

Data Science and AI

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Watson Assistant



- Using IBM Watson™ Assistant you can build your own live chatbot into any device or application
- An *assistant*, connects to the customer engagement resources to deliver an engaging, unified problem-solving experience to your customers.
- Users interact with the assistant through one or more **integration** points
 - Social Media Platform
 - Web Chat
 - Custom Application

Chatbot best practices

Think about your users

- Reasons for building the chatbot
- Keep the Scope well defined
- Users will expect human-like behavior

Conversational patterns

- Acknowledge your limitations and don't be afraid to say "I don't know"
- Avoid Repetition
- Detect frustration, and handle it
- Slow down responses

What defines your chatbot

Intents

Goals that you anticipate your users have when they interact with your assistant.

Entities

An entity represents a term or object that provides context for an intent.

Dialog Flow

The dialog flow is represented graphically as a tree, and incorporates your intents

Auto AI process

Data pre-processing

- Analyse, clean, and prepare your raw data for machine learning
- Categorizes features based on data type, such as categorical or numerical

Automated model selection

- Testing and ranking candidate algorithms against small subsets of the data

Automated feature engineering

- Transform the raw data into the combination of features

Hyperparameter optimization

- Algorithm optimized for evaluations such as model training and scoring that are typical in machine learning

Thank you

