Watson Assistant: learn to access data from third party applications and APIs

Chatbots are a computer programs designed to simulate conversation with human users, especially over the Internet.

Chatbots are gaining more and more popularity across all knowledge and business domains, especially in healthcare, banking, and insurance industries. Reasons driving the popularity of chatbots are high efficiency, swift response, cost savings, better customer experience, and actionable insights to name a few.

One such capable solution by IBM is **Watson Assistant**, an AI capable chatbot which can allow you to harness the power of AI with minimal technical knowledge across any messaging platform, application, device or channel. This self-help Watson Assistant service provides users with swift and accurate means of communication along-with an ability to improvise and learn from user conversation.

Out of the stack, we will provide the tools to accelerate use of Web functions to perform the API calls, return data to the chatbot, and then display the data to augment conversations. Technically speaking Web Functions, also known as FaaS (Function-as-a-Service), are a type of cloud-computing service that allows you to execute code in response to events without the complex infrastructure typically associated with building and launching micro-services applications.

This approach has several benefits, some of them are:

- Pay only for the resources you use, when you use them
- Scale up or down automatically
- Focus more on code, not infrastructure

The real question is how can this add value?

This functionality can add tremendous value to the watson assistant by allowing it to collect, analyse, aggregate, and search data through the third-party APIs. For an instance, this functionality could be leveraged to fetch data from search engines, machine learning models, third party applications or APIs.

Web functions are low-code solutions that can be implemented by your API developer using predefined Python or Node.js templates.

Here is a step by step guide to implement web function

Some domain specific examples:

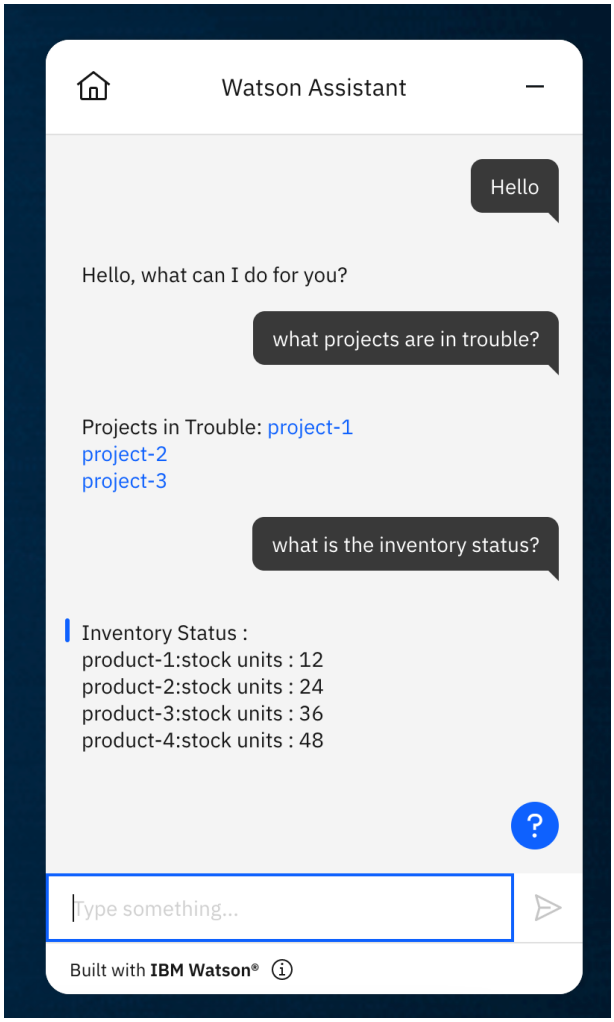
For project management:
- What are the total number of projects in my project management system?
- How many projects have a status of "Trouble"?

For warehouse inventory management:

- Are there any inventory related alerts?
- For item x stock will last for how many days?

For order management:
- What is the delivery status?
- How soon the order will get delivered?

For Google Search:
- Type with "search" and type your query



Demo Link:
https://htmlpreview.github.io/?https://github.com/jaypandyaibm/WAWFuction.github.io/blob/main/AcmeCorp.html