

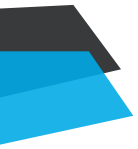
Creating your first Chat Bot with the Watson Conversation Service

AP Cloud | Cognitive Training Workshop



AP Cloud Team

Leadership Members and Trainers
Miracle Software Systems, Inc.

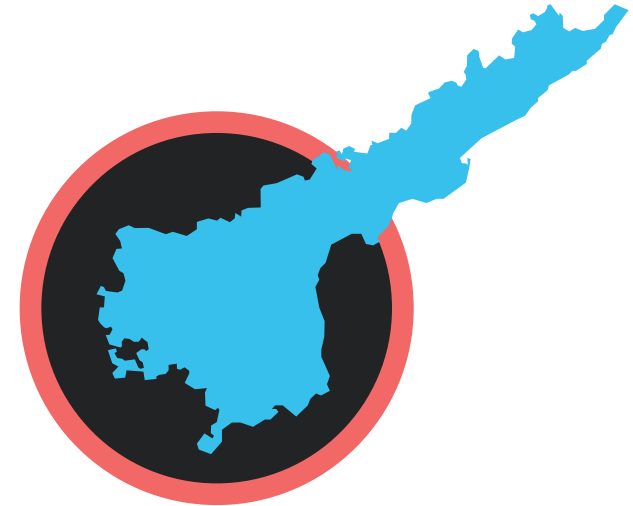


Agenda

9:30 AM	Introducing AP Cloud, ViBUG and Workshop Agenda
9:45 AM	Setup and Installation
10:00 AM	Technology Introductions
10:30 AM	Introducing Watson Conversation Service
11:00 AM	Lab #1 - Create Dialog Model in Bluemix
1:00 PM	Interactive Lunch with Innovative Conversation
2:30 PM	Lab #2 - Add Tone to Dialog Model
3:15 PM	Lab #3 - Integrate into Application
4:00 PM	Recap, Q&A and Interaction

AP Cloud and Our Goal

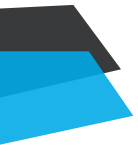
Delivering knowledge around **SMAC Technologies** to students across AP through the network of **50 associated** Universities and Colleges and industry knowledge coming from affiliated US Based IT Organizations



APCLOUD

World's Destination for **Digital Skills**

100,000 Digital Transformation Skills Professionals enabled in **Andhra Pradesh** in the next 24 months



Vizag Bluemix User Group

- Vizag-based User group focused on **IBM Bluemix** with topics including,
 - Cloud Infrastructure Provisioning
 - Cloud Application Architecture
 - Cognitive Services and Applications
 - IoT Platform and Devices



Sponsored By





ViBUG – Introduction and Goals

- **Spread Digital Technology** with platforms such as IBM Bluemix and Watson
- **Meet every month** and deliver hands-on workshops from a variety of speakers
- Ensure that **Vizag** can become a hub for the skills required for digital transformation
- Focus on **student** and **IT professional** enablement around IBM Bluemix
- **Have fun and build new things with technology!**

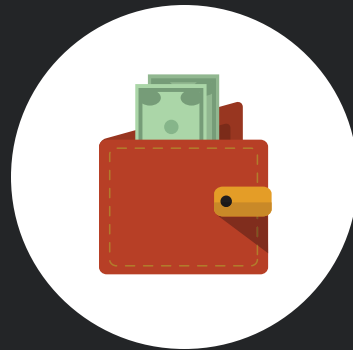
Data is everywhere!

80%

of today's data is **unstructured** – the possibilities of working with this data are endless



Social Media and
News Sources



Transactional
Systems

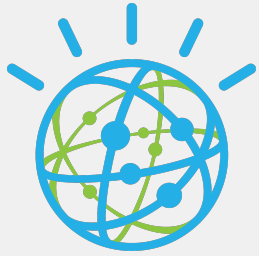


Connected Things
and Sensors



Conversations
with Users

IBM Watson Developer Cloud



A **Cloud Platform**, exposed as **APIs to Developers**, which uses *natural language processing* and *machine learning* to reveal insights from large amounts of **unstructured data**



Available through
Bluemix



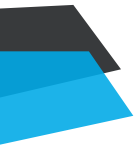
Self-Serve APIs
for Developers



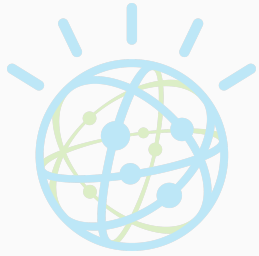
SDKs and
Documentation

13 Services

currently available for developers in General Availability through IBM WDC



SDKs for Watson Services



A **Cloud Platform**, exposed as **APIs to Developers**, which uses *natural language processing* and *machine learning* to reveal insights from large amounts of **unstructured data**



SDK for Java



SDK for Swift(IOS)



SDK for Node JS



SDK for Python

13 Services

currently available for developers in General Availability through IBM WDC

Watson Service Categories



Language

Understand and converse with your customers through Watson



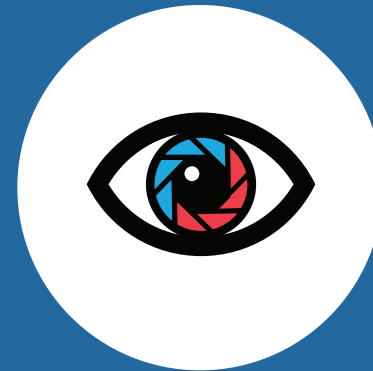
Data

Use data to solve problems and take decisions based on predictions



Speech

Translate between Speech and Text seamlessly for a better UX



Vision

Build Apps which have the ability to understand and analyze images

So how does **Watson** Analyze?



Conversation Bots



Conversation Bots

Create virtual bots that can communicate with your customers

“Enable automated **BOTS**(virtual agents) that can help your users interact with your application(s) using **Natural Language**”



Virtual Service Agents



Interact with Things



Control Mobile Applications

Conversation Bots - Benefits



Conversation Bots

Create virtual bots that can communicate with your customers

- Simplifies bot creation for **business users** and **developers**
- Speeds up the time it takes to build a **custom-trained** bot
- Enables customers to **self serve** in their terms
- Integrate bots into any **channel** or **device**
- Works with other **Watson APIs** to enable robust cognitive solutions

Conversation Bots - Use Cases



Conversation Bots

Create virtual bots that can communicate with your customers

- Reduces costs through deflection of calls to **Contact Centers**
- Chat bot for a **website** that automatically responds to customers
- A **food delivery** service that takes on a conversational interface
- It can also be used as an interface for operating the **Robots**
- **Home appliances** can also be controlled using the chat bot with IoT

Intents, Entities and Dialog Models

Intents

Entities

Dialog

Can you **turn off** the **lights**?

#turnoff - Intent

@lights - Entity

You can define **examples**
for Intents and **synonyms**
for Entities

A Sample Dialogue for **Watson**



Hi! My name is Watson. I control the lights at your home!



Can you turn on the music?



I'm sorry, I am only capable of controlling your lights.



Turn on the lights please.



Which room would you like for me to turn them on in?

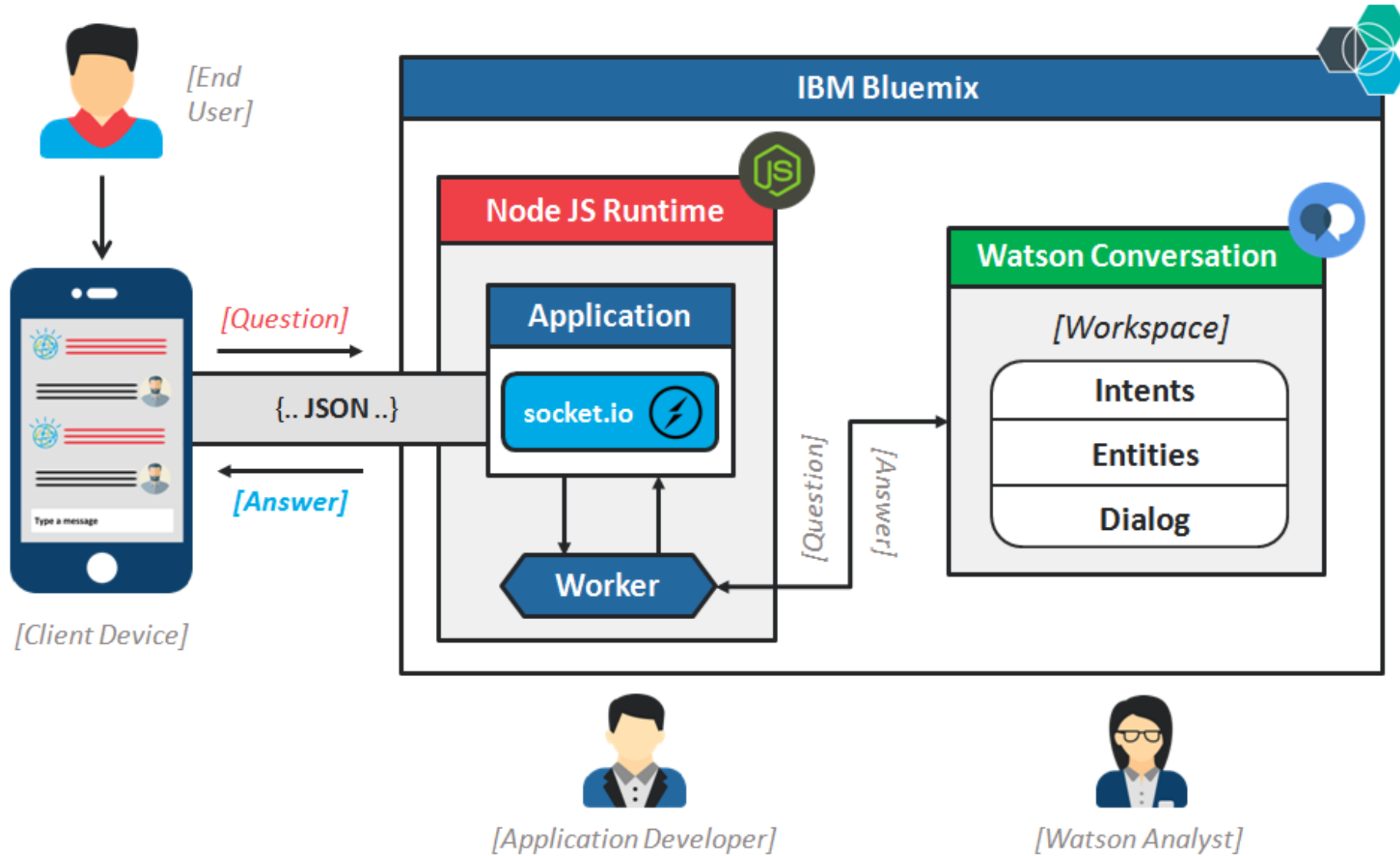


Main Hall



The lights in the Main Hall have been turned on.

Watson Conversation Bot



Live Demo on Conversation Bot

Digital Transformation with
Conversation Bots

Thank You

Our teams are dedicated to innovating with IT and redefining solutions for customer excellence. To learn more visit,
www.miraclesoft.com



@Team_MSS



/miracle45625



/miracle45625