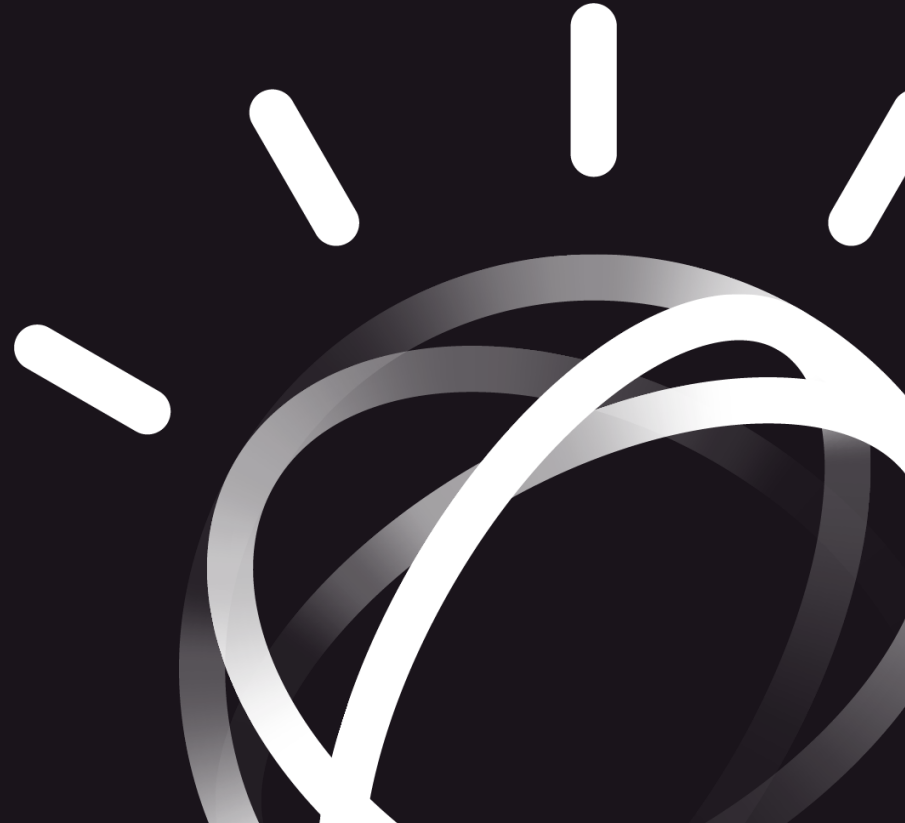


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Watson Assistant Disambiguation

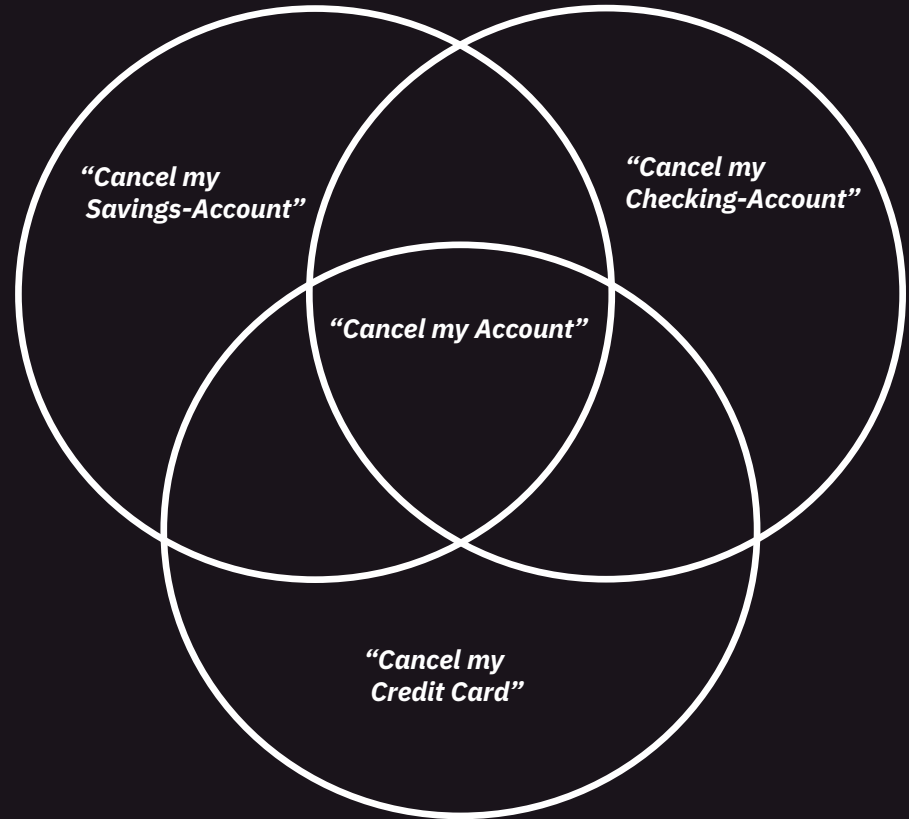
What is disambiguation?

Conversation is often about clarifying... someone says 'things are going well' Did they get a raise? Did they get engaged? Divorced?

In AI this is caused because we have utterances that link/trigger to multiple intents referred to often as 'overlapping intents'

WA has the ability to clarify when multiple nodes are triggered (conditions are evaluated as true).

Disambiguation Banking Problem



How to Set It Up

- Disambiguation must be turned on: From the Skill toolbar go to Options >>> Disambiguation, then Answer all the questions.
- The node condition must be triggered/evaluated as true for the feature to activate.
- The intent must score more than .2 (Disambiguation central functionality is comparing intent confidence. This means won't work if your node triggers off just entities, variables or any set of conditions that don't include intents or contain components that don't evaluate as true)
- The competing intent 55% or more of the top intent.
- There must be text in the node's "*external node name*" field which is the absolute last field in each node.

Additional Considerations

How to reveal the intent confidence:

- Add the following method to your response: <? intents ?>

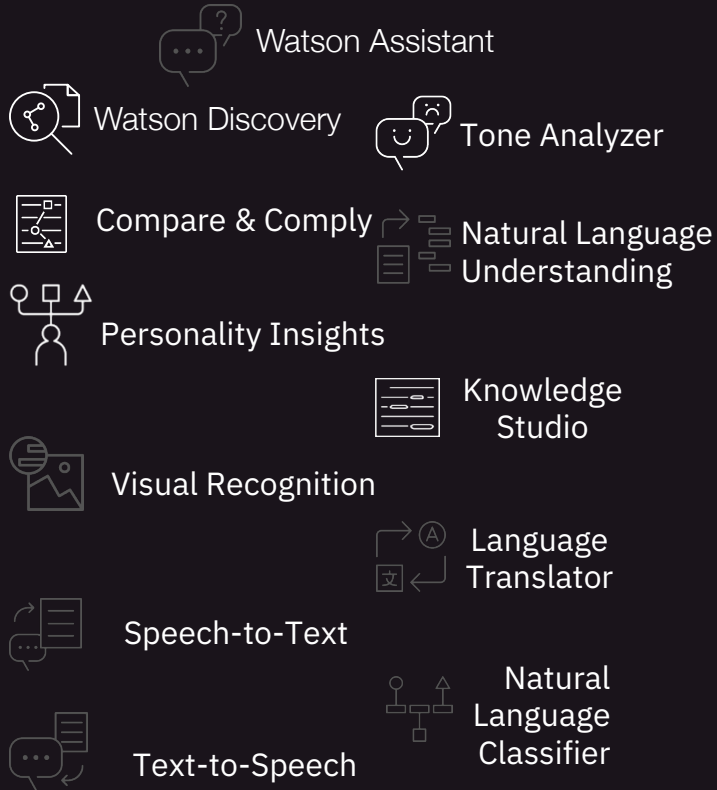
How can this be used when there is a voice caller when disambiguation serves clickable options?

- user can repeat the option utterance
- user can repeat the number associated with the option
- user can press a number on their phone
 - DTMF (Dual Tone Multi Frequency) is natively supported by voice gateway:
<https://www.ibm.com/support/knowledgecenter/SS4U29/api.html#action-tags>
- Can return a number to WA, just need to train each intent what the correct

Link to complete details on Disambiguation in the IBM Docs:

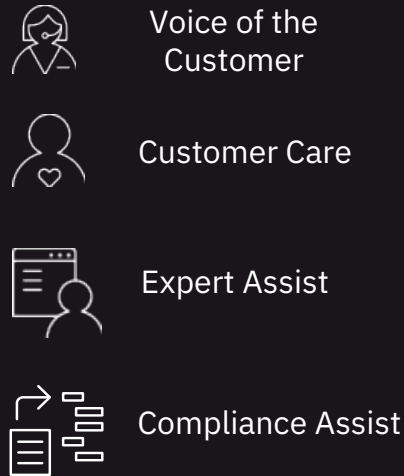
<https://cloud.ibm.com/docs/services/assistant?topic=assistant-dialog-runtime#dialog-runtime-disambiguation>

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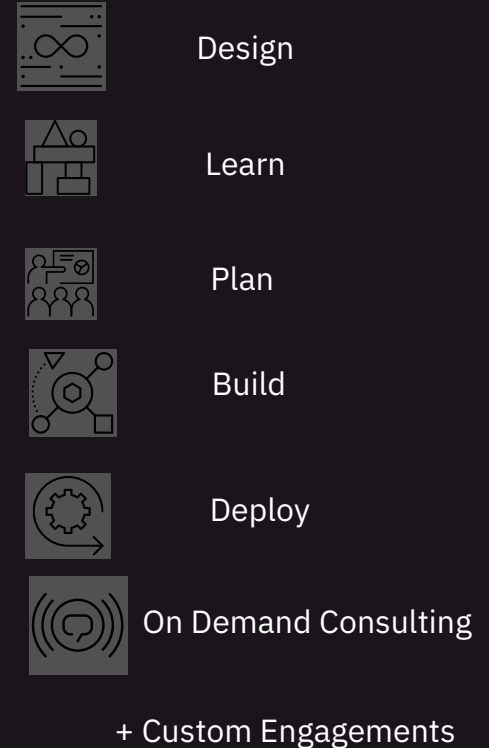


Watson Explorer

Watson Accelerators



Watson Expert Services



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