

Build a Watson AI Chatbot from Db2

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Agenda

- Overview of Watsonx Assistant
- Planning Your Assistant
- Let's Build a Chatbot
- Integrate with Watsonx Discovery
- Integrate with Db2
- Next Steps






Overview of Watsonx Assistant

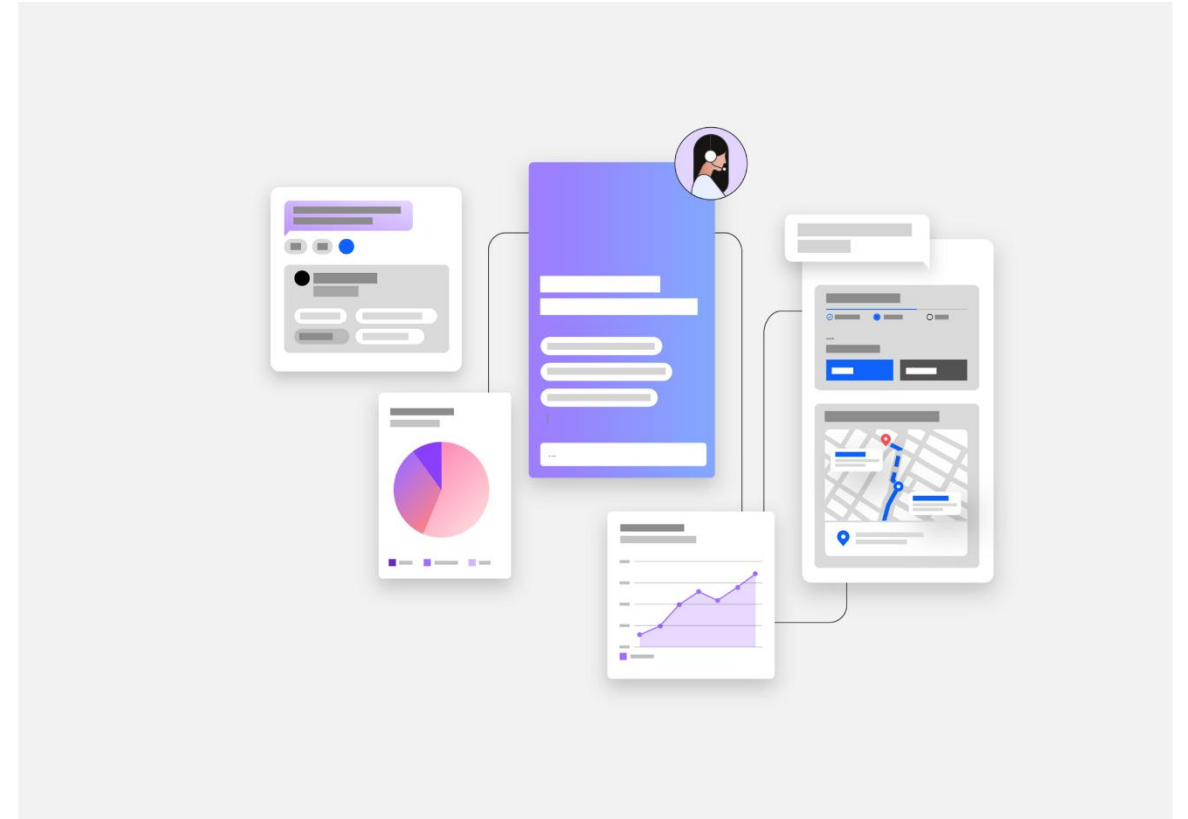
What is Watsonx Assistant?

“Conversational AI solution that empowers anyone to effortlessly build generative AI Assistants that deliver frictionless self-service experiences to customers”

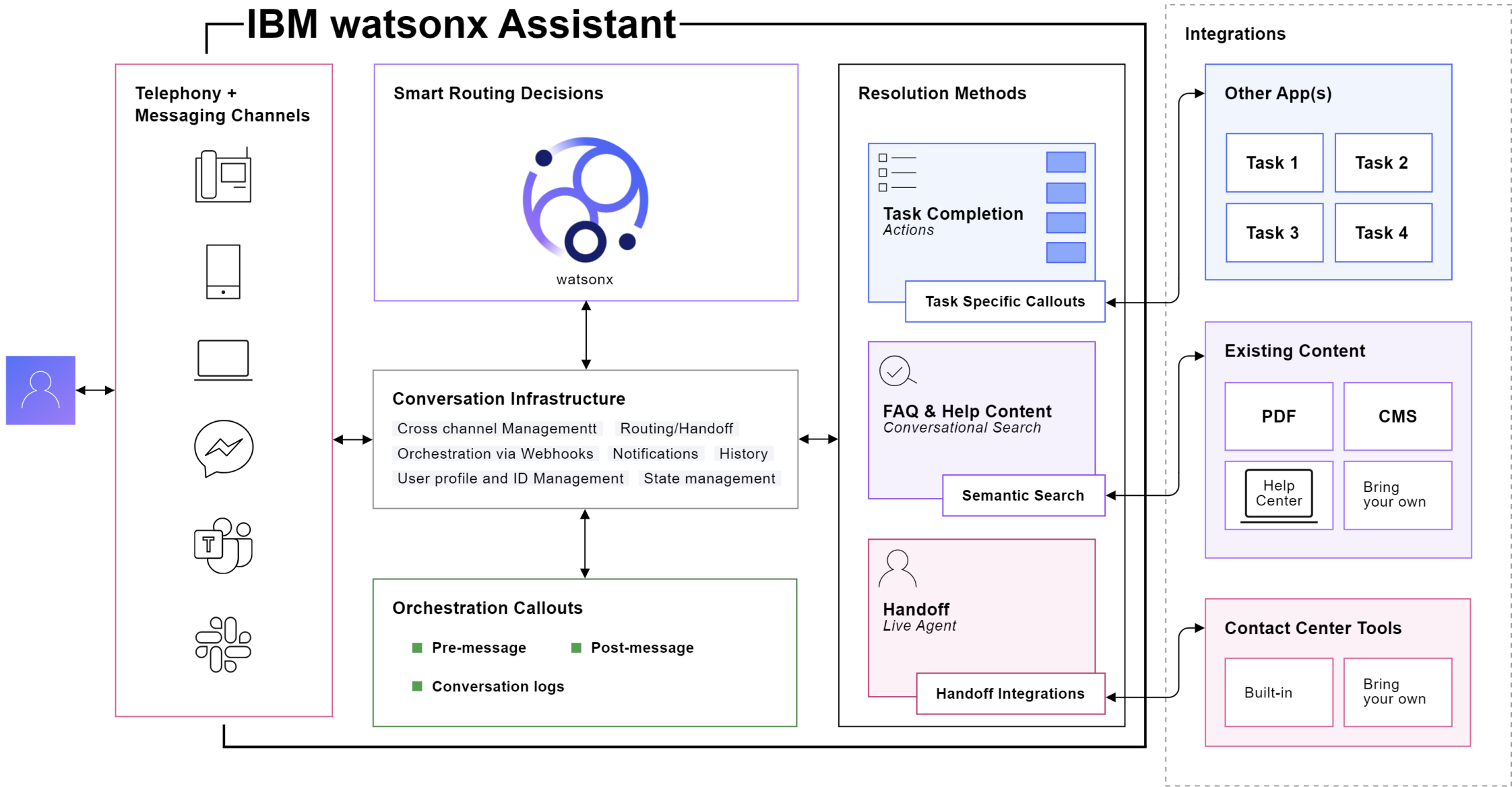


Use Watsonx Assistant to build your own branded live chatbot

-  Bring the assistant to your customers, where they are
-  Create AI-driven conversational flows
-  Embed existing help content
-  Connect to your customer service teams
-  Track customer engagement and satisfaction



How Does It Work?



Planning Your Assistant

Before building an assistant...

1. Select an initial channel

- Where will customers use your assistant?

2. Select starting domain

- What topic domain can your assistant unify and automate?

3. Outline frequent topics

- What are the most frequent topics which are mostly informational in nature?

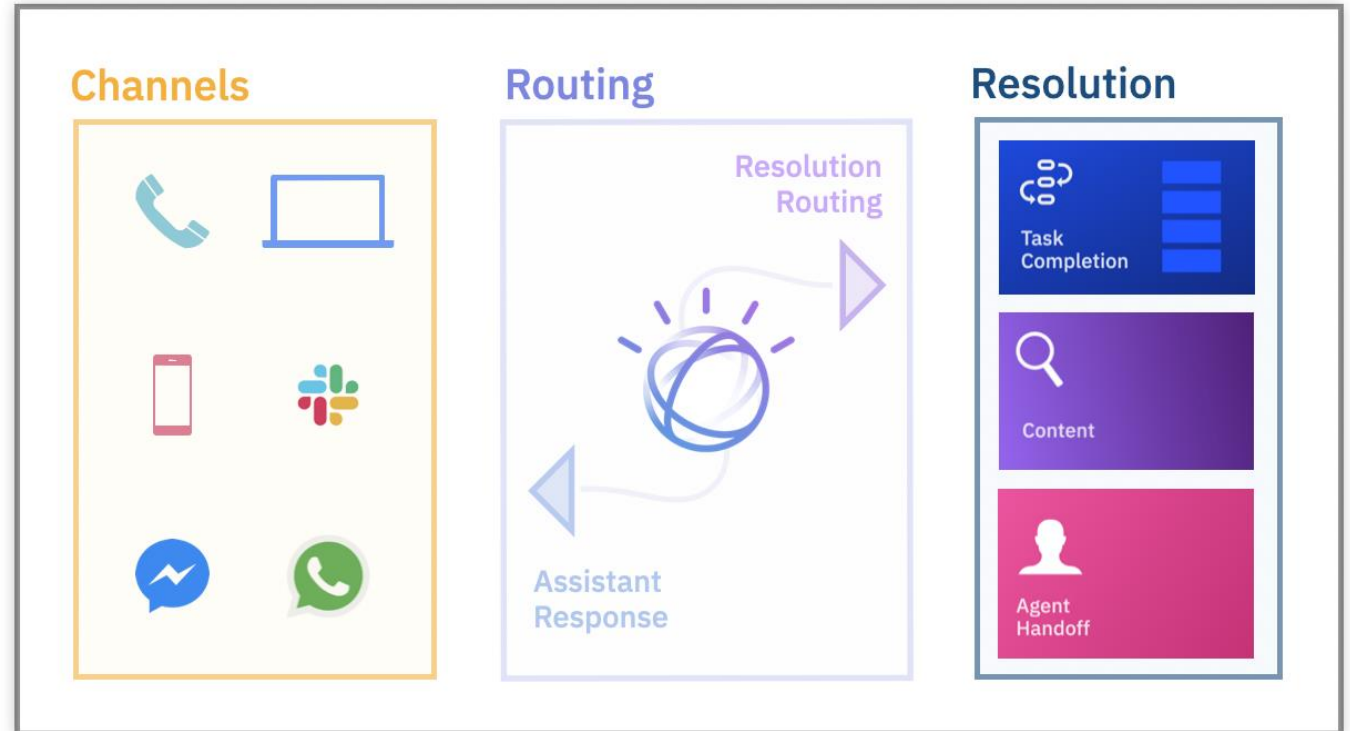
4. Collect content sources

- What help content is available to customers today?

5. Plan handoff strategy

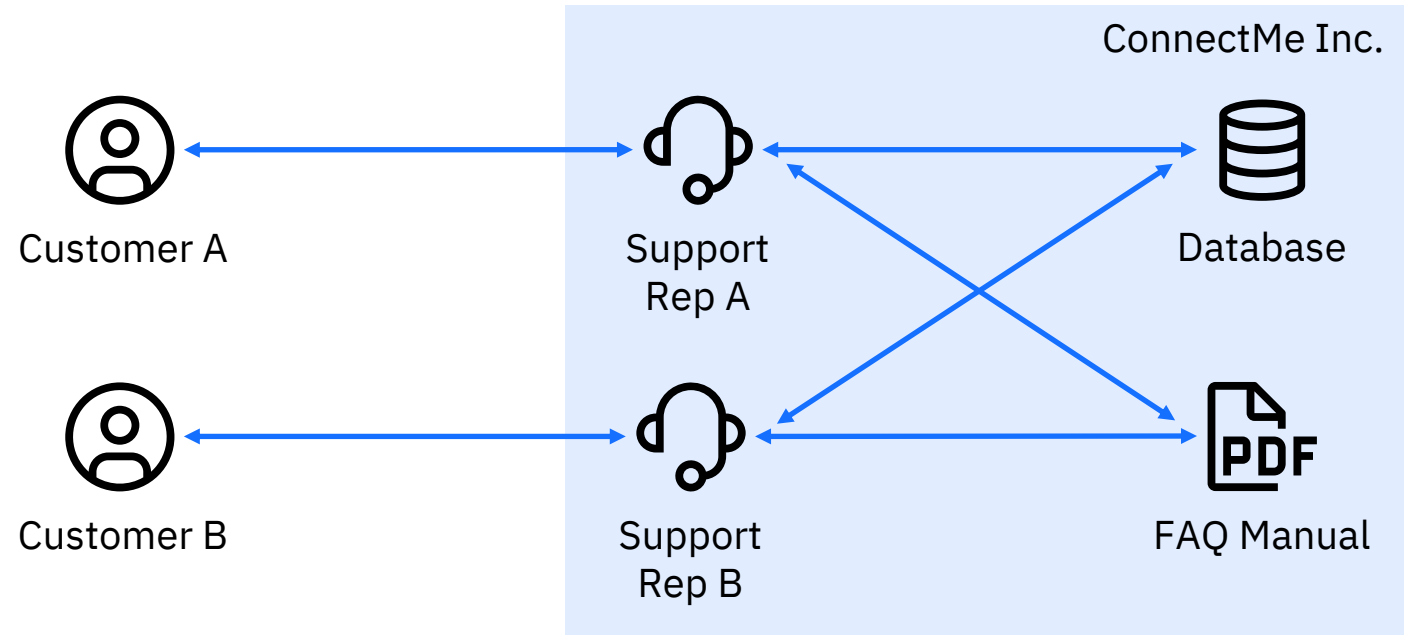
- How should customers be routed to human agents?

Your first assistant



Demo Example – ConnectMe Inc.

- ConnectMe Inc. is a telecommunications company with cable, internet, and phone services
- Goals
 - Automate bill payments services
 - Update customer data in real-time
 - Provide 24/7 support
 - Improve accessibility of FAQ manuals
- Plan
 1. Select an initial channel
 - Easy-to-embed web chat widget
 2. Select starting domain
 - ADD TEXT HERE
 3. Outline frequent topics
 - ADD TEXT HERE
 4. Collect content sources
 - ADD TEXT HERE
 5. Plan handoff strategy
 - ADD TEXT HERE



Let's Build a Chatbot

Create Watsonx Assistant

Welcome to watsonx Assistant

Create Personalize Customize Preview



Create your first assistant

Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.

Assistant name

AskMe

Your assistant name will be kept internally and not visible to your customers

Description (optional)

83/128

Chatbot assistant focused on helping customers with ConnectMe products and services

Assistant language

English (US)



This is the language your assistant will speak.

Personalize Your Assistant

Welcome to watsonx Assistant

☒ Create ☒ Personalize ☐ Customize ☐ Preview



Personalize your assistant

Tell us where your assistant will live

You may add multiple channels from your dashboard.

Where do you plan on deploying your assistant?

Web

▼

Tell us about yourself

This information will be used to personalize your onboarding experience.

Which industry do you work in?

Telecommunications

▼

What is your role on the team building the assistant?

Developer

▼

Which statement describes your needs best?

I want to automate common tasks in a natural way

▼

This is what your customers will experience

watsonx Assistant

—

Do you have the Speed Demons in stock?

The Speed Demons are in stock at our Downtown and Northgate locations, which are both within 5 miles of you.

What size and color do you need?

I'm looking for a size 9 in white

Great news! The Speed Demons are available in white in a size 9.

You can purchase them for curbside pickup or we can ship them to you. Which would you prefer?

I'll pick them up!

Ship them to me!

Customize Your Chat UI

Welcome to watsonx Assistant

Back

Next

Create

Personalize

Customize

Preview

Customize your chat UI

Update the style to match your brand and your website. You can change these settings later. A developer can also add more advanced styling changes with code. [Learn more](#)

Assistant's name as known by customers

AskMe

Intended purpose

☒ Standard: For virtual agents and customer support experiences.

☐ Carbon for AI: For use in internal IBM products.

Choose a theme

Light

Dark

Primary color

#FFFFFF

Secondary color


#3D3D3D

Chat header

Accent color

#0354E9

Significant and




Add an avatar image [🔗](#)

Restart conversation [↺](#)

AskMe

Hi! I'm a virtual assistant.
How can I help you today?

Example: Find nearby location 

Example: Check account balance

Example: See how I can help

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Create an Action



Add Conversational Steps

Add Conversational Steps

AAAAA



AAAAA



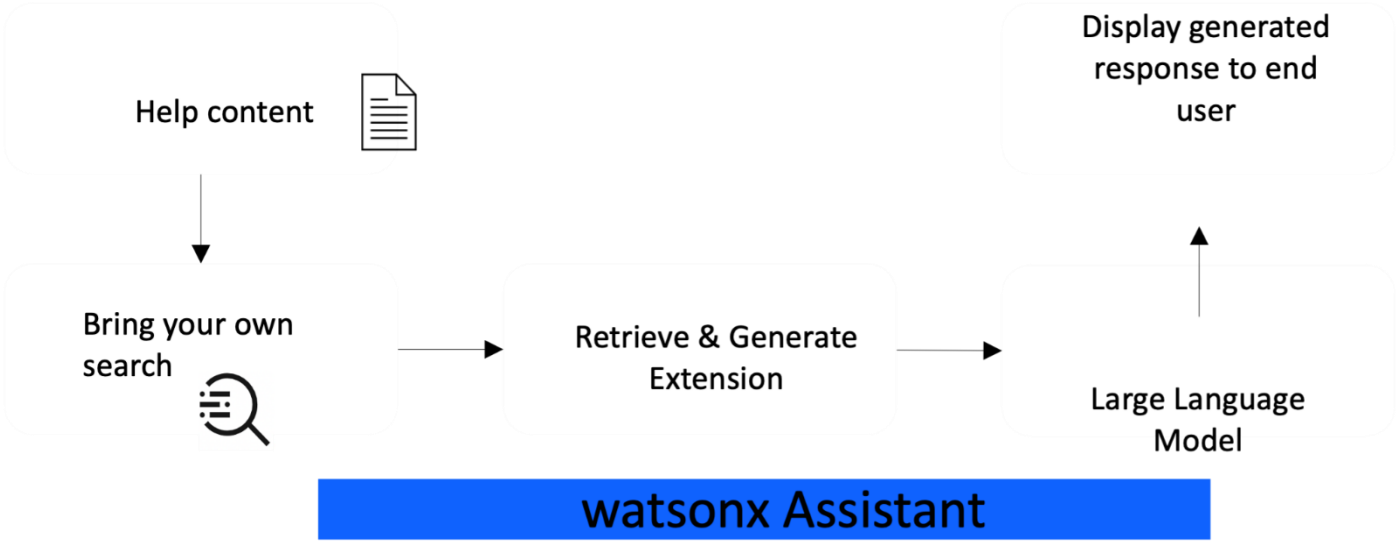
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Integrate with Watsonx Discovery

AAAAAA

High level architecture



AAAAA

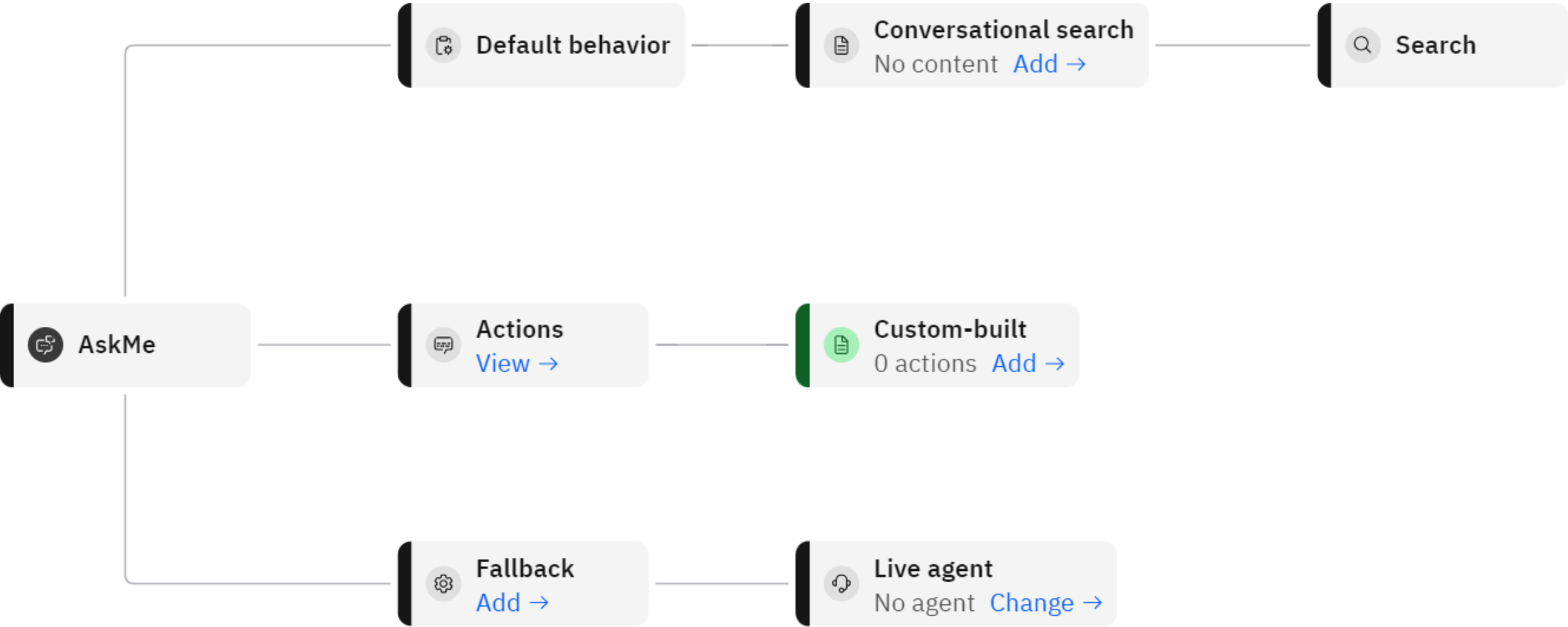


Integrate with Db2

AAAAA



Assistant Architecture



Next Steps

30 Day Free Trial!



Select a pricing plan

Displayed prices do not include tax. Monthly prices shown are for country or location: [United States](#)

Plan	Features and capabilities	Pricing
Trial	<p>30 Day trial period (no credit card required)</p> <p>Up to 5,000 MAUs</p> <p>Up to 50,000 messages per month</p> <p>--- Features ---</p> <ul style="list-style-type: none">- Everything available in Plus- A low risk way to test paid features- Export or analyze chat logs anywhere you want by connecting to webhooks and API endpoints <p>--- Limits ---</p> <p>Actions:</p> <ul style="list-style-type: none">- 10 assistants per instance- Up to 100 actions- 5 custom extensions per assistant- 7 days of usage analytics- Session inactivity timeout 5 minutes- Services are deleted after 30 days of inactivity <p>Dialog:</p> <ul style="list-style-type: none">- Same as Lite	Free

Quick Start With Templates

Book a meeting

This template allows your customers to book a meeting, consultation, or appointment both quickly and easily. Your assistant will collect basic contact information, as well as set the date, time, and duration of the interaction.

Select this template

What your customer says...

Schedule a meeting

Book a consultation

Make an appointment

I want to talk in person with someone about my case

Set up an appt

What your assistant collects...

Customer first name

Customer last name

Customer email address

Meeting duration

Meeting date

Meeting time

Pre-built features

Step conditions

Options synonyms

Customized response validation

Action variables

Regex response type

Yes/No response type

Watson Assistant

Book a meeting

To set up a meeting, I'll need a few details. First, what's your name?

John Doe

Where would you like me to email the calendar invite?

john.doe@ibm.com

How long would you like to meet for?

15 minutes30 minutes1 hour

15 minutes

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Any Questions?

Important Links

IBM Watsonx Assistant

- Documentation <https://cloud.ibm.com/docs/watson-assistant>
- B B

For More Information

Links You Need	Twitter	#Hashtags
<p>IBM i Home Page: https://www.ibm.com/it-infrastructure/power/os/ibm-i (find link to Forrester Study and updated IBM i Strategy Whitepaper)</p> <p>IBM Strategy Whitepaper: https://www.ibm.com/it-infrastructure/us-en/resources/power/i-strategy-roadmap/</p> <p>IBM Client Success: https://www.ibm.com/it-infrastructure/us-en/resources/power/ibm-i-customer-stories/</p> <p>Support Life Cycle: https://www.ibm.com/support/lifecycle/</p> <p>License Topics: https://www-01.ibm.com/support/docview.wss?uid=nas8N1022087</p> <p>Fortra IBM i Marketplace Survey https://www.fortra.com/resources/guides/ibm-i-marketplace-survey-results</p>	 @IBMSystems @COMMONug @IBMChampions @IBMSystemsISVs @IBMiMag @ITJungleNews @SAPonIBMi @SiDforIBMi	<p>#PowerSystems</p> <p>#IBMi</p> <p>#IBMAIX</p> <p>#POWER9</p> <p>#LinuxonPower</p> <p>#OpenPOWER</p> <p>#HANAonPower</p> <p>#ITinfrastructure</p> <p>#OpenSource</p> <p>#HybridCloud</p> <p>#BigData</p>

