



Watson Use Cases

- ✓ **Video:** Watson at Work
2 min
- ✓ **Video:** Watson Use Cases
4 min
- ✓ **Reading:** Watson in Use at Bradesco
15 min
- ▶ **Video:** Optional: Watson for Oncology, Clinical Trial Matching, and Genomics
4 min
- ✓ **Reading:** Watson in use at Coca-Cola Company
15 min
- ✓ **Video:** Watson at ADNOC
2 min
- ✓ **Reading:** Watson in use at KONE
15 min
- ✓ **Video:** Watson at LivePerson
3 min
- ✓ **Reading:** Watson in use at Woodside
15 min
- ✓ **Video:** Watson at Hilton
1 min
- ✓ **Reading:** Lesson Summary
10 min

Quiz

Watson in Action: Analyzing documents with Watson Discovery



Lesson Summary

In this lesson, you have learned:

- The industries where Watson AI services are being used are many and varied, including oil & gas, elevator maintenance, healthcare, automotive, and many more.
- There are three broad categories of use case: Conversational assistance, Compliance, and developing AI powered apps in-house.
- ADNOC are using AI to gather and retain knowledge from their experienced workers, and to make it easily accessible to younger workers.
- LivePerson are collaborating with IBM to create LiveEngage, a single platform that integrates AI, chatbots, and human agents.
- Connie is a member of Hilton's concierge team, providing natural language assistance to hotel guests.
- Bradesco, one of Brazil's largest banks, is using AI to improve response time to customer queries.
- Coca-Cola Company are using Watson Services for Core ML to provide their field engineers with a handheld repair assistant for beverage dispensing machines.
- KONE are using IoT sensors in elevators to provide information for an AI system that gives their maintenance team up to the minute information.
- Woodside, Australia's largest oil and gas company is using AI to gather information from their retiring workforce, and make it easily available for their workers.