

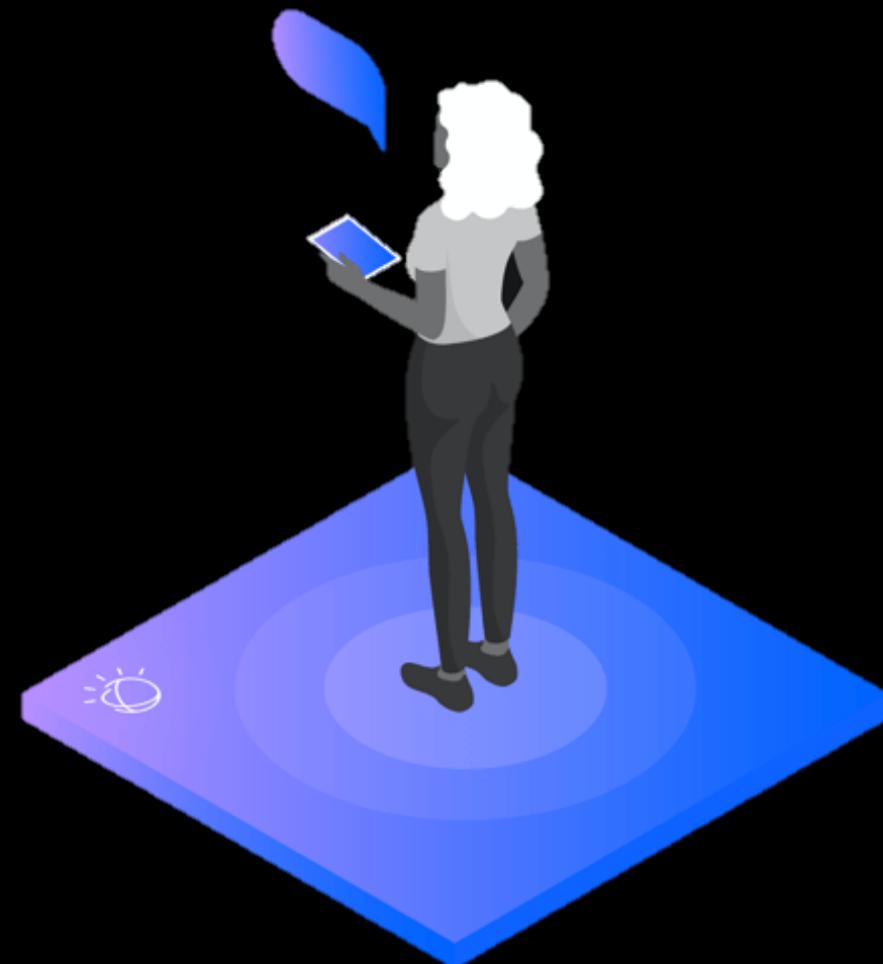
Open Lab with Watson Assistant

Build your first interactive assistant

Welcome to this half day workshop together with IBM experts to explore exciting technologies!

Agenda

- Who we are and introduction
- Demonstration and walk through of the labs
- Lab time on your own with help from experts
- Wrap up



Pre-req to register for an account at <https://cloud.ibm.com>

Who we are and introduction



Johan Rodin – Data & AI Technical Specialist, IBM Technology
+46-707931807
Johan.Rodin@se.ibm.com

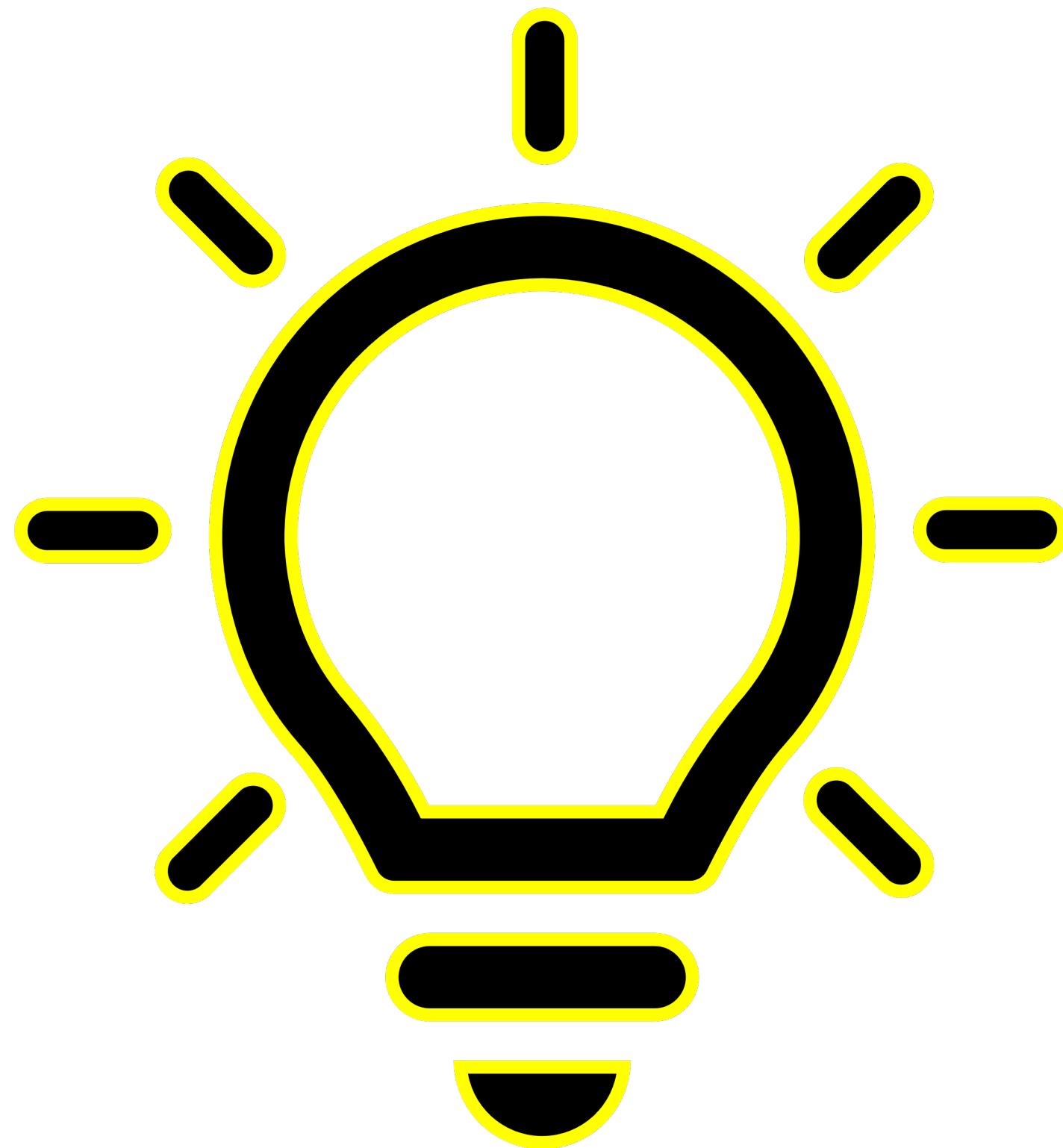


Mariam Massoud - IBM Public Cloud Technical Specialist, IBM Technology
+46-707931067
Mariam.Massoud@ibm.com



Marie Ivansson - Technical Sales Data & AI, IBM Technology
+46-707936129
Marie.Ivansson@ibm.com



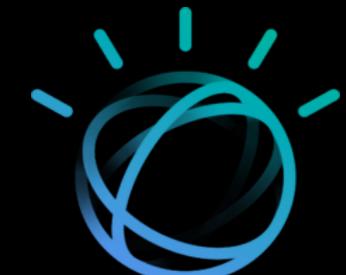


- Finnas på flera kanaler
- Fungera som expertstöd och/eller självbetjäning
- Naturligt språkförståelse i kärnan med sökning i ostrukturerad data
- Kunskapsdatabas
- Med löftet att minimera kodningen
- Öka kundnöjdheten
- Språkstödet

According to Gartner's 2019 CIO Agenda, 31% of enterprise CIOs have already deployed conversational platforms. This represents a 48% year-over-year growth in interest and points to conversational platforms taking center stage in enterprises' adoption of AI.

The AI Ladder

A prescriptive approach to the journey to AI



INFUSE - Operationalize AI throughout the business

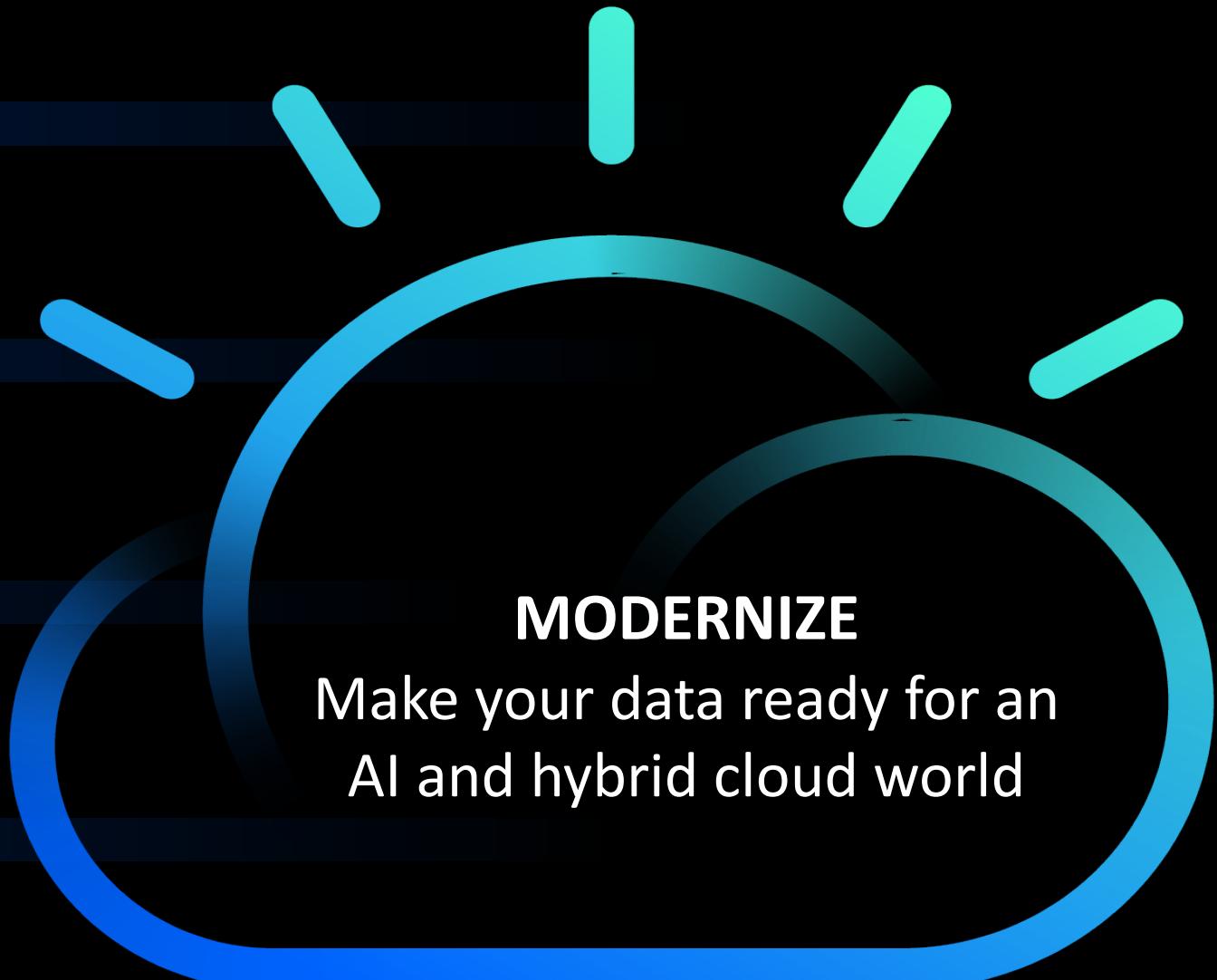
AI

ANALYZE - Build and scale AI with trust and transparency

ORGANIZE - Create a business-ready analytics foundation

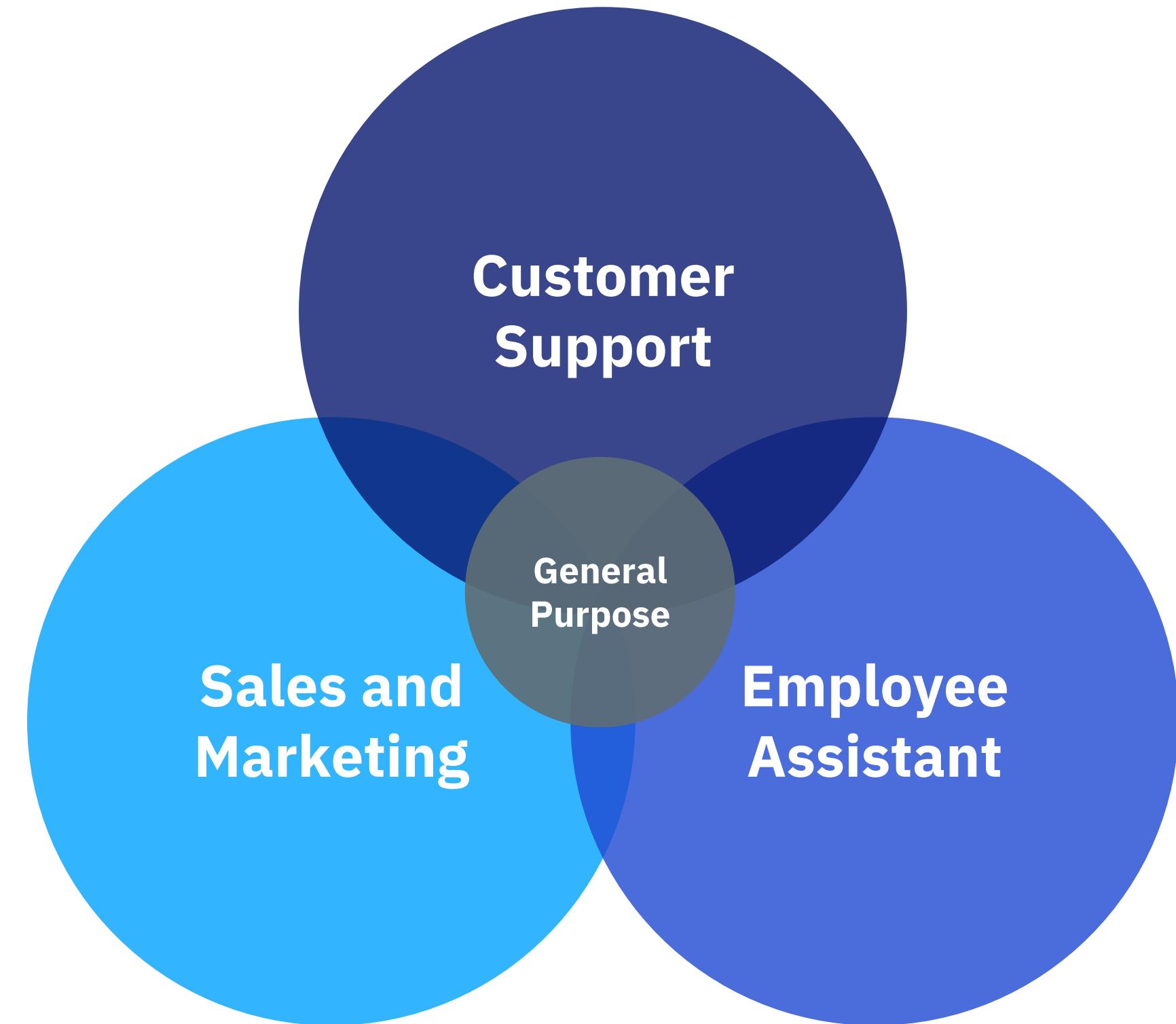
COLLECT - Make data simple and accessible

Talent &
Skills



**One Platform,
Any Cloud**

Chatbot Market Segments Today

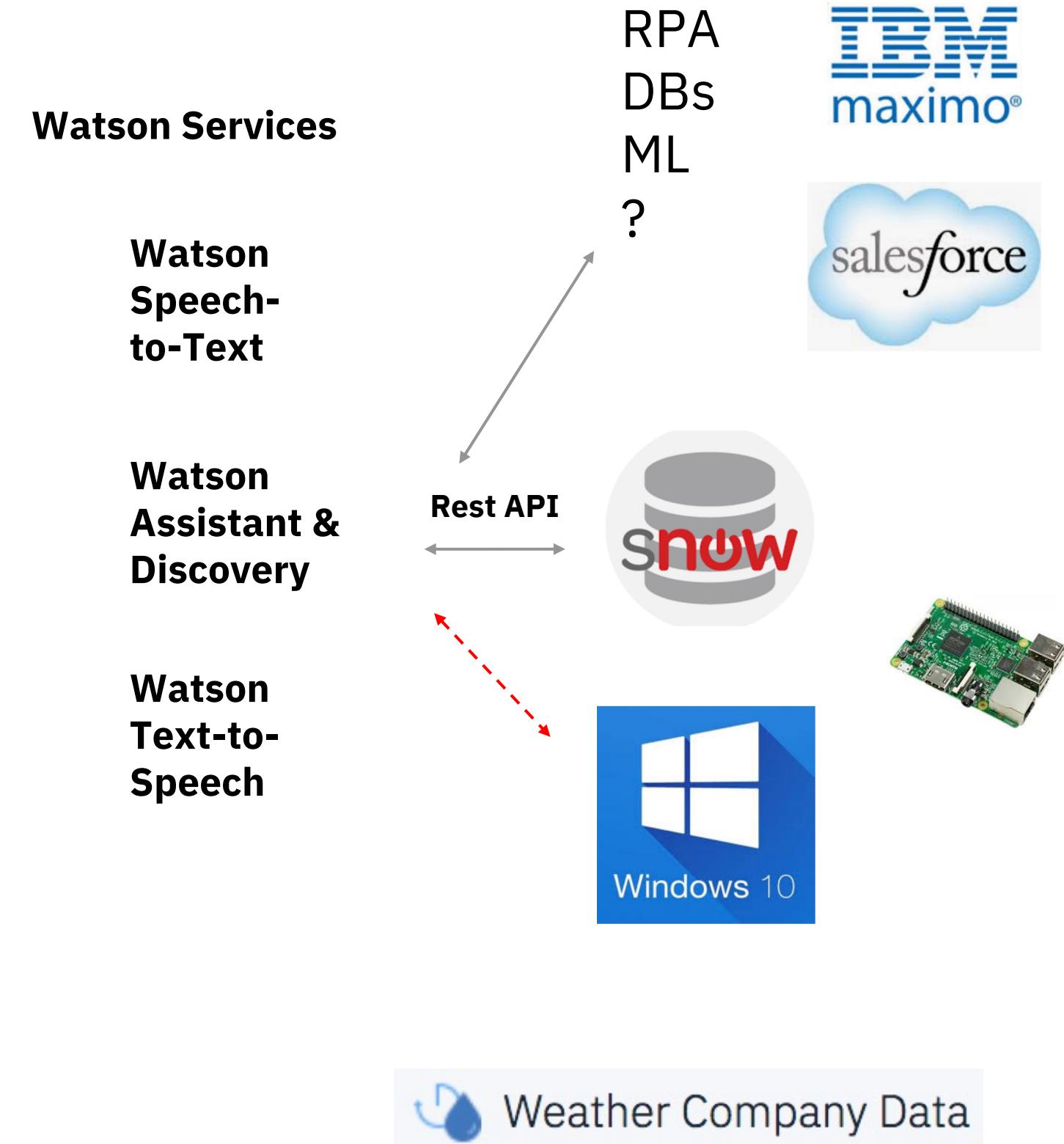
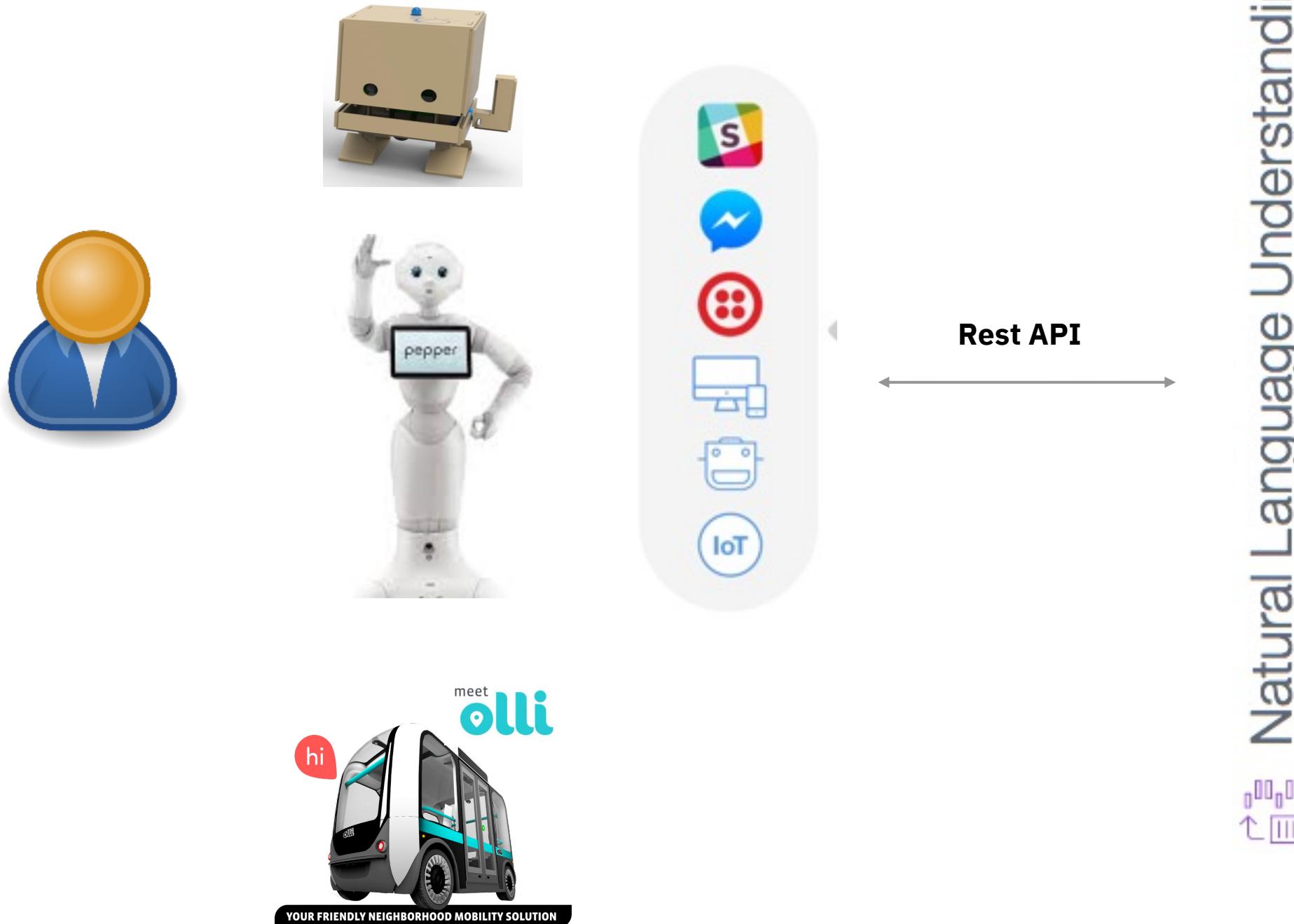


Our Vision

For a given company, their customers have a branded, trusted, and personalized '**one stop shop**', for all inbound and outbound communication



En dirigent som hanterar många olika kanaler och integrerar genom öppna standarder till det system som krävs



Watson Assistant

is the **AI**-powered foundation of **smart** customer experiences.

Centralize your
customer
communication

Get started
fast

Anyone can
build

Deploy
Anywhere

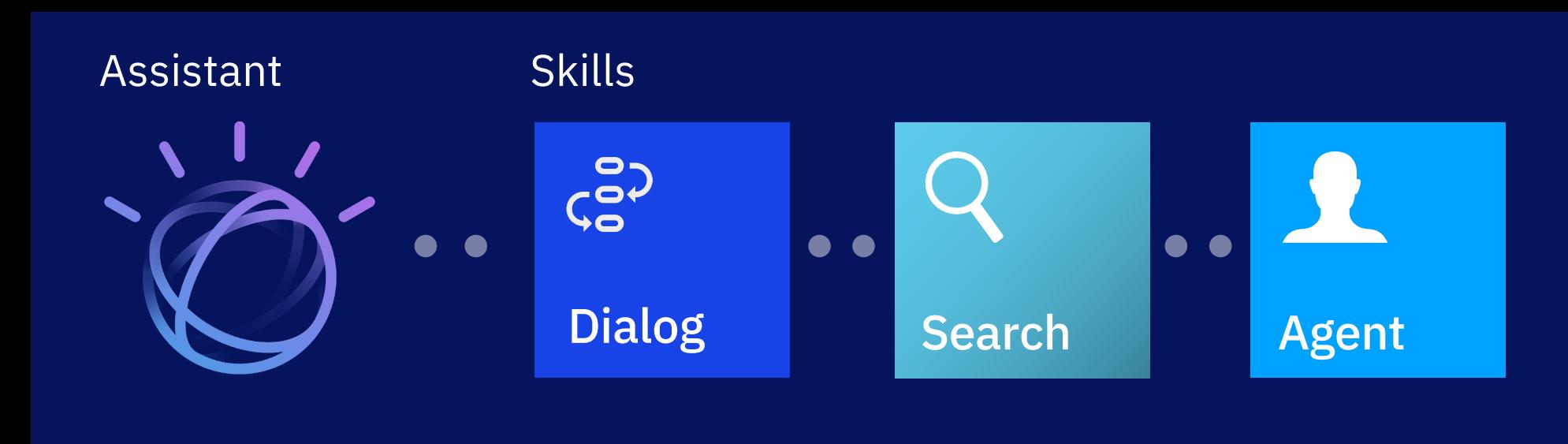
Own your data



Customer

Channel

Resolution



Provides explicit
answers

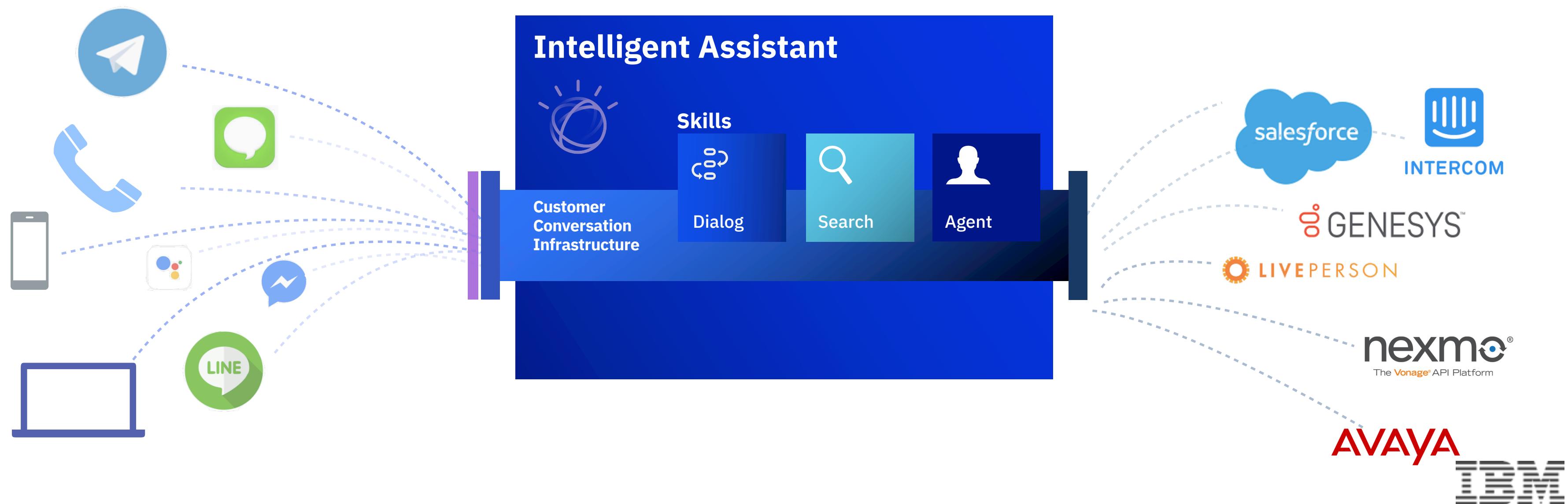
Unifies existing
content

Provide support
when needed

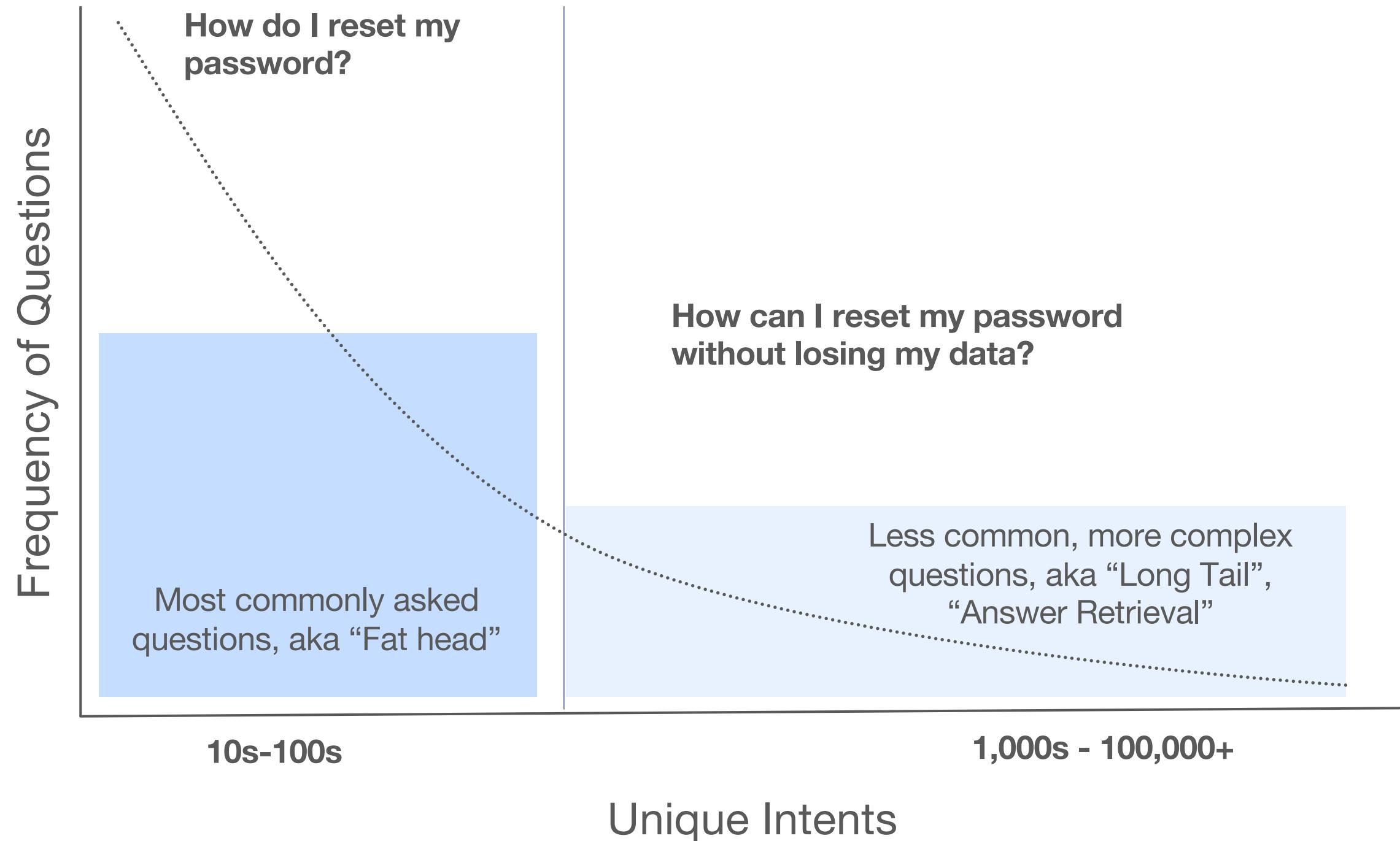
Solution

A single, intelligent and useful Assistant across
essential inbound customer touch points

One Stop Shop



Bonus: Types of questions

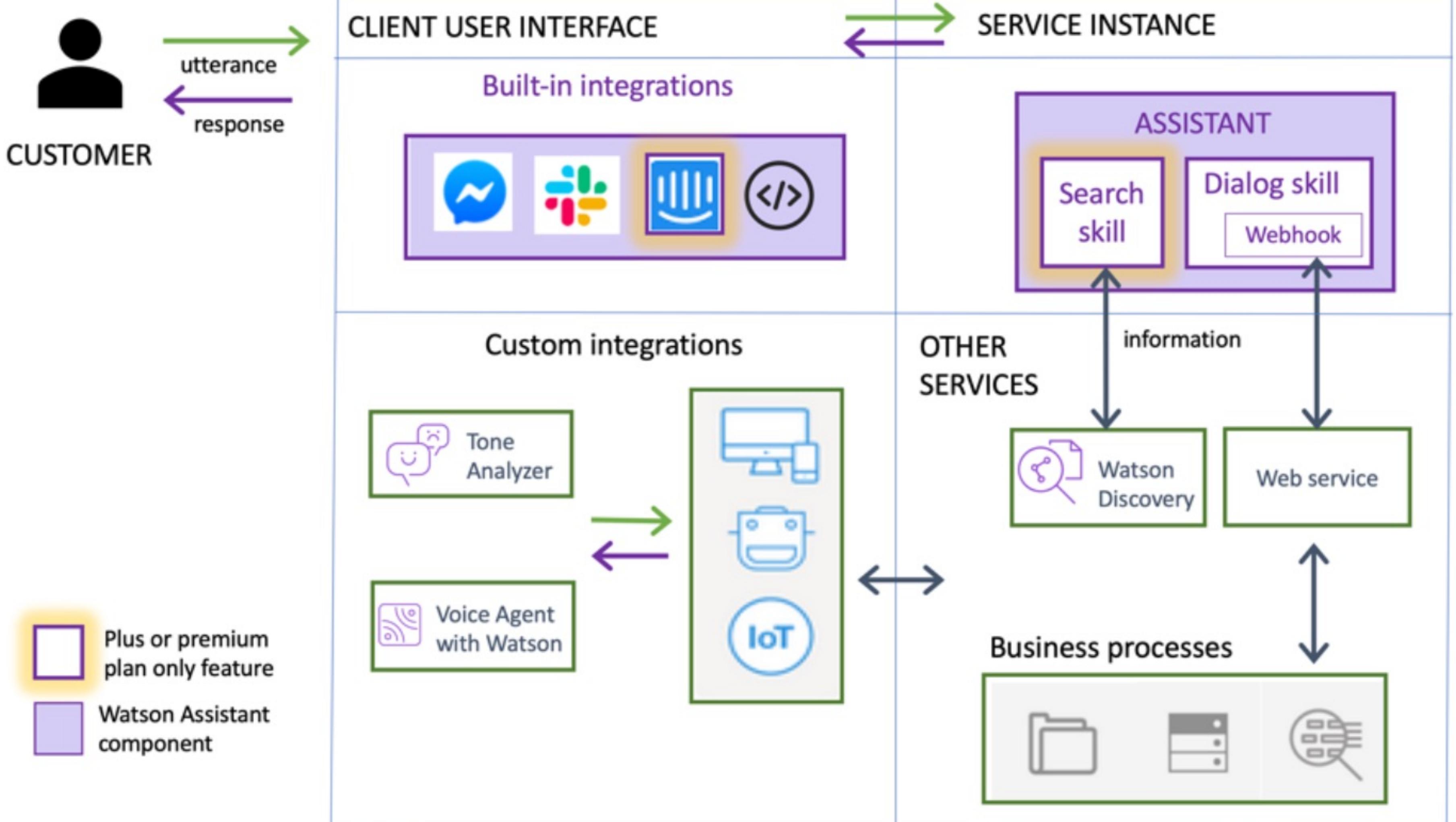


Watson Assistant Service: Frequently asked questions

Here Watson uses reasoning strategies that focus on the language and context of the question.

Watson Discovery Service: Less common Knowledge Base questions

Here Watson uses reasoning strategies that focus on identifying the most appropriate answer.



Term

Skills

Assistant

Dialog

Intents

Entities

Content Catalog

Definition

A goal that you anticipate your users will have when they interact with your assistant. For example, you might define an intent that is named `store_hours` that answers questions about store hours.

Directs requests down the optimal path for solving a customer problem. Add skills so that your assistant can provide a direct answer to a common question or reference more generalized search results for something more complex.

An easy way to add common intents to your Watson Assistant dialog.

Defines what your assistant says in response to customers, based on what it believes the customer wants. The dialog flow is represented graphically in the tool as a tree.

A container for the artificial intelligence that enables an assistant to help your customers.

A term or object that provides context for an intent. For example, an entity might be a city name that helps your dialog to distinguish which store the user wants to know store hours for.

Term

Skills

Assistant

Dialog

Intents

Entities

Content Catalog

Definition

A goal that you anticipate your users will have when they interact with your assistant. For example, you might define an intent that is named `store_hours` that answers questions about store hours.

Directs requests down the optimal path for solving a customer problem. Add skills so that your assistant can provide a direct answer to a common question or reference more generalized search results for something more complex.

An easy way to add common intents to your Watson Assistant dialog.

Defines what your assistant says in response to customers, based on what it believes the customer wants. The dialog flow is represented graphically in the tool as a tree.

A container for the artificial intelligence that enables an assistant to help your customers.

A term or object that provides context for an intent. For example, an entity might be a city name that helps your dialog to distinguish which store the user wants to know store hours for.

Skills	A container for the artificial intelligence that enables an assistant to help your customers.
Assistant	Directs requests down the optimal path for solving a customer problem. Add skills so that your assistant can provide a direct answer to a common question or reference more generalized search results for something more complex.
Dialog	Defines what your assistant says in response to customers, based on what it believes the customer wants. The dialog flow is represented graphically in the tool as a tree.
Intents	A goal that you anticipate your users will have when they interact with your assistant. For example, you might define an intent that is named <code>store_hours</code> that answers questions about store hours.
Entities	A term or object that provides context for an intent. For example, an entity might be a city name that helps your dialog to distinguish which store the user wants to know store hours for.
Content Catalog	An easy way to add common intents to your Watson Assistant dialog.

Quiz – test your knowledge

1. _____ are purposes or goals that are expressed in a customer's input, such as answering a question or processing a bill payment. By recognizing the _____ expressed in a customer's input, the Watson Assistant service can choose the correct dialog flow for responding to it.
2. A _____ **skill** interprets the customer's message further, then directs the flow of the conversation. The skill gathers any information it needs to respond or perform a transaction on the customer's behalf.
3. A _____ **skill** leverages existing FAQ or other curated content that you own to find relevant answers to customer questions.

4. _____ represent a class of object or a data type that is relevant to a user's purpose. By checking for the presence of specific _____ in the user input, you can add more responses, each one tailored to address a distinct user request.
5. Add _____ to a dialog node to collect multiple pieces of information from a user within a single node.
6. A _____ is a variable that you can use to collect information during a conversation, and reference it later in the same conversation. For example, you might want to ask for the customer's name and then address the person by name later on.
7. A mechanism for calling out to an external program during a conversation is called _____. For example, your assistant can call an external service to translate a string from English to French and back again in the course of the conversation.

1. _____ are purposes or goals that are expressed in a customer's input, such as answering a question or processing a bill payment. By recognizing the _____ expressed in a customer's input, the Watson Assistant service can choose the correct dialog flow for responding to it.

2. A _____ **skill** interprets the customer's message further, then directs the flow of the conversation. The skill gathers any information it needs to respond or perform a transaction on the customer's behalf.
3. A _____ **skill** leverages existing FAQ or other curated content that you own to find relevant answers to customer questions.

4. _____ represent a class of object or a data type that is relevant to a user's purpose.

By checking for the presence of specific _____ in the user input, you can add more responses, each one tailored to address a distinct user request.

5. Add _____ to a dialog node to collect multiple pieces of information from a user within a single node.

6. A _____ is a variable that you can use to collect information during a conversation, and reference it later in the same conversation. For example, you might want to ask for the customer's name and then address the person by name later on.

7. A mechanism for calling out to an external program during a conversation is called _____. For example, your assistant can call an external service to translate a string from English to French and back again in the course of the conversation.

1. Intents, intent
2. conversational
3. search
4. Entities, entities
5. slots
6. context
7. webhooks

i Nu gäller eldningsförbud i Helsingborg / Fire ban in Helsingborg

[Visa mer information](#)



HELSINGBORG

Företagare

Självservice

Besökare

Arbete

Bo, bygga och
miljö

Förskola och
utbildning

Kommun och
politik

Omsorg och
stöd

Trafik och
stadsplanering

Uppleva och
göra



KAFFEROSTERIET
LÖFBERGS
ESTABLERAT
1906



Kaffe för alla - Equality Lovers

Aktuellt



Testa vår digitala
medarbetare



KAI

X



Hej

Jag heter Kai och är Hultsfreds digitala medarbetare. Jag är under upplärning vilket innebär att jag kanske inte har svar på alla dina frågor. Om du vill chatta med mig så tänk på att inte lämna några personuppgifter, lösenord med mera till mig.

Vad kan jag hjälpa dig med?

Skriv ett meddelande...

Skicka

Bygga

Om du vill söka bygglov
och annat...

Uppleva

Vad finns det att göra i
området?

Omsorg

Här finner du
informationer om...

Ställ en fråga



Watsson - Apendo Kommuns Digitala Assistent

x



Hallå! Hur kan jag stå till tjänst?

Skriv ett meddelande...

Skicka

Sista datum för att ansöka om förskoleplats är 190725.

Ansök här

Bygga

Om du vill söka bygglov

Uppleva

Vad finns det att göra i

Omsorg

Här finner du

Ställ en fråga

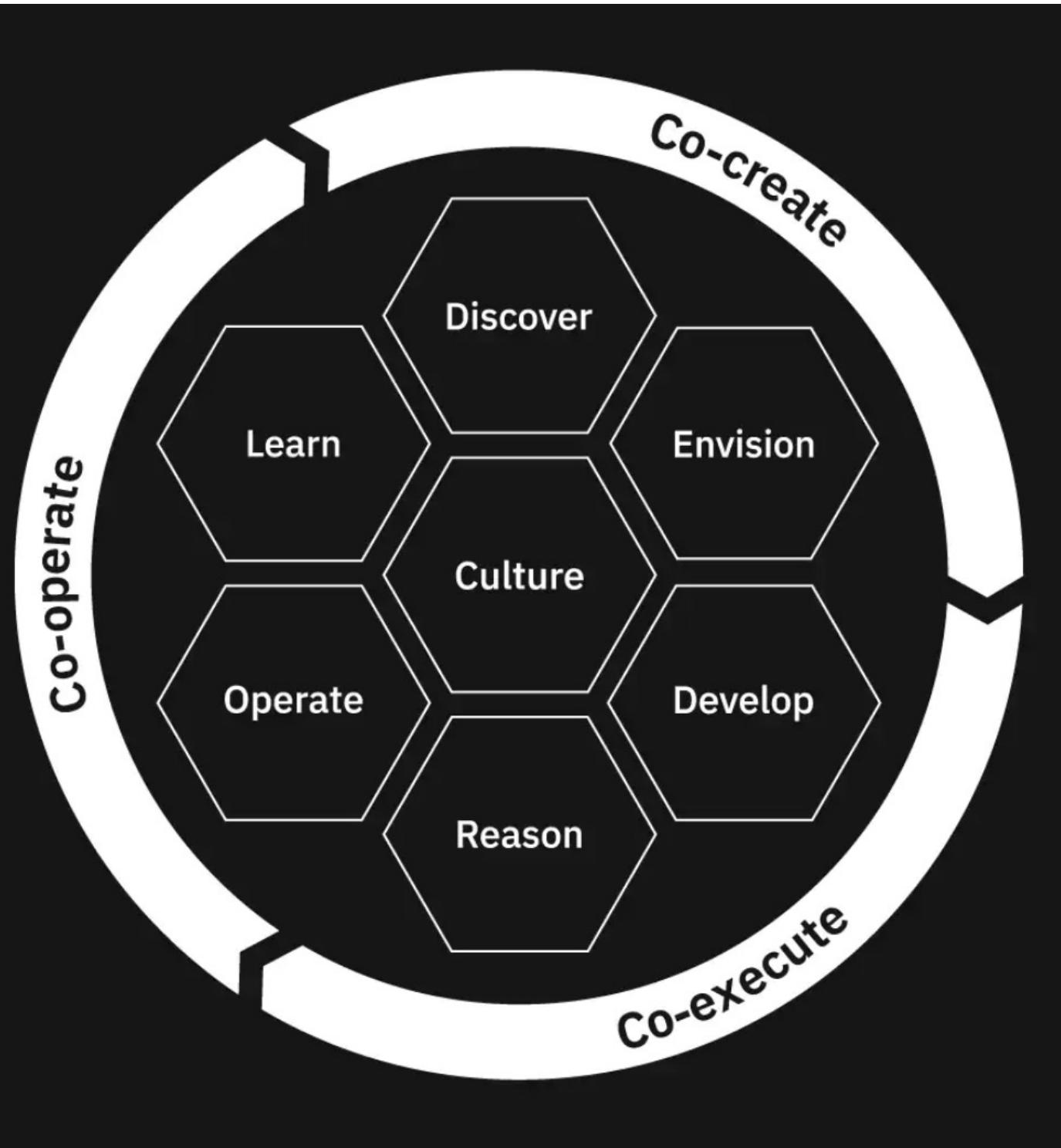
Garage med Design Thinking

The foundation of the Garage experience

The IBM Garage Methodology combines an open, seamless set of proven agile practices with a human-centric, outcome-first approach to quickly guide solutions from idea to implementation to scale. With the Methodology you'll learn new skills, master new ways of working and up your game.

[Read More](#)

[Learn more →](#)



Prova att ställa några frågor till IBM:s expertstöd:

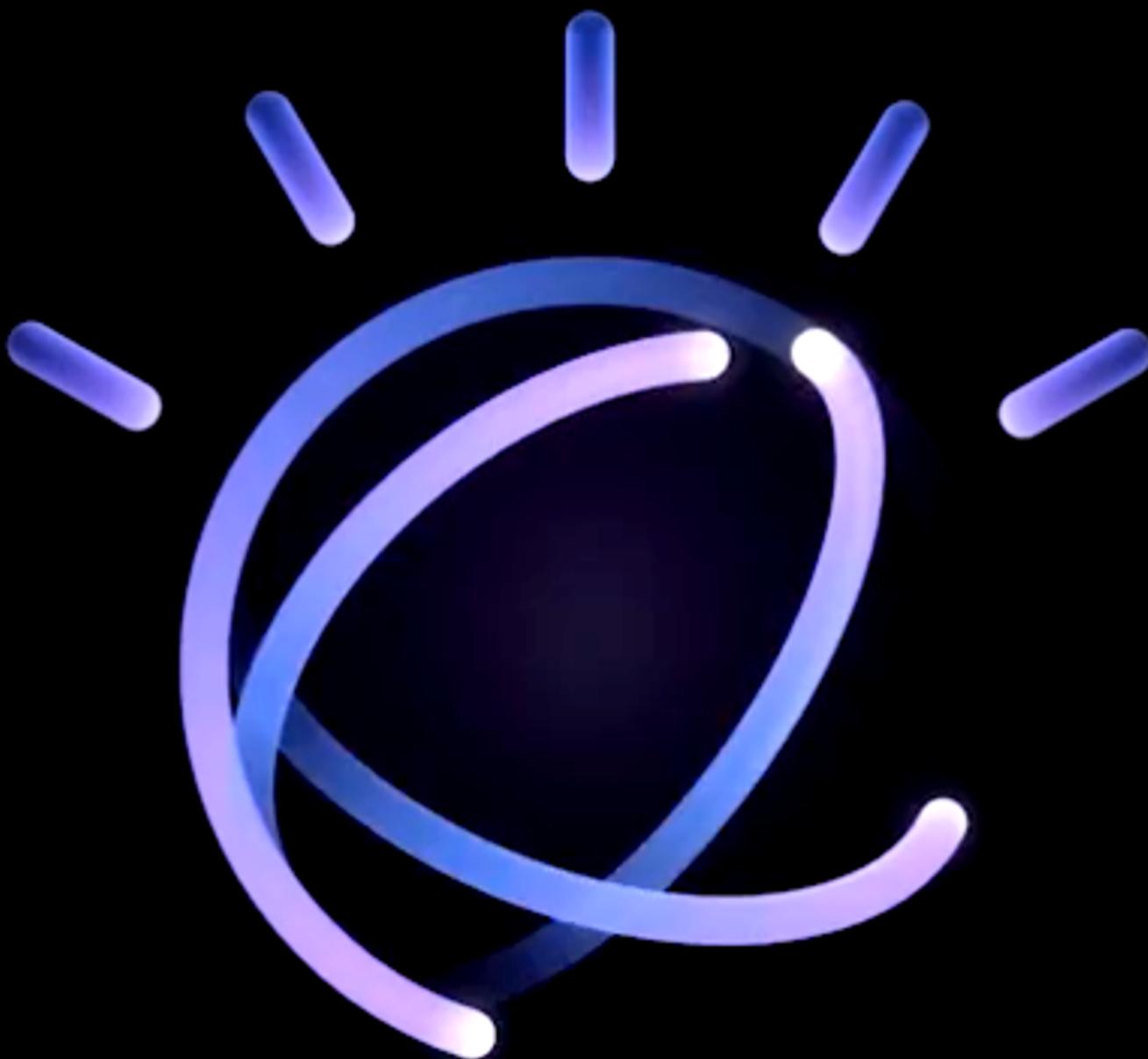
<https://www.ibm.com/demos/live/discovery-expert-assist/self-service>

<https://www.ibm.com/demos/live/watson-discovery/self-service/home>

Q & A



Thank you!



IBM