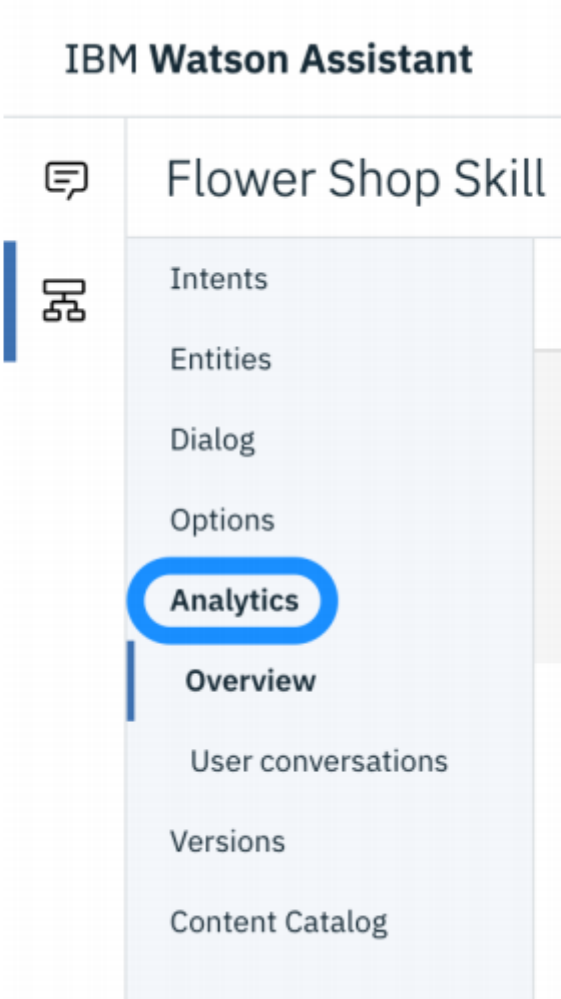**Objective for Exercise:**

- Getting familiar with the Analytics Tab.

Exercise 1: Familiarize yourself with the Analytics tab

While working on your dialog skill, you might have noticed an *Analytics* tab.


If you **click on it** , you'll see a dashboard with statistics and details about how your chatbot is being used.

This is quite useful once you deploy your chatbot in the real world. You want to know how your chatbot is being used, observe the conversation people are having with it (as shown in the image below), and see if there are ways to improve the chatbot accordingly.
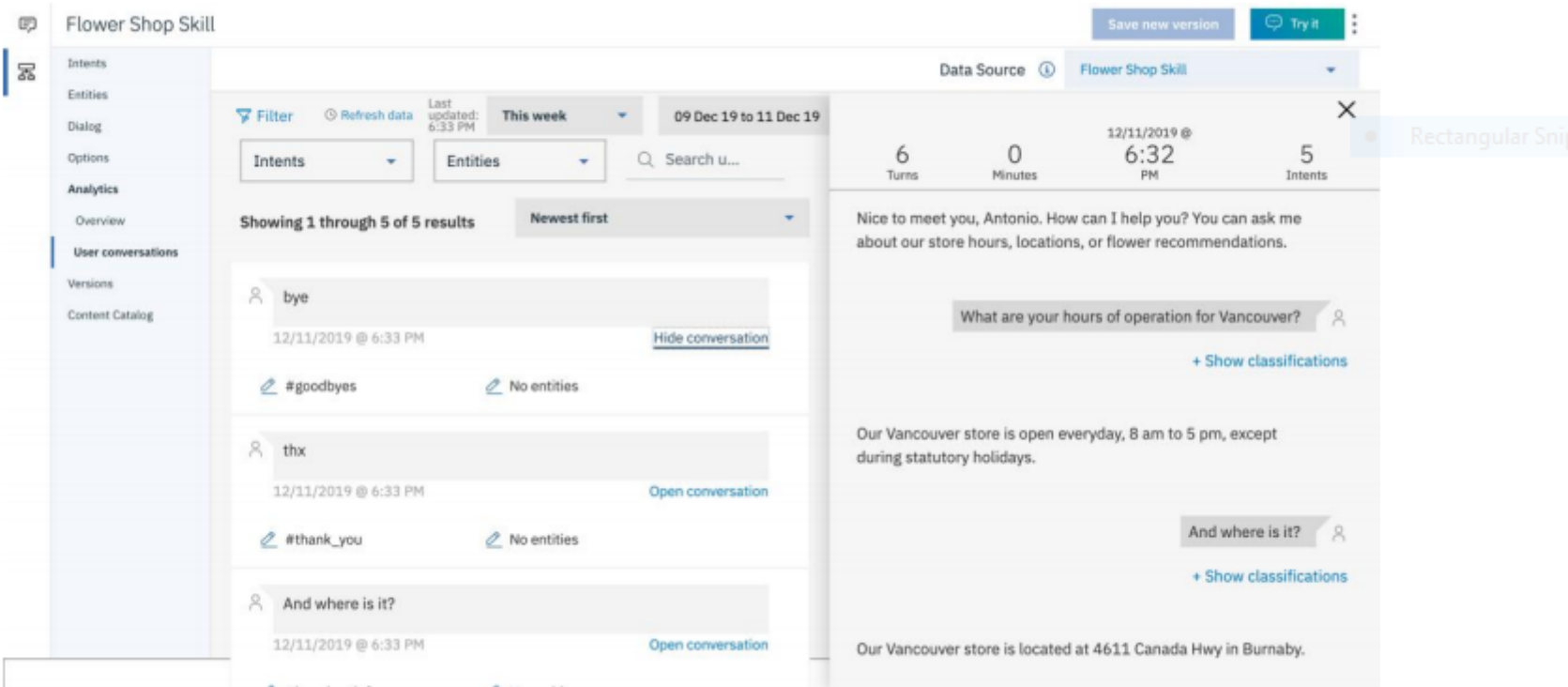
For example, if you find out that a lot of people are asking about something that your chatbot doesn't know how to handle, it might be time to create a new intent and node to handle that scenario and provide helpful responses to the user.

Likewise, if Watson misclassified an intent, it would be good to correct it and you can do so directly from the *Analytics > User conversations* tab.
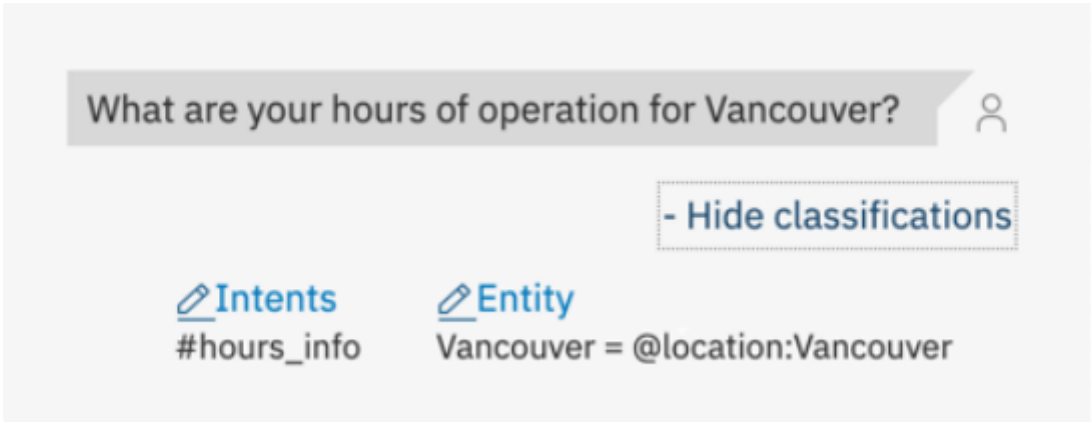
The statistics are also helpful because they tell you what your customers are focusing on. With that knowledge in hand, you can invest more time to refine your chatbot to answer very in- demand questions.

All this feedback can even be useful to refine the product itself at times.

For example, if the users complain to your chatbot that they are unable to find a certain feature, it might be wise to improve the UI to make that feature more obvious or easy to find in the app itself.

It's worth noting that this *Analytics* tab will be empty for you if you haven't had some conversation with the chatbot via the WordPress chat box. The reason for this is that *Try it out* sessions are not included in the *Analytics* tab.

So, go ahead and **chat with your chatbot through the WordPress pop up chat window** , if you haven't done so already. Then spend some time to **familiarize yourself with the *Analytics* capabilities built in Watson Assistant** , by exploring this tab.

Congratulations

Congratulations on completing all the labs within this course! With the knowledge acquired so far, you should be able to build simple but useful chatbots and deploy them on websites powered by WordPress.

Author(s)

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Changelog

Date	Version	Changed by	Change Description
2020-08-27	2.0	Srishti	Migrated Lab to Markdown and added to course repo in GitLab