

**Data****Vision****Empathy**

Video: Watson Personality Insights
2 min



Video: Watson Tone Analyser
3 min



Reading: Lesson Summary
10 min

Compliance

Video: Watson Compare and Comply
1 min



Reading: Lesson Summary
5 min

Quiz

Practice Quiz: Practice: More Watson AI Services
10 questions



Quiz: Graded: More Watson AI Services
10 questions



Lesson Summary

In this lesson, you have learned:

- Watson Personality Insights predicts personality characteristics, needs and values through written text.
- Watson Personality Insights helps you understand a customer's consumption preferences so you can tailor your social messaging for each client based on their personality, needs and values.
- Watson Tone Analyzer understands emotions and tone in even small amounts of text.
- Watson Tone Analyzer can be used to analyze the tone of online reviews, enhance customer service interactions and improve customer communications with chatbots.

To learn more about Watson empathy services, visit:

- [Watson Personality Insights](#)
- [Watson Tone Analyzer](#)

✓ Complete

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