

## Al benefits for the lazy hacker

Use Node-RED lo-code tool to experiment with Cognitive services

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#### Get fast usable access to AI services with Node-RED

The purpose of this workshop is to give you quick and easy access to the IBM Watson Cognitive Services APIs, and allow you to experiment with

- Image classification
- Speech to text, and text to speech
- Document discovery
- Language identification and translation with little or no code.

This workshop assumes a little programming understanding/experience - an appreciation of procedural logic, data structure, and the use of API-based services.

For those with full-on developer experience, we hope you'll find using the Node-RED tools a fun and useful addition to your skills kitbag.

#### What You'll Learn

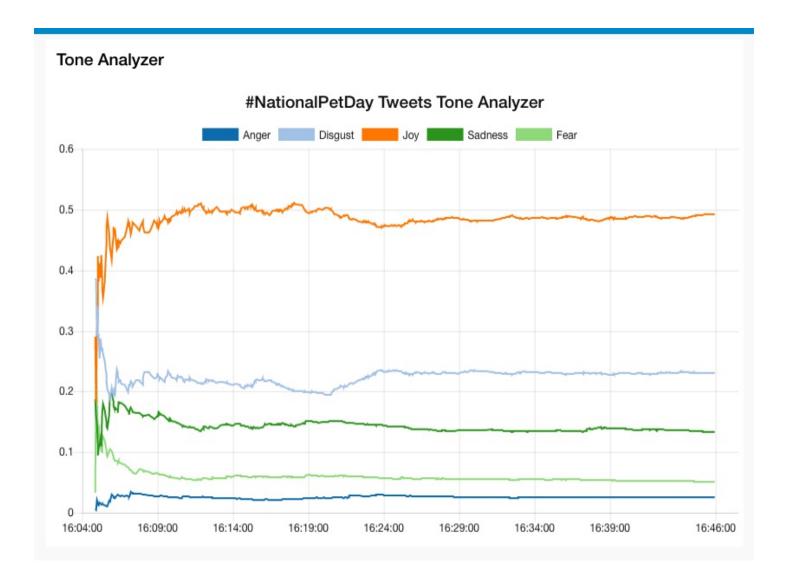


We will kick off with the basics of running Node-RED in the IBM Cloud (previously known as Bluemix).

You'll learn how to construct event flows in the Integrated Development Environment (IDE), through simple, and progressively more complex examples.

Then you'll be ready to link into the Watson services, to experiment with off-the-shelf Articial Intelligence capabilities you can use straight away to build or enhance applications.

Immediate results will be a Node-RED web server app which can display trending emotions associated with a popular Twitter hashtag, and optional generate (in)appropriate responses or replies.



#### What You'll Need

- 1. A laptop running Windows, MacOS, or linux, with access to the public internet.
- 2. A current version of one of the following browsers:
  - Firefox
  - Chrome
  - Safari
- 3. An IBM Cloud account; if you don't have one already, sign up at IBM Cloud account setup

For a brand new IBM Cloud account, that's it!

If you have an existing IBM Cloud account, and have existing applications and services, particularly *Cloudant* database instances, you'll possibly need a couple of extra tools:

- 1. the Cloud Foundry command line tool cf
  - download and install cf from github.
- 2. the Git Version Control Management command line tool git
  - download and install git from git-scm

## A note of thanks and appreciation

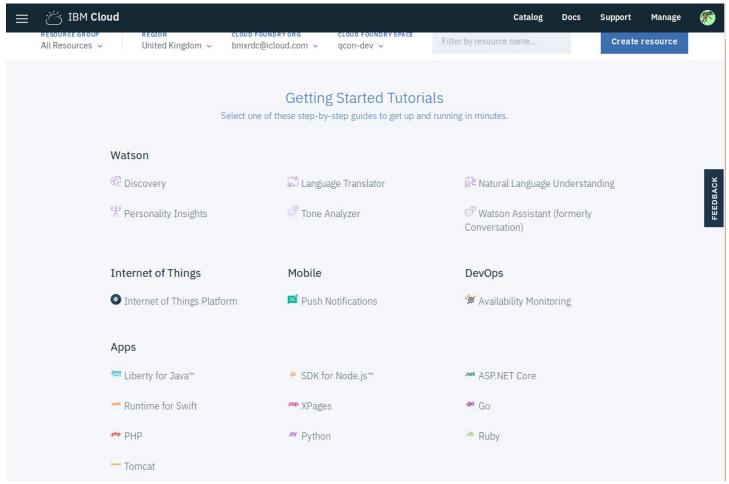
Sections of this workshop take significant inspiration (and a bit of sample code) from the Watson Tone Analyzer Tutorial by Michael Qiu from the excellent team at SenseTecnic.

Sample data sourced via RESTful API calls is provided by typicode's JSONPlaceHolder

## Installation/environment Requirements

Using your IBM Cloud account, login to the IBM Cloud console.

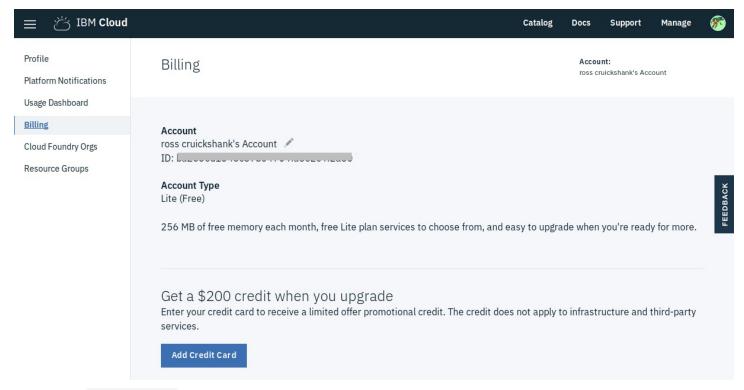
For a brand new IBM Cloud account, you'll see a dashboard similar to this:



We need to establish what type of IBM Cloud you have, so there are a couple of simple steps:

- 1. at the top right of the dashboard, click on Manage
- 2. click Billing and Usage
- 3. and then click Billing

The resulting page



shows the Account Type information.

#### Note your account type

To return to the dashboard view, click on the menu icon, and click on Dashboard



Containers

Infrastructure

vm VMware

☐ Dashboard

APIs Dashboard

Application Services

Apple Development New

‰ Blockchain

## Things to know about your account

#### Lite (Free)

- 256M runtime memory, up to 100 service instances
  - sample applications tend to be created with 256M allocated, so will need adjusted if you want to run more than one application at a time
  - service instances by IBM (database, messaging, Watson, etc) will be created with what is call a *Lite Plan*, only one each of which can defined to your account at any time; for example, trying to create a
     second Watson Speech to Text service instance will fail
  - third party services which have no IBM Cloud charging plan (twilio, elephantSQL, rediscloud, ...) can be added, subject to the provider's restrictions
  - sample applications available in the catalog (shown as "Boilerplates") may try and create instances of services (usually Cloudant database), regardless of whether a similar instance already exists

#### Pay-As-You-Go

- 512M runtime memory, up to 100 service instances
  - keep using the free services (*Lite Plan*), as well as adding other services which may incur charges
    after any free use allocation

#### Trial (Free)

• you have applied a promotion code to your account, usually to experiment with services for which the Lite (Free) option is too restrictive; this type of account is time-limited, and must be converted to Pay-As-You-Go (or Subscription) by the end of the trial period, or it will be suspended.

#### Subscription

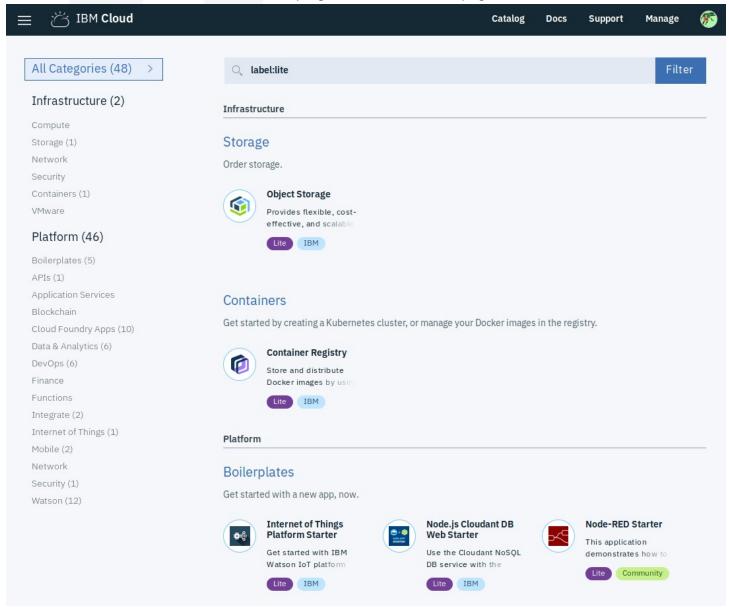
you've elected to pay monthly upfront - you probably know what you're doing ...

## **Getting started**

### Account type = Lite (Free), no existing applications or services

This is the simplest starting point.

From the Dashboard, click on Catalog at top-right. You should see a page similar to this:



(The categories and numbers vary from time to time, as new offerings are published, and older/less popular services are deprecated).

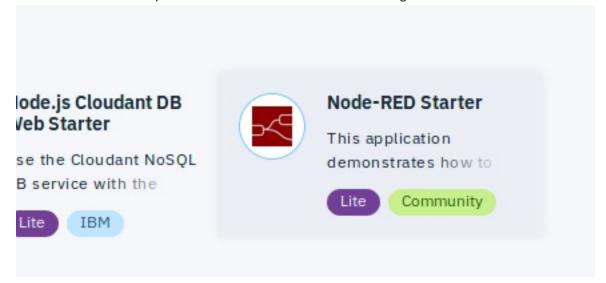
The area of interest for this workshop is the Node-RED Starter Boilerplate, shown here bottom-right.

This boilerplate will create a ready-to-use web-accessible Node-RED application, employing three

#### components:

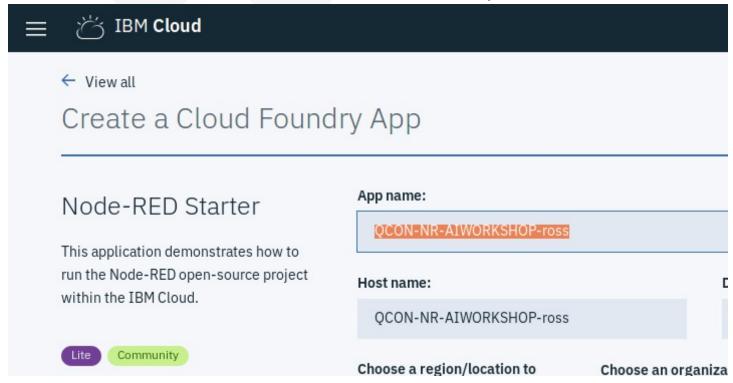
- Cloudant nosql database used to store Node-RED configurations (and application-generated data) see also Apache CouchDB
- 2. Node.js runtime container (node v6.13.0 at time of writing)
- 3. Node-RED application package (node-red v0.18.4 at time of writing)

Hover over the description of the Node-Red Starter until hilighted:



then click.

At this point, you will need to provide a **unique** name for your hosted application - note, you only need to enter a name into the App name: field; the Host name: field will fill automatically.



(if you're stuck for a name - as a minimum, change the example by overwriting "ross" with some random -



# A brief introduction on some of the Watson Cognitive Services

As you can see, there are quite some nodes in the Watson node modules, and they are all used for different purposes. Each of the Watson nodes is corresponding to a specific Watson service on the IBM Cloud platform. You are able to view the documentation of each service in the info tab of these nodes.

- Assistant: helps to interpret human language and host a simple conversation/dialog. This is the Watson component you'd use for building a Chatbot backend service. -- Driving chatbot demo
- Discovery: helps prepare your unstructured data, create a query that will pinpoint the information you
  need, and then integrate those insights into your application or existing solution. This service also includes
  the continuously updated News service, giving access to current and recent news articles from around the
  world -- News demo
- Natural Language Classifier: applies cognitive computing techniques to return the best matching classes for a sentence or phrase -- Classifier demo
- Natural Language Understanding: The Natural Language Understanding will analyze a block of text, an article or HTML data to output a JSON object that matches the input data with various index -- NLU demo
- Personality insights: derives insights from user-created text/content (transactional and social media data) to identify psychological traits which might determine purchase decisions, intent and behavioral traits; may be utilized to improve retail conversion rates -- Personality insights demo
- Visual Recognition: Analyze images for scenes, objects, faces, and other content. Choose a default
  model off the shelf, or create your own custom classifier. Develop smart applications that analyze the
  visual content of images or video frames to understand what is happening in a scene -- Visual Recognizer
  demo
- Speech to text/Text to speech: for a growing set of spoken languages, converts from one form to
  another, allowing speech to be processed by text-oriented services like chatbots, Personality Insights, etc,
  and use speech synthesis to convert messages and text into audio streams -- STT demo, TTS demo
- Tone Analyzer: The Tone Analyzer service uses linguistic analysis to detect emotional tones, social
  propensities, and writing styles in written communication. This service will be used in this workshop to
  show how Node-RED nodes can be used to easily integrate Watson Cognitive Services into an
  application, with little or no AI skills -- Tone Analyzer demo

## **Labs Overview**

In this lab, you will learn how to Node-RED can be used as a rapid protoyping server application which can integrate local and remote data, and present information in a variety of eaisly consumable forms.

The first couple of activities help set up Node-RED as a web application service.

- 1. Initially, simple application-generated data will be sent to the requester (a browser).
- 2. Then remote data will be requested, reformatted and returned to the requester.
- Next, your application will use the Watson Tone Analyzer service referred to earlier to quickly and easily
  analyze the content of Twitter messages and graphically display the trending tones/sentiments embodied
  in the messages.
- 4. Finally, select tweets will be exchanged with an example Watson Conversation Agent (Chatbot) and the responses sent to the requester.

## Lab - basic user response

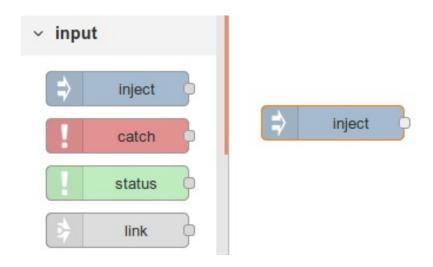
Step one for any first-time exercise with a new programming tool is Hello World!

The most basic option for this in Node-RED a combination of an Inject and a Debug node; for Node-RED

this looks like



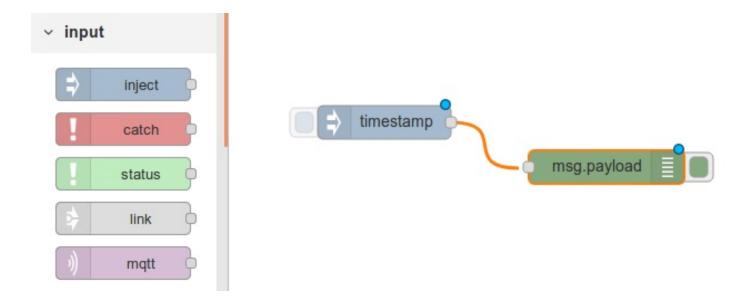
This is achieved by click/dragging an Inject node from the palette on the left, onto the canvas:



then do the same for the Debug node:

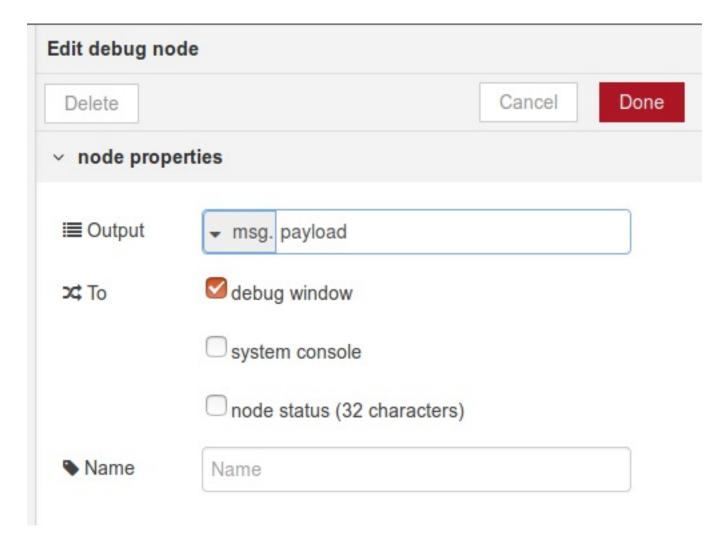


and link the output of Inject to the input of Debug:

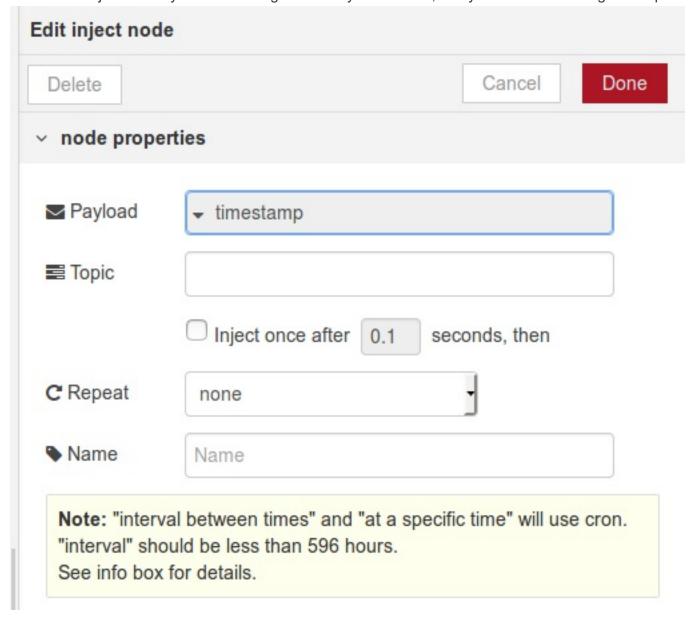


Click-and-hold the output connector of the Inject node, drag the connection line to the Debug node inout connector, ensuring the target connector turns orange; then release.

Review the Debug node by double-clicking in the body of the node, and you will see the configuration panel:



Review the Inject node by double-clicking in the body of the node, and you will see its configuration panel:



Click on the black triangle next to timestamp, select the string option, and type into the new text entry field the message you would like to see in the debug window. Then click Done.

You should see that the Inject node has a blue dot, indicating it has been modified:



also observe that the top-right menu now has a red Deploy button:



This indicates the Node-RED configuration has changed and does not match the running application. Click Deploy to add the flow you just created into Node-RED runtime.



Click on the button on the left side of the Inject node and observe the message displayed in the debug window:



Congratulations! - you have established a working Node-RED live application, and successfully generated data.

#### Lab - enable Node-RED as a server application

Now you have a working Node-RED instance, you can add support for external applications (browsers, other applications on mobile devices, cloud apps, etc) to invoke services within Node-RED, to exchange information.

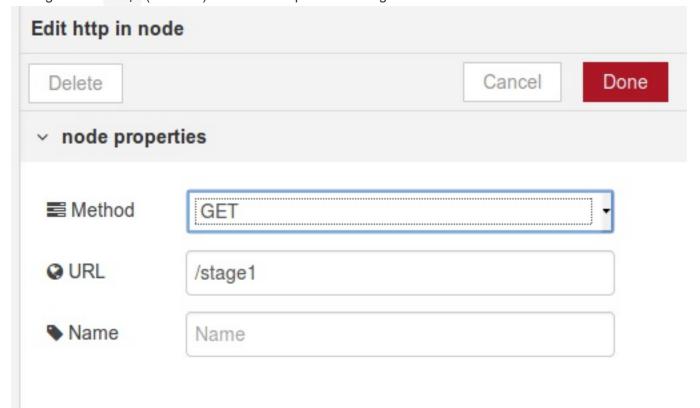
In this Lab, the goal will be to add support for incoming HTTP requests, from a browser, to request data be returned to display in the browser (i.e basic HTML).

- 1. Add the necessary nodes
- 2. Configure the nodes to support inbound HTTP and return content
- 3. Deploy
- 4. Test and validate via https://{{your-node-red-hostname}}/stage1

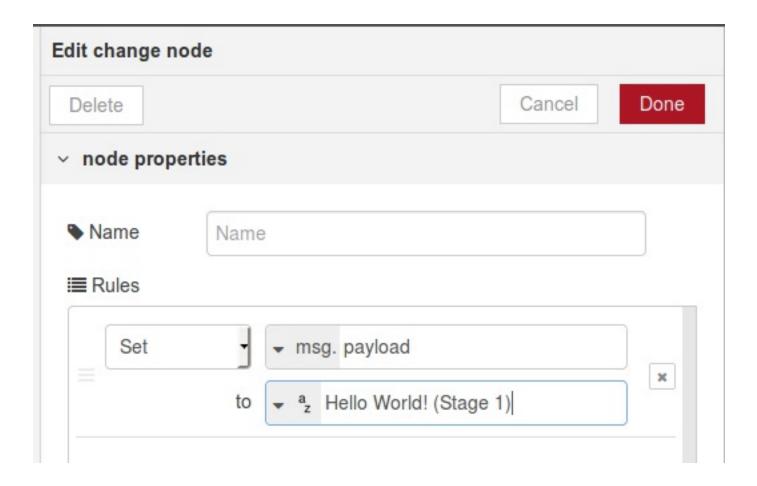
Using the techniques from the previous Lab, add a new flow to the canvas:



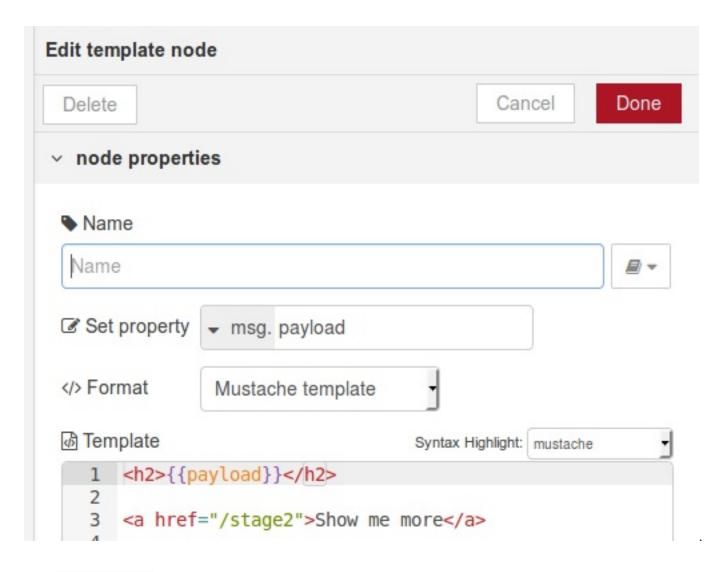
Configure the <a href="http">http</a> (inbound) node to accept the url /stage1:



Configure the change node to set the response text, by chnaging msg.payload to the desired message.



Configure the template node to be some simple HTML, and imbed the msg content from the flow, using mustache templating:



The <a href="http">http</a> response node does not usually need configuration, but is required as a final stage for returning data to a waiting <a href="http">http</a> response node does not usually need configuration, but is required as a final stage for returning data to a waiting <a href="https://example.com/http">http</a> required as a final stage for returning data to a waiting <a href="https://example.com/http://example.c

Now Deploy the changes.

To test this flow, open a new browser tab or window and load *https://{{your-node-red-hostname}}/stage1*. All being well, you should receive the following response:



## Hello World!

#### Show me more

Note that if you click on the Show me more link, you will receive a response like Cannot GET /stage2 - that's because "stage2" will be added in the next Lab.

Congratulations! - you have completed the first stage of establishing Node-RED as a web server application, and responding to HTTP requests with static data.

#### Lab - remote data presentation

Now your Node-RED application can service web requests, you can add support for integrating local and remote data into your responses.

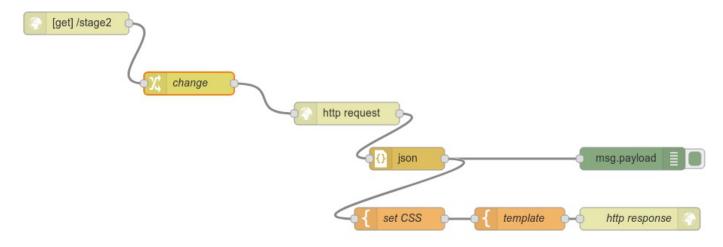
In this Lab, the goal will be to take an incoming HTTP request, from a browser, retrieve data from a remote application API, and return part of the data (reformatted) to display in the browser (i.e basic HTML).

- 1. Add the necessary nodes
- 2. Configure the nodes to support inbound HTTP, invoke API, and return content
- 3. Deploy
- 4. Test and validate via <a href="https://{your-node-red-hostname}">https://{{your-node-red-hostname}}</a>/stage2

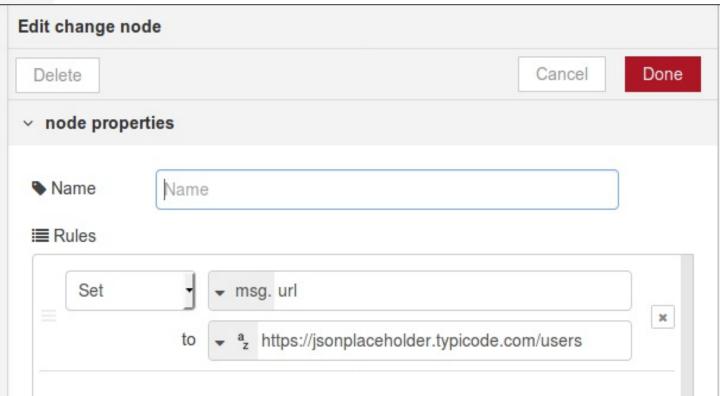
The source for the remote data is a very handy, simple JSON API server provided by @typicode https://jsonplaceholder.typicode.com/ - the /users API returns a reasonable amount of data for demonstration purposes:

```
[
    "id": 1,
    "name": "Leanne Graham",
    "username": "Bret",
    "email": "Sincere@april.biz",
    "address": {
      "street": "Kulas Light",
      "suite": "Apt. 556",
      "city": "Gwenborough",
      "zipcode": "92998-3874",
      "qeo": {
        "lat": "-37.3159",
        "lng": "81.1496"
    },
    "phone": "1-770-736-8031 x56442",
    "website": "hildegard.org",
    "company": {
      "name": "Romaguera-Crona",
      "catchPhrase": "Multi-layered client-server neural-net",
      "bs": "harness real-time e-markets"
  },
    "id": 2,
    "name": "Ervin Howell"
    "username": "Antonette",
    "email": "Shanna@melissa.tv",
    "address": {
```

As before, add a new flow to the canvas:



A small, but important difference to note this time - instead of setting the msg.payload property, the change node is placing the target API url into the msg.url property. This is used to dynamically configure the http request node.



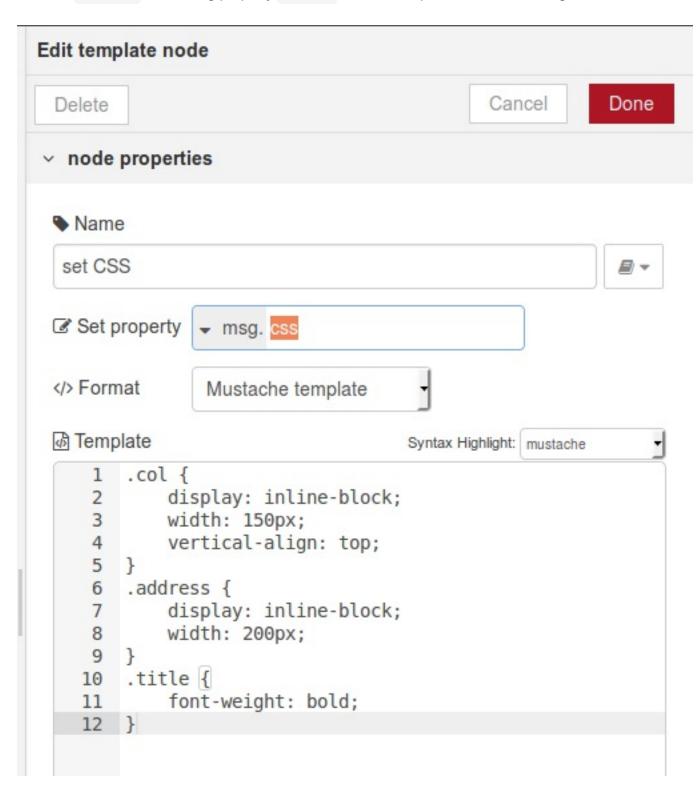
The http request node does not need any specific configuration for this flow.

The response from https://jsonplaceholder.typicode.com/users is a string; to process more easily and efficiently in Node-RED, we pass it through a JSON node which will parse the string into a JSON object (in this case an array of *user* objects).

To add a little sophistication to the response content, the two template nodes allow generation of dynamic

HTML, and support the creation of inline CSS.

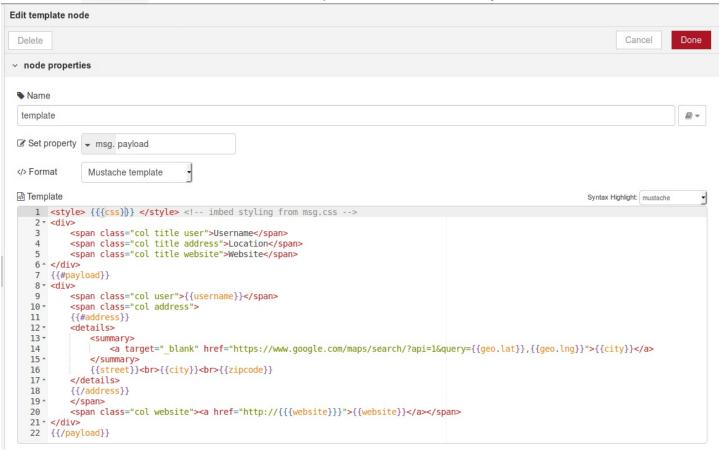
The first template sets a msg property msg.css to some simple CSS for imbedding in the returned HTML:



```
.col {
    display: inline-block;
    width: 150px;
    vertical-align: top;
}
```

```
.address {
    display: inline-block;
    width: 200px;
}
.title {
    font-weight: bold;
}
```

The second template node creates a tabular response from the users array, and imbeds the CSS:



```
<style> {{{css}}}} </style> <!-- imbed styling from msg.css -->
<div>
  <span class="col title user">Username</span>
  <span class="col title address">Location</span>
  <span class="col title website">Website</span>
</div>
{{#payload}}
<div>
  <span class="col user">{{username}}</span>
  <span class="col address">
  {{#address}}
  <details>
    <summary>
    <a target="_blank"</pre>
    href="https://www.google.com/maps/search/?api=1&query={{geo.lat}},{{geo.lng}}">
    {{city}}
    </a>
```

```
</summary>
   {{street}}<br>{{city}}<br>{{zipcode}}
   </details>
   {{address}}
   </span>
   <span class="col website">
    a href="http://{{{website}}}">{{website}}</a></span>
   </div>
   {{payload}}
```

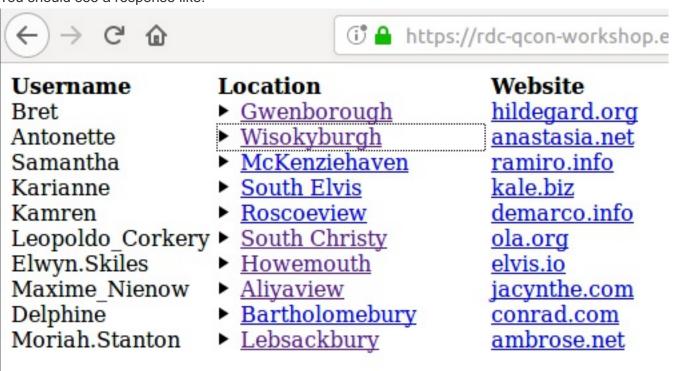
Note that although the response will generate links to **Google Maps** locations, the data appears to point to random places.

And again, use the Deploy button to update the runtime.

Now to test ...

https://{{your-node-red-hostname}}/stage2

You should see a response like:



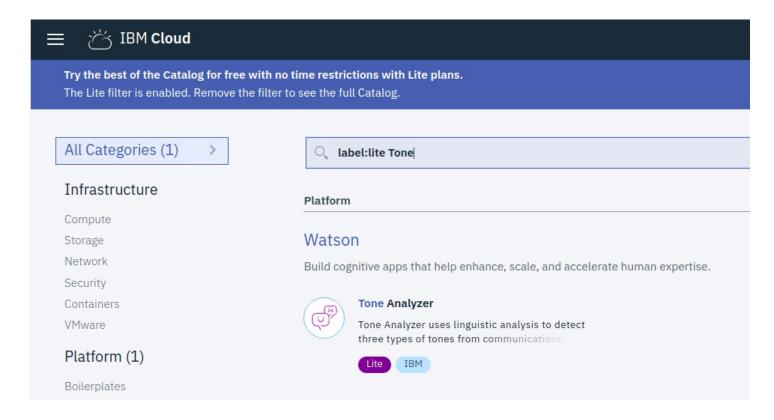
Congratulations! - you have completed the second stage of establishing Node-RED as a web server application, and responding to HTTP requests with dynamically sourced data.

The next Lab will build on your new Node-RED skills to pull in tweets from Twitter, analyze with the Watson Al language services, and generate a dashboard showing trending emotional response.

#### Lab - twitter emtional tone

This time, you can build a fun, simple application that uses the Watson Tone Analyzer service.

You will need an instance of the Watson Tone Analyzer service to created from the IBM Cloud catalog. Switch to the IBM Cloud dashboard, select catalog from the menu bar (top-right), and add "Tone" to the filter search argument.



Click on Tone Analyzer and create a new instance, accepting all defaults.

When the instance has been provisioned, you'll be presented with the service management panel -- select the Service credentials option from the left navigator.



Getting started

Manage

Service credentials

Plan

Connections

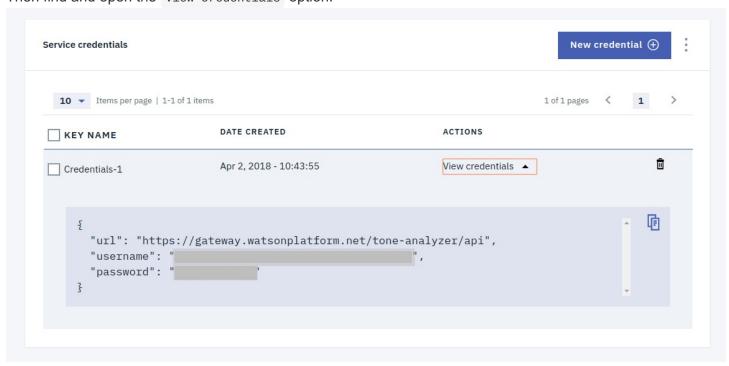
Watson /



Location: United Kingdom (

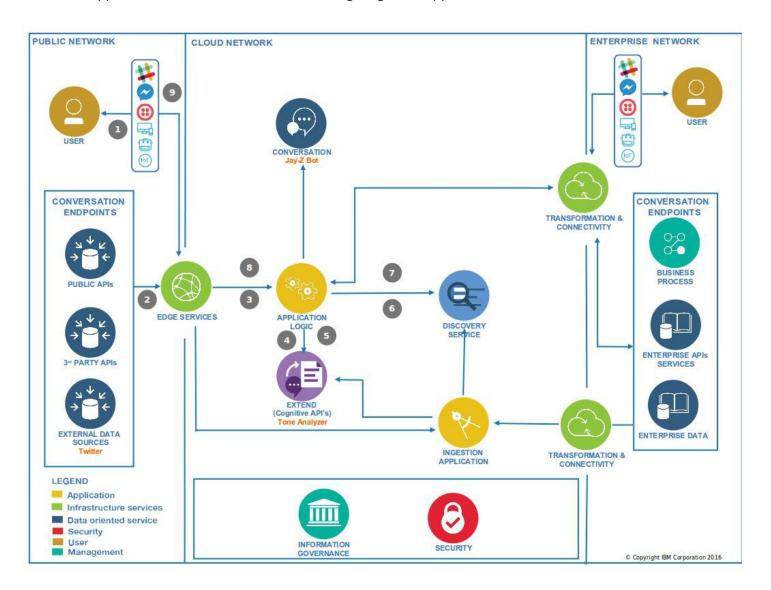


Then find and open the View credentials option:

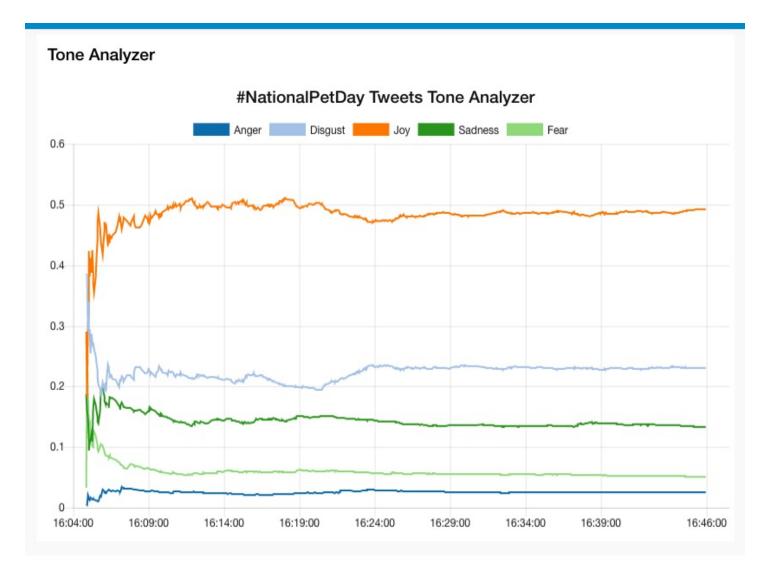


Take a note of where the username and password fields are, as you will need to copy/paste these values into the Node-RED Tone Analyzer node, shortly.

The basic application flow is based on the following Cognitive Application Reference Architecture:



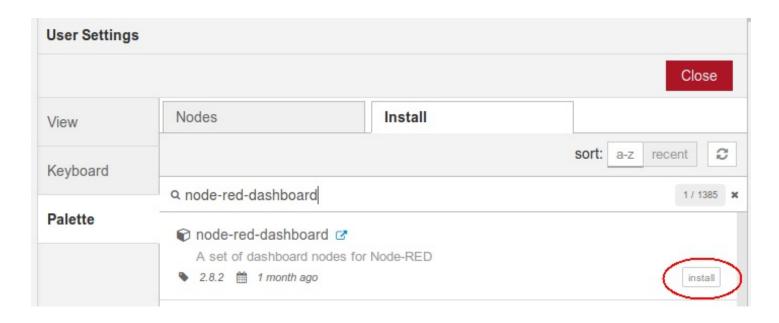
Let's say we want to know about people's general opinion on a specific topic on Twitter. We can use a twitter in node to obtain tweet feeds, then send the content to Watson Tone Analyzer service. When we get the analytic result, we will keep track of the result over time and visualize the average score of each index - similar to the following:



To produce the sample chart, you will need an additional package to be added to the Node-RED palette - node-red-dashboard.

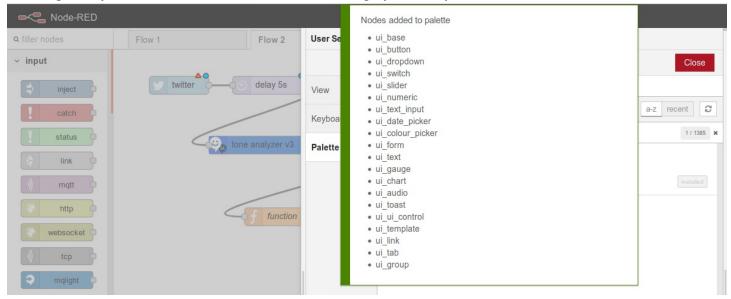
From the Node-RED menu (top-right), select Manage palette.

Click on the Install tab and enter "node-red-dashboard" in the search modules field.



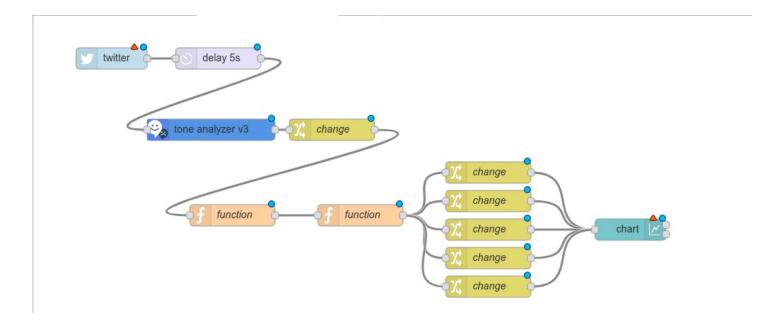
Click the install button.

All being well, you should see the additional nodes being dynamically added to the list of available nodes:



You'll find these new nodes towards the bottom of the left-side palette menu.

Once more, create a new flow on the canvas with the following nodes:



The first time you use a twitter node, the application will need to be authorized to use Twitter (inbound and, optionally, outbound) using your Twitter credentials. This can be very simple if you have used Twitter through the same browser as you're using to access Node-RED:

- 1. in the twitter configuration panel, click the edit icon
  2. when you see following prompt in a new tab or window, click Click here to authenicate with Twitter

  Edit twitter in node > Add new twitter-credentials config node

  Cancel Add

  Click here to authenicate with Twitter.
- 3. you'll be asked to authorise the Node-RED application click Authorize app





## Authorize Node RED to use your account?



Cancel

# Node-RED

Node RED

nodered.org

Node-RED Twitter node

#### This application will be able to:

- Read Tweets from your timeline.
- See who you follow, and follow new people.
- Update your profile.
- Post Tweets for you.
- Access your direct messages.

#### Will not be able to:

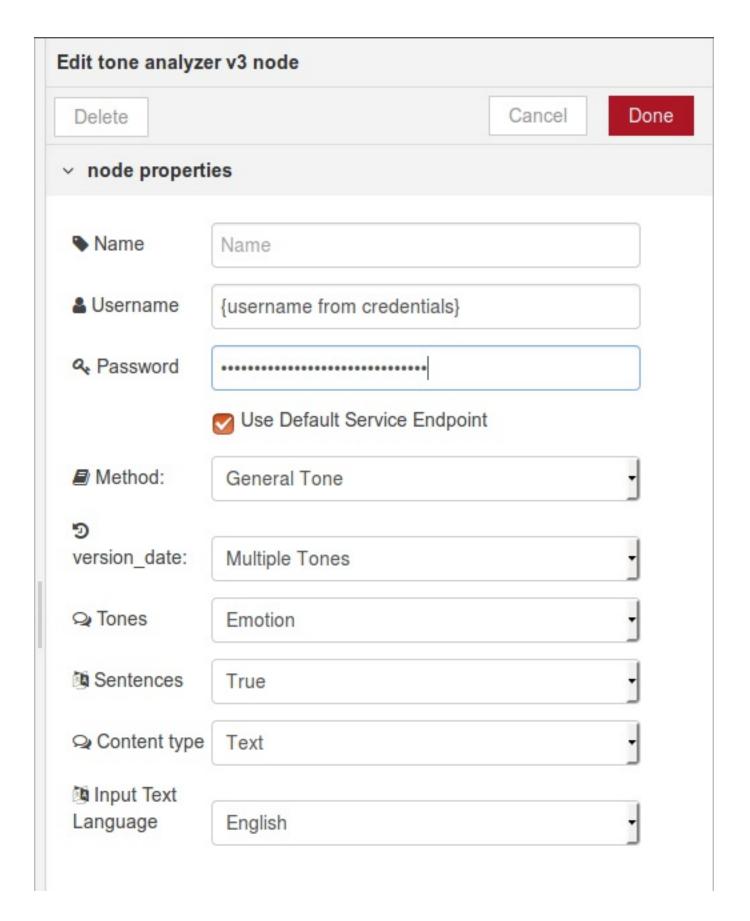
- See your email address.
- · See your Twitter password.
- 4. you should receive a message similar to Authorised you can close this window and return to Node-RED -- close the tab or window, and return to the Node-RED editor view
- 5. click Add
- 6. click Done and you're good to go with Twitter integration.

For this Lab we will use **#Trump trade** as the Twitter topic to monitor.

Since this topic is VERY active at the moment, we have to avoid the flood of the incoming tweets overwhelming the Node-RED instance. Add a delay node after the twitter node and setting the node action to "Limit rate to" 1 message per 1 seconds - this should leave sufficient time for the Watson Tone Analyzer service to handle each request.

You will need to fill in the service credentials (username and password) from the Watson Tone Analyzer service that you created earlier.

In this example, the purpose is to extract emotion tones, so select the Emotion option in the Tones field.



Since the result from the Watson Tone Analyzer will be in msg.response, we can add a change node to move msg.response to msg.payload to make it easier to process in subsequent nodes.

In a function node named "Add tweet scores to total", the scores can be accummulated using the following

```
var defaultResult = {
  "emotion_tone":{
    "Anger": 0,
    "Disgust":0,
   "Joy":
    "Sadness":0,
    "Fear": 0
 },
 "count": 0
}
if(msg.payload) {
 var result = context.get('twitterAnalysis')||defaultResult;
 msg.payload.document_tone.tone_categories.forEach(function(toneCategory){
    if(toneCategory.tones){
      toneCategory.tones.forEach(function(tone){
        result[toneCategory.category_id][tone.tone_name] += tone.score;
     })
    }
 })
  result.count += 1;
 context.set('twitterAnalysis', result);
  return {payload:result};
}
```

Here, we add the scores of each tone and then save into a context variable named "twitterAnalysis". A track of the count is kept, for the next node to use in calculating avergages.

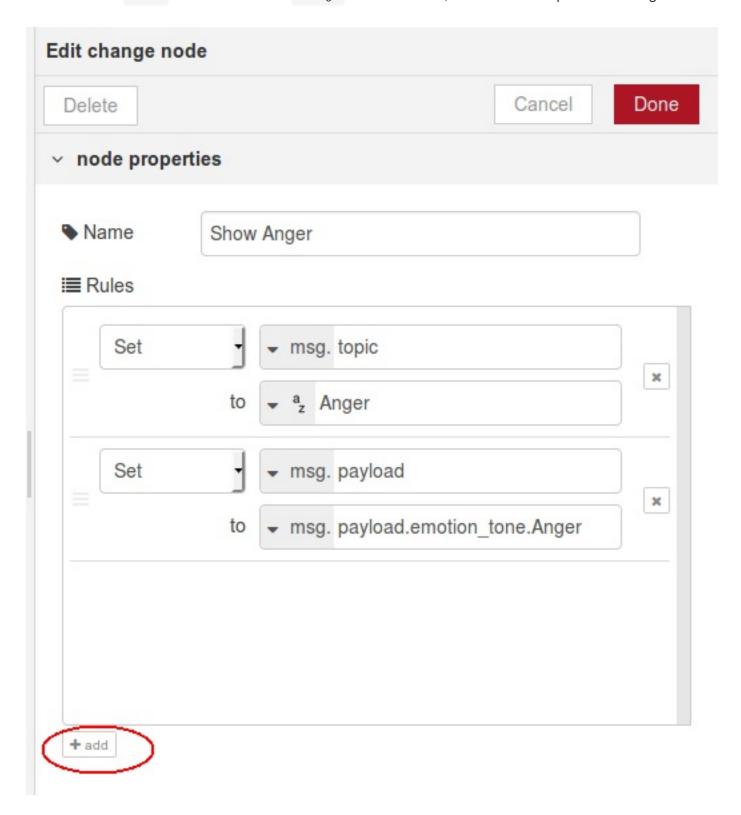
The next function node calculates averages with this code:

```
if(msg.payload.count){
  msg.type = "newMsg";

for (var toneCategory in msg.payload) {
   if (!msg.payload.hasOwnProperty(toneCategory)) continue;
   var obj = msg.payload[toneCategory];
  for (var prop in obj) {
    if(!obj.hasOwnProperty(prop)) continue;
    obj[prop] = obj[prop]/msg.payload.count;
  }
}
```

return msg;

In order to show the scores of each tone, each score needs to be moved into different topics before sending to the dashboard chart node. We use the change node to do this; here is an example for the "Anger" score:



Note that the second set section has been added using the + add button lower-left.

Modify the other change nodes in a similar way to reflect "Joy", "Sadness", "Disgust" and "Fear"

The chart node will need some configuration to allow it to display the rolling average of the 5 different emotion categories.

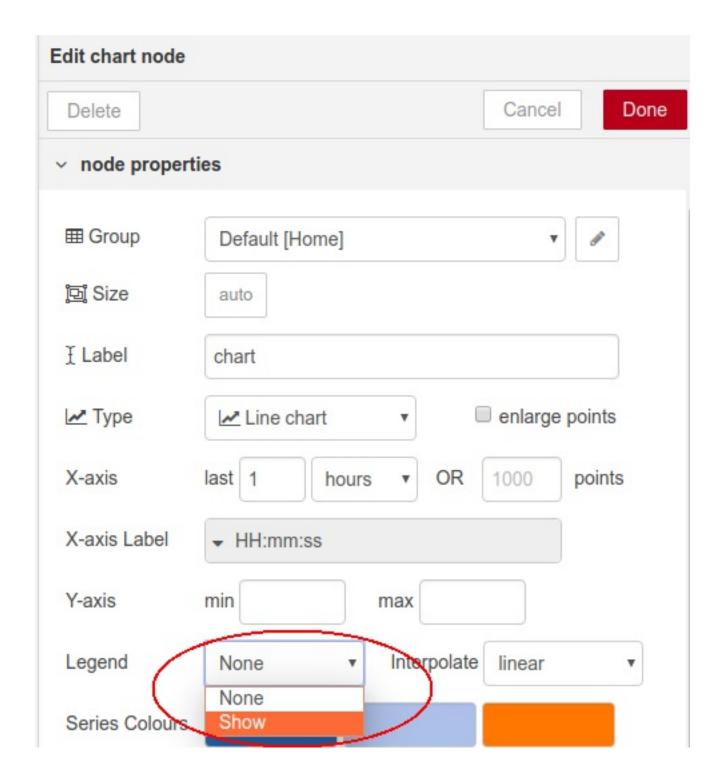
Edit chart node	
Delete	Cancel Done
v node proper	rties
■ Group	Add new ui_group ▼
ুট্র Size	auto
I Label	chart
<u>✓</u> Type	Line chart ▼ □ enlarge points
X-axis	last 1 hours ▼ OR 1000 points
X-axis Label	→ HH:mm:ss
Y-axis	min max
Legend	None ▼ Interpolate linear ▼

Click the edit button to establish a default dashboard for the chart.

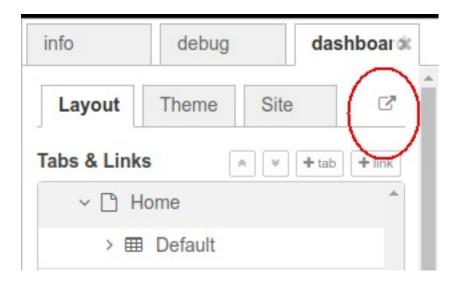
		Cancel
Name	Default	
⊞ Tab	Home	▼ 🖋
→ Width	6	

and click Add.

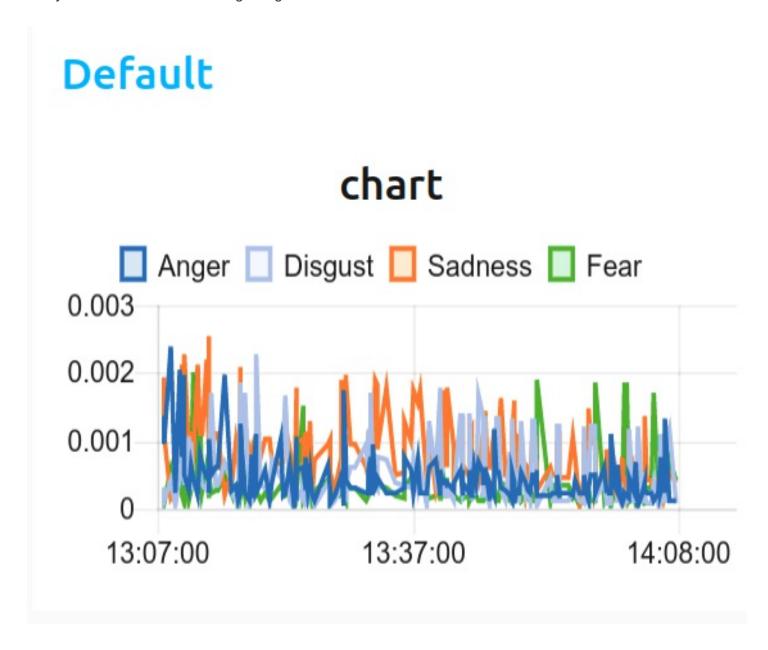
Make sure the Legend option is updated to Show so you can distinguish between the various lines.



Once you redeploy the application, following the link to the Dashboard



and you should see the chart beginning to build:



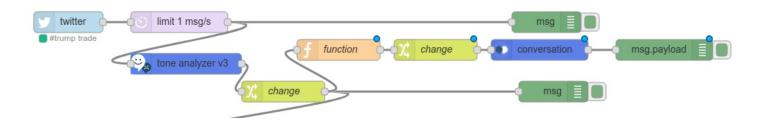
processing capabilities for identifying emtional tone.

The next Lab will extend this to direct some of the tweets (thos with higher emotional levels - > 0.75, for example) to a chatbot, which will offer responses based on the content of the tweet.

### Lab - twitter chatbot setup

Now, a selection of the tweets can be directed to a chatbot service to trigger a response (based on the Watson Assitant service).

Add the following 4-node flow to the existing Twitter analysis flow:

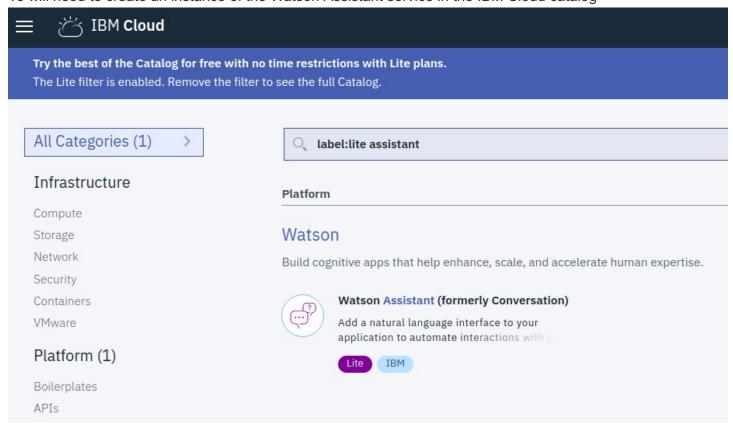


Now, get hold of an existing Chatbot configuration; for this lab, we will be using one of the many Bot definitions at the IBM Bot Asset Exchange. Click this link to access the sample Bot.

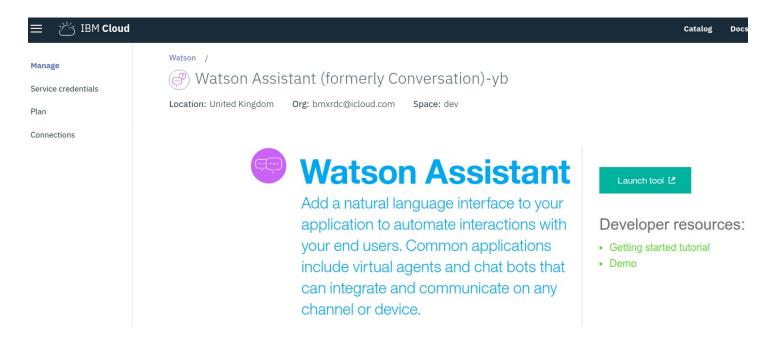
Click the Get this bot option and save the resulting JSON string to a local file. This file will be imported into the Watson Assistant tool shortly.

This bot responds to queries/inputs with the lyrics and wisdom of renowned artist Jay-Z.

Yo will need to create an instance of the Watson Assistant service in the IBM Cloud catalog -



As before when creating services, leave the name to default, create the instance, and when presented with the service overview panels, use the Launch Tool option to begin creating a Conversation workspace. The workspace will be populated by importing the earlier JSON file.



Select the Create a Workspace option

Home

Workspaces

### Introducing

# IBM Watson Assistant

Watson Conversation is evolving to simplify how you build and scale virtual assistants. See what's new 🔼

### Three easy steps

Follow these steps to create a virtual assistant.

1

#### Create intents and entities

Determine what your virtual assistant will understand by providing training examples so Watson can learn.

Learn more 🖸

2

### Build your dialog

Utilize the intents and entities you created, plus context from the application, so your virtual assistant responds appropriately.

Learn more 🛂

### Get started now

Create a Workspace



And *carefully* **NOT** clicking on the Create option, select the Import workspace icon your saved Jay-Z bot JSON file.

and navigate to

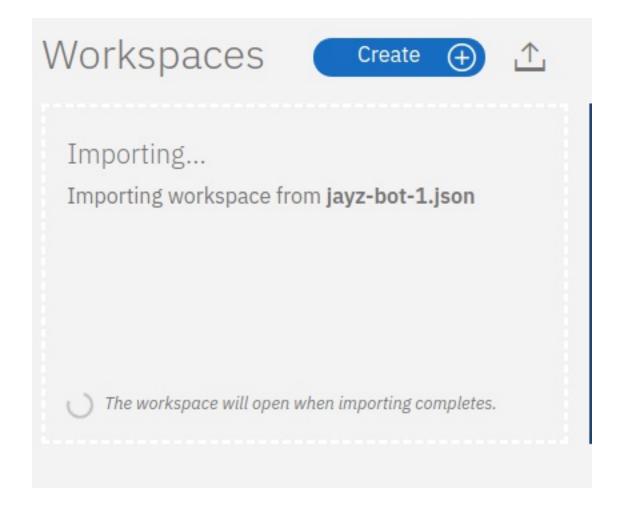


# Import a workspace

Select a JSON file then choose which elements from the workspace to import.



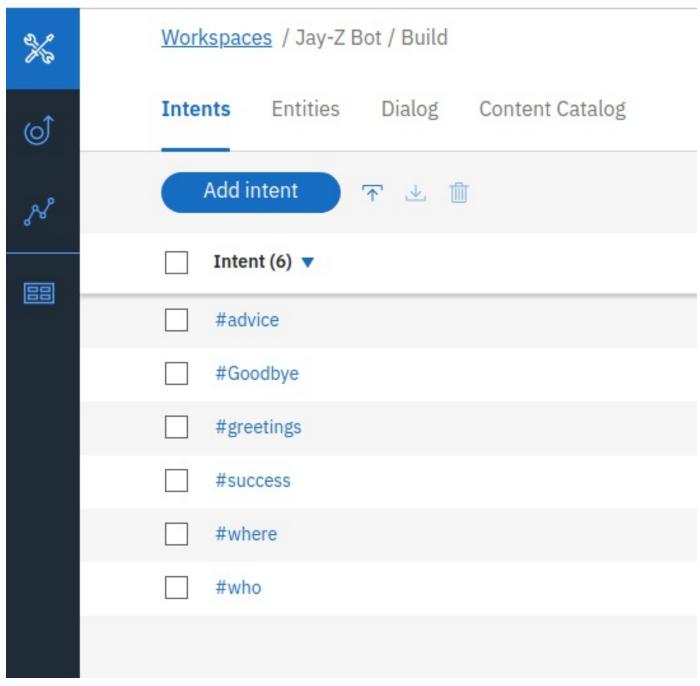
This should result in a new workspace being created, using the definitions in the JSON file



This will create the 3 main areas of chatbot server configuration:

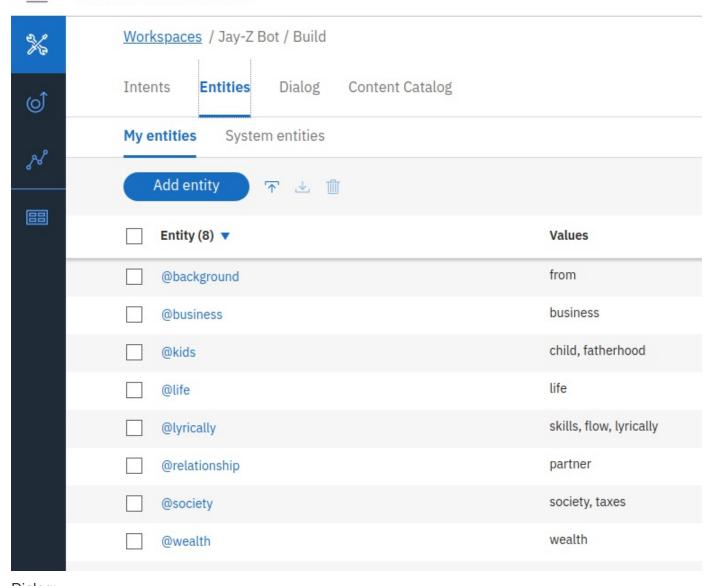
#### 1. Intents:





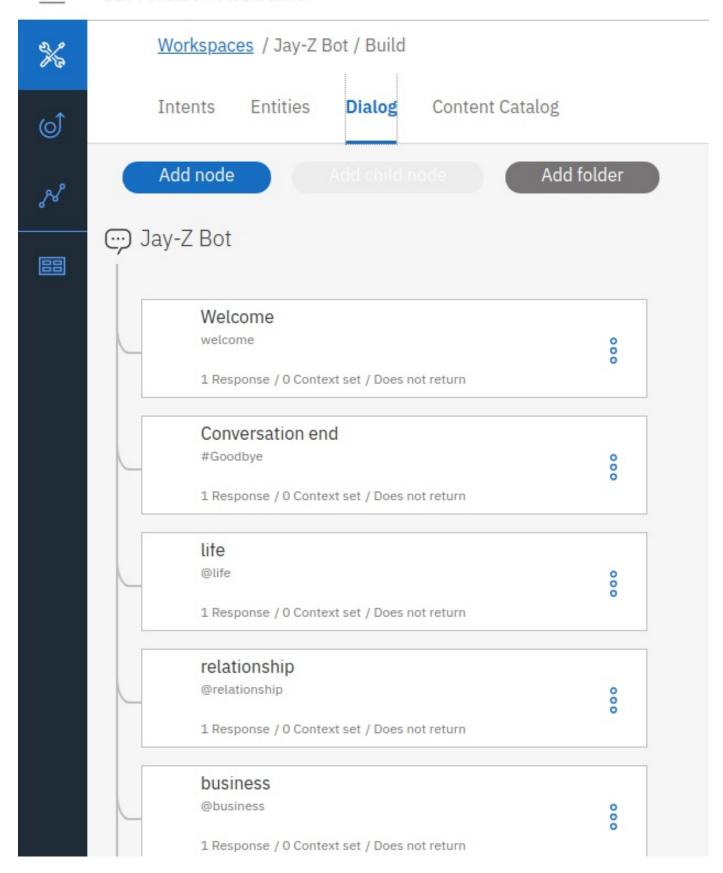
2. Entities:

### IBM Watson Assistant



3. Dialog:

### IBM Watson Assistant



Using the existing Node-RED flow, select messages with a particularly high emotional count in any of the tone category streams from the twitter analysis [Joy, Anger, Disgust, Sadness, Fear], to direct into the Chatbot,



You will need the credentials for the Watson Assistant instance, to plug into the node configuration menu. Either:

- make a connection between the Watson Assitant instance, and your Node-Red application, and after restage, the credentials will automatically populate the Watson Conversation nodes
- copy the credentials from the Watson Assitant instance, and apply directly to the node configuration, and
  use straight away (as you did previously for the Watson Tone Analyzer service)

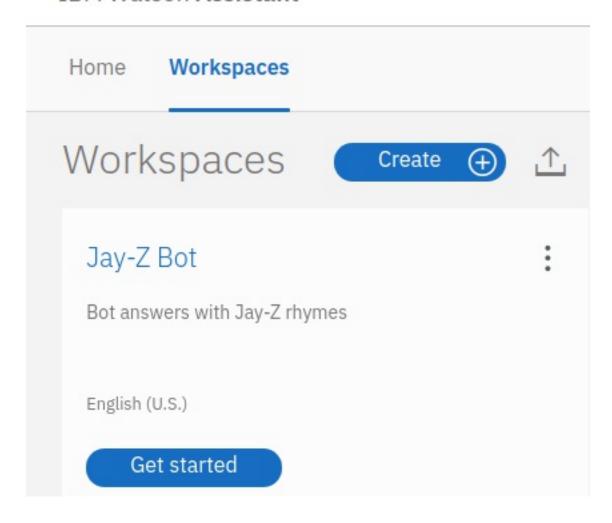


Note - you also need the Watson Assistant workspace identifier to plug in to the node configuration

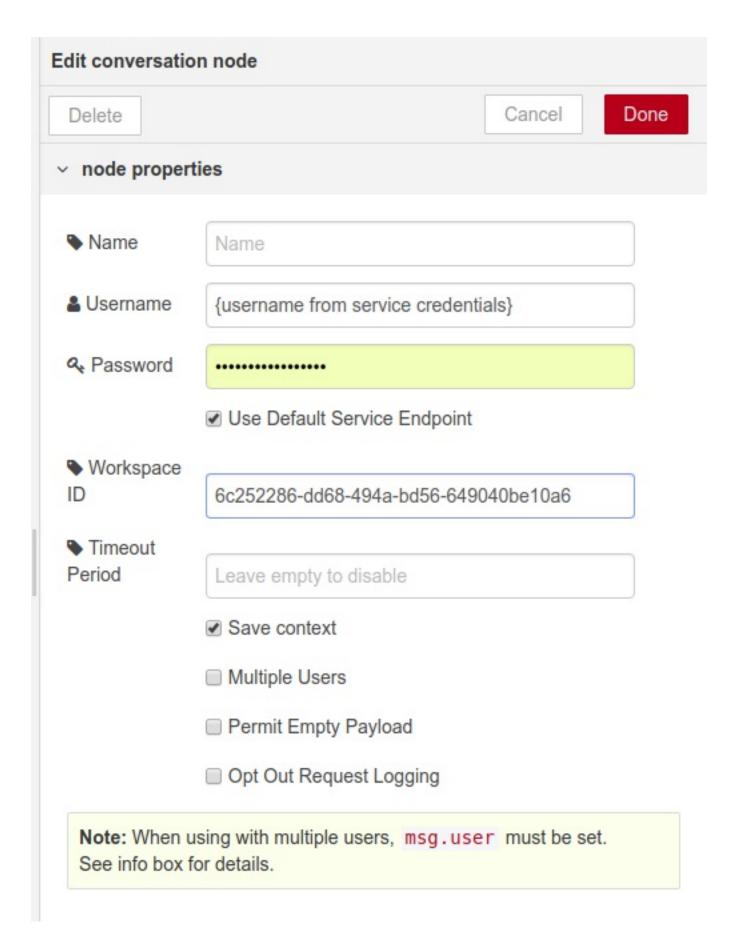


Select the Workspaces tab, to access the workspaces in this instance.

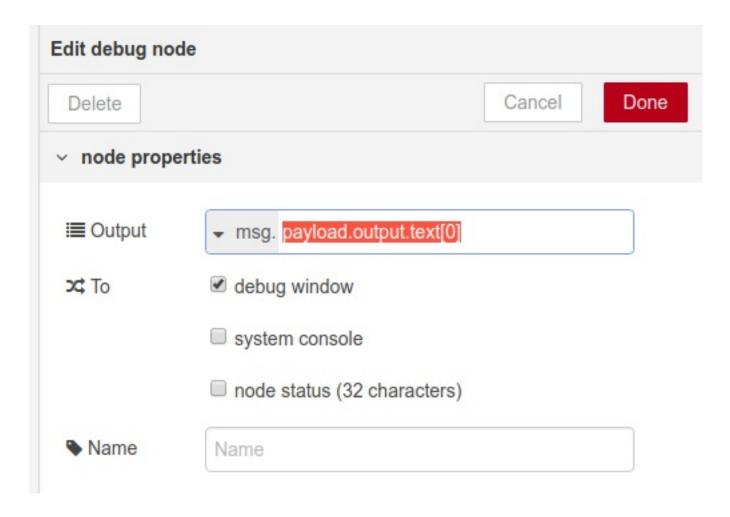
### IBM Watson Assistant



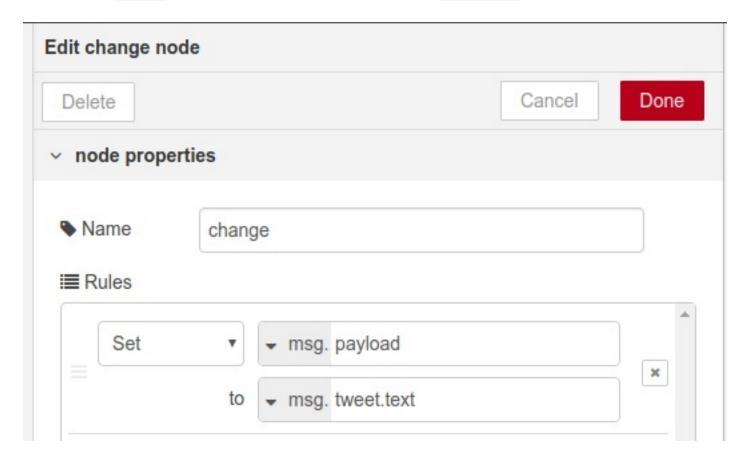
Click the details menu and select View details to view the Workspace ID - add this into the corresponding field in the Node-RED Conversation node configuration panel.



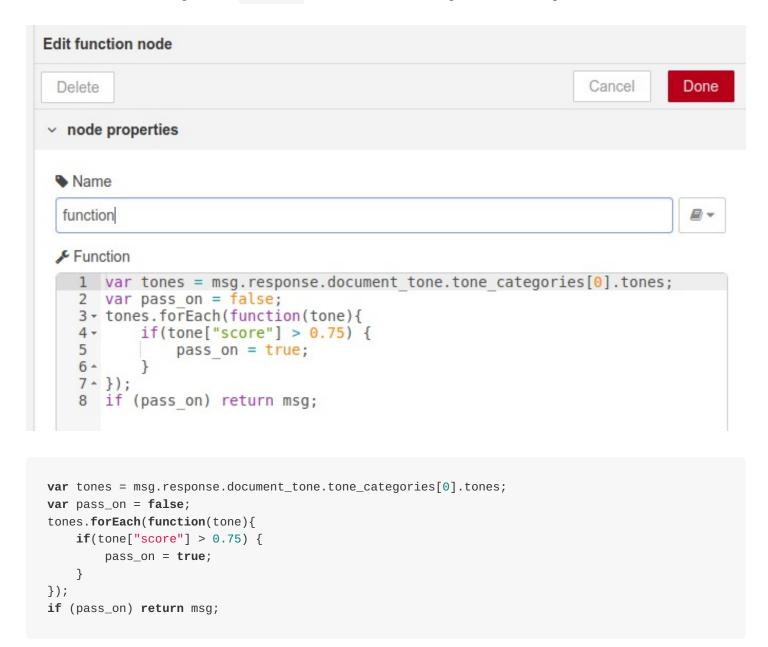
The output from the conversation is a JSON object in msg.payload - to extract the text and display in the debug pane, update the debug node to select just that part of the message:



Configure the change node to move the twitter content into the msg.payload property:



Last, but not least, configure the function node to select messages based on high emotional tone:



And finally Deploy !!

Congratulations! - you have completed the process of generating responses to select tweets, using a basic chatbot configuration.

## Challenge

Now you have a mechanism for processing web requests, handling real-time events from external services, and invoking Watson cognitive services -- what else other easy extensions could you make?

- check tweets for attached images, and pass the images through the Watson Visual Recognition service to identify/classify the image content;
- add watson Text to Speech to enable the application to read messages out loud as they arrive, as well
  as the responses from the chatbot, using different voices
- use the tweet user information to build a profile using Personality Insights, and generate tweets to them when "like-minded" twitter profiles are identified.
- store tweets and responses in data store service (noSQL like Cloudant, or SQL like postgresql/DB2/MySQL/etc)
- take what you've built in the IBM Cloud, and deploy into a Node-RED application on your Windows/Linux/MacOS laptop, or a Raspberry PI

• ...

## **Congratulations**

If you got this far, you will have added some news skills, and hopefully gained some pleasure from using the locode environment of Node-RED to explore APIs and services.

Capabilities you implemented:

- Live Node-RED application deployed to IBM Cloud Cloud Foundry environment
- application retrieve and reformat data from remote API service (JSONServer)
- application able to respond to requests for data from browsers or other HTTP requests
- integrate with Twitter to receive live tweets on particular topics/areas of interest
- analyze Tweets for emotional tones using Watson Tone Analyzer service
- display a dashboard widget charting the changes in average emotional tone over time
- select a subset of messages based on emotional tone levels, and generate comments using Watson
   Assistant language processing and dialog service