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Watson Use Cases

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.