

Best Practices Draft

- **Current Status and need to upgradation**

Currently working on IBM Watson lite that is a lightweight version

Features including-

10,000 messages/month

Up to 5 dialog skills

Web chat and service desk integrations

Two more versions plus and premium

1. Plus

- Turn any content into answers
- Create Q&A experiences in minutes
- Sync with websites and data sources for always up-to-date answers
 - a. Configuration for Web crawl connector based that includes linking title home websites that may include pm.umd.edu / symposium if needed
 - b. Option of syncing frequency weekly, daily *
- IBM discovery instances helps collection of data assistant can leverage to answer end user queries (Frequently asked questions for data sources)
- Handle even complex questions with inclusive, contextual response

Premium

All the features of premium along with data security and support

Additional features that include

- Data isolation
- Security and privacy controls
- Audit changes

- **Improvement of skills (available with current version)**

The Analytics page of Watson Assistant provides a history of conversations between users and a deployed assistant. You can use this history to improve how your assistants understand and respond to user requests.

To open a list of individual messages between customers and the assistant that uses this dialog skill, select User conversations in the navigation bar.

When you open the User conversations page, the default view lists inputs that were submitted to the assistant for the last day, with the newest results first. The top intent (#intent) and any recognized entity (@entity) values used in a message, and the message text are available. For intents that are not recognized, the value shown is Irrelevant. If an entity is not recognized, or has not been provided, the value shown is No entities found.

- **Defining what is irrelevant (available with current version)**

Each your dialog skill to recognize when a user asks about topics that it is not designed to answer.

To teach your assistant about subjects it should ignore, you can review your user conversation logs to mark utterances that discuss off-topic subjects as irrelevant.

Intents that are marked as irrelevant are saved as counterexamples in the JSON workspace and are included as part of the training data. They teach your assistant to explicitly not answer utterances of this type.

While testing your dialog, you can mark an intent as irrelevant directly from the Try it out pane.

- ❖ **Enabling irrelevance detection**

The irrelevance detection feature helps your dialog skill recognize subjects that you do not want it to address, even if you haven't explicitly taught it about what to ignore. This feature helps your skill recognize irrelevant inputs earlier in the development process.

To learn more about the benefits of this feature, read the [Why Zero-Effort Irrelevance is Relevant](#) blog post.

Irrelevance detection is enabled automatically for all new English-language dialog skills only. It is disabled for existing skills. You might choose not to enable it if you already dedicated time and effort to training your skill to recognize irrelevant user inputs.

To enable the enhanced irrelevance detection feature, complete the following steps:

1. From the Skills page, open your skill.
2. From the skill menu, click Options.
3. On the Irrelevance detection page, choose Enhanced.
4. To test the new detection mechanism in the "Try it out" pane, 5.
5. Submit one or more utterances that have absolutely nothing to do with your training data.

The new mechanism helps your skill to correctly recognize that the test utterances do not map to any of the intents defined in your training data and classifies them as being Irrelevant.

- **Empowering your skill to learn automatically (available with plus)**

When customers interact with your assistant, they often make choices. If your underlying dialog skill pays attention, it can learn from these user decisions over time.

For example, when a customer asks a question that the assistant isn't sure it understands, the assistant often shows a list of topics to the customer and asks the customer to choose the right one. This process is called disambiguation. If, when a similar list of options is shown, customers most often click the same one (option #2, for example), then your skill can learn from that experience. It can learn that option #2 is the best answer to that type of question. And next time, it can list option #2 as the first choice, so customers can get to it more quickly. And, if the pattern persists over time, it can change its behavior even more. Instead of making the customer choose from a list of options at all, it can return option #2 as the answer immediately.

The advantage of enabling your skill to apply what it learns from observing customer choices is clear. As your skill learns over time, your customers get the best answer more often and in fewer clicks.

Chatbot review #1

Date 2/17/2021

Attendees:

Things that are Working

- Assigning certificate/course/program to one person and that person goes in and edits the dialog.
- Demo-ing the chatbot, helped to find the issues

Things that are not working

- Not having the changes recorded automatically
- Not being able to export to different courses by entity? (if master chatbot breaks then all courses are down)

What we could do to fix

- have 2 very short meetings to check in.
- Meeting notes - to do assignments

What we need help with

- John to review answers on chatbot

Things to add in best practices

- How we check for bug
- how we fix bugs
- how we started
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