

Watson Assistant was formerly known as Watson Conversation

Improve your Cognitive Chatbot with IBM Watson Assistant System Entities

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Watson Assistant Service

The [Watson Assistant Service](#) is one of the Watson Services available on the IBM Cloud. It is designed to simplify the creation, development and integration of cognitive user experiences. You can quickly build and deploy chatbots and virtual agents across a variety of channels including mobile devices, messaging platforms and robots. You can read more by clicking on the link above and by using the [creating your first chatbot with the Watson Assistant service](#) tutorial.

There are 3 main components in Watson Assistant:

You can read more about building Intents, Entities and Dialogs in the [Watson Assistant Service documentation](#). Entities are broken up between My Entities and System Entities. This post is going to highlight one powerful aspect, System Entities.

Watson Assistant My Entities

Watson Assistant designers typically use the My Entities to add items they expect the user to enter in the chat session which will help guide the conversation. Below are some examples. In a customer service conversation, this might include entities such as Products and Services. In a healthcare example, entities might be Symptoms, Patient or Insurance. In an automobile, entities might be Wipers, Radio, Headlights, Air Conditioner, Heater. My Entities are items that usually require the designer to think of how those might be entered by the user. You can also learn to extend your Assistant entities with [Watson Natural Language Understanding](#) the [Build your chatbot with Watson Conversation tutorial](#).

Watson Assistant System Entities

System Entities are built in entities that can be used to find common types of entities which can be used to direct the conversation. Here are some examples:

@sys-currency – can translate a monetary amount into different components. If the user enters twenty dollars, it can break that into the value such as 20, the unit such as USD, and the location in the text.

Use Cases

A banking or credit card conversation needing to extract the amount of a disputed item on their statement.

A healthcare claims inquiry conversation looking for a claim in the amount of \$x.xx.

@sys-date and **@sys-time** – extracts mention of common dates and times in the text. If the user enters a specific date or time, that will be extracted. But, even if the user enters "now" or "in 2 hours" or "Monday at 2pm", the date and time can be extracted. Additionally, if the user enters "Monday to Friday", a range of dates and times can be extracted as a start/end date and time.

Use Cases:

A scheduling app allowing customers to schedule an appointment, this will help you figure out what times they are requesting.

A banking or credit card conversation needing to find transactions from a specified date and time.

@sys-location – finds mentions of common geographic locations. If the user enters Boston, Dallas or London, that context will be extracted.

Use Cases:

A weather application allowing users to ask for the current weather in a specific city.

A travel application enabling users to book travel to a specific location.

@sys-person – looks for common names of people and extracts that context. If the user enters "William", "Fred" or "Julia", that can be identified.

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Employee

An appointment application allowing customers to request a specific person for their appointment.

These are the System Entities that I find most useful. For the full documentation on the use of all system entities here - <https://console.bluemix.net/docs/services/conversation/system-entities.html#system-entity-details>.

There are many tutorials to help you get started and to learn how to use the Watson Assistant service. Try adding System Entities when you build your next chatbot and I trust they will help you out and will help you build a more comprehensive conversation.

As a final note, I always want to hear from you. Please comment below or share this post on LinkedIn or Twitter. Whether you agree or not, your opinions are valuable to me and the [IBM WolfPack](#). In fact, let the IBM WolfPack keep you current on all things Analytics, AI, IoT, Blockchain and Cloud: Follow us on [Twitter @IBMWolfPack](#) and [LinkedIn](#) and stay in the know. What is the IBM WolfPack? Meet us [here](#). You can also interact with me on Twitter [@chrisatylor](#).

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