

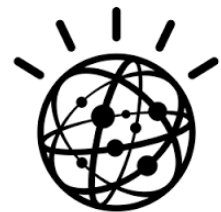
World of Watson Conference, Las Vegas, NV

**IBM World of Watson**

October 23-27, 2016

IBM Watson Conversation Lab Exercise

<https://github.com/iportilla/wowlab>



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## 1. Introduction to Bluemix and Establishing a Bluemix ID

### 1.1. What is Bluemix

- Bluemix is IBM's developer platform that contains the services and APIs that are needed to deploy and manage an IBM Conversation implementation
- Bluemix services and APIs are displayed as Tiles on the Dashboard after the user has signed in
- To learn more about Bluemix and services please see the Bluemix documentation available at <https://console.ng.bluemix.net/docs/>

**Note:** The recommended browser for Bluemix is Firefox.

### 1.2. Create a Bluemix ID (or use the one provide with this lab)

Go to: <https://console.ng.bluemix.net>

[wowlab2016@gmail.com](mailto:wowlab2016@gmail.com)

## 2. IBM Conversation Service

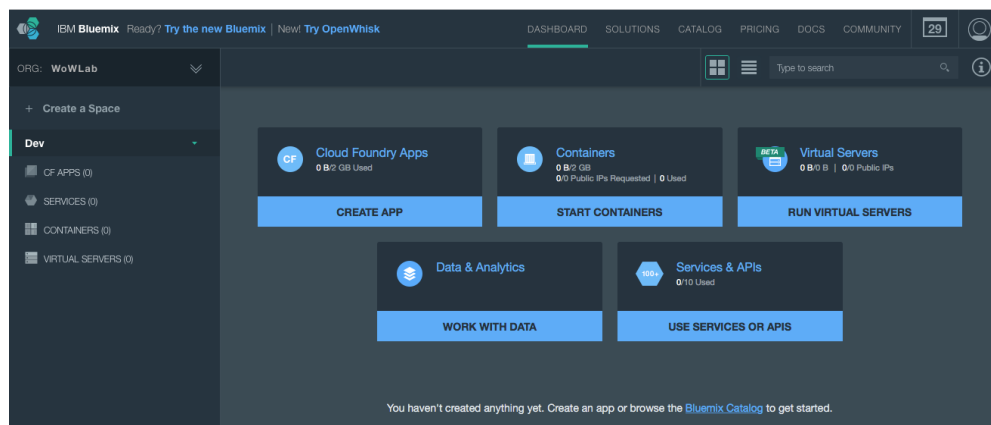
### 2.1. What is IBM Conversation Service

With the IBM Watson™ Conversation service you can create virtual agents and bots that combine machine learning, natural language understanding, and integrated dialog tools to provide automated customer engagements.

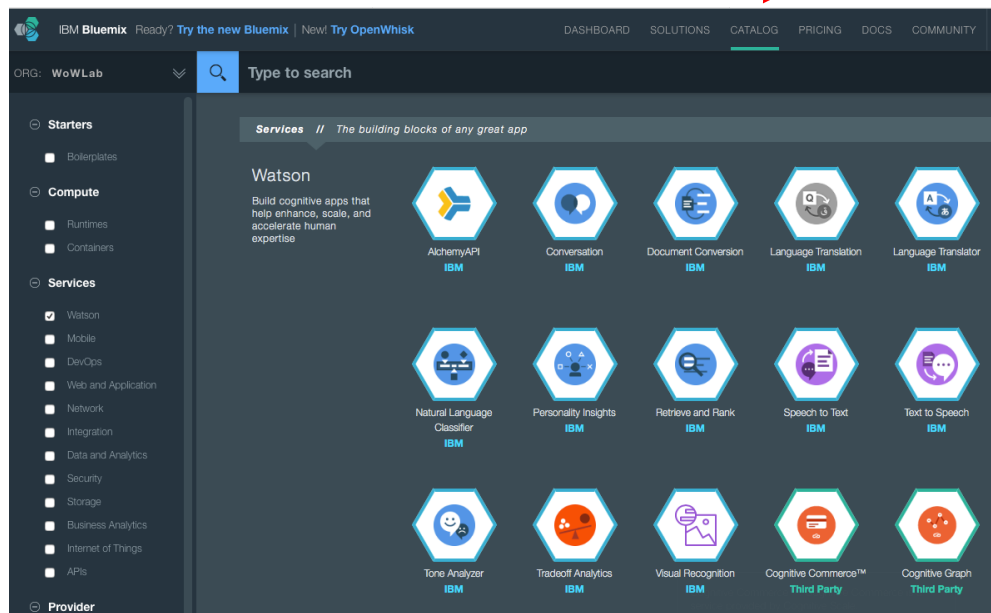
Watson Conversation provides an easy-to-use graphical environment to create natural conversation flows between your apps and your users.

### 2.2. Create an instance of IBM Conversation Service

\_\_ Login to Bluemix: <https://console.ng.bluemix.net>



\_ Click on Catalog, click on Watson



\_\_ Select Conversation, update Service name (like wow-lab), leave everything else the same

Add a natural language interface to your application to automate interactions with your end users. Common applications include virtual agents and chat bots that can integrate and communicate on any channel or device. Train Watson Conversation service through an easy-to-use web application, designed so you can quickly build natural conversation flows between your apps and users, and deploy scalable, cost effective solutions.

Pick a plan

Monthly prices shown are for country or region: [United States](#)

Plan	Features	Price
✓ Free	1000 API queries per month Up to 3 Workspaces Up to 25 Intents Shared Public Cloud	Free
Standard	Unlimited API queries per month Up to 20 Workspaces Up to 2000 Intents Shared Public Cloud	\$0.0089 USD/API call

Add Service

Space:

App:

Service name:

Credential name:

Selected Plan:

[CREATE](#)

\_\_ Click on Launch tool once the Service instance is created

**Conversation**

Add a natural language interface to your application to automate interactions with your end users. Common applications include virtual agents and chat bots that can integrate and communicate on any channel or device.

Developer resources:

- [Documentation](#)
- [Demo](#)

**Conversation tooling**

Train bots with the Watson Conversation service through an easy-to-use web application. Designed so you can quickly build natural conversation flows between your apps and users, and deploy scalable, cost effective solutions.

[Launch tool](#)

**Intended Use**

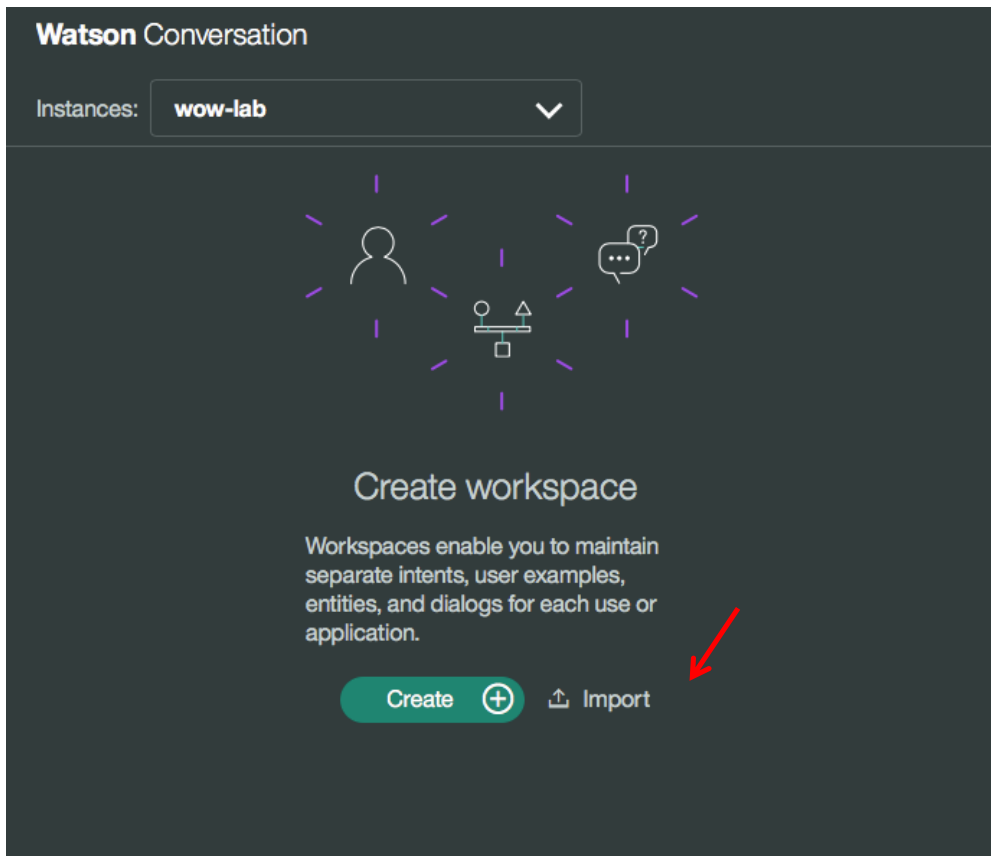
Use Watson Conversation wherever you want to add conversational capability to your apps to engage with end-users on their platforms of choice, such as mobile, web, messaging channels, IoT, and robots.

**How it works**

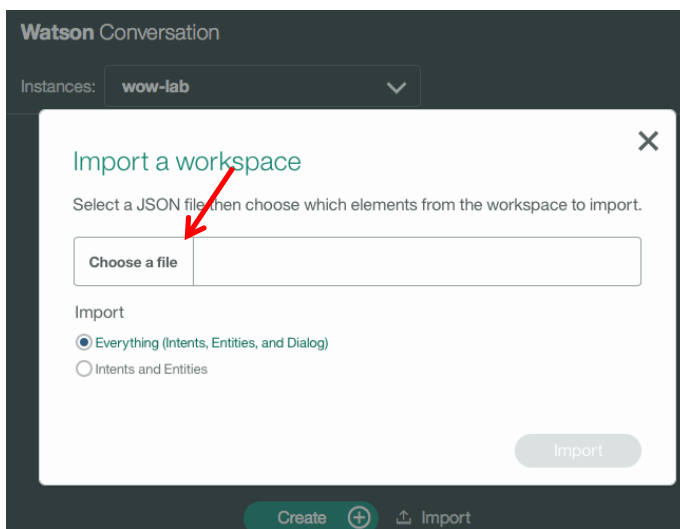
**Example Usage**

Add a chat bot to your website that automatically responds to your customers' most frequently asked questions.

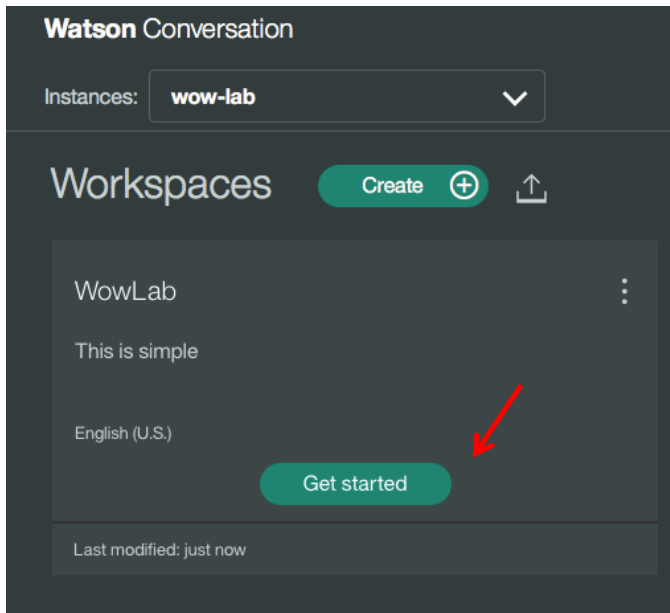
\_\_ Log in with IBM ID



\_\_ Click on \_\_|\_\_ import



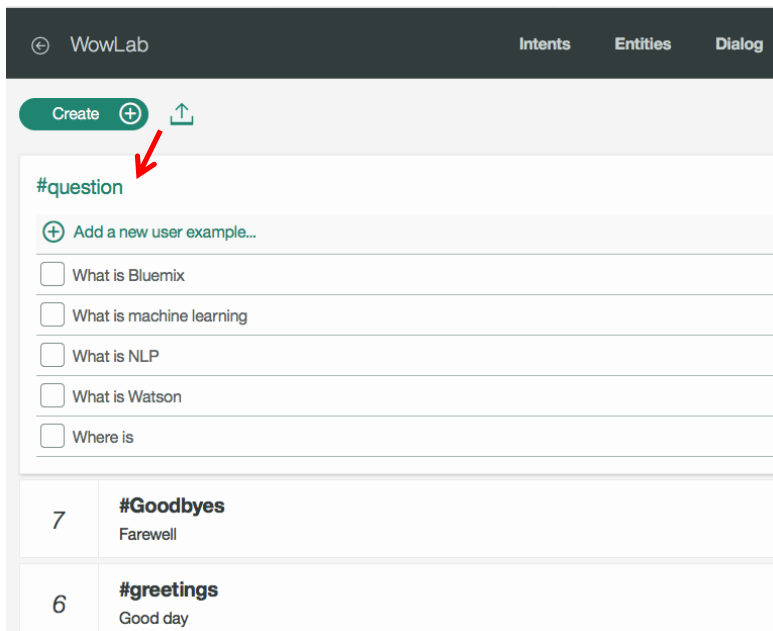
\_\_ Point to your local copy of WoWLabStarter.json file, Import everything



\_\_ Click on [get Started](#)

Review the different Sections: Intents, Entities, Dialog

\_\_ Click on [Intents](#) & Click on [#question](#)



\_\_ Click on [+ Add new user Example](#)

\_\_ Type: what is data science

Press <enter>

WowLab Intents Entities Dialog

Create +

#question

X What is data science

☐ What is Bluemix

☐ What is machine learning

☐ What is NLP

☐ What is Watson

☐ Where is

7 #Goodbyes  
Farewell

6 #greetings  
Good day

\_\_ Click on [Entities](#), click on [@definition](#)

WowLab Intents Entities Dialog

Create +

@conversation  
joke

@definition

+ Add a new value

<input type="checkbox"/> bluemix	bluemix	Watson Developer	Watson Develop...
<input type="checkbox"/> watson	Watson		

\_\_ Click on [+ Add a new value](#)

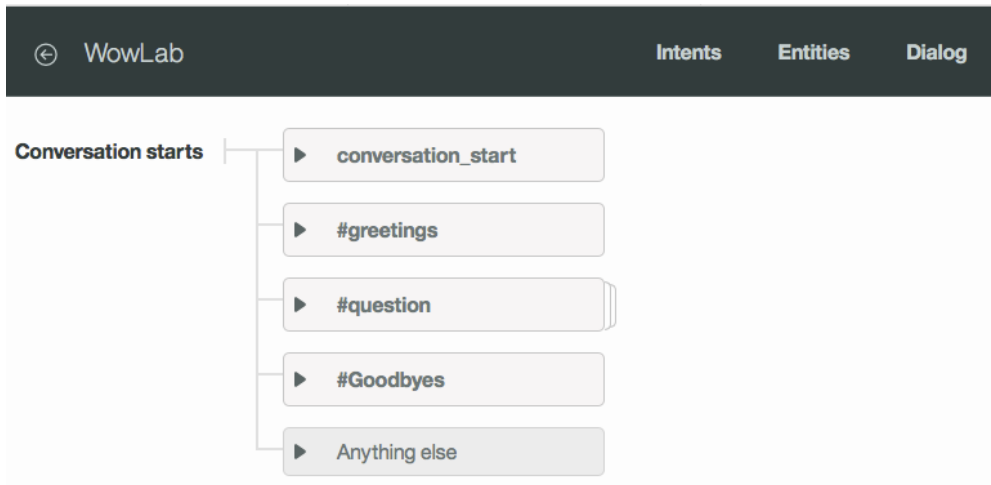
\_\_ Type: NLP

\_\_ Add: nlp, natural language processing in the Add synonyms field (tab over)

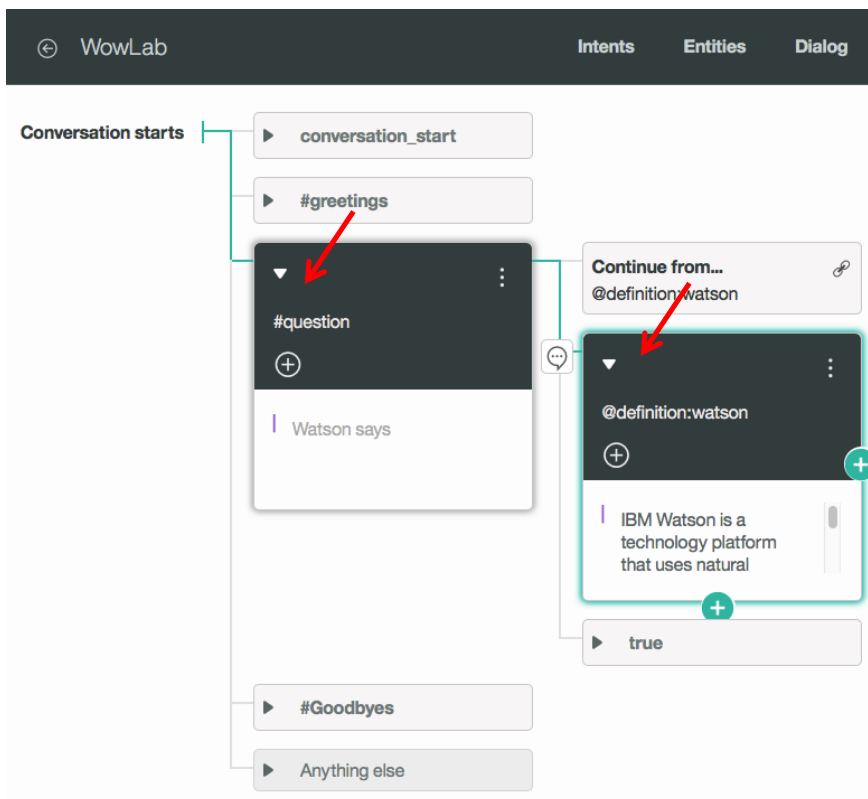
Press <enter>



\_\_ Click on Dialog



\_\_ Expand #question dialog tree, expand @definition:watson

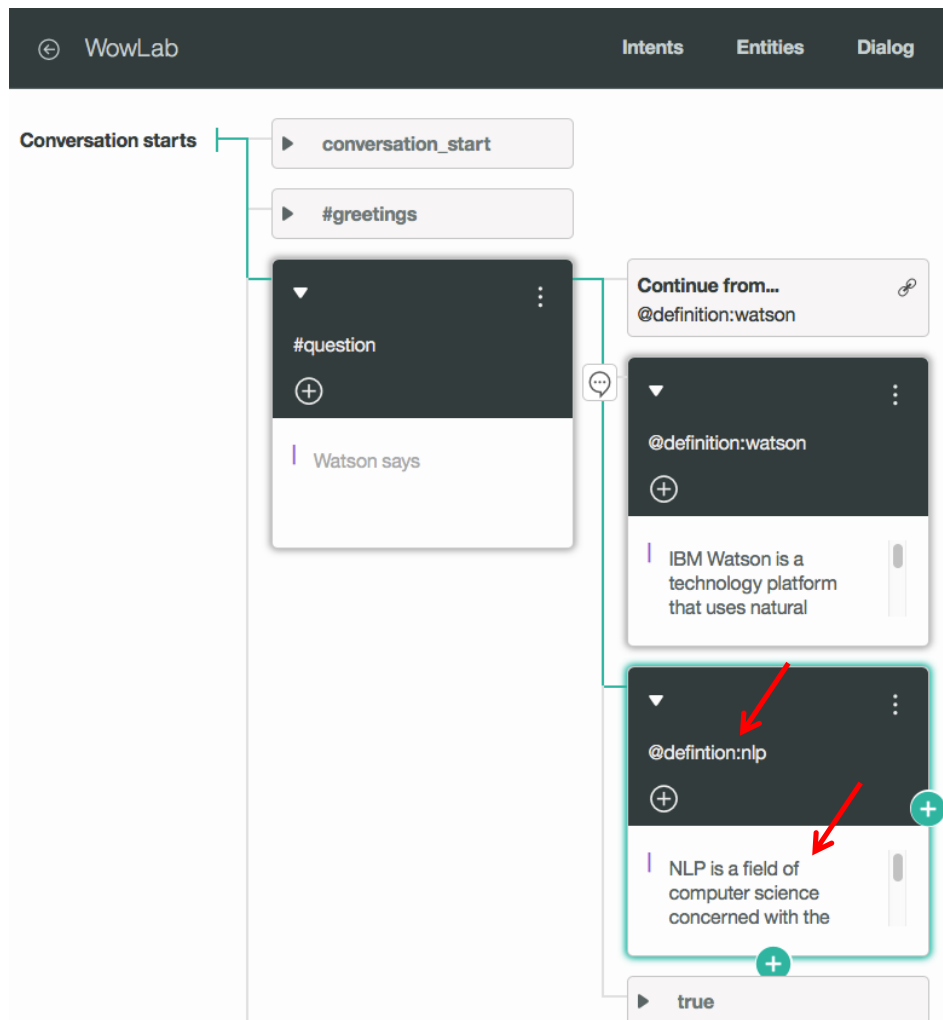


\_\_ Click on the + in the bottom of the @definition:watson title to add a another definition

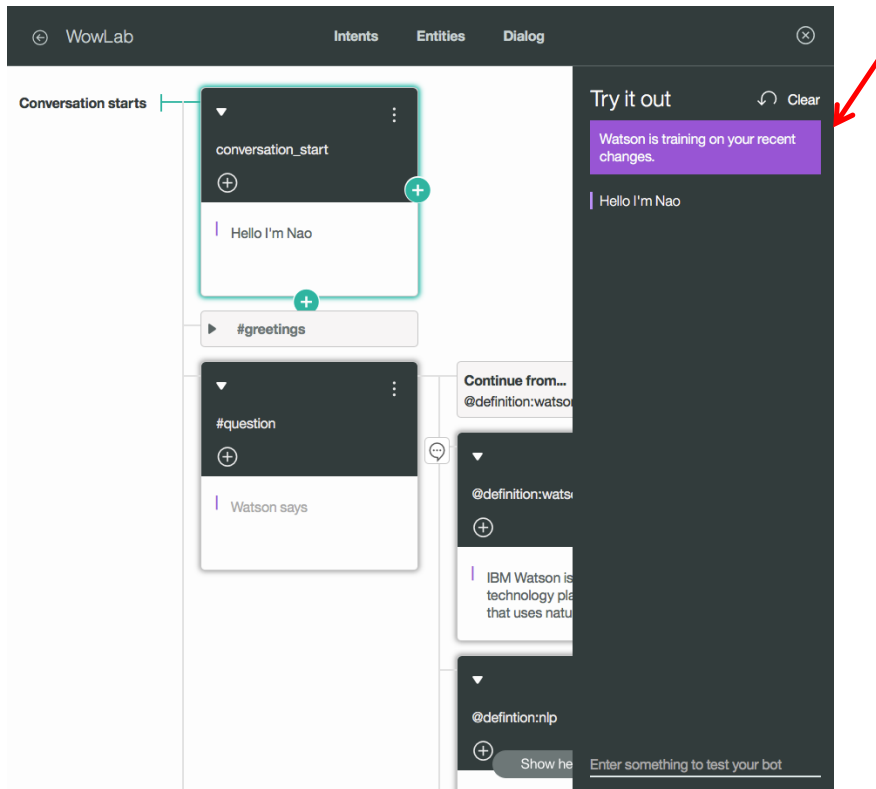
\_\_ In the condition field, type @definition:NLP

\_\_ In the response white area type:

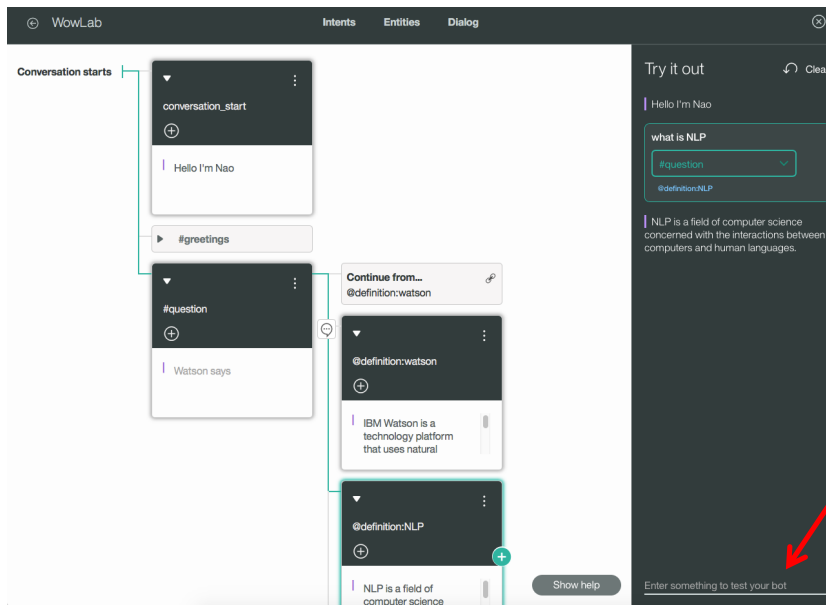
NLP is a field of computer science concerned with the interactions between computers and human languages.



\_\_ Click on the [three ... dots](#) on the upper right corner, wait for your NLC to train



\_\_ Once training is done, type: what is NLP



\_\_ You are done!