

IBM Watson™

POLYGLOTBOT

Develop in one language
deliver to many



POLYGLOTBOT

The goal of Polyglot Bot is to enable an Assistant to support many language while only requiring support and development in one language.

- **Low support overhead:** Manage a single assistant in a single language.
- **Functionality:** Add multi-language capabilities to any assistant.
- **Simplicity:** No developer skill required.
- **Manageability:** 100% on IBM cloud with reusable components.

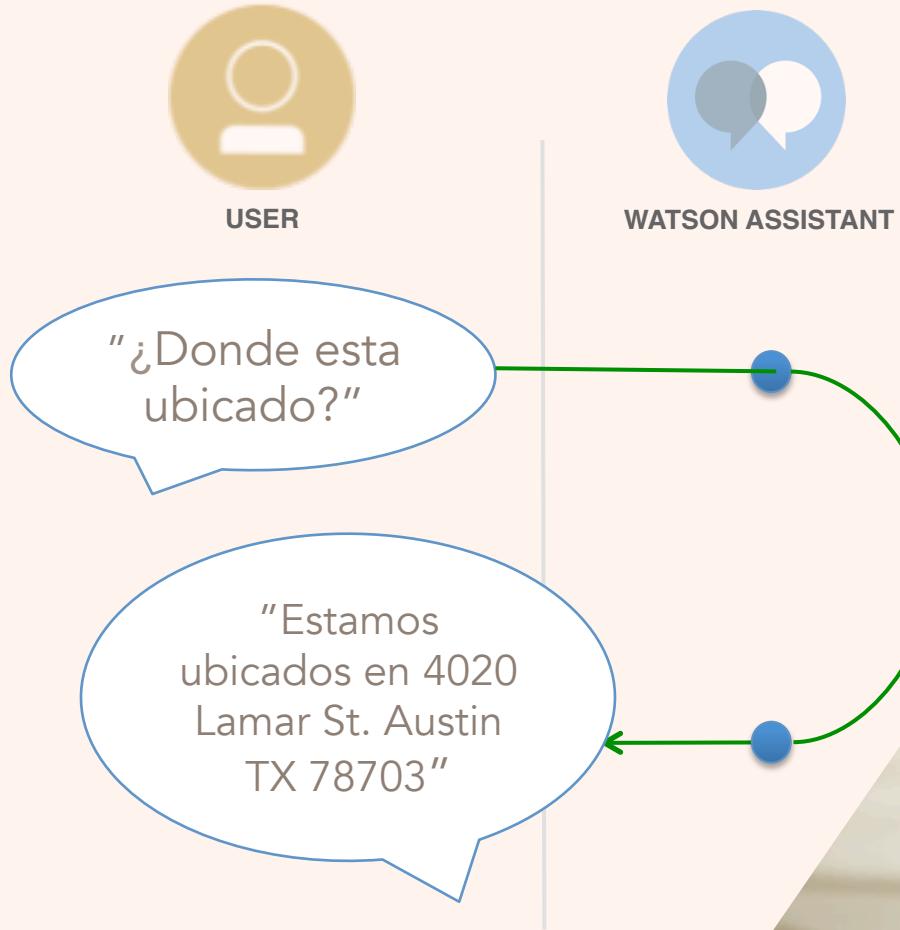


“Estamos
ubicados en 4020
Lamar St. Austin
TX 78703”

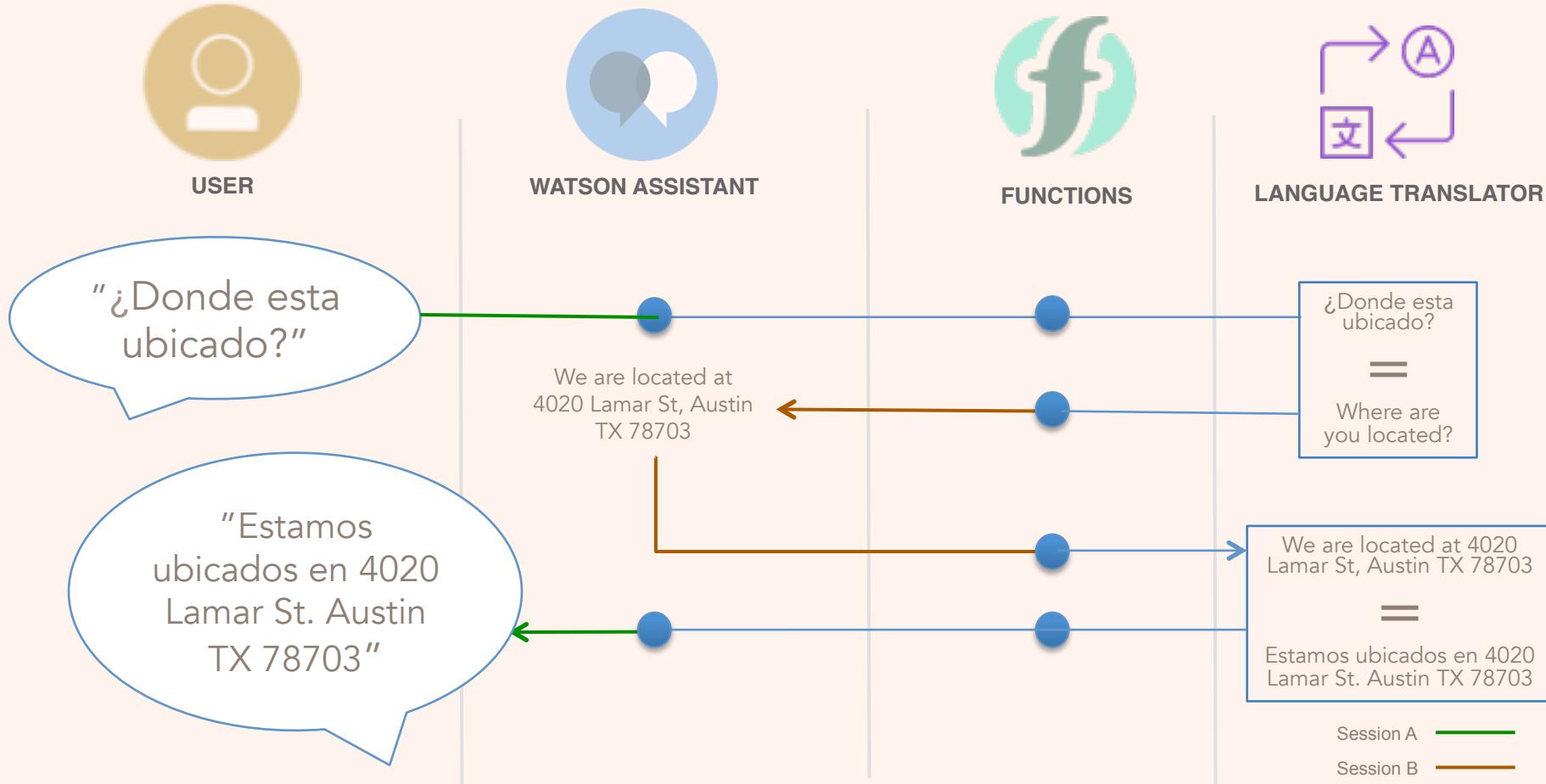
“¿Donde esta
ubicado?”



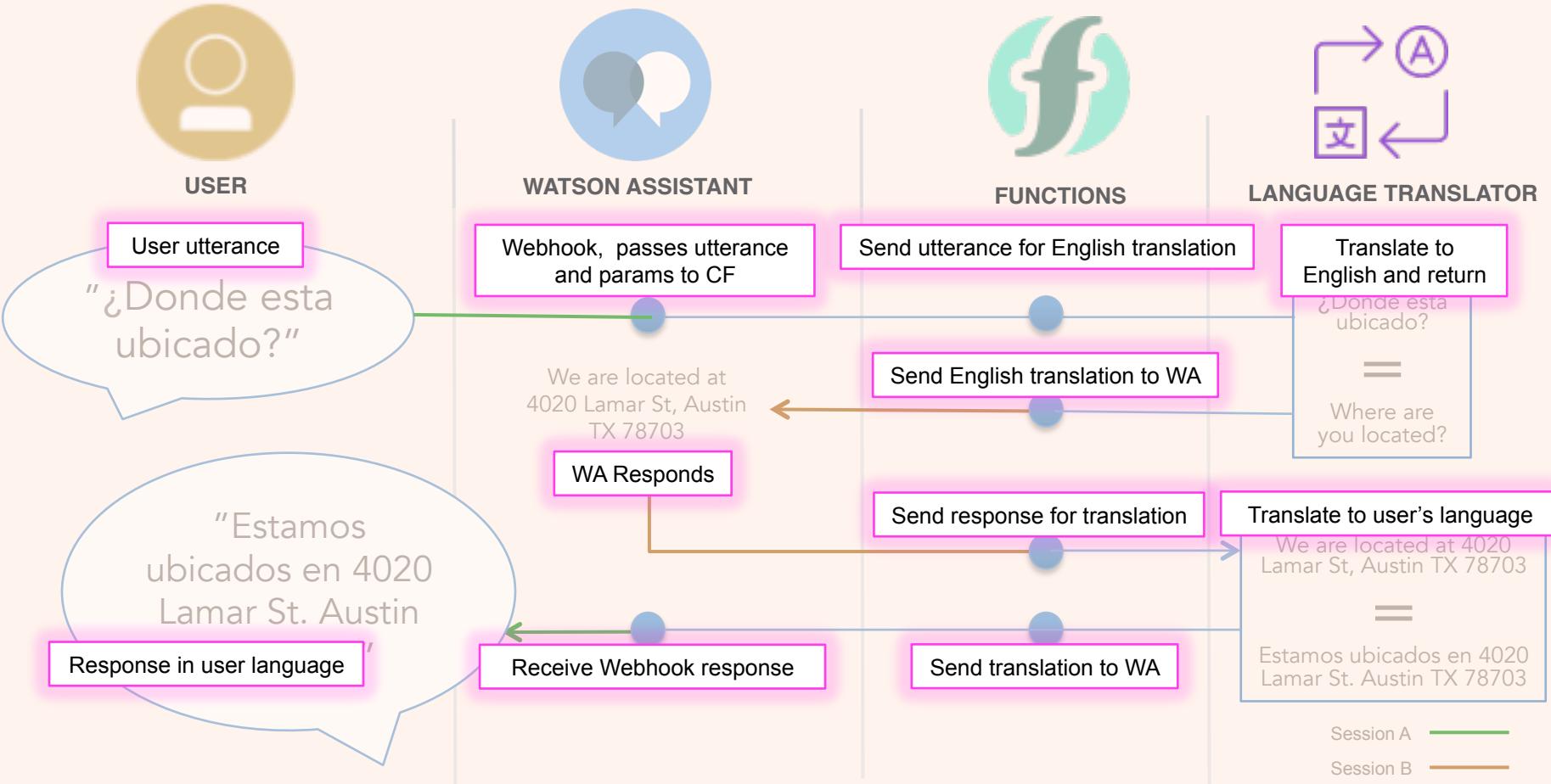
POLYGLOTBOT: User Experience



Flow Diagram, Language Orchestration: Example



Flow Diagram, Language Orchestration: Example (process annotations)



Language Orchestration Component Diagram

Pattern A: Single Skill



Session A ——————
Session B ——————

Language Orchestration, Pattern A: Single Skill example.

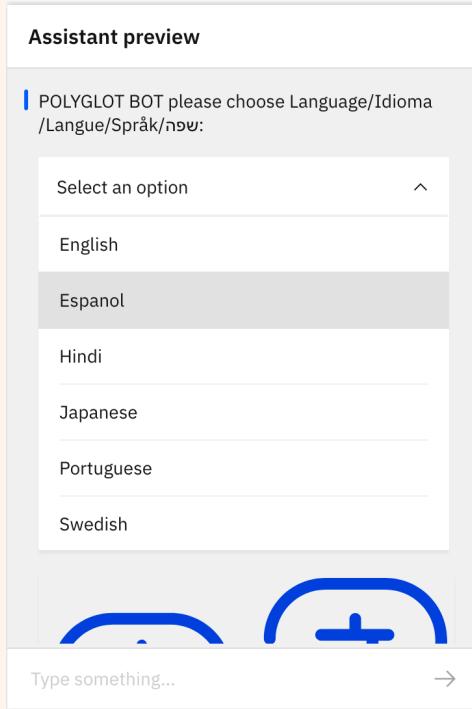
Assistant preview

POLYGLOT BOT please choose Language/Idioma /Langue/Språk/ภาษา:

Select an option

- English
- Espanol
- Hindi
- Japanese
- Portuguese
- Swedish

Type something... →



Assistant preview



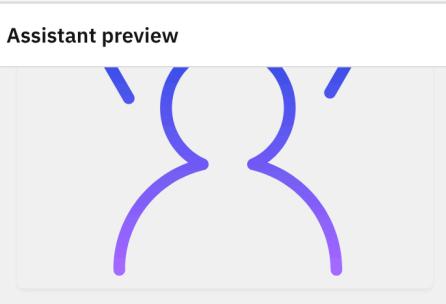
Espanol

Hola me comí un payaso para desayunar y estoy lleno de Jokes ¿Te gustaría escuchar una broma?

Si, cuentame una chisme →



Assistant preview



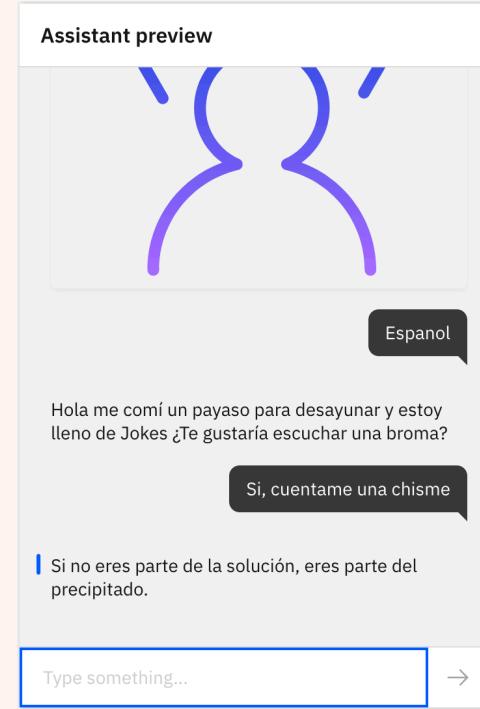
Espanol

Hola me comí un payaso para desayunar y estoy lleno de Jokes ¿Te gustaría escuchar una broma?

Si, cuentame una chisme

Si no eres parte de la solución, eres parte del precipitado.

Type something... →



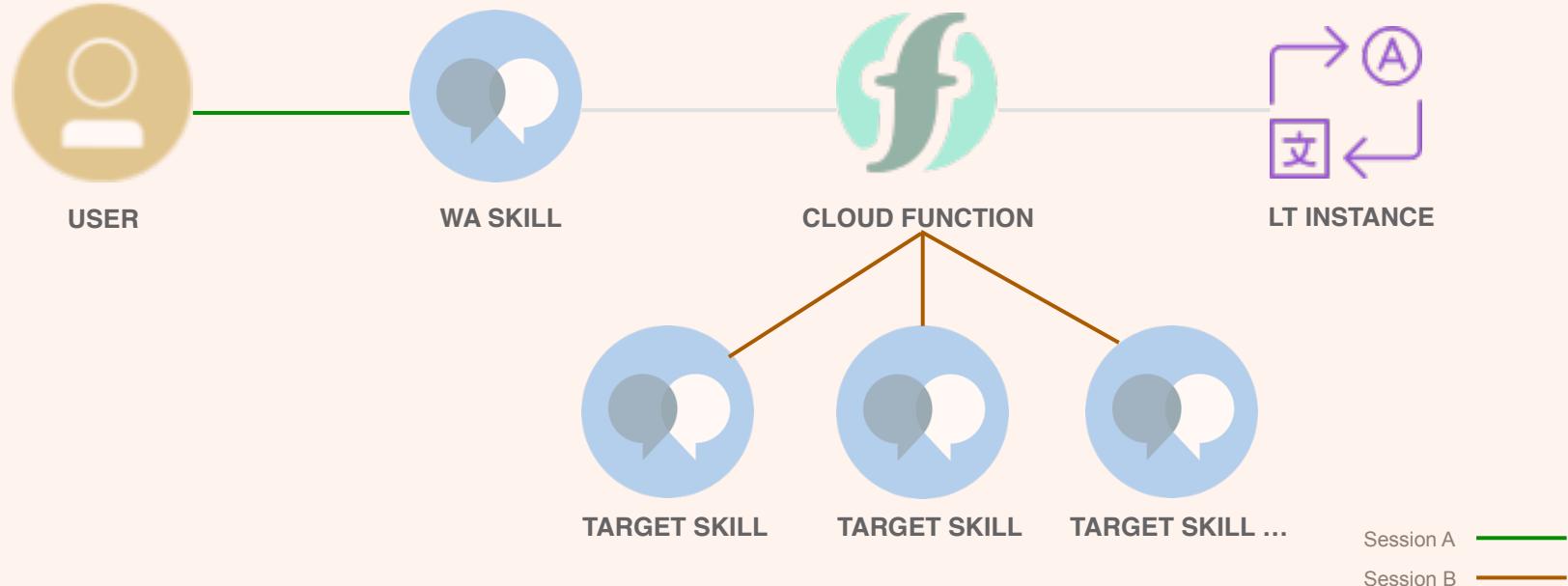
In this example, a joke telling Assistant, developed in English, is enabled to serve a Spanish speaker.



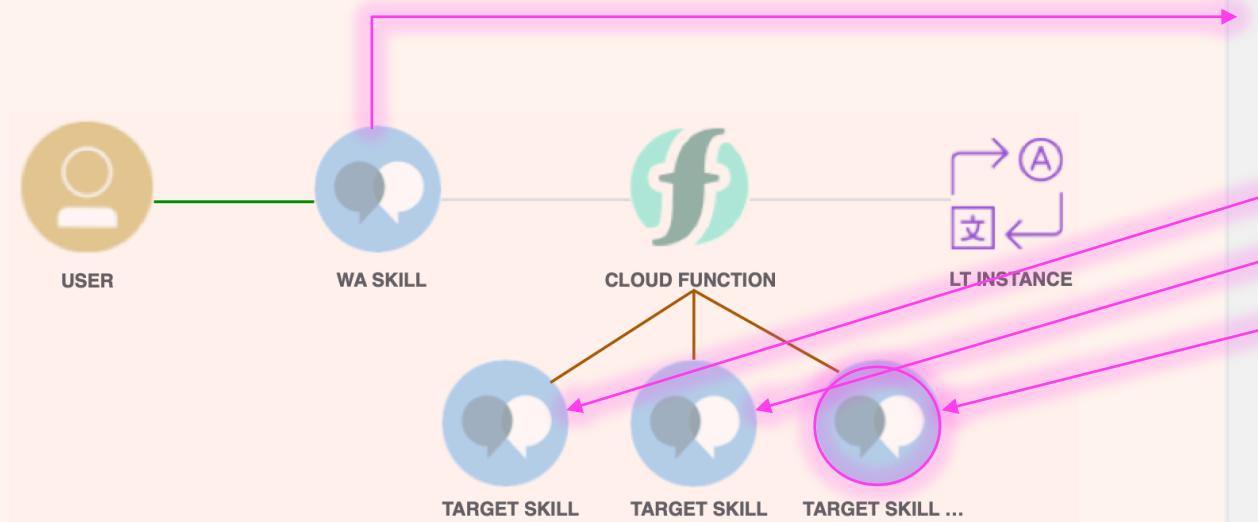
Session A ——————
Session B ——————

Language Orchestration Component Diagram

Pattern B: Multi Skill



Language Orchestration, Pattern B: Multi-Skill example



Assistant preview

/Langue/Sprak: שפה:

Select an option

- Covid Dutch
- Covid Portuguese
- Enablement English
- Itenario Espanol
- Enablement Hindi
- Enablement Japanese

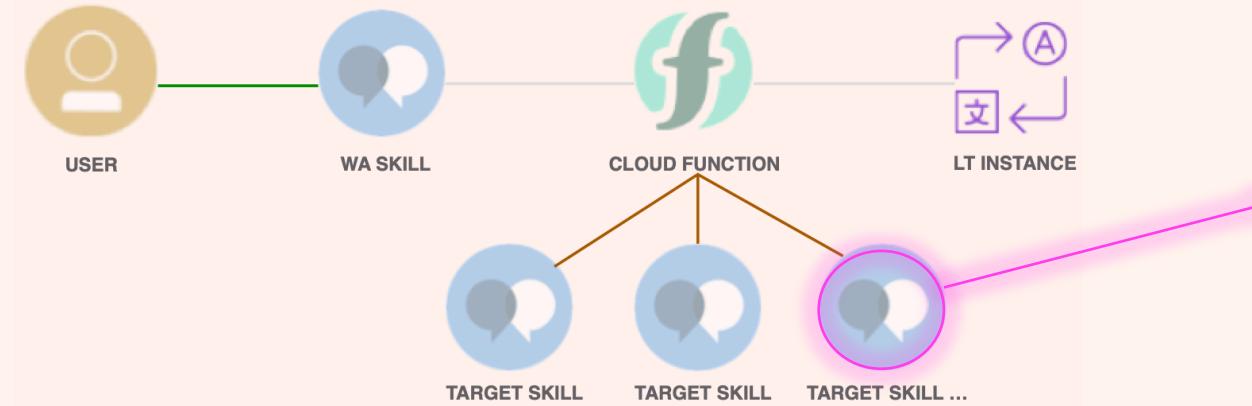
Type something... →

A

文

In this pattern, Poly is able to handle both multi-language and multi skill environments. Here the user has several options which lead to distinct skills and languages. This user chooses a scheduling "Itenario" bot in Spanish....

Language Orchestration, Pattern B: Multi-Skill example (continued).



Assistant preview

cita por favor

¿Cuál es tu nombre?

Christobal

¿Qué día te gustaría conocer?

el 30 de marzo

¿A qué hora te gustaría conocer?

3:33

Gran Christobal, todos están programados. para 2021-03-30 a las 03:33:00. Véanlo entonces.

Type something... →

Once the scheduling bot has been selected the user is able to answer a simple series of questions (Name, Date Requested and Time) and get a confirmation. This capability is possible because state is maintained between the Cloud Function and the target skill (Session B).



IBM Watson™

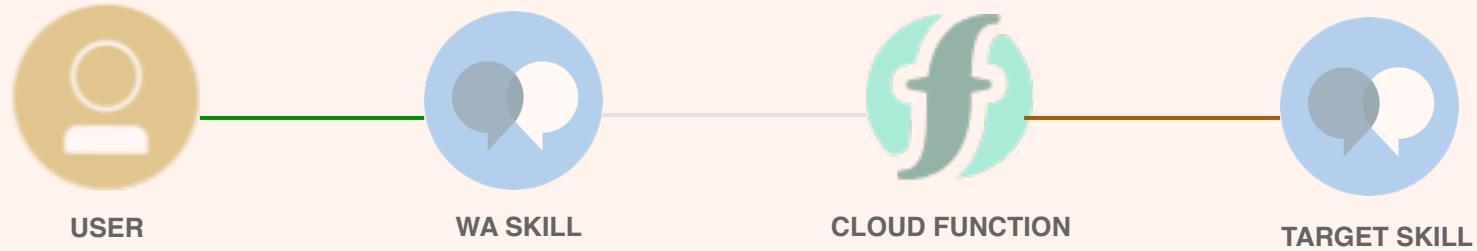
SKILL ORCHESTRATION

Connect multiple Assistant skills with Cloud Functions



Skill Orchestration Component Diagram

Pattern A: Single Skill

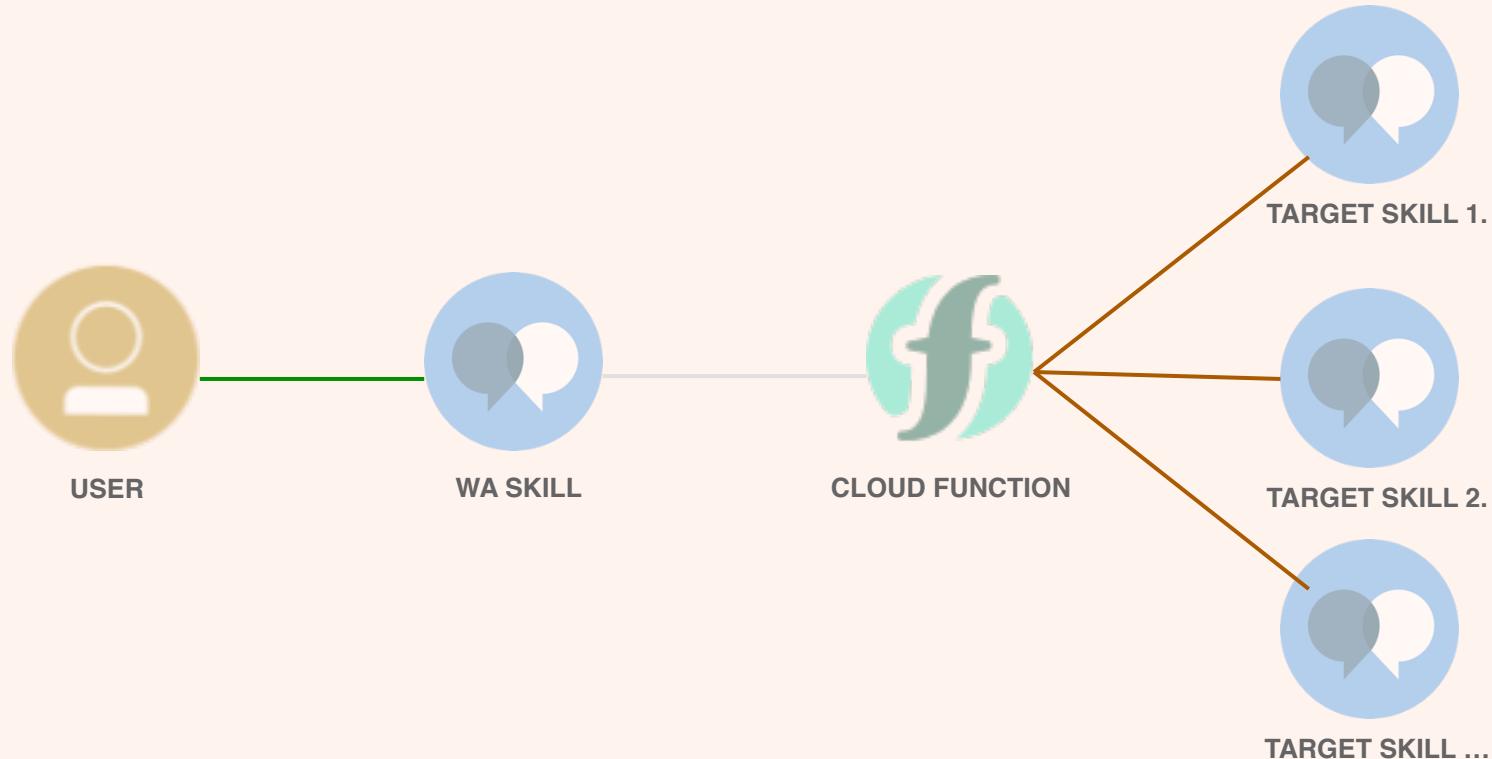


Session A ——————

Session B ——————

Skill Orchestration Component Diagram

Pattern B: Multi Skill



Session A ——————

Session B ——————