Build your first AI chatbot with zero coding

Asna Javed,
Lead Developer Advocate, Pakistan
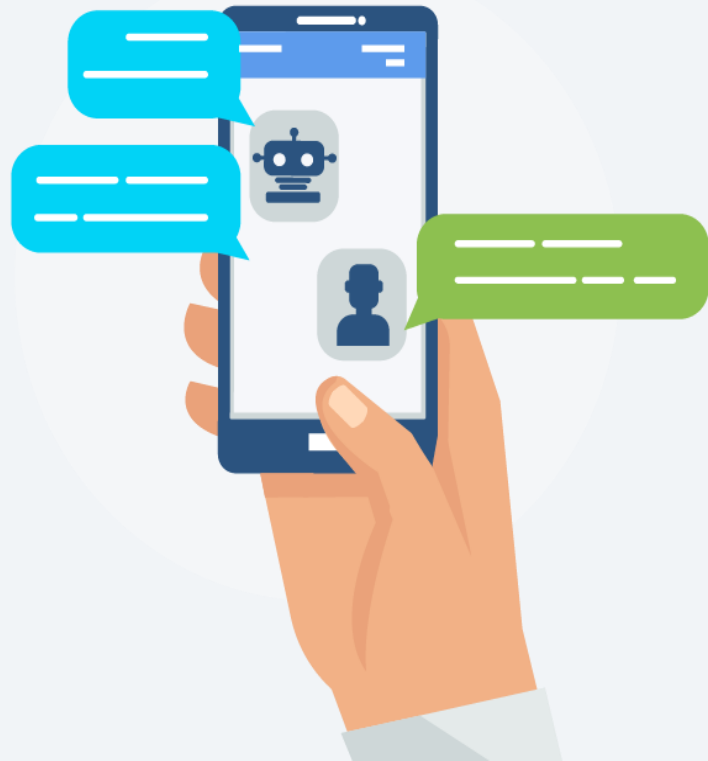
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What is a Chatbot ?

"A cognitive conversation app."

Why are Chatbots useful?

1. Accessibility
2. Capacity
3. Platform agnostic
4. Customer insights
5. Customer satisfaction
6. Cost effective
7. Work Automation

Principles of designing Chatbots

- Know your audience

- Keep your goal specific

- Design conversation workflows

- Visualize actual user conversations

Do's and Don't of Chatbot

+ **Experience always trumps Features**

+ **Have Effective Knowledge**

+ **What is the right Onboarding process and Offboarding step**

🚫 **Don't Copy paste Stuff**

IBM Watson Assistant

Watson Assistant is IBM's AI product that lets you build, train, and deploy conversational interactions into any application, device, or channel.

An AI Agent that:

- Learns with less data than competition
- Disambiguates when unsure
- Can change topics
- Use Search (Watson Discovery) or human agents as fallback
- Recommends ways to improve your system
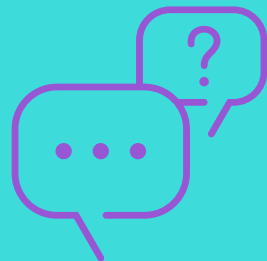- Is omni-channel

IBM Watson Assistant

Intent

What the user intends to communicate

Entity

Words & objects that give more context to the user's questions

Dialog

The flow of the conversation based on the intents & entities detected

Deep Learning, detects similar intents
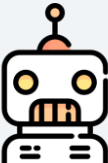

Hello
Hi
Hey
Good Morning
Salam

} #greetings

👩🏼💻 Aloha

🤖 detects #greetings

Intent Password Reset

" I forgot my password…"

" How do I get a new password? "

" Can't login into your site… "

" My login isn't working, please help… "

" Can you reset my password? "

> **I'm frustrated, I haven't been able to login into your online billing system**

Extract other key information from a question

Intent   Password Reset

> **I'm frustrated, I haven't been able to login into your online billing system**

Extract other key information from a question

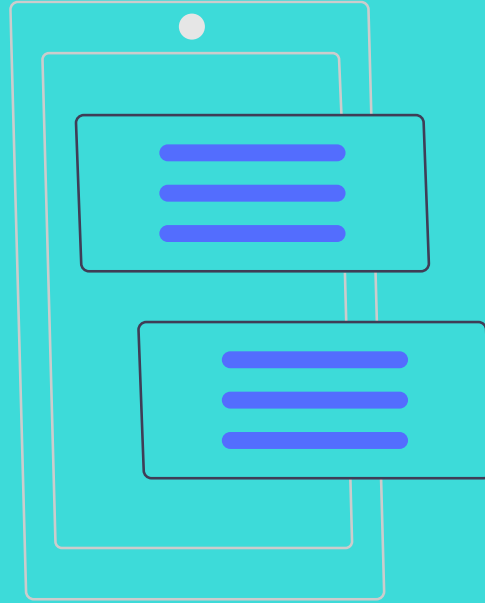**Intent**   Password Reset

Entities   Online Billing System

Hands On

- Sign up/Log in to your IBM Cloud Account: https://ibm.biz/BdfYsU

IBM

Survey

https://ibm.biz/BdfYs5

What is Call for Code?

Call for Code invites developers and problem solvers around the world to **build and contribute to sustainable Open-Source software solutions, that address social and humanitarian issues**, while ensuring solutions are deployed to make a **real difference**.

DCC | DAVID CLARK CAUSE
Call for Code Creator

IBM
Call for Code Founding Partner

UNITED NATIONS **HUMAN RIGHTS**
OFFICE OF THE HIGH COMMISSIONER
Call for Code Charitable Partner

THE **LINUX** FOUNDATION
Call for Code Program Affiliate

Call for Code has become the only global, **always-on** tech for good Open-Source platform to deploy & scale top projects through a host of offerings:

Sponsors

ARROW

INGRAM MICRO

Why join?

- Skill Building
- Social Good
- Ideas to Action
- Community (400K+ developers, 179 nations, 15K+ applications)

Awards

200K USD for global winner

5K USD for Middle East and Africa region winner

Clean Water and Sanitation

Water is the natural resource that is most threatened by climate change and a prerequisite for life on earth. From intelligent solutions for small farmers to recycling showers, **technology** can make a significant impact on the **availability of water and its consumption**.

Zero Hunger

135 million people suffer from acute hunger, with climate change a major contributing factor. **Technology** can **help grow more crops in areas on the edge of drought** or quickly **distribute perishables** from small stores to local homeless shelters.

Responsible Production and Consumption

Worldwide consumption and production drives the global economy yet is inextricably linked to the environment. **Technology** can help **make recommendations on energy efficiency** to highlighting the carbon footprint of online purchases.

Resources and Events

Call for Code Main Page:
ibm.biz/callforcode

FAQs: callforcode.org/faq/

Starter Kits: **Zero Hunger**, **Clean Water and Sanitation**, **Responsible production and green consumption**

Office hours **Every Monday**
from 2 PM to 3 PM GST (Dubai time)
crowdcast.io/e/mea_c4c_officehours

Get notified for upcoming Call for Code events by following our Meetup Page: **meetup.com/IBM-Cloud-MEA/**

Go to our Crowdcast page for replays of previous events that could help you: **crowdcast.io/ibmdeveloper**

Resources

You can learn more using the following resources:

- IBM Developer (developer.ibm.com)
- Meetup Page:
  https://www.meetup.com/IBM-Developer-Islamabad-Meetup/
  https://www.meetup.com/IBMKarachi/