

# Conversation Street™

An AI-lluring road trip through the corners of chat with **IBM Watson Assistant**

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# Conversation Basics

# "PERSONAL ASSISTANT"



I CONTROL EVERYONE  
AND EVERYTHING

# Assistant

- Assistant is the workspace container. It has skills that you can use to do things.
- It has integrations with 3rd-party systems, like Fb Messenger or Slack
- You can share it with others through a link.

# Assistants

Build a virtual assistant that understands the unique business needs of your customers, and share it across multiple channels.

Create new

Order a pizza

Skills (1)

Order a pizza

Integrations (1)



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# Skills

- “A *dialog skill* is a container for the artefacts that define the flow of a conversation that your assistant can have with your customers”
- This is where you put your dialogs and all the logical parts

[Home](#)[Skills](#)[Assistants](#)

Instance midas-dev-conversation

[Change](#)

# Skills

Develop powerful, natural language understanding for your Assistants. Leverage detailed analytics to improve conversational flow and customer engagement.

[Create new](#)

## Animal policy 2.0

⋮

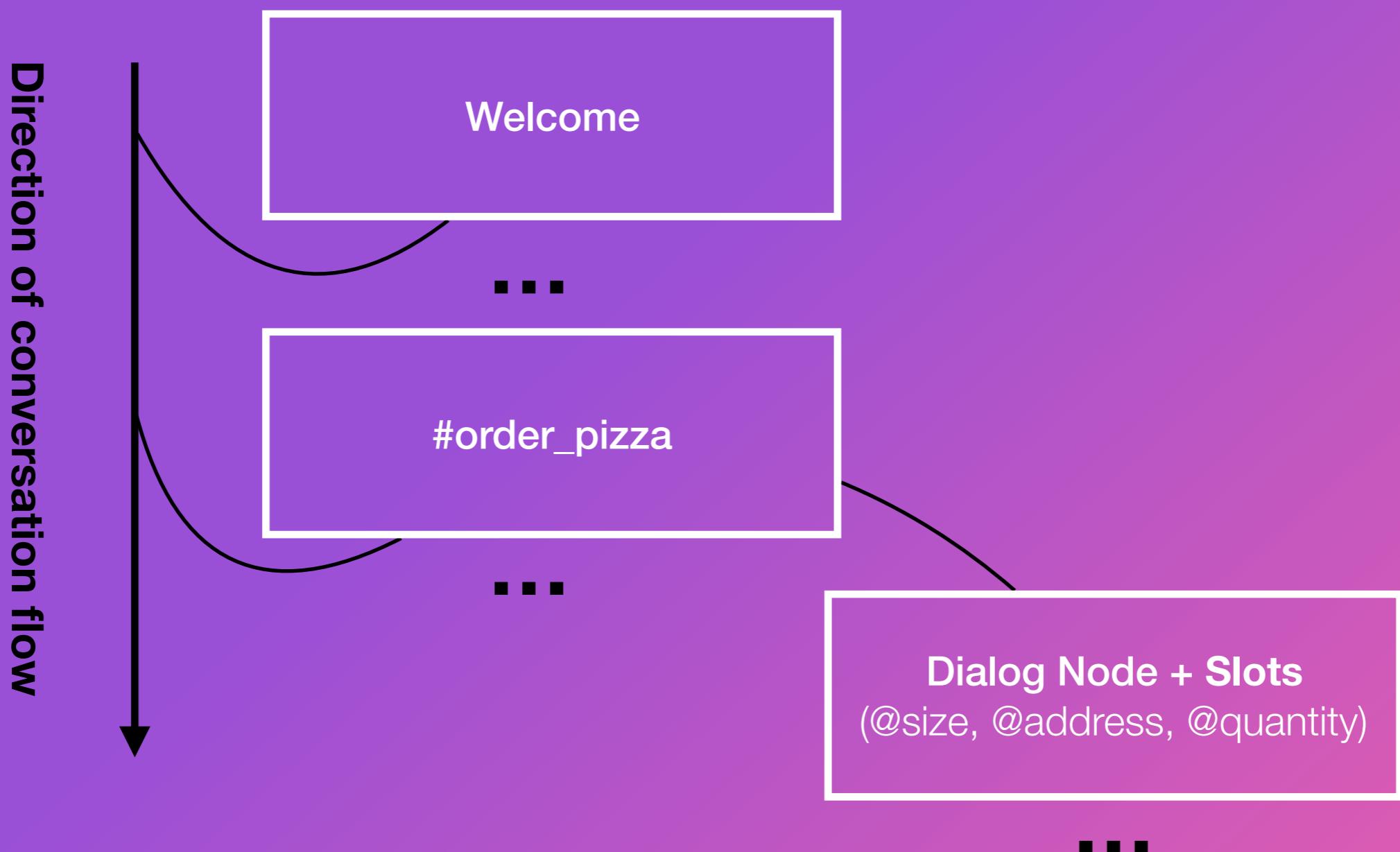
**TYPE:** Dialog – English (US)**CREATED:**

Feb 11 2019, 18:21 +00:00

**UPDATED:**

Feb 11 2019, 18:44 +00:00

# Dialog flow





#Intents

# #Intents

- What do you want to do? - **#Order\_pizza**
- Fundamental building blocks of chatbot conversations
- Options available at the current scope
- System Intents **#Welcome**, **#anything\_else**,  
**#General\_Greetings**, **#General\_Ending**, etc.

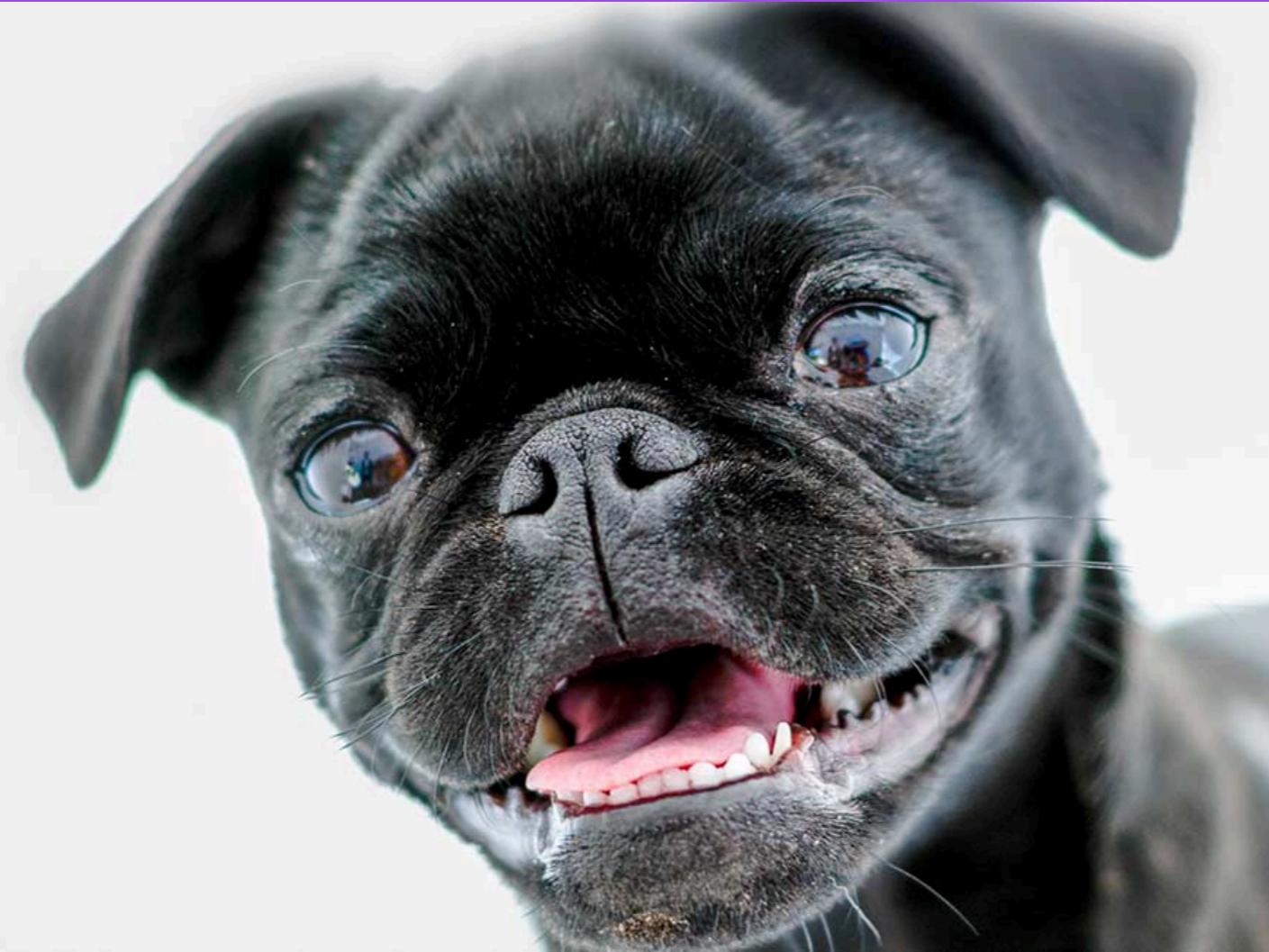
[Add intent](#)[↑](#) [↓](#) [Delete](#) Intent (10) ▼ #General\_About\_You #General\_Agent\_Capabilities #General\_Connect\_to\_Agent #General\_Ending #General\_Greetings #General\_Human\_or\_Bot #General\_Jokes #General\_Negative\_Feedback #General\_Positive\_Feedback #General\_Security\_Assurance

# Content Catalog

- **Pre-trained existing intents.** These intents are trained on common questions that users may ask.
- This is where you can get your **#General\_Greetings, #Store\_locations, #thank-you**, eCommerce questions about payment, billing, jokes, etc.

Get started more quickly by adding existing intents from the content catalog. These intents are trained on common questions that users may ask.

Category	Description	Intents	
Banking	Basic transactions for a banking use case.	13	 Add to skill
Bot Control	Functions that allow navigation within a conversation.	9	 Add to skill
Customer Care	Understand and assist customers with information about themselves and your business.	18	 Add to skill
eCommerce	Payment, billing, and basic management tasks for orders.	14	 Add to skill
General	General conversation topics most users ask.	10	 Add to skill
Insurance	Issues related to insurance policies and claims.	12	 Add to skill
Mortgage	Get access to an entire mortgage AI system--including search integration, speech models, and more--for free: <a href="http://ibm.biz/mortgage">ibm.biz/mortgage</a>	20	 Add to skill
Telco	Questions and issues related to a user's telephony service, device, and plan.	21	 Add to skill
Utilities	Help a user with utility emergencies and their utility service.	10	 Add to skill



@Entities

# @Entities

- **User generated entities**
  - List of favourite animals, multiple choice answers, gender
- **System entities** (i.e. @sys-number)
  - Numbers, dates, currency, location (BETA), person (BETA)



**WHAT IF I TOLD YOU**

**I NEEDED SOME CONTEXT**

[Intents](#)[Entities](#)[Dialog](#)[Version History](#)[Content Catalog](#)[Add node](#)[Add child node](#)[Add folder](#)

... Order a pizza

Welcome

welcome



1 Response / 0 Context set / Does not return

Order a pizza

#order\_pizza



1 Response / 2 Context set / 3 Slots / Does not return

# Dialog flow





# Context

- **Context is important to direct the conversation**
  - Set through user's intents
  - **Context variables** (\$type\_of\_pizza)
    - Can be passed on deep into the conversation

# Slots

- If you need all the information in a single **NODE**.
- Sample restaurant **#reservation**:
  - **number of guests**
  - **what day**
  - **what time**
- Useful system entities:
  - @sys-number, @sys-date, @sys-time

# Node customisation

Customize "#reservation"

---

Slots i on

Enable this to gather the information your bot needs to respond to a user within a single node.

Prompt for everything

Enable this to ask for multiple pieces of information in a single prompt, so your user can provide them all at once and not be prompted for them one at a time.

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Multiple responses i off

Enable multiple responses so that your bot can provide different responses to the same input, based on other conditions.

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[Cancel](#) [Apply](#)

# Slot details

Check for	Save it as	If not present, ask
@sys-date	\$date	What day would you like to come in?
@sys-time	\$time	What time do you want the reservation to be made for?
@sys-number	\$guests	How many people will be dining?

Check for	Save it as	If not present, ask	Type		
1 @sys-date	\$date	What day would you	Required		
2 @sys-time	\$time	What time do you w	Required		
3 @sys-number	\$guests	How many people w	Required		

Add slot

Then respond with:



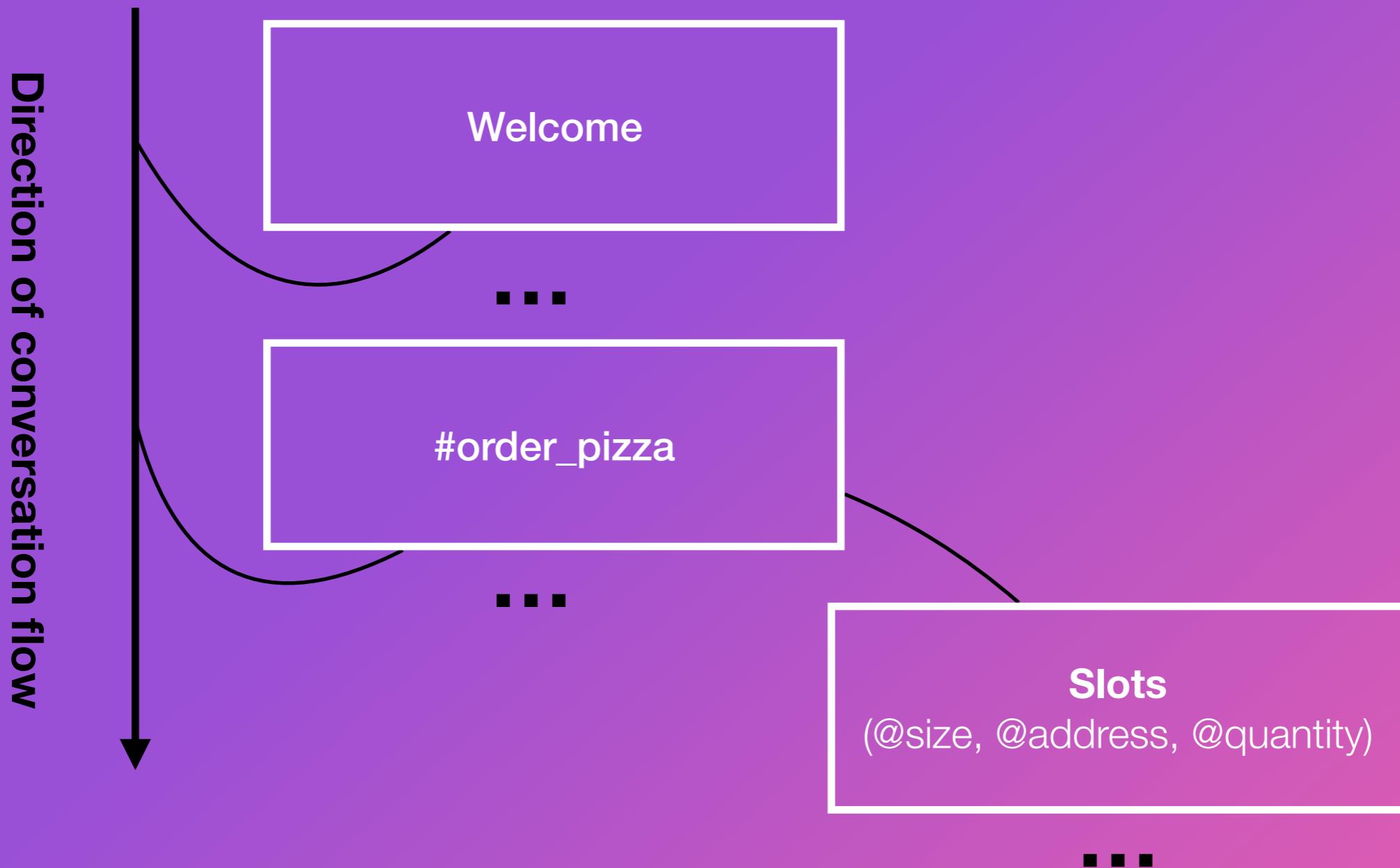
1. OK. I am making you a reservation for \$guests on \$date at \$time.



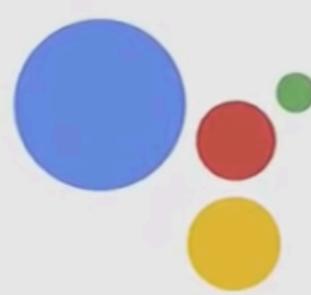
# Let's build something!



# Order a pizza bot



What if we do it in reverse?



*“Hi, I'm calling to book a  
women's haircut for a client.”*

# Demo



# Plug-ins & Integrations

- **Available SDKs for:**  
Android / Java / Node.js / Python / Ruby / .NET /  
OpenWhisk / Salesforce / Swift / Unity
- Facebook Messenger, Slack, etc.

# Useful links

- **Conversation Street demo repo**  
<https://github.com/piotrekkm/t/conversation-street>
- **Official Watson Github (node-sdk)**  
<https://github.com/watson-developer-cloud/node-sdk>
- **Watson Assistant Documentation**  
<https://cloud.ibm.com/docs/services/assistant/getting-started.html#getting-started>
- **Facebook Messenger integration**  
<https://developer.ibm.com/videos/how-to-integrate-watson-assistant-with-facebook-messenger>



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