CHATBOT WITH WATSON

**Definition of Chatbots:**

Chatbots are software applications that use natural language processing (NLP) and machine learning to understand and respond to human input in a conversational manner.

**Types of Chatbots:**

• Rule-based Chatbots: These follow predefined rules and patterns to generate responses. They are relatively simple and operate based on a set of predefined instructions.

• AI-powered Chatbots: These are more advanced and employ machine learning algorithms to learn from data and improve their responses over time. They can understand context and handle more complex conversations.

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Watson chatbot is a user-friendly platform that equips non-technical, line-of-business users with everything they need to build personalized, AI chatbots, without writing code.

**Building a Chatbot with IBM Watson**

Creating Intents:

• Intents are the goals or purposes that a user has when interacting with the chatbot. For example, in a customer support chatbot, intents could be "Get account information" or "Report a problem".

• In IBM Watson, you define these intents and provide examples of user queries that correspond to each intent. The system then learns to recognize these intents based on patterns in the provided examples.

Defining Entities:

• Entities are specific pieces of information that the chatbot needs to extract from user messages. For instance, in a booking chatbot, entities could be "destination", "departure date", and "number of travelers".

• You define entities and provide examples of how they appear in user messages. This helps Watson identify and extract relevant information.