

**IBM WATSON**



# Hands-on Watson Assistant

IBM Developer Advocacy México

## Agenda

1. Pre-requisitos
2. Asistente Virtual para una Taquería.....3

## Pre-requisitos

- Cuenta de IBM Cloud
- Editor de código(<https://code.visualstudio.com/download>)
- Node.js (<https://nodejs.org/en>)

# Watson Assistant

## 1. Prework:

- 1.1 Descargar e instalar Node js
- 1.2 Descargar e instalar su editor de texto favorito
- 1.4 Tener una sesión iniciada en [Github.com](#) y descargar el [cli de Github](#) o descargar [Github Desktop](#).

## Creación del servicio.

1. Entrar al portal de IBM Cloud
2. Ir al catalogo

The screenshot shows the IBM Cloud Catalog interface. At the top, there is a dark header bar with the IBM Cloud logo, a search bar, and navigation links for 'Catálogo', 'Documentos', 'Soporte', and 'Gestionar'. Below the header, the word 'Catálogo' is displayed prominently. A search bar with a magnifying glass icon and the placeholder 'Buscar' is located below the header. The main content area is titled 'AI' and contains several service cards. One service card for 'Watson Assistant' is highlighted with a red border. The 'Watson Assistant' card includes an icon, the service name, a 'Lite + IBM' badge, and a brief description: 'Añade una interfaz de lenguaje natural a su aplicación para automatizar interacciones con los usuarios finales. Las aplicaciones comunes incluyen agentes...'. Other visible service cards include 'Discovery', 'Knowledge Catalog', 'Knowledge Studio', 'Language Translator', and 'Machine Learning'.

3. Seleccionar AI del menú y dar clic en el sericio “Watson Assistant”.

The screenshot shows a dropdown menu for the 'AI' category in the IBM Cloud Catalog. The menu items listed are: 'Todas las categorías', 'Cálculo', 'Contenedores', 'Gestión de redes', 'Almacenamiento', 'AI' (which is highlighted with a blue box), 'Análisis', 'Bases de datos', 'Herramientas de desarrollador', 'Integración', and 'Internet de las cosas'. To the right of the menu, there is a grid of service cards. The 'Watson Assistant' card from the previous screenshot is now shown with a red box around its entire area, indicating it has been selected. The other cards in the grid are: 'Discovery', 'Knowledge Catalog', 'Knowledge Studio', 'Language Translator', and 'Machine Learning'.

## 4. Nombrar app y crear servicio

IBM Cloud Search resources and offerings... Catalog Docs Support Manage Viridiana Salvatierra's Account

**Watson Assistant** Lite IBM Service IAM-enabled

Author: IBM • Date of last update: 12/06/2019

Need Help? Contact Support View docs API docs

**Create** About

Select a region

Dallas

Select a pricing plan  
Displayed prices do not include tax. Monthly prices shown are for country or region: [United States](#)

PLAN	FEATURES	PRICING
Lite	<b>10,000 Messages/Month</b> AI-Based Intent and Entity Recognition Entity Synonym Recommendations Visual Dialog Edit with Simple Response Types (Text, Options, Images, etc...) Prebuilt Content Available Analytics Dashboard with 7 Days of Storage 5 Dialog Skills, Each with 100 Dialog Nodes Shared Public Cloud	Free
Plus Trial	<b>Everything in Plus, for 30 days, for free!</b> 50,000 Messages 5,000 Hours Analytics Dashboard with 30 Days of Storage	Free

The Lite plan gets you started with 10,000 API calls per month at no cost. And when you upgrade to a paid plan, you'll keep all your intents, entities, dialog flows, and chat logs.  
Lite plan services are deleted after 30 days of inactivity.

Summary

**Watson Assistant** Free  
 Region: Dallas  
 Plan: Lite  
 Service name: Watson Assistant-tf  
 Resource group: Default

**Create**

Add to estimate

[View terms](#)

IBM Cloud Search resources and offerings... Catalog Docs Support Manage Viridiana Salvatierra's Account

**Watson Assistant** Free  
 Region: Dallas  
 Plan: Lite  
 Service name: WA\_VLOS99  
 Resource group: Default

**Create**

Add to estimate

[View terms](#)

Configure your resource

Service name:  Select a resource group: i

Default

Tags: i

manual assistant x transforma hidalgo x diciembre 2019 x

Watson Hands-On Workshop | 4



Uso exclusivo para entrenamiento de Business Partners IBM

5. Del menú izquierdo, seleccionamos el apartado **Manage** y damos click en **Launch Watson Assistant** para entrenar nuestro servicio.

The screenshot shows the IBM Cloud interface. On the left, a sidebar has 'Manage' selected, indicated by a red box. The main area displays a resource named 'WA\_VLOS99' with a usage status of '0.01% Used | 9999 Api calls available'. Below this, there's a 'Get started by launching the tool.' section with a prominent blue 'Launch Watson Assistant' button, also highlighted with a red box. To the right, there are sections for 'Plan' (Lite), 'Getting started tutorial', 'API reference', 'Credentials' (with download and show options), 'API Key' (redacted), and 'URL' (https://gateway.watsonplatform.net/assistant/api). A 'FEEDBACK' button is visible on the far right.

6. Una vez que hayamos lanzado la herramienta veremos una landing page muy parecida a esta:

The screenshot shows the IBM Watson Assistant landing page. On the left, there are icons for edit, search, and refresh. The main content starts with a 'Skills' section, which contains text about training for customer queries and adding skills to an assistant. Below this is an 'About skills' section, which explains what a skill is and how it builds machine learning models. It also includes a note about adding a skill to an assistant and deploying it to messaging platforms, and a link to 'Create skill'.

7. En la parte superior derecha, damos clic en “**Select Assistant**” o “**My first Assistant**” y seleccionamos la opción “**Create new assistant**”.

The screenshot shows the same Watson Assistant landing page as before, but with a focus on the top right. A dropdown menu is open under the 'Select assistant' button, which is also highlighted with a red box. The menu items shown are 'Create new assistant' (highlighted with a red box) and 'See all skills'.

8. A continuación, le damos un nombre a nuestro asistente, nos cercioramos de que esté habilitada la casilla de “**Enable Preview Link**” y damos clic en “**Create assistant**”.

## Create assistant

Create an assistant to deploy the skill that addresses your customers' goals.

**Name**  
Name your assistant, for example **Banking or Customer Care**.

**Description (optional)**  
Actualización del Manual Watson Assistant.  
Uso de Assistant con Actions.  
Diciembre 2019

**Preview Link** ⓘ  
 Enable Preview Link

**Create assistant**

9. Seleccionamos la pestaña “**Create skill**”, le damos un nombre a nuestro “Skill”, Seleccionamos el idioma “**Spanish**” y damos clic en “**Create dialog skill**”.

IBM Watson Assistant    Preview    Mr. Watson    ?    ☰

**Create Dialog Skill**  
Create a new skill, start building a skill using the customer care sample, or import an existing skill.

**Create skill**    Use sample skill    Import skill

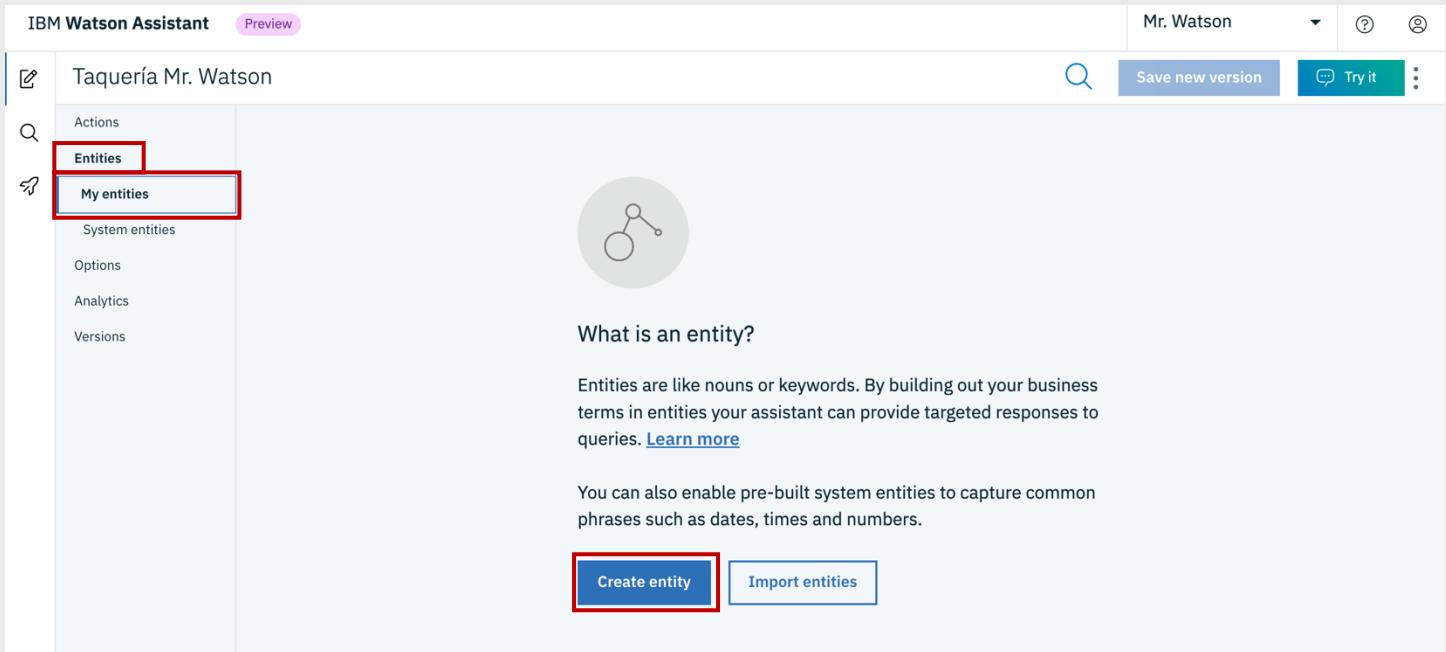
**Name**  
Name your skill, for example Account application or Personal banking.

**Description (optional)**  
Actualización del Manual de Watson Assistant.  
Uso de Actions.  
Diciembre de 2019

**Language**

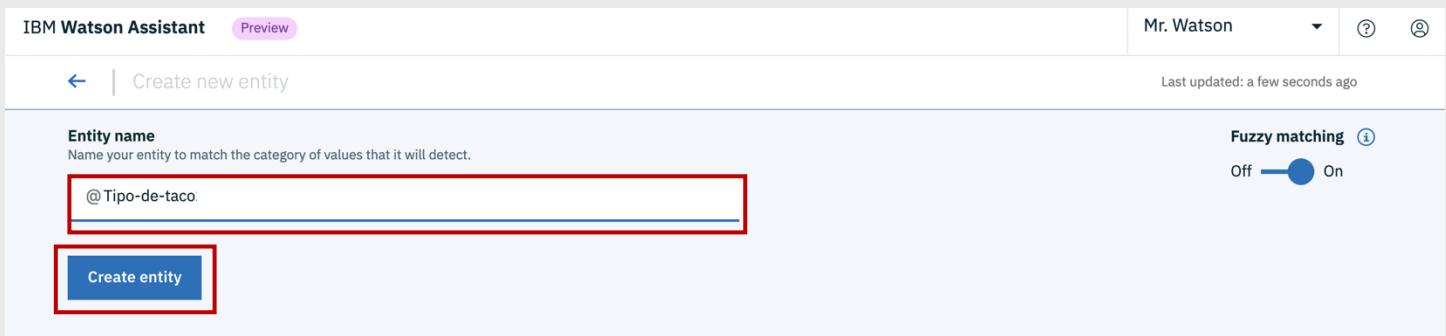
**Create dialog skill**

10. Ahora vamos a seleccionar el apartado “**Entities**” y nos mantenemos en el sub-apartado “**My entities**” y damos clic en “**Create entities**”.



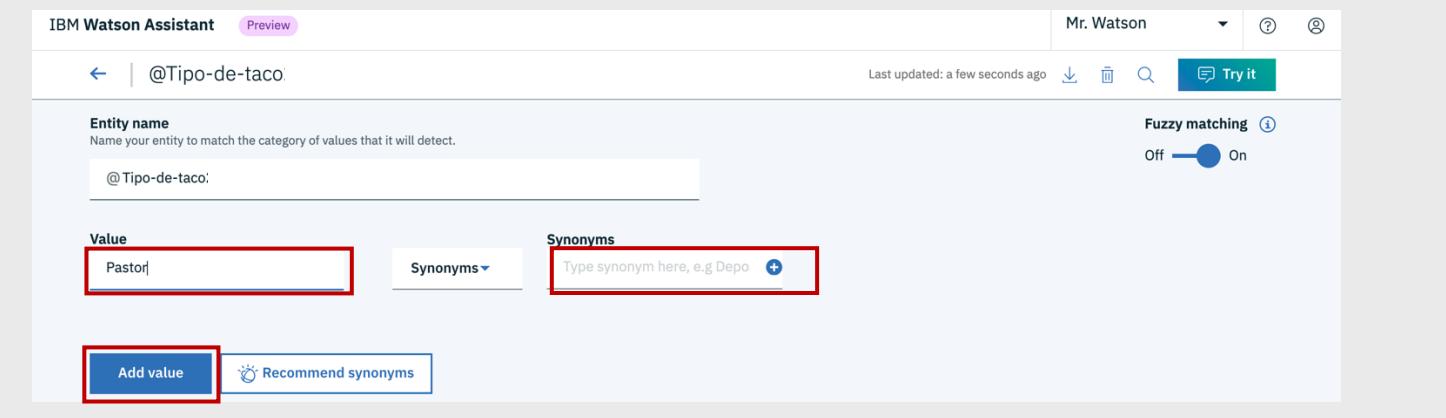
The screenshot shows the IBM Watson Assistant interface. In the left sidebar under 'Actions', the 'My entities' option is selected and highlighted with a red box. On the right, there's a circular icon with two nodes connected by a line. Below it, the text 'What is an entity?' is followed by a description: 'Entities are like nouns or keywords. By building out your business terms in entities your assistant can provide targeted responses to queries.' A link 'Learn more' is provided. Further down, it says 'You can also enable pre-built system entities to capture common phrases such as dates, times and numbers.' At the bottom are two buttons: 'Create entity' (highlighted with a red box) and 'Import entities'.

11. Le damos el nombre de “**Tipo-de-taco**” y damos clic en “**Create entity**”.  
**Nota: no acepta espacios ni caracteres especiales en el nombre.**



The screenshot shows the 'Create new entity' page. The 'Entity name' field contains the value '@Tipo-de-taco'. To the right, there's a 'Fuzzy matching' toggle switch set to 'On'. At the bottom is a 'Create entity' button, which is highlighted with a red box.

12. Asignamos el valor “pastor” con los sinónimos que sean necesarios y damos clic en “**Add value**”.



The screenshot shows the entity details page for '@Tipo-de-taco'. The 'Value' field contains the value 'Pastor'. To the right, there's a 'Synonyms' section with a field 'Type synonym here, e.g Depo' and a '+' button. At the bottom are two buttons: 'Add value' (highlighted with a red box) and 'Recommend synonyms'.

13. Agregamos los demás valores de la misma forma en que agregamos el primer valor y damos clic en la flecha para regresar a nuestras entidades.

IBM Watson Assistant Preview

Mr. Watson ? ?

← @Tipo-de-Taco Last updated: a few seconds ago Download Print Search Try it

**Entity name** Name your entity to match the category of values that it will detect. **Fuzzy matching** (i) Off On

**Value** Type value here, e.g. Checking **Synonyms** Type synonym here, e.g. Depo +

Add value 💡 Recommend synonyms

<input type="checkbox"/> Values (4) ▲	Type	
<input type="checkbox"/> Campechanos	Synonyms	mezclados, combinados
<input type="checkbox"/> Longaniza	Synonyms	
<input type="checkbox"/> Pastor	Synonyms	Trompo, Axitoados
<input type="checkbox"/> Suadero	Synonyms	Suaperro, maciza

14. Una vez de regreso en “**My entities**”, damos clic al apartado inmediatamente inferior “**System entities**” y activamos “**@sys-number**”.

IBM Watson Assistant Preview

Mr. Watson

Taquería Mr. Watson

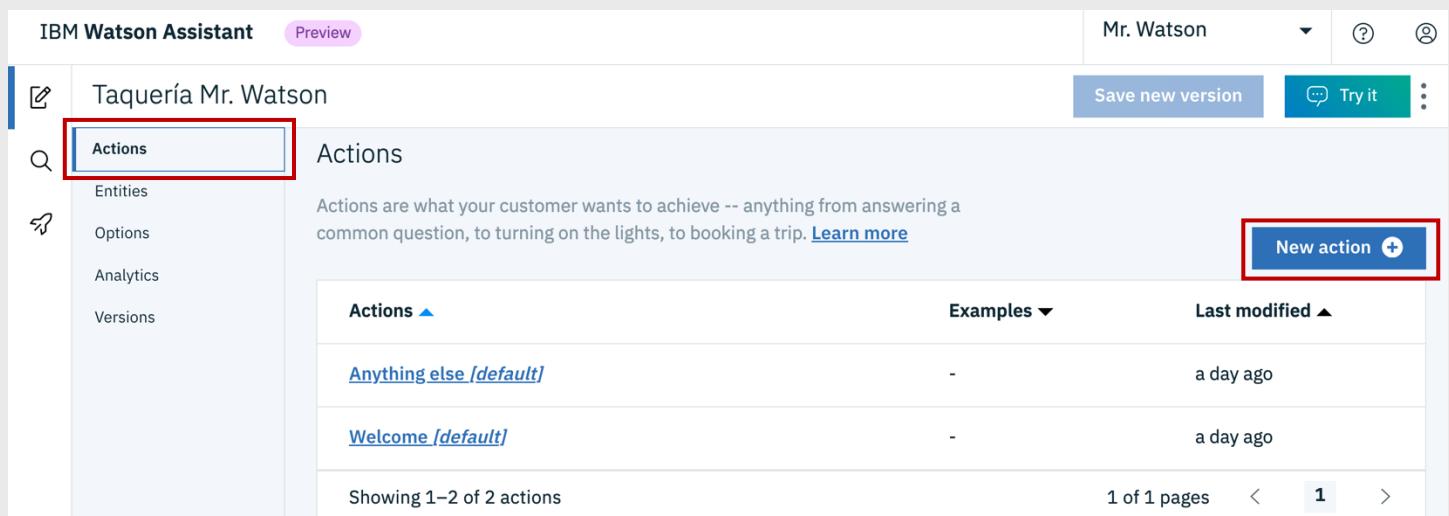
Save new version Try it

Actions  
Entities  
My entities  
**System entities**

These are common entities created by IBM that could be used across any use case. They are ready to use as soon as you add them. \*System entities cannot be edited. [Learn more](#)  
System entities beta provides improved detection of dates, times, and numbers. [Update them by navigating to the system entities options tab](#)

	Name (5) ▲	Description	Status
Options	> <a href="#">@sys-time</a>	Extracts time mentions (15h15)	<input type="checkbox"/> Off
Analytics	> <a href="#">@sys-date</a>	Extracts date mentions (viernes)	<input type="checkbox"/> Off
Versions	> <a href="#">@sys-currency</a>	Extracts currency values from user examples including the amount and the unit. (20 cents)	<input type="checkbox"/> Off
	> <a href="#">@sys-percentage</a>	Extracts amounts from user examples including the number and the % sign. (15%)	<input type="checkbox"/> Off
	> <a href="#">@sys-number</a>	Extracts numbers mentioned from user examples as digits or written as numbers. (21)	<input checked="" type="checkbox"/> On

15. Pasamos al apartado “Actions” y damos clic en “New Action”.



IBM Watson Assistant Preview Mr. Watson

Taquería Mr. Watson

Actions

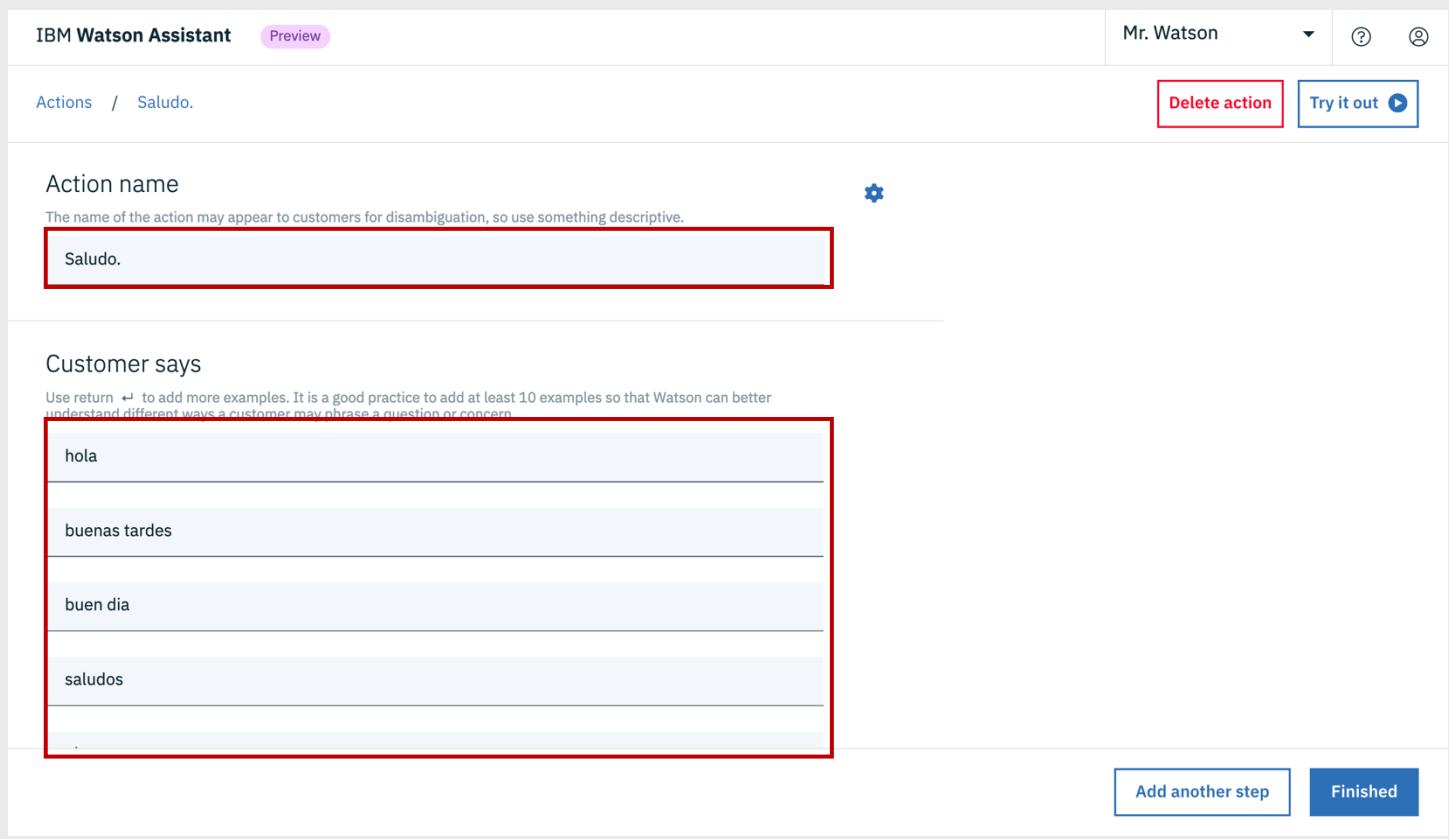
Actions are what your customer wants to achieve -- anything from answering a common question, to turning on the lights, to booking a trip. [Learn more](#)

Actions ▲	Examples ▼	Last modified ▲
<a href="#">Anything else /default</a>	-	a day ago
<a href="#">Welcome /default</a>	-	a day ago

Showing 1–2 of 2 actions

Save new version Try it

16. Le damos un nombre a nuestra primera acción “Saludo” y en “Customer says” escribimos al menos 10 ejemplos diferentes de saludos del usuario.



IBM Watson Assistant Preview Mr. Watson

Actions / Saludo.

Delete action Try it out

Action name

The name of the action may appear to customers for disambiguation, so use something descriptive.

Saludo.

Customer says

Use return ↵ to add more examples. It is a good practice to add at least 10 examples so that Watson can better understand different ways a customer may phrase a question or comment.

holo  
buenas tardes  
buen dia  
saludos

Add another step Finished

\*\*Recuerda que el usuario puede escribir con faltas ortográficas.

17. En “**Assistant responds**”, vamos a dar las posibles respuestas que dará nuestro asistente, dando un salto de línea al terminar cada ejemplo (*recuerda que esto es lo que verá el usuario, así que trata de mantener un formato que corresponda al tipo de usuario que interactuará con el asistente, a demás de una buena ortografía*). Una vez hecho esto, damos clic en “**random**” para que nuestro asistente mande las diferentes respuestas de forma aleatoria.

IBM Watson Assistant Preview

Mr. Watson ⋮ ? ?

Actions / Saludo. Delete action Try it out

Assistant responds ⋮

Text ▲ ▼ ↶

Buen día, joven. ¿Qué va a llevar?  
Buenas, joven. ¿Qué le doy?  
¿Qué tal, güero? ¿Qué le sirvo?  
Enter response variation

Response variations are set to **sequential**. Set to random multiline

[Learn more](#)

Add response type +

Add another step Finished

18. En “**Then assistant should**”, dejamos el valor “**Wait for reply**” y damos clic en el botón “**Finished**”.

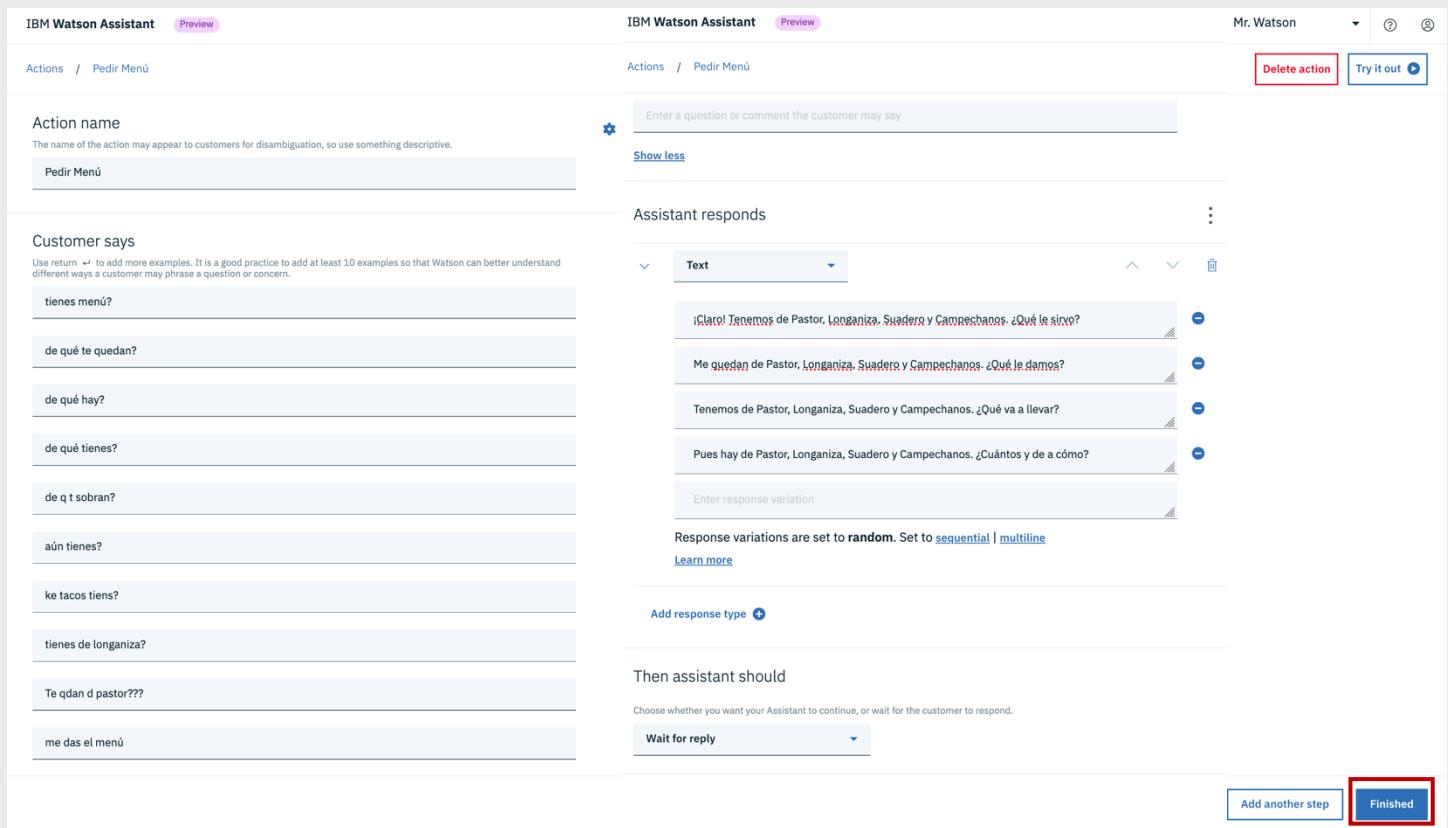
Then assistant should

Choose whether you want your Assistant to continue, or wait for the customer to respond.

Wait for reply ⋮

Add another step Finished

## 19. De la misma forma, creamos la acción “Menú”.



**Action name:** Pedir Menú

**Customer says:**

- tienes menú?
- de qué te quedan?
- de qué hay?
- de qué tienes?
- de q t sobran?
- aún tienes?
- ke tacos tiens?
- tienes de longaniza?
- Te qdan d pastor???
- me das el menú

**Assistant responds:**

Text

¡Claro! Tenemos de Pastor, Longaniza, Suadero y Campechanos. ¿Qué le sirvo?

Me quedan de Pastor, Longaniza, Suadero y Campechanos. ¿Qué le damos?

Tenemos de Pastor, Longaniza, Suadero y Campechanos. ¿Qué va a llevar?

Pues hay de Pastor, Longaniza, Suadero y Campechanos. ¿Cuántos y de a cómo?

Enter response variation

Response variations are set to random. Set to sequential | multiline [Learn more](#)

Add response type +

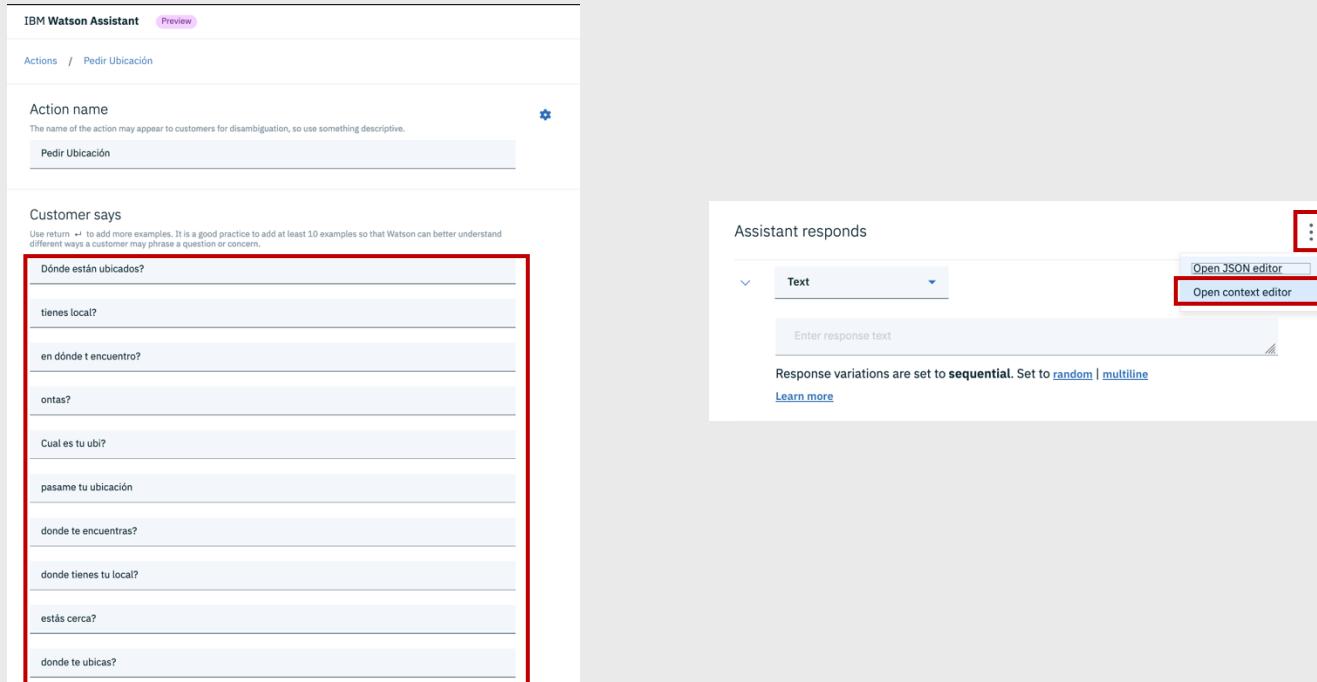
**Then assistant should:**

Choose whether you want your Assistant to continue, or wait for the customer to respond.

Wait for reply

Add another step Finished

## 20. Damos click al nodo creado y le ponemos el nombre de “Ubicación”, le damos diez ejemplos de entradas de usuarios y en “Assistant responds”, seleccionamos los tres puntos de la derecha (menú de hamburguesa) y seleccionamos la opción “Open context editor”



**Action name:** Pedir Ubicación

**Customer says:**

- Dónde están ubicados?
- tienes local?
- en dónde t encuentro?
- ontas?
- Cual es tu ubi?
- pasame tu ubicación
- donde te encuentras?
- donde tienes tu local?
- estás cerca?
- dónde te ubicás?

**Assistant responds:**

Text

Enter response text

Response variations are set to sequential. Set to random | multiline [Learn more](#)

Open JSON editor Open context editor

21. En variable escribimos “**BANDERA\_UBICACIÓN**” (El “\$” está por default.) y en valor escribimos “**TRUE**”. En donde dice “**Assistant responds**” escribimos un par de variaciones de respuesta, y en el apartado “Then assistant should”, mantenemos el valor “**Wait for reply**” y damos clic en “**Finished**”

Then set context



VARIABLE	VALUE
\$ BANDERA_UBICACION	"TRUE"
<a href="#">Add variable </a>	

Assistant responds

▼
Text
▼

Claro, estamos en:  
  
 Nos encontramos en:  
  
 Claro, le mando la ubicación  
  
 Estamos en:  
  
 Enter response variation

-
-
-
-
-

Response variations are set to **random**. Set to [sequential](#) | [multiline](#)

[Learn more](#)

Add response type

Then assistant should

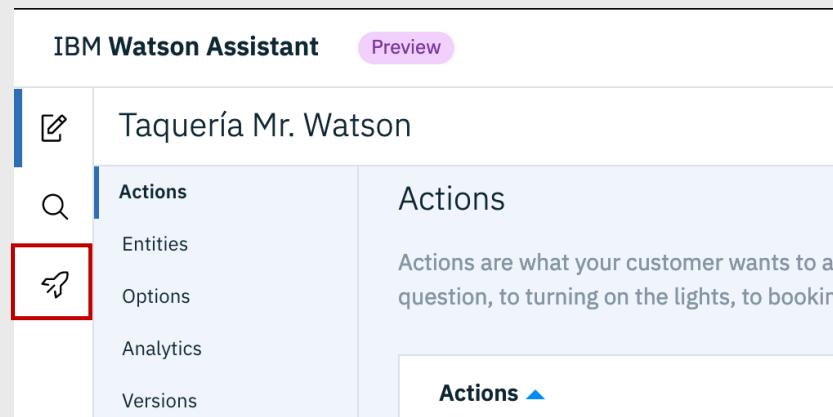
Choose whether you want your Assistant to continue, or wait for the customer to respond.

Wait for reply

[Add another step](#)

**Finished**

22. Una vez de vuelta en las acciones de nuestro skill de diálogo, damos clic en la nave espacial del menú desplegable del lado izquierdo (“Go live”)



IBM Watson Assistant Preview

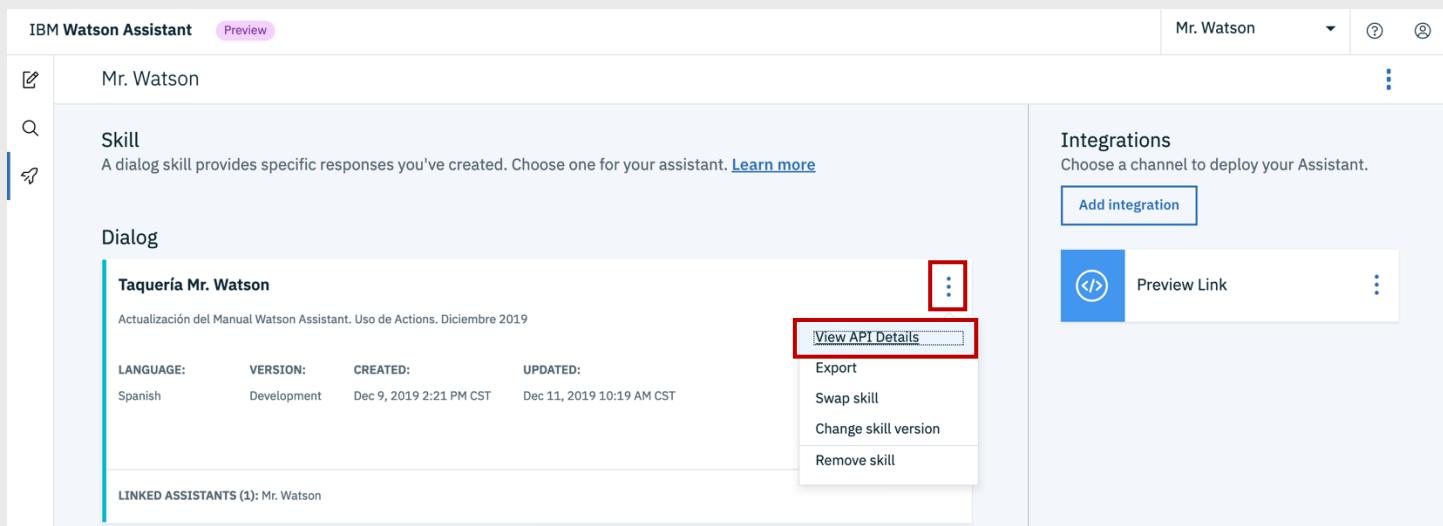
Taquería Mr. Watson

Actions

Entities  
Options  
Analytics  
Versions

Actions ▲

23. Una vez que visualicemos los skills de diálogo que tenemos, damos clic en los tres puntos que se encuentran en la esquina superior derecha de nuestro skill (menú de hamburguesa) y damos clic en “View API Details”.



IBM Watson Assistant Preview Mr. Watson

Mr. Watson

Skill

A dialog skill provides specific responses you've created. Choose one for your assistant. [Learn more](#)

Dialog

**Taquería Mr. Watson**

Actualización del Manual Watson Assistant. Uso de Actions. Diciembre 2019

LANGUAGE: VERSION: CREATED: UPDATED:

Spanish Development Dec 9, 2019 2:21 PM CST Dec 11, 2019 10:19 AM CST

LINKED ASSISTANTS (1): Mr. Watson

Integrations

Choose a channel to deploy your Assistant.

Add integration

Preview Link

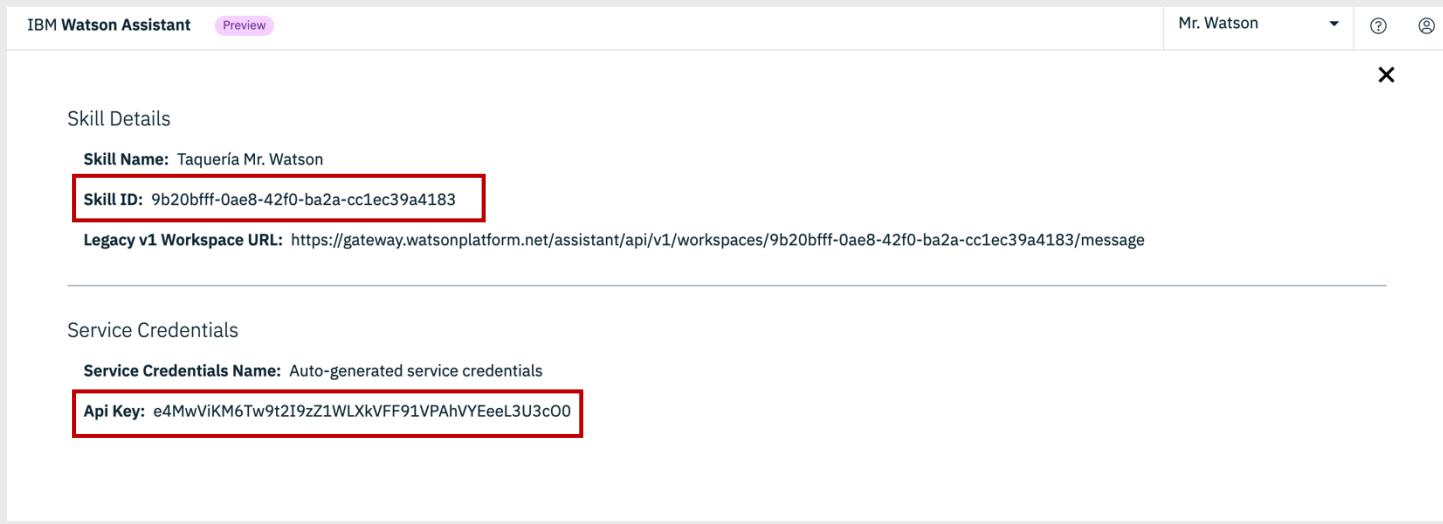
⋮

⋮

View API Details

Export  
Swap skill  
Change skill version  
Remove skill

24. A continuación, podremos visualizar las credenciales del servicio.



IBM Watson Assistant Preview Mr. Watson

Skill Details

**Skill Name:** Taquería Mr. Watson

**Skill ID:** 9b20bfff-0ae8-42f0-ba2a-cc1ec39a4183

**Legacy v1 Workspace URL:** <https://gateway.watsonplatform.net/assistant/api/v1/workspaces/9b20bfff-0ae8-42f0-ba2a-cc1ec39a4183/message>

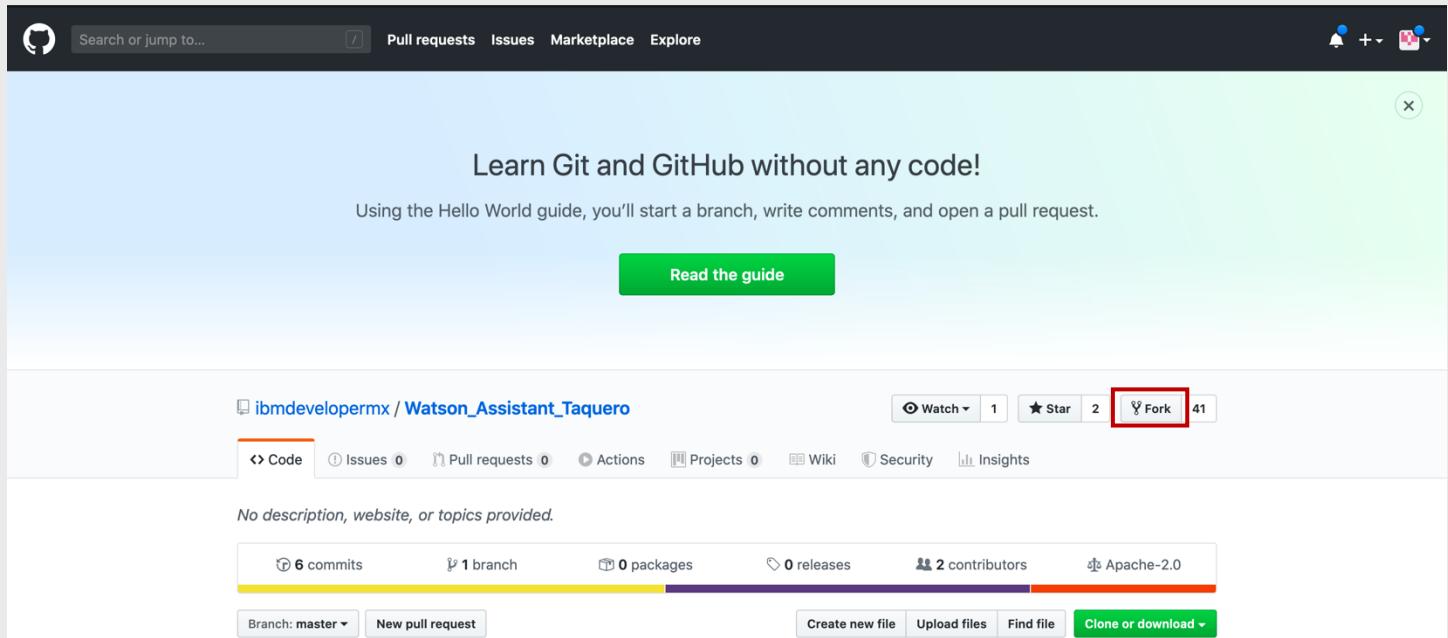
Service Credentials

**Service Credentials Name:** Auto-generated service credentials

**Api Key:** e4MwViKM6Tw9t2I9zZ1WLXkVFF91VPAhVYEeeL3U3c00

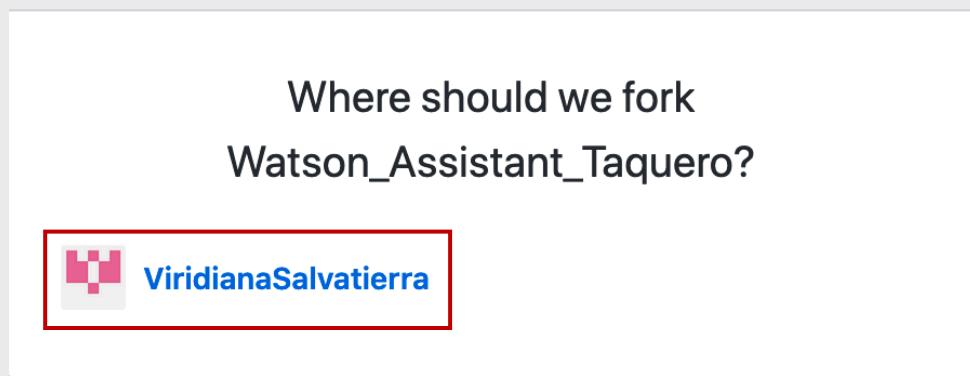
25. Una vez iniciada la sesión, entramos a la siguiente dirección:

[https://github.com/ibmdevelopermx/Watson\\_Assistant\\_Taquero](https://github.com/ibmdevelopermx/Watson_Assistant_Taquero) y damos clic en "Fork".

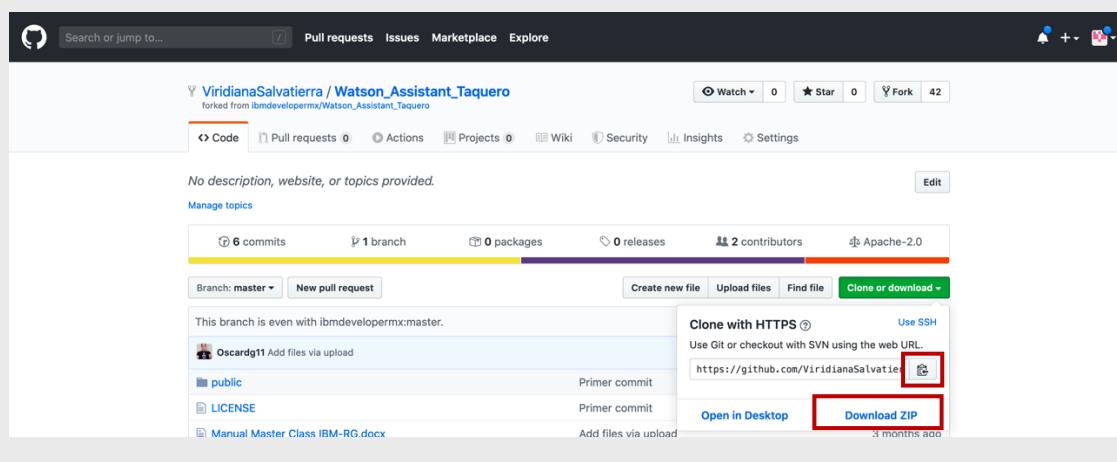


The screenshot shows the GitHub repository page for `Watson_Assistant_Taquero`. At the top, there's a banner with the text "Learn Git and GitHub without any code!" and a "Read the guide" button. Below the banner, the repository details are shown: 6 commits, 1 branch, 0 packages, 0 releases, 2 contributors, and Apache-2.0 license. The "Fork" button in the top right corner is highlighted with a red box. The repository has 1 watch, 2 stars, and 41 forks.

26. Damos clic en nuestro espacio:



27. Una vez en nuestro espacio podemos clonar el repositorio o descargar el archivo ".zip" (Si eliges esta última, recuerda descomprimir la carpeta).

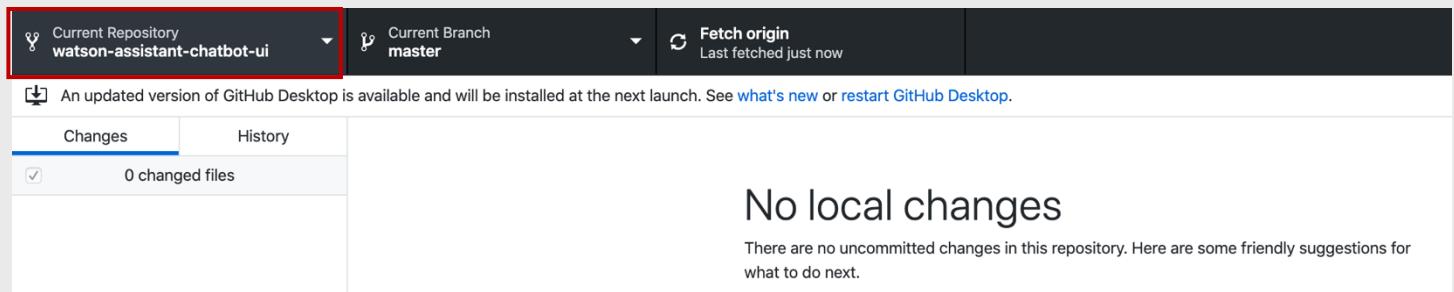


The screenshot shows the forked repository page for `Watson_Assistant_Taquero` under the user `ViridianaSalvatierra`. It displays the repository details and a list of files. On the right side, there are two buttons highlighted with red boxes: "Clone with HTTPS" and "Download ZIP".

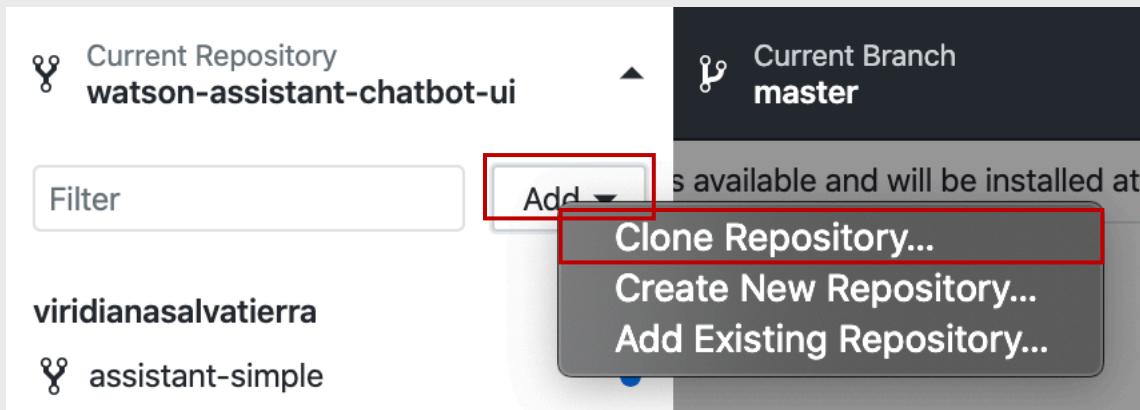
28. Para clonar el repositorio desde la Terminal, CMD o Power Shell, Accedemos a la carpeta en la que querremos clonar el repositorio (Ej. “cd Documentos/GitHub” ) y utilizamos el comando “**git clone {URL}**” en este caso sería:

```
Viridianas-MBP:~ viridianasalvatierra$ git clone https://github.com/ViridianaSalvatierra/Watson_Assistant_Taquero.git
```

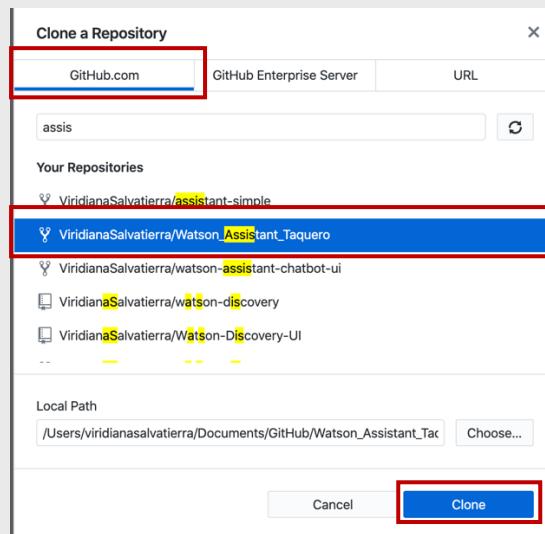
29. Para clonar el repositorio desde “**Github desktop**”, damos clic en el repositorio actual.



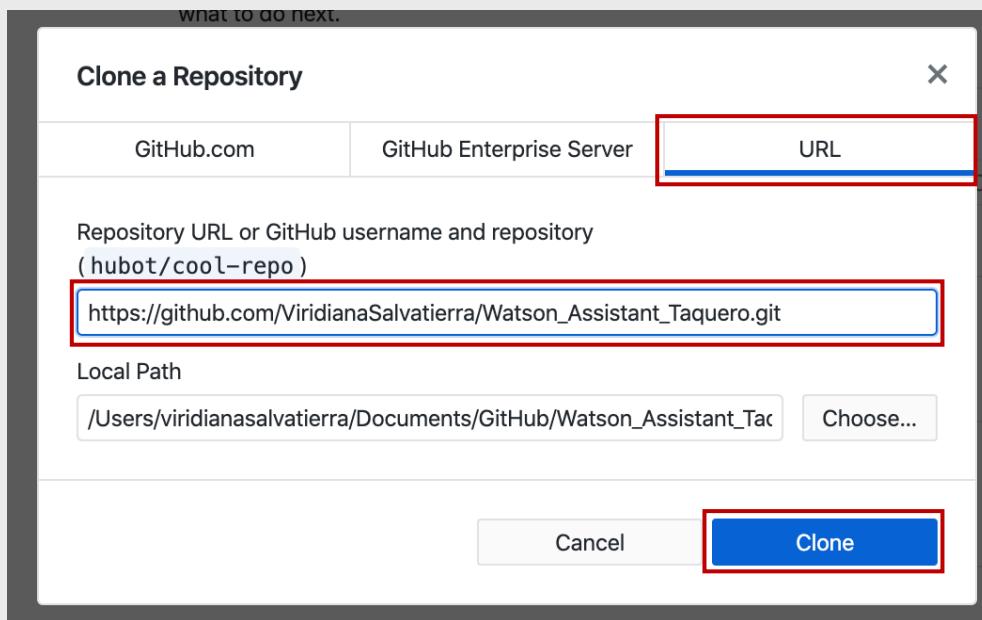
30. Damos clic en “**Add**” y seleccionamos la opción “**Clone Repository**”.



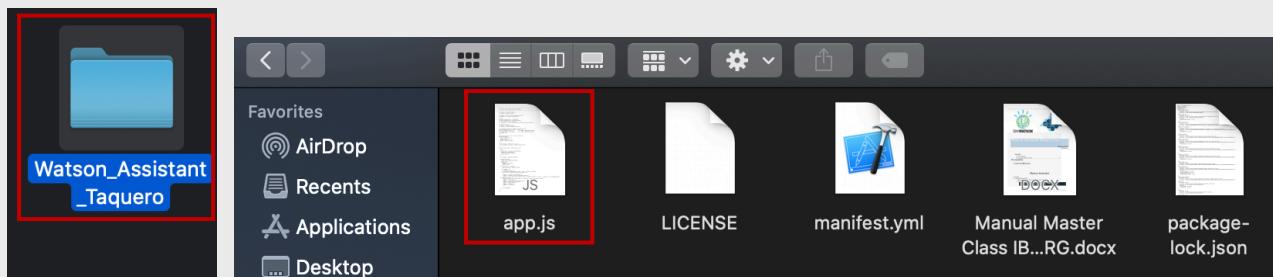
31. Desde la pestaña de “**Github.com**” buscamos “**Assistant**”, seleccionamos nuestro repo y damos clic en “**Clone**”



32. En caso de no encontrar el repositorio de esa manera, podemos acceder a la pestaña de “URL”, copiar y pegar el URL del repositorio ([https://github.com/ibmdevelopermx/Watson\\_Assistant\\_Taquero](https://github.com/ibmdevelopermx/Watson_Assistant_Taquero)) y dar clic en “Clone”.



33. Una vez hecho esto, accedemos a la carpeta en donde esté nuestro repositorio y abrimos el archivo “app.js” en un editor de texto.



34. Cambiamos los valores de “wconv\_workspaceId” por el ID de tu “Skill” y “wconv\_apikey” por la apikey de tu instancia.

```

11 //IAM
12 var wconv_version_date = '2019-11-19';
13 var wconv_workspaceId = '{tu skill ID}';
14 var wconv_apikey = '{tu api key}';
15 var wconv_url = 'https://gateway.watsonplatform.net/assistant/api'
16

```

Skill Name: Taquería Mr. Watson  
Skill ID: 9b20bfff-0ae8-42f0-ba2a-cc1ec39a4183  
Legacy v1 Workspace URL: <https://gateway.watsonplatform.net/assistant/api/v1/workspaces/9b20bfff-0ae8-42f0-ba2a-cc1ec39a4183/message>

#### Service Credentials

Service Credentials Name: Auto-generated service credentials

Api Key: e4MwViKM6Tw9t2I9zZ1WLXkVFF91VPAhVYEEel3U3c00

35. Quedaría de la siguiente manera: (Guardamos los cambios)

```

1 //-----
2 // node.js starter application for Bluemix
3 //-----
4
5 var express = require('express');
6 var cfenv = require('cfenv');
7
8 var watson = require('watson-developer-cloud');
9 var bodyParser = require('body-parser');
10
11 //IAM
12 var wconv_version_date = '2019-11-19';
13 var wconv_workspaceId = '9b20bfff-0ae8-42f0-ba2a-cc1ec39a4183';
14 var wconv_apikey = 'e4MwViKM6Tw9t2I9zZ1WLXkVFF91VPAhVYEeeL3U3c00';
15 var wconv_url = 'https://gateway.watsonplatform.net/assistant/api'
16

```

36. Hecho esto, accedemos a la carpeta del repositorio desde la Terminal, cmd o PowerShell e ingresamos los siguientes comandos:

```

"npm install" [Viridianas-MBP:Watson_Assistant_Taquero viridianasalvatierra$ npm install
audited 543 packages in 1.794s
found 32 vulnerabilities (4 low, 11 moderate, 17 high)
  run `npm audit fix` to fix them, or `npm audit` for details
"npm start" [Viridianas-MBP:Watson_Assistant_Taquero viridianasalvatierra$ npm start

```

37. Una vez que nos aparezca la dirección local en la que se desplegó nuestra app, accedemos a ella desde el navegador y la probamos.

```

> lgbc-devwk-recipe@0.0.1 start /Users/viridianasalvatierra/Documents/Watson_Assistant_Taquero
> node app.js
server starting on http://localhost:6002

```