

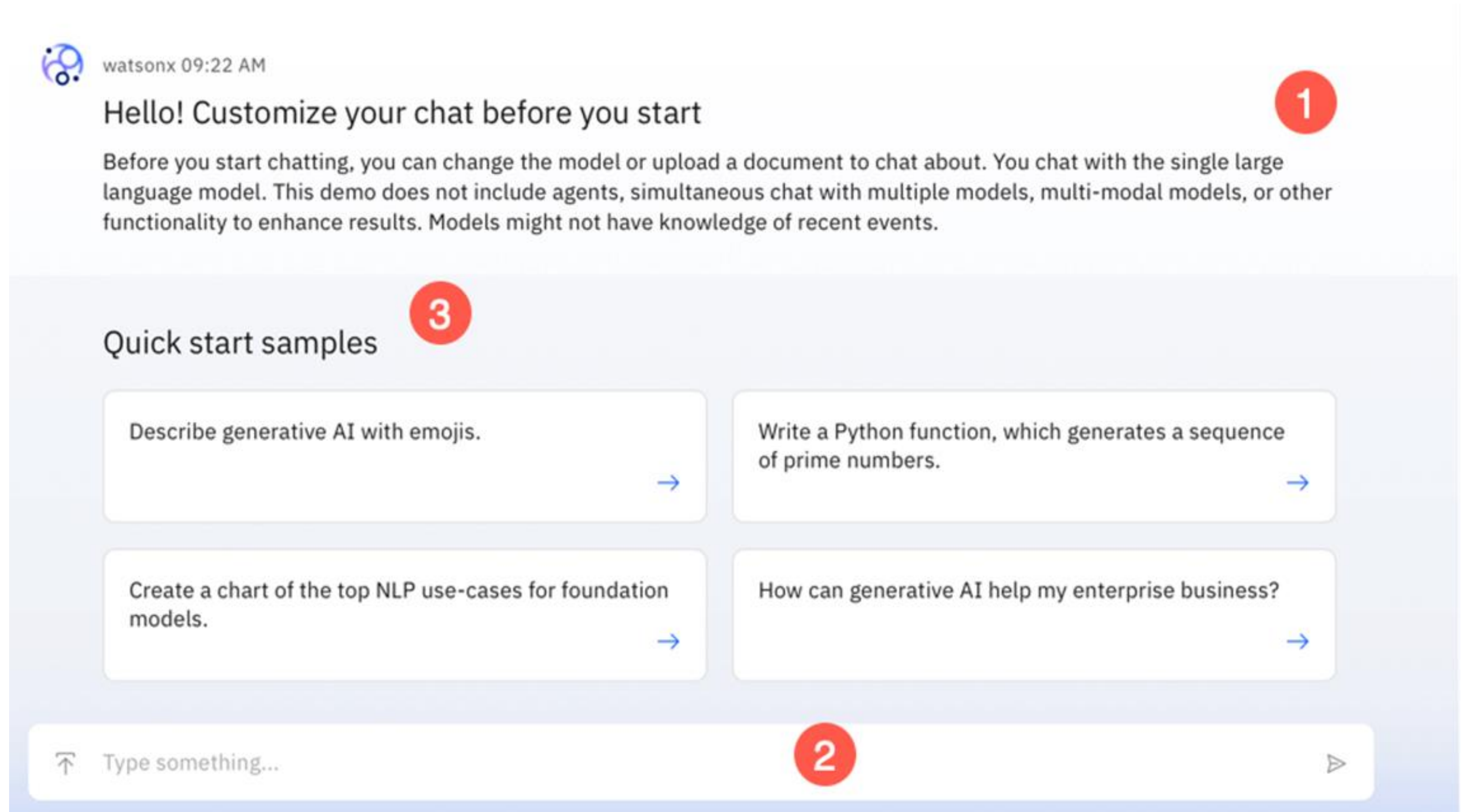
Experience with natural language interface

Agenda

Writing for a conversational interface

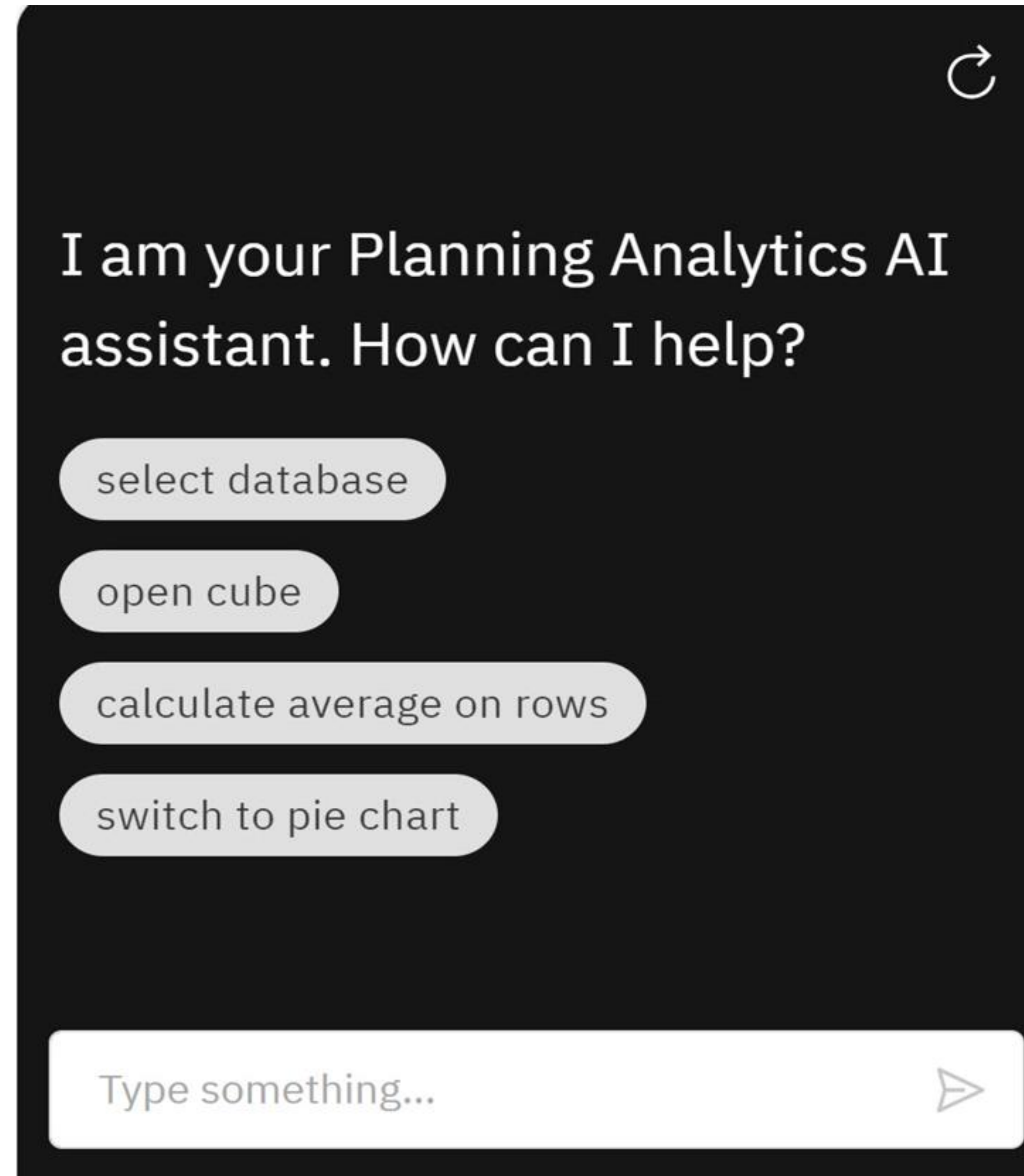
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- 10 Guidance on structuring responses
- 15 Guidance on suggested inputs
- 18 Challenges

Common UI content components



1. Welcome message 2. Input box 3. Quick starters

Common UI content components



AI Explainability

Transparent

Explainable

Responsible AI

AI Explainability

- Overview of how the AI works across all cases or outputs
- Why a decision was made for a particular output or case

AI Explainability

AI

M

AI explained

granite-13b-chat-v2

The Granite model series is a family of IBM-trained, dense decoder-only models, which are particularly well-suited for generative tasks.

Provider
IBM

View details

AI

AI explained

Uses IBM Granite foundation models to provide recommendations, insights, and summaries for your governed business data.

How it works

- **Summarizes.** Can summarize and help explain the identified changes in your metrics.
- **Interprets.** Can analyze and help interpret your input and can match it to your business data (such as column names, measures, or filters).
- **Retrieves.** Can retrieve matched information from your business data to respond to your input.
- **Composes.** Generates a text-based response, visualization, or both based on the matched information.

AI model

[Granite-34B-Code-Instruct](#)

Cookie

AI Explainability

(1) item selected

Assign classificationsAssign business termsAssign data class

Column	Display name	Description
		■ RI Sales in \$ millions.
STATE	■ state	■ RI Name of the state.
TOTAL_EXPENSES	■ total expenses	■ RI Total expenses in \$ millions.
TYPE	■ type	■ RI Type of the transaction.

DetailsGovernance

Display name

■ total expenses

Generative AI was used to generate this content. Confidence score: 88%

95%

■ **RI** total expenses in \$ millions.

Source

/ KQJ04299

Statistics

Distinct values156

Crafting hard-coded responses

Matching data isn't found

Partial success in
retrieving data

Nonsensical / offensive
question

Chatbot doesn't
understand question

Guidance on
structuring responses

Influencing prompts

Styling responses

Guidance on structuring responses

Context when answering an ambiguous question



3:29 PM

What are the top 3 products?



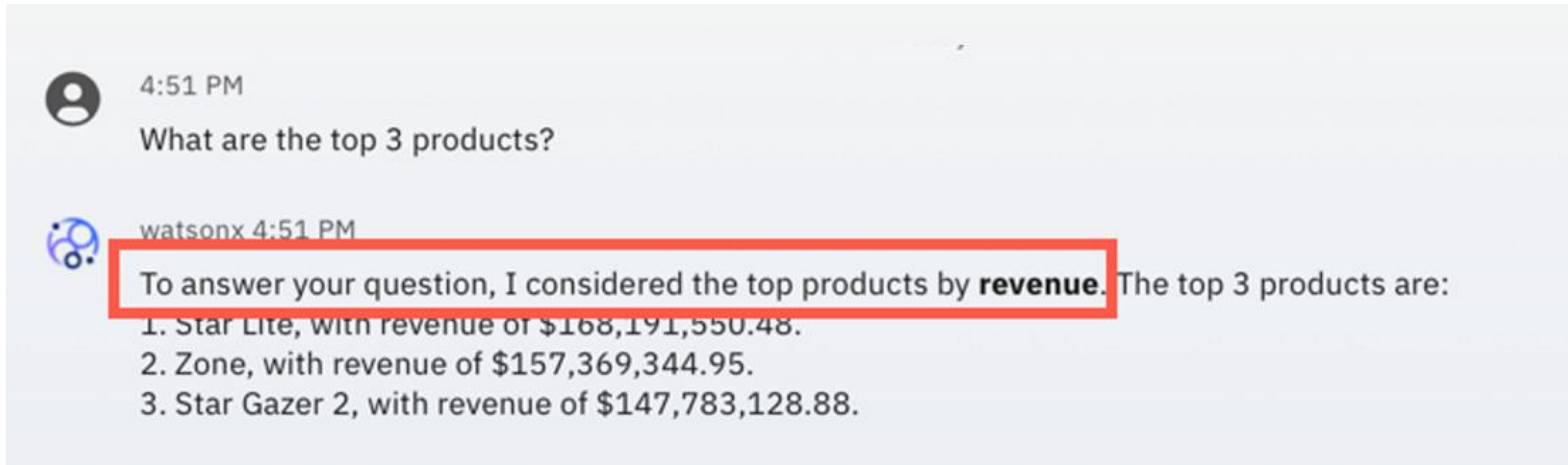
watsonx 3:29 PM

The top 3 products are:

- Sofas with 3,000 units sold
- Side tables with 2,850 units sold
- Area rugs with 2,230 units sold

Guidance on structuring responses

Context when answering an ambiguous question



A screenshot of a chat interface. At the top, a user icon (a grey circle with a white person silhouette) is followed by the time "4:51 PM" and the question "What are the top 3 products?". Below this, a bot icon (a blue circle with three white dots) is followed by the name "watsonx" and the time "4:51 PM". The bot's response is enclosed in a red rectangular box and reads: "To answer your question, I considered the top products by **revenue**. The top 3 products are:". Below the boxed text is a numbered list of three items: "1. Star Lite, with revenue of \$168,191,550.48.", "2. Zone, with revenue of \$157,369,344.95.", and "3. Star Gazer 2, with revenue of \$147,783,128.88.".

4:51 PM

What are the top 3 products?

watsonx 4:51 PM

To answer your question, I considered the top products by **revenue**. The top 3 products are:

1. Star Lite, with revenue of \$168,191,550.48.
2. Zone, with revenue of \$157,369,344.95.
3. Star Gazer 2, with revenue of \$147,783,128.88.

Guidance on structuring responses

Question :

Why did Margin increase in Toledo from January to February 2023?

Answer:

From January to February, Margin decreased by 13%. Margin has key drivers of Color and Product Line. From January to February, Color Green's Margin decreased by 13.1%. From January to February, Product Line Equipment's Margin decreased by 12.3%.

Guidance on structuring responses

Question: Why did Margin increase in Toledo from January to February 2023?

Agreement

Margin tends to be driven by Color and Product Line. **Both**, had higher margins from January to February 2023 which contributed to the overall increased margins of 13%.

From January to February 2023, Color Green's margin increased by 13.1% and Product Line Equipment was higher by 12.3%.

Contradiction

Actually, from January to February in 2023, Margin **decreased** by 13% in Toledo.

Margin tends to be driven by Color and Product Line. **Both**, had lower margins during this period which contributed to the overall decreased margins.

From January to February 2023, Color Green's margin decreased by 13.1% and Product Line Equipment was lower by 12.3%.

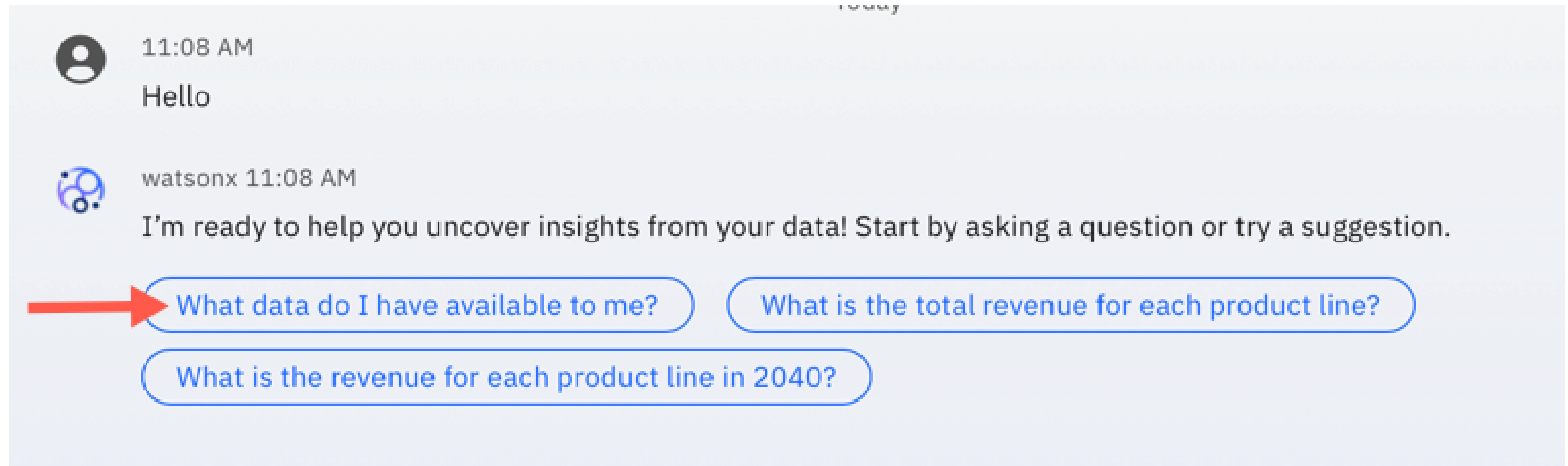
Guidance on
suggested inputs

Data exploration

Navigation

Guidance on suggested inputs

Suggested question for data exploration



The screenshot shows a chat interface with a light blue background. At the top right, the word "Today" is partially visible. On the left, a user icon (a grey circle with a white person silhouette) is next to the text "11:08 AM" and "Hello". Below this, a bot icon (a blue circle with a white Watson logo) is next to the text "watsonx 11:08 AM" and "I'm ready to help you uncover insights from your data! Start by asking a question or try a suggestion." At the bottom, there are three blue rounded rectangular buttons with white text. A red arrow points to the first button, "What data do I have available to me?". The other two buttons are "What is the total revenue for each product line?" and "What is the revenue for each product line in 2040?".

11:08 AM
Hello

watsonx 11:08 AM
I'm ready to help you uncover insights from your data! Start by asking a question or try a suggestion.

What data do I have available to me?

What is the total revenue for each product line?

What is the revenue for each product line in 2040?

Guidance on suggested inputs

Suggested input for navigation



You 12:46

Hello, Luna!

I'm ready to help you uncover insights from your data. Start by asking a question or select one of these suggestions.



[View last conversation](#)

[Sales upholstery for 2023](#)

Challenges

1

Diverse expertise and skill sets working on changing technology

2

Lack of guidance for conversation design

3

Maintaining consistency in terminology

4

Evolving business needs and industry

