1. Antonio Cangiano is a Software Developer and Artificial Intelligence Evangelist at IBM.
2. Over 50,000 people took the first edition of the chatbot building course.
3. The course reviews have been positive, leading to the creation of an improved version.
4. The course covers chatbots, their business opportunities, and how to build them without coding skills.
5. The course includes building a chatbot for a fictitious florist chain and deploying it on a WordPress site.
6. Chatbots can address a large number of simple inquiries, providing scalable and 24/7 support.
7. Examples of successful chatbots include one for Cognitive Class and one for Dollar Tea Club.
8. Chatbots, like Oscar from Air New Zealand, provide useful information and assistance.
9. The course defines chatbots as software agents capable of conversing with users through chat interfaces.
10. Chatbots can be textual or audio-based, with examples like Siri and Alexa.
11. The term "bot" is sometimes used interchangeably with "chatbot" but can also refer to non-conversational software.
12. Chatbots have become popular due to the emergence of messenger applications and advancements in artificial intelligence.
13. The course uses IBM Watson Assistant, a service that provides natural language processing capabilities for chatbots.
14. AI capabilities, once accessible only to researchers, are now available to everyone through libraries and services.
15. Messenger applications like WhatsApp, WeChat, Facebook Messenger, and Slack have become incredibly popular.
16. Messenger apps are even more popular than social media sites collectively.
17. Chatbots are now appearing on sites and as mobile apps, not limited to messenger platforms.
18. People prefer textual chat over other forms of digital conversation, contributing to the popularity of chatbots.
19. Two key developments that allowed chatbots to become a viable business tool: emergence of messenger applications and advancements in artificial intelligence.
20. IBM Watson showcased Project Debater, an AI capable of debating humans on complex topics.
21. AI is becoming smarter and more readily available to everyone, not just researchers with PhDs.
22. AI capabilities of Watson are provided as services and APIs, like Watson Assistant used in the course.
23. In the next section, the course instructs participants to register for a free IBM Cloud account and create a Watson Assistant service.

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