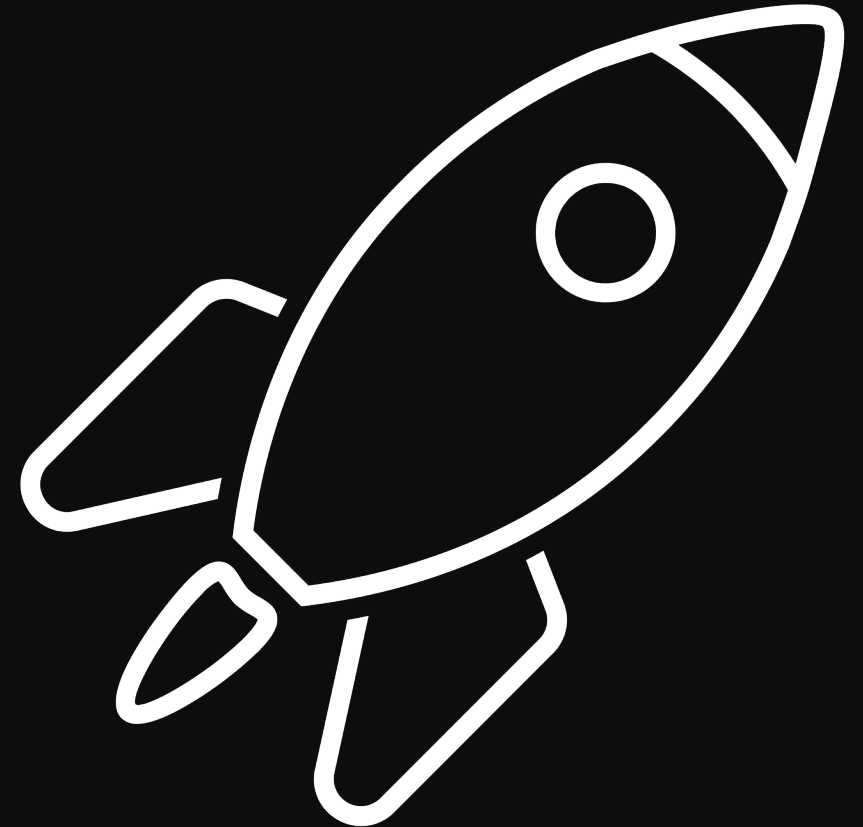


Watson Assistant with External API

Build Lab, IBM Ecosystem



Introduction

Watson Assistant

- An AI-capable chatbot that 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, consistent and accurate means of communication along with an ability to improvise and learn from user conversation.

Web Functions

- 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. Web Functions are also known as FaaS (Function-as-a-Service)

Why Web Functions?

Seamless integration with External application APIs

Pay only for the resources you use, when you use them

Scale up or down automatically

Focus more on code, not infrastructure

Value proposition of the solution

Natural conversation with Intelligent reasoning

- Provides swift, consistent and accurate means of communication along with an ability to improvise and learn from user conversation

Ease of use

- Low code solution which is easy to master and requires minimal technical knowledge

Omnichannel Integrations

- Connect it to any messaging platform, application, device or channel

Use cases

1. Machine Learning Model Integration - BFSI Domain:

- An intelligent mortgage advisor that is linked with a machine learning model. Watson Assistant collects the data and sends it over to the machine learning model which responds with suggestions such as affordability range, properties in the range, potential lenders, and improvement criteria based on user habits and finances.

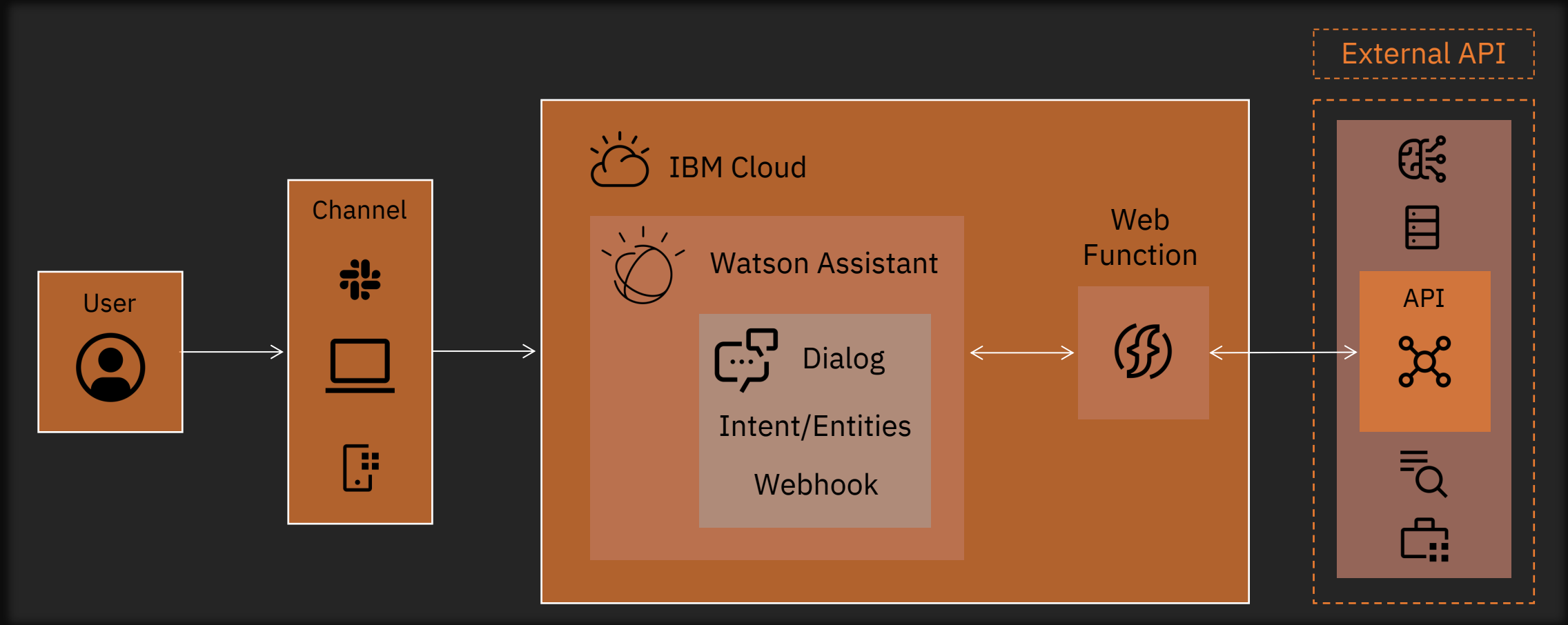
2. Order Management System Integration - eCommerce Store:

- A shopping assistant for an eCommerce store linked with the order management system with the ability to provide product information, add-to-cart functionality, order tracking, and other related functionalities. This could further be enhanced with speech-to-text and text-to-speech functionality for a hands-free environment.

3. Backend Database Integration - Project Management :

- A smart assistant for project management linked with backend data. It can be used to fetch data regarding the projects, hours utilization, unallocated hours/resources, etc.

How it works - Architecture



How it works - Flow

The webhook mechanism allows the program to call an external program. When used in a dialog skill, a webhook gets triggered whenever Watson Assistant processes a node for which a webhook is enabled. The webhook collects the specified data or the data that the program collects from the user during the conversation and stores it in context variables. It sends the data as part of an HTTP POST request to the URL you specify as part of your webhook definition. The URL that receives the webhook is the listener. It performs a predefined action on the information passed and returns the desired response.

