IBM Developer Series

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IBM

Build a Chatbot Using Watson Assistant Search Skill

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Get Started Here: ibm.biz/WatsonAssistantSearchSkill

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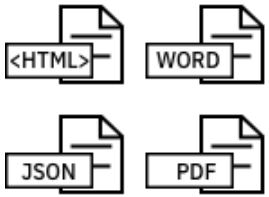
Watson Discovery

Watson Discovery is a cloud native insight engine that combines ingestion, storage, and data enrichment using Natural Language Processing to extract insights from structured and unstructured data using AI powered queries

Discovery Pipeline

Data



Private data

Ingestion

Convert and enrich by leveraging Watson APIs to add NLP meta data to your content, making it easier to explore and discover insights

Clean and normalize through an automated processing of NLP results, improving data quality

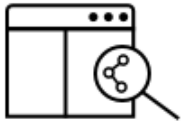
Storage

Normailized data is **indexed into a collection** as part of your **environment** in the cloud

Query

Understand data faster, create better hypotheses and deliver better outcomes

Output



Actionable insights into your application

The Two Sides of an Insight Engine

Document Centric

Reasoning strategies to retrieve a document or passage with the answer...

"What other support cases solved a similar problem?"

"What types of claims does insurance policy XYZ cover?"

"My exhaust is making a rattling sound, how do I troubleshoot?"

Knowledge Centric

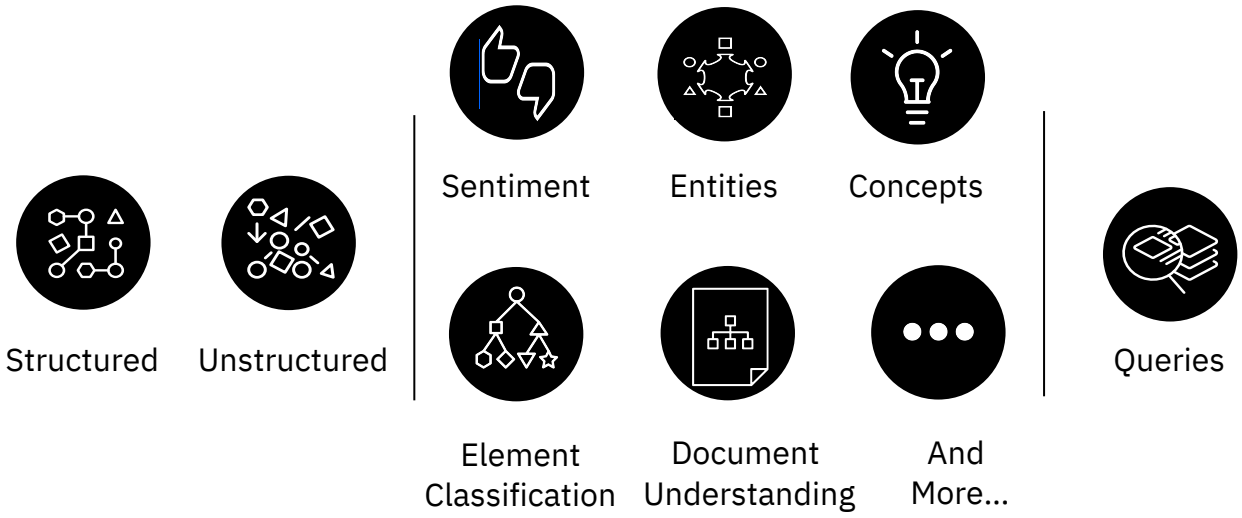
Reasoning over connections of semantic understanding (entities, concepts, etc) leading to insights...

"What are the most popular insurance policies for married couples?"

"What are the most frequent customer complaints about product XYZ?"

"What do customers like about visiting our branch offices?"

From Data To Insights



Smart Document Understanding SDU

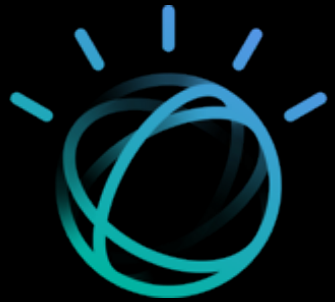
Watson Discovery is a cloud native insight engine that combines ingestion, storage, and data enrichment using Natural Language Processing to extract insights from structured and unstructured data using AI powered queries

What are Chatbots?

A chatbot is a cognitive AI designed to simulate a conversation with a user in natural language through messaging applications, websites, mobile apps or through the telephone.

IBM Watson Assistant

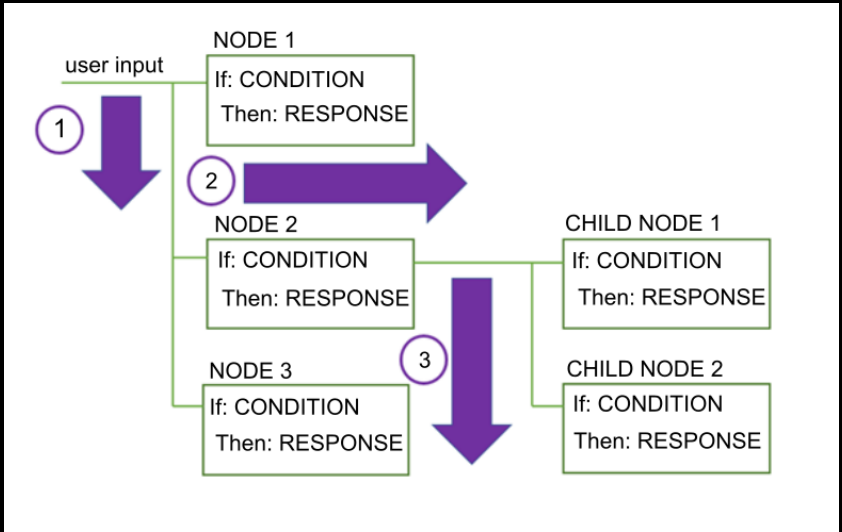
With the **IBM Watson™ Assistant** service, you can build a solution that understands natural-language input and uses machine learning to respond to customers in a way that simulates a conversation between humans.

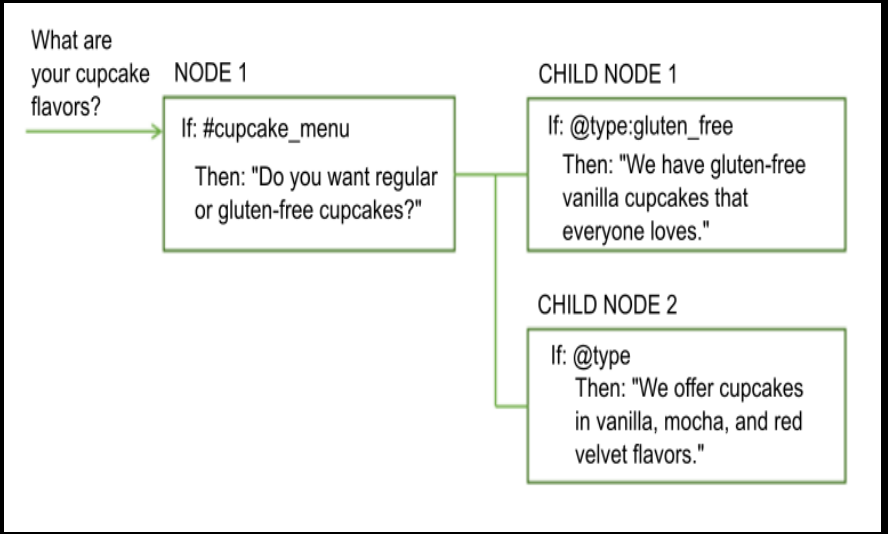


Watson Assistant Main Components

- **Intents**: What the user intends to communicate
- **Entity**: Words & objects that give more context to the user's questions
- **Dialog**: Conversation flow based on the intents & entities detected
- **Slots**: Allow you to collect several pieces of information in one node
- **Context Variables**: Values to define context across nodes
- **Jump**: Skipping to different nodes

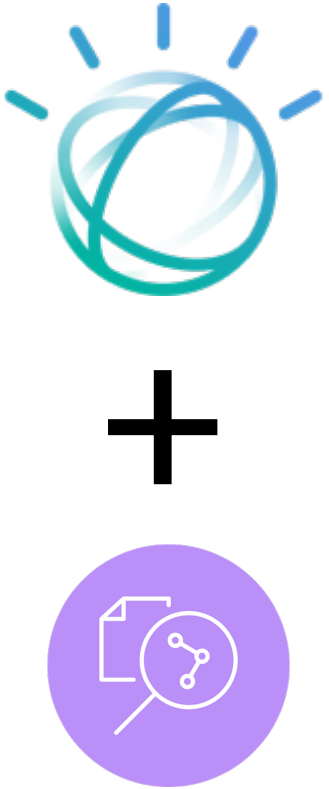
Watson Assistant Example





Search Skill

- Routes complex customer inquiries to the IBM Watson™ Discovery service
- Assistant queries existing company data to see whether any useful information can be found and shared with the customer.



Hands On

- Sign up/Log in to your IBM Cloud Account ibm.biz/WatsonAssistantSearchSkill
- Follow along for the hands-on http://ibm.biz/SS-CodeLab

Useful Links

Learn – develop – connect

Get Started Here (http://ibm.biz/WatsonAssistantSearchSkill)
Hands-On Lab(http://ibm.biz/SS-CodeLab)
IBM Developer (https://developer.ibm.com/)
Meetup (https://www.meetup.com/IBM-Cloud-MEA/)

Thank you.

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Developer Advocate

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