

1 Advanced Feature: Intent Recommendation

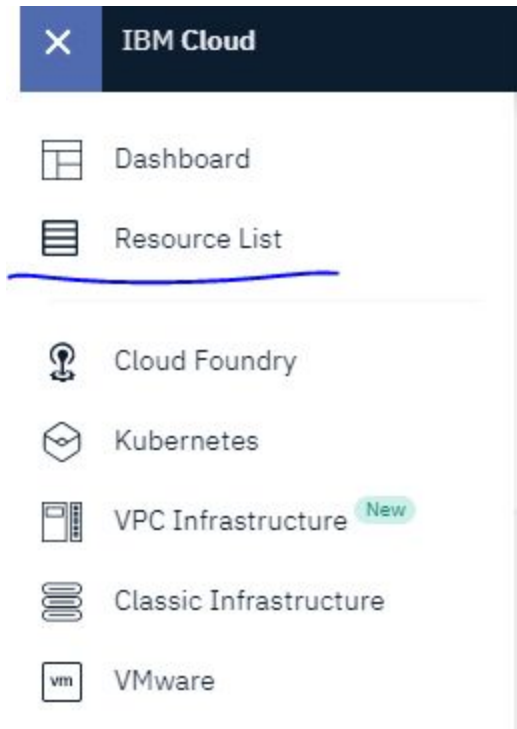
1.1 Follow this Step

1.1.1 Download the training question dataset from Moodle.

Link: <https://moodle.telt.unsw.edu.au/mod/resource/view.php?id=2361670>

1.1.2 Login to IBM Cloud

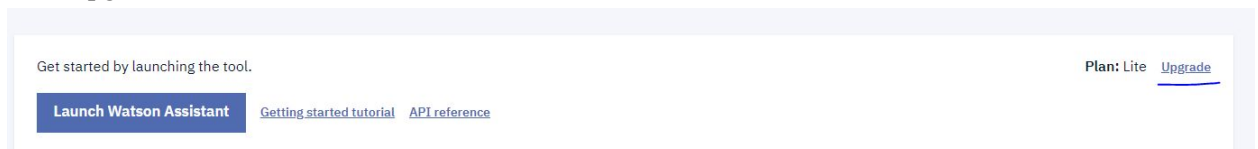
1.1.3 Klik the 3 line in the top left corner, click the service list



1.1.4 Select your Watson Assistant



1.2 Click upgrade



- 1.3 Select Plus Trial, scroll down and click save. IBM will ask for confirmation, click Yes/Sure

Lite

PLAN INCLUDES

- 10,000 Messages/Month
- 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

0.06 % Used

Lite plan services are deleted after 30 days c

DETAILS

Api Calls Per Month

Change pricing plan

	PLAN	FEATURES	PRICING
<input checked="" type="checkbox"/>	Lite	10,000 Messages/Month 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
<input type="checkbox"/>	Plus Trial	Everything in Plus, for 30 days, for free! 10,000 Messages/month 1,000 Users/month	Free

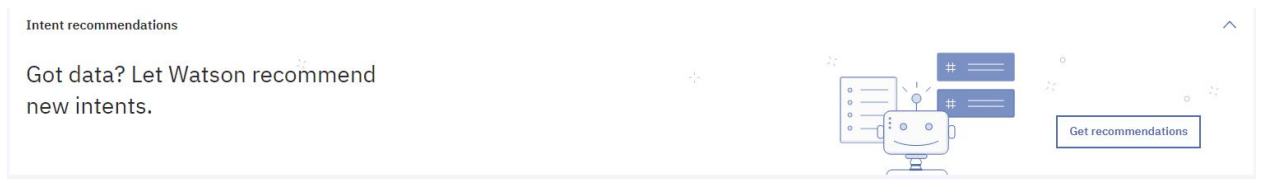
- 1.4 Go back to service list, and confirm your plan has changed from Lite to Plus Trial

Plan: Lite [Upgrade](#)

Plan: Plus Trial [Upgrade](#)

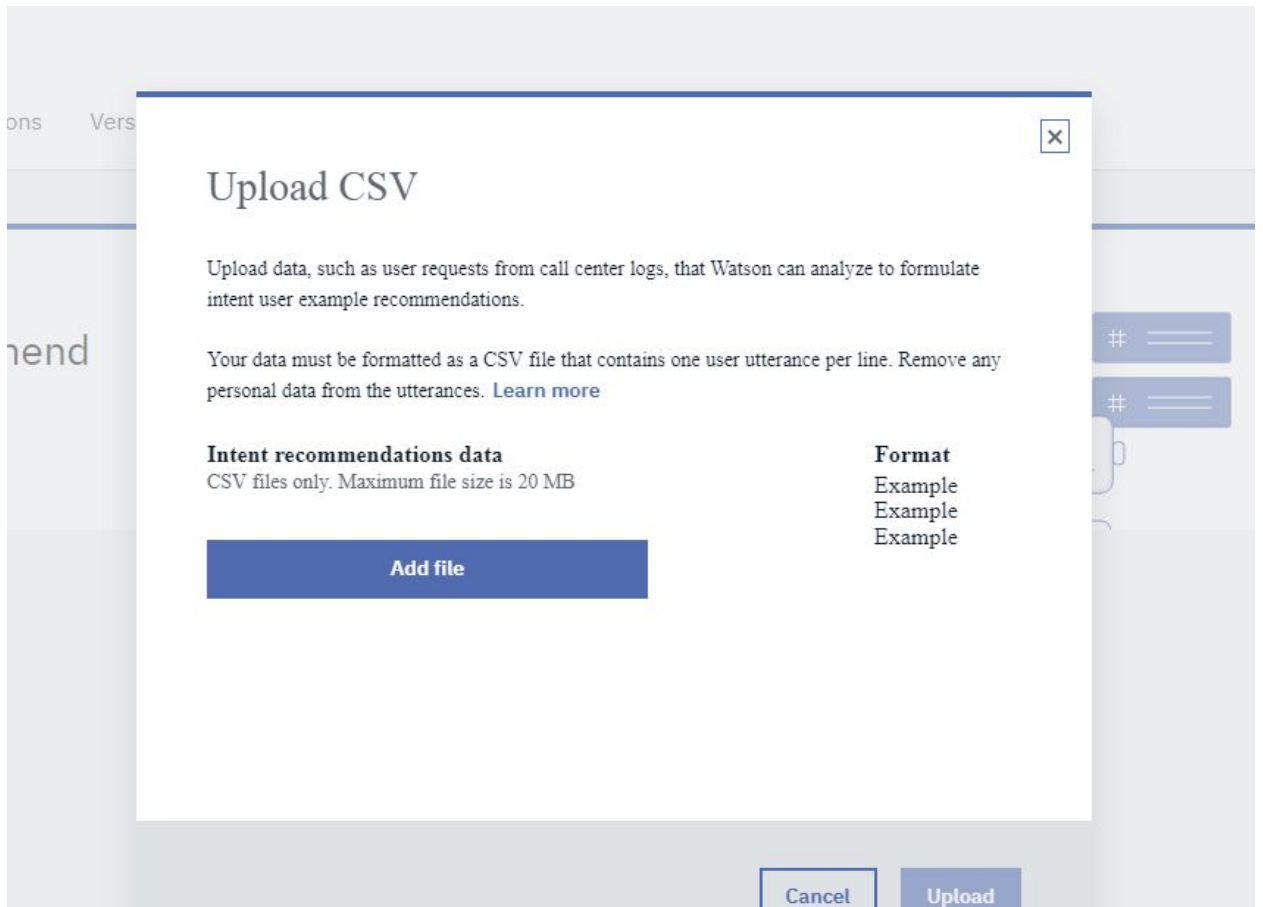
- 1.5 Launch Watson Assistant, select create new skill, and select Dialog Skill, and Select Intent Recommendation, open it, and click Get Recommendation

Intent recommendations Got data? Let Watson recommend new intents.



1.6

1.7 Select add file, select the Training question dataset, and click upload



×

Upload CSV

Upload data, such as user requests from call center logs, that Watson can analyze to formulate intent user example recommendations.

Your data must be formatted as a CSV file that contains one user utterance per line. Remove any personal data from the utterances. [Learn more](#)

Intent recommendations data
CSV files only. Maximum file size is 20 MB

Format
Example
Example
Example

training Question dataset.csv

Cancel

Upload

1.8

1.9 Wait, Watson is creating your Intent now

Intent recommendations

Watson finds the intents your users need most by grouping the most common and similar user messages

Watson is grouping your utterances

1.10 it takes 30 minutes for IBM to create Intents so please do not wait for it to finish

Intent recommendations

Show all recommendations

Watson is grouping your utterances

echo_dot_not_shipped 9 suggested utterances	regarding_verizon_wireless_home 9 suggested utterances	bonjour_je_vous_envoie 8 suggested utterances	confirm_booking_horizon_advance 8 suggested utterances
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as you can see, IBM will recommended intents for you. It is not a perfect recommendation, so you need to review their recommendations. Select one of the recommendations to review. In this example we choose Echo_dot_not_shipped

- 1.11 Based on this recommendation, we can see that this intent is created for answering shipping problem. So we can add this intent by clicking “Create Intent” and later rename it as “Shipping_Problem”

Review and create

Choose whether to create the recommended intent or add the utterances to an existing intent as new user examples. Clear the check boxes of any utterances that you do not want to include.

Intent recommendation name

echo_dot_not_shipped

Add to existing intent

Create intent

9 items selected Cancel		
<input checked="" type="checkbox"/>	User utterance	Number of occurrences
<input checked="" type="checkbox"/>	Echo dot not shipped yet, was supposed to ship yesterday.	1
<input checked="" type="checkbox"/>	I have some problems with my iPhone X order and shipping	1
<input checked="" type="checkbox"/>	Had an order placed but it's now been cancelled. Not much of an offer...	1
<input checked="" type="checkbox"/>	Hi there I placed a new order on Friday but it seems like I never got a confirmation email	1
<input checked="" type="checkbox"/>	Hi there, I've been waiting for a parcel to be delivered all day. Any chance I could get an ETA???	1
<input checked="" type="checkbox"/>	guys where's my envelope? Next Day Air Saver shipped on Friday the 13th, and its 9:30 PM Monday the 16th but not yet delivered	1
<input checked="" type="checkbox"/>	The link you sent me send me to the amazon.in site... My order was on to an address in the US... Order number 112-7772278-6263435.	1
<input checked="" type="checkbox"/>	I have a feeling that my amazon order was lost before it got to the carrier. Local stores stopped carrying it. Needed it for Sunday A.M.☹	1
<input checked="" type="checkbox"/>	especially curious since the item I ordered was in stock and I chose 2 day prime shipping? looking at the site though almost all items are showing Dec 6th as ETA even with fastest shipping method, is it a glitch?	1

1.12

1.13