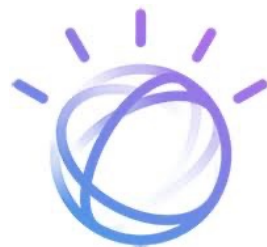# VOICE OVER WATSON ASSISTANT

INTRODUCTION

- The chatbots are specially developed to resolve customer issues and provide required information without human interaction. Customers can interact with the Chatbot using text conversation but it's required more effort into typing the queries so which might be inconvenient for them.

- Voice functionality is one of the best solutions for this issue. Customers can interact with the chatbot using voice. Customers can directly speak about their queries and the Voice chatbot provides a response in voice. It feels like talking with a customer care executive.

THE VOICE CHATBOT REQUIRES THREE IBM CLOUD SERVICES

- The first IBM cloud service is Speech to Text, which converts speech to text so we can pass the text to Watson Assistant.

- The second IBM cloud service is Watson Assistant one of the most important parts of this architecture. The organization needs to train and set up dialogue and intent on Watson Assistant so it can address the customer's queries.

- The third IBM service is Text to Speech. It takes the text input from Watson Assistant and converts it to speech, and we can play the audio file in the user's browser so that the user can hear the voice response.

VOICE OVER WATSON ASSISTANT

Solution architecture
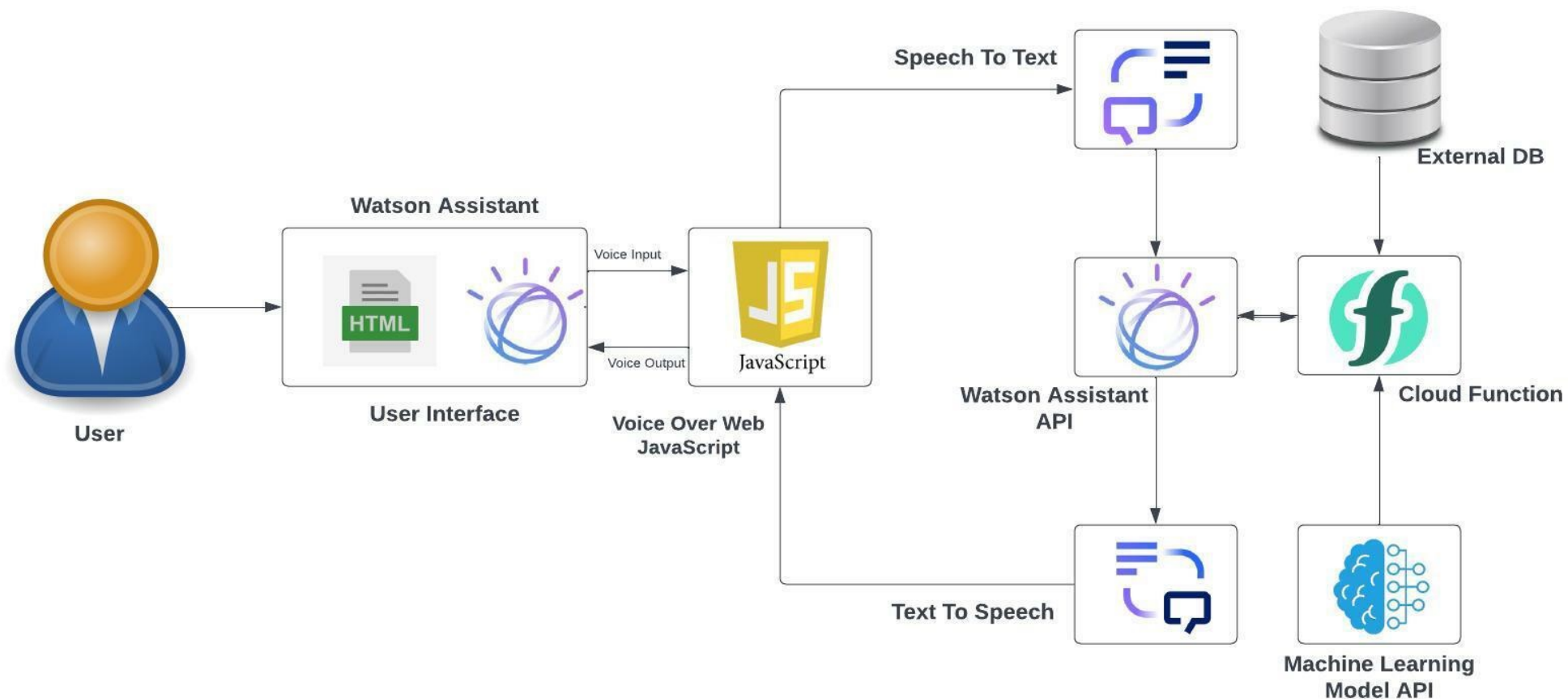
ADVANTAGES OF VOICE CHATBOT

- Easy to interact

- 24x7 availability

- Multiple voice model

- High scalability

- High customer satisfaction