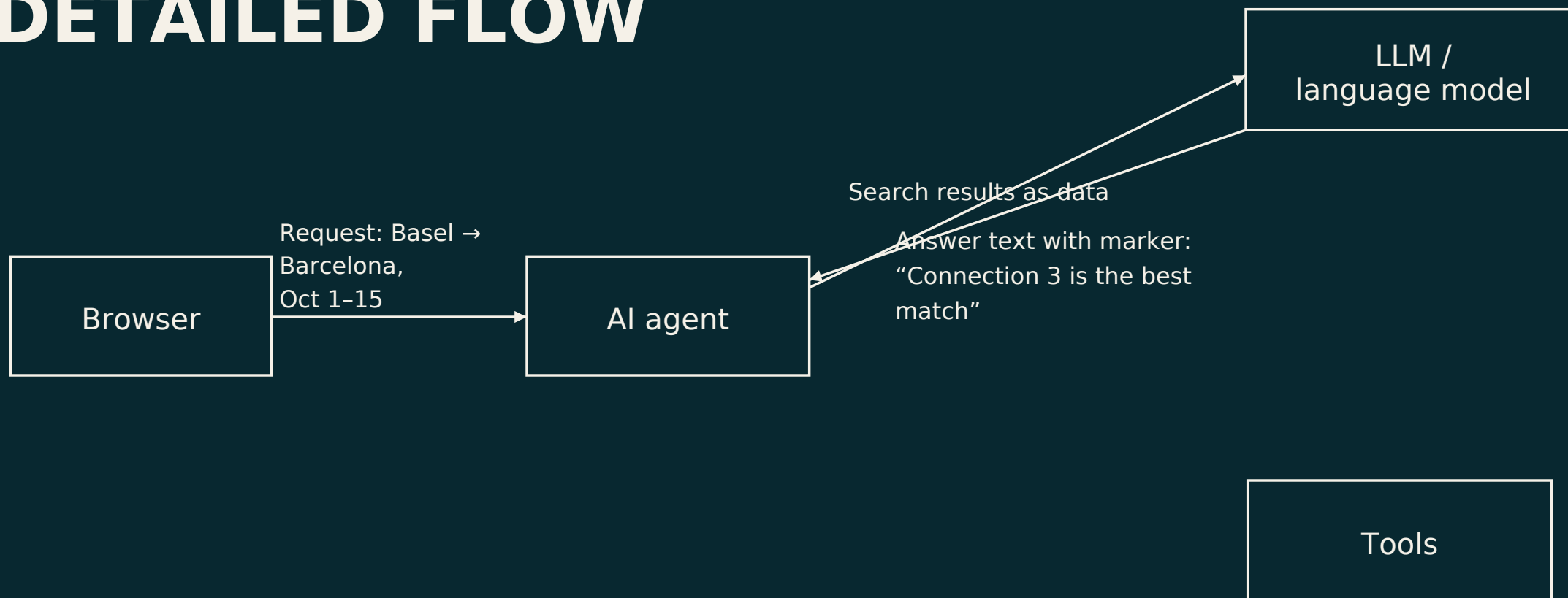
DETAILED FLOW



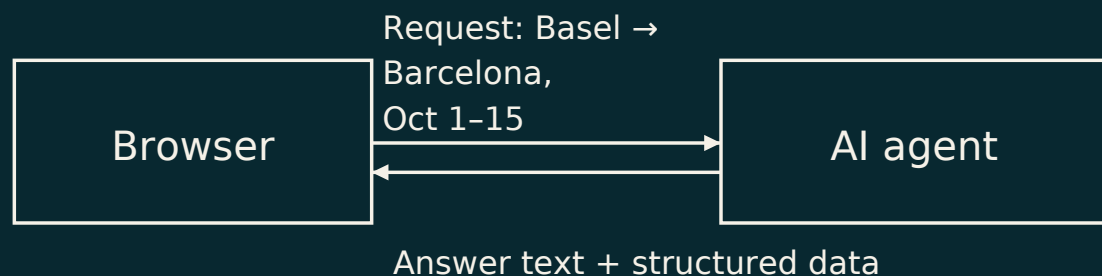
DETAILED FLOW



DETAILED FLOW



DETAILED FLOW



The browser replaces each marker with verified details.

LLM /
language model

Tools

POC: TRAVEL ADVISOR FOR TWILINER

Overnight-bus startup

The Twiliner logo, featuring the word "twiliner" in a white, lowercase, sans-serif font. The letter "i" is stylized with a tilde (~) over it. The logo is centered within a white square that has a black border and a subtle drop shadow.

TRAVEL ADVISOR VS. CHATBOT

01

The Travel Advisor has one specific job.

02

People see it not as a bot, but as a knowledgeable and reliable source of information.

AGENT. TOOLS AND REAL-TIME DATA

AGENT → TOOLS / MCP → LIVE DATA

The agent connects to a service built specifically for Twiliner. Via MCP tools, it reads live availability and prices.



The system ensures that all booking details come from trustworthy tools. Customers receive correct information and working links.

TRAVEL ADVISOR LIVE DEMO

Abfahrtsort
Bitte wählen

Ankunftsart
Bitte wählen

Twiliner buchen

vielen ist möglich? Teste den neuen

Twiliner Travel Advisor

Twiliner Travel Advisor

3 Tage Ende November zu zweit in Barcelona?

Der nächste Bus unter 150 CHF von Zürich nach Brüssel?

Finde meinen Bus

Twiliner Travel Advisor

Ich möchte Ende November zu zwei für drei Tage nach Barcelona

Anreise Samstag, Rückkehr Mittwoch – genau drei Nächte in Barcelona. Das ist das beste Preis-Leistungs-Verhältnis und passt perfekt zu eurem Plan. CHF 174 pro Person, zusammen CHF 348 für zwei.

Zürich ⇌ Barcelona3 Nächte

HinfahrtCHF 92
Sa, 28.11.26 – So, 29.11.26

RückfahrtCHF 82
Mi, 02.12.26 – Do, 03.12.26

Preis pro Person **CHF 174**

Buchen

VOICE INPUT

- Essential for conversational UIs in 2026
- Available in most browsers
- Choose the language in advance — not every browser detects it automatically

Best current tool: Whisper

Open source, developed by OpenAI

- SaaS plans have a cost; self-hosting is possible
- Slightly slower than built-in browser speech recognition

CHALLENGES

Prompt tuning:

- 01 How can I make the model use only verified information?
- 02 How can an LLM interpret “weekend” flexibly, but remain exact about dates?
- 03 Avoid contradictions!

BUGS

Prompt contains:

'weekend': must include
Saturday/Sunday, ideal stay 1-3
nights.

Find me a weekend trip to Girona with at least two
nights, departing from Basel.

Here is a connection for your weekend trip:

Depart Friday evening → arrive Saturday morning

Return Saturday evening → arrive Sunday morning

BUG: only one night, despite the “2 nights” request

POC: VINYL STORE

- Fully self-hosted online store
- MCP tools scoped to the signed-in user



LLM WITH LOGIN

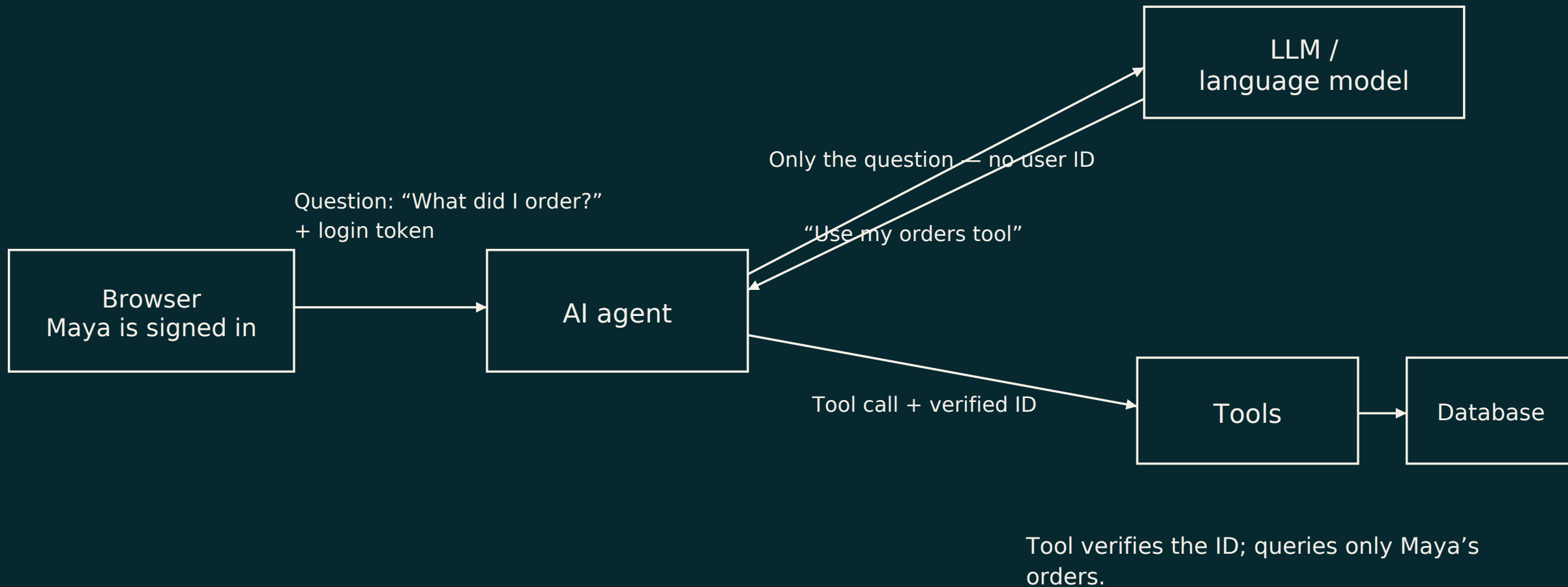
The user signs in to the AI agent.

The AI agent knows the user ID. The ID is never passed to the model.

LLM WITH LOGIN

When the model calls a tool, the agent adds the user ID to the call.

The tool / MCP receives the verified user ID and can show that user's orders.





VINYL STORE DEMO