

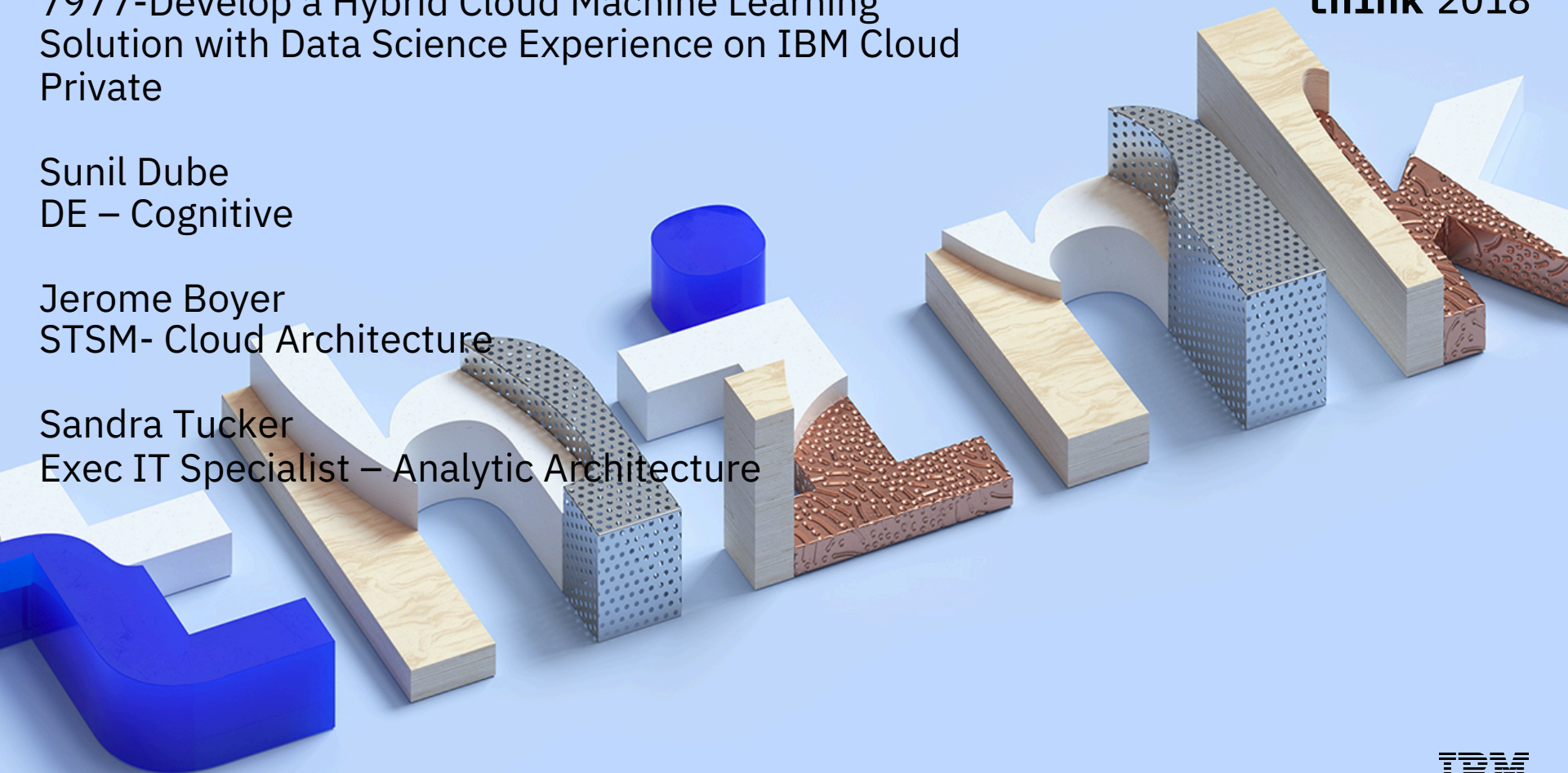
7977-Develop a Hybrid Cloud Machine Learning Solution with Data Science Experience on IBM Cloud Private

think 2018

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Use –case – Context

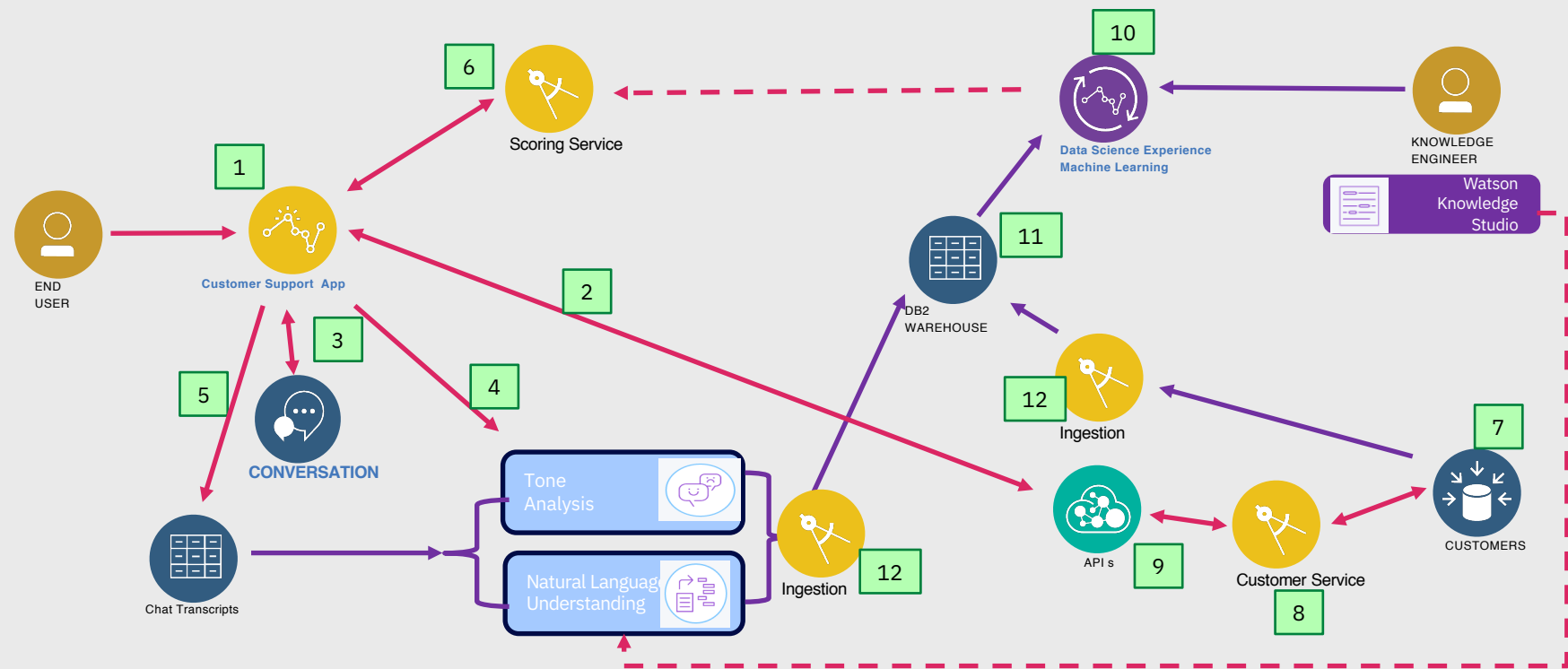
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Public content

[https://github.com/
ibm-cloud-architecture/refarch-
cognitive-analytics](https://github.com/ibm-cloud-architecture/refarch-cognitive-analytics)

System Context



Demo

Key things happening

Watson Conversation

Identifying sensitive intent

- Trigger Tone Analyzer

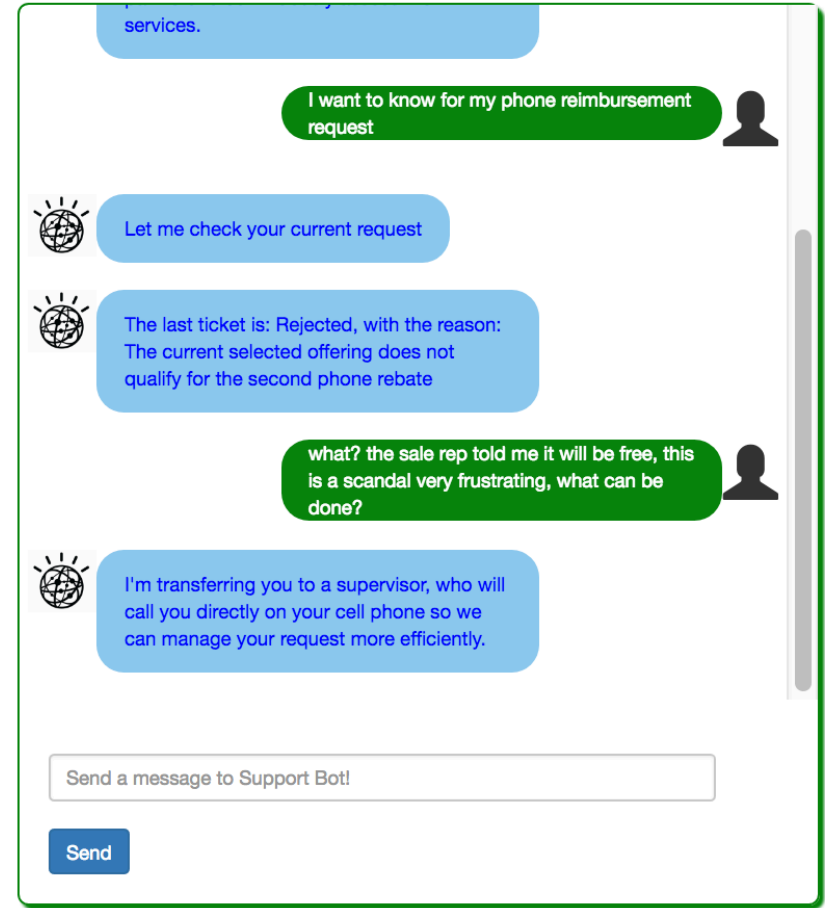
Get Frustrated or Upset tone

- Trigger call to churn risk assessment

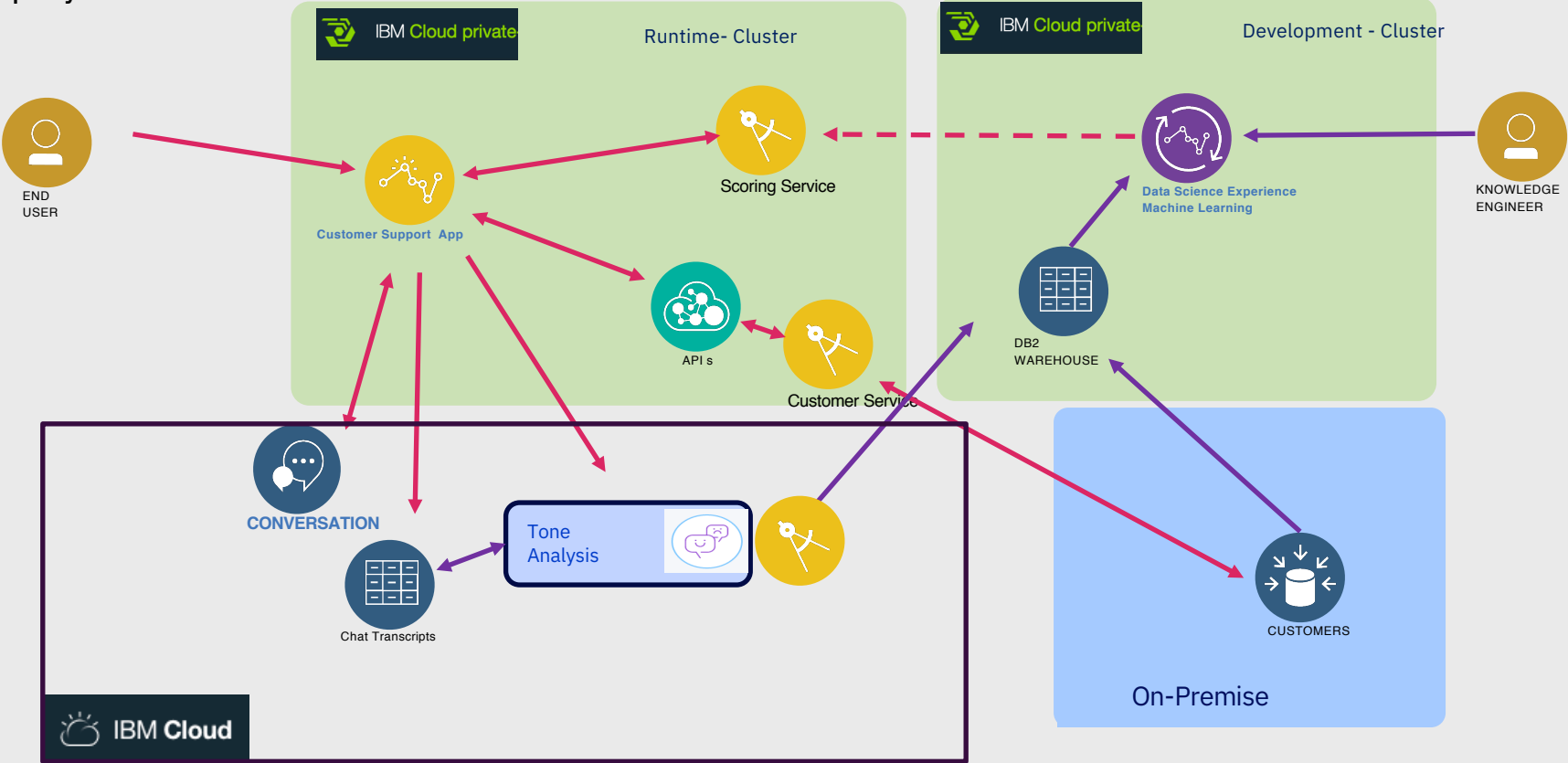
Get higher risk

- Route to supervisor

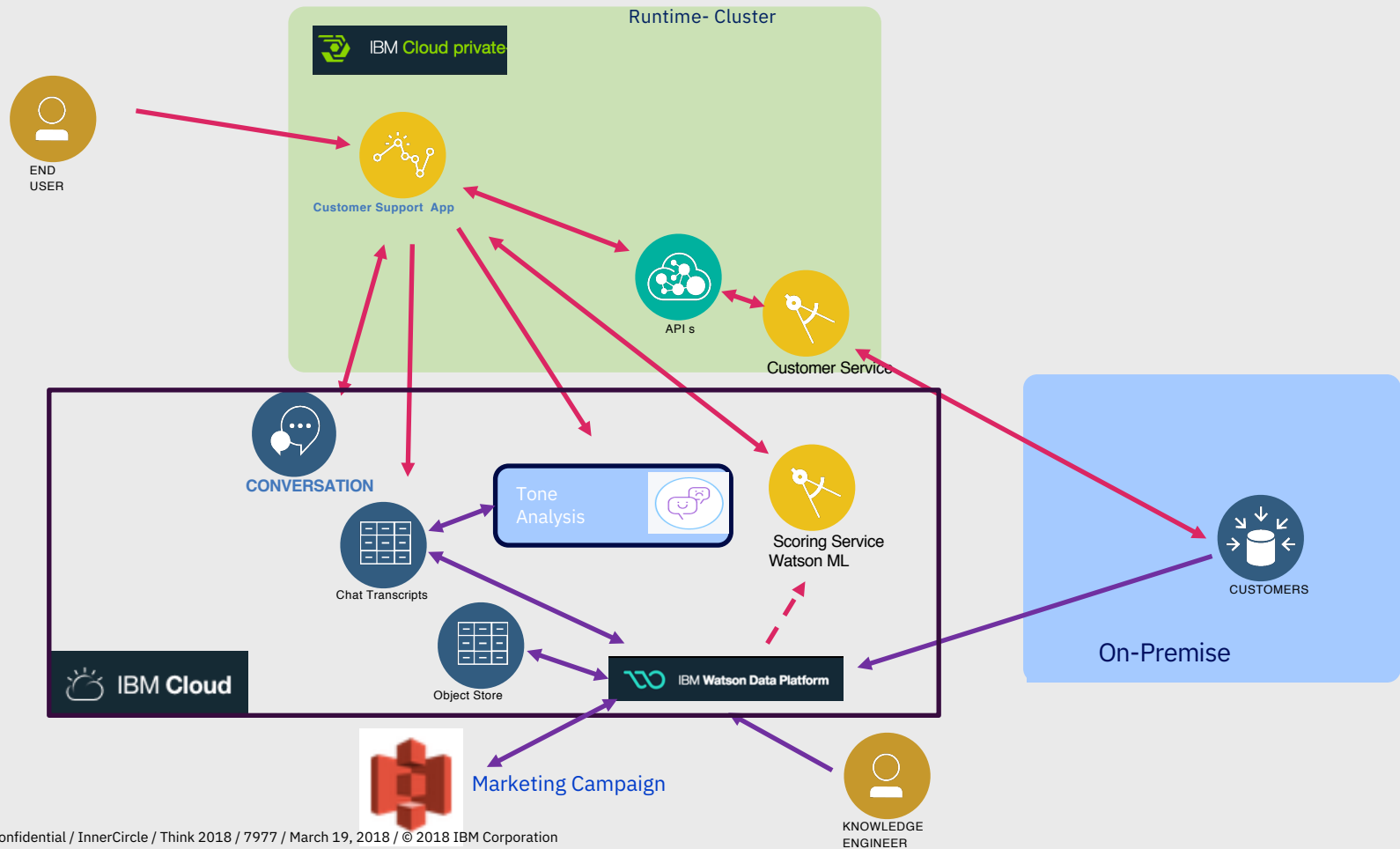
- Can trigger an escalation business process



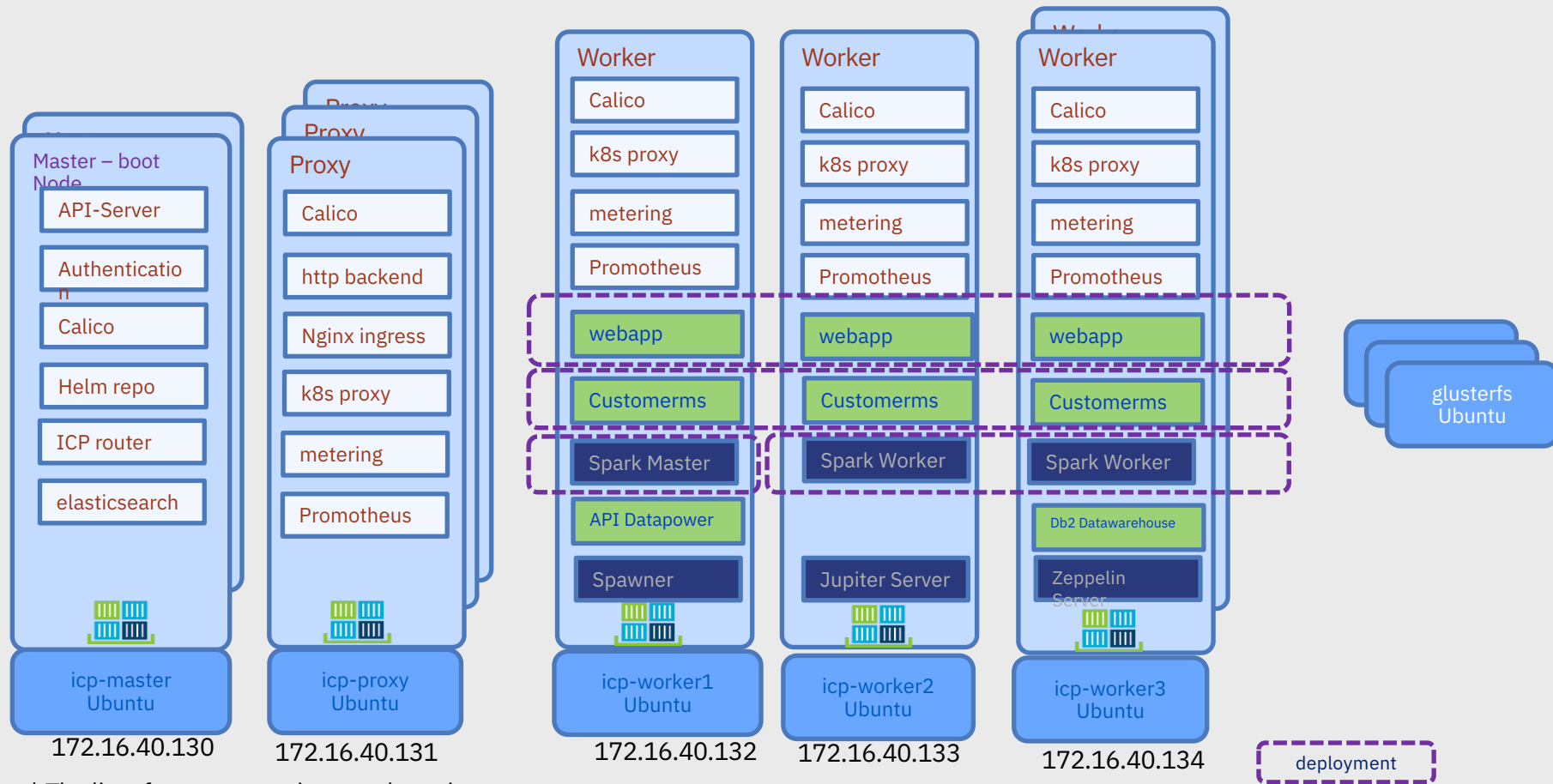
Deployment View



Watson Data Platform Deployment View



Solution Run Time



* The list of components is not exhaustive

Challenges

- Data quality and access
- Data movement and governance
- Data Scientists working with IT
- Micro services granularity
- When to use API management
- IBM Cloud Private – Kubernetes knowledge
- When to use IIB as micro service: pets versus cows
- Business and domain knowledge is required for model building
- Identifying training data is not trivial
- Integrating with Systems of Record is a necessity
- Integrating with existing processes drives better decision making

Thank you

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