

watson^x Discovery

—
Supercharge AI assistants
with [conversational search](#)



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Large language models have created new ways to access knowledge.

The era of **chatbots** is over.

AI assistants are the new, ushering in a **new form factor** for getting work done.

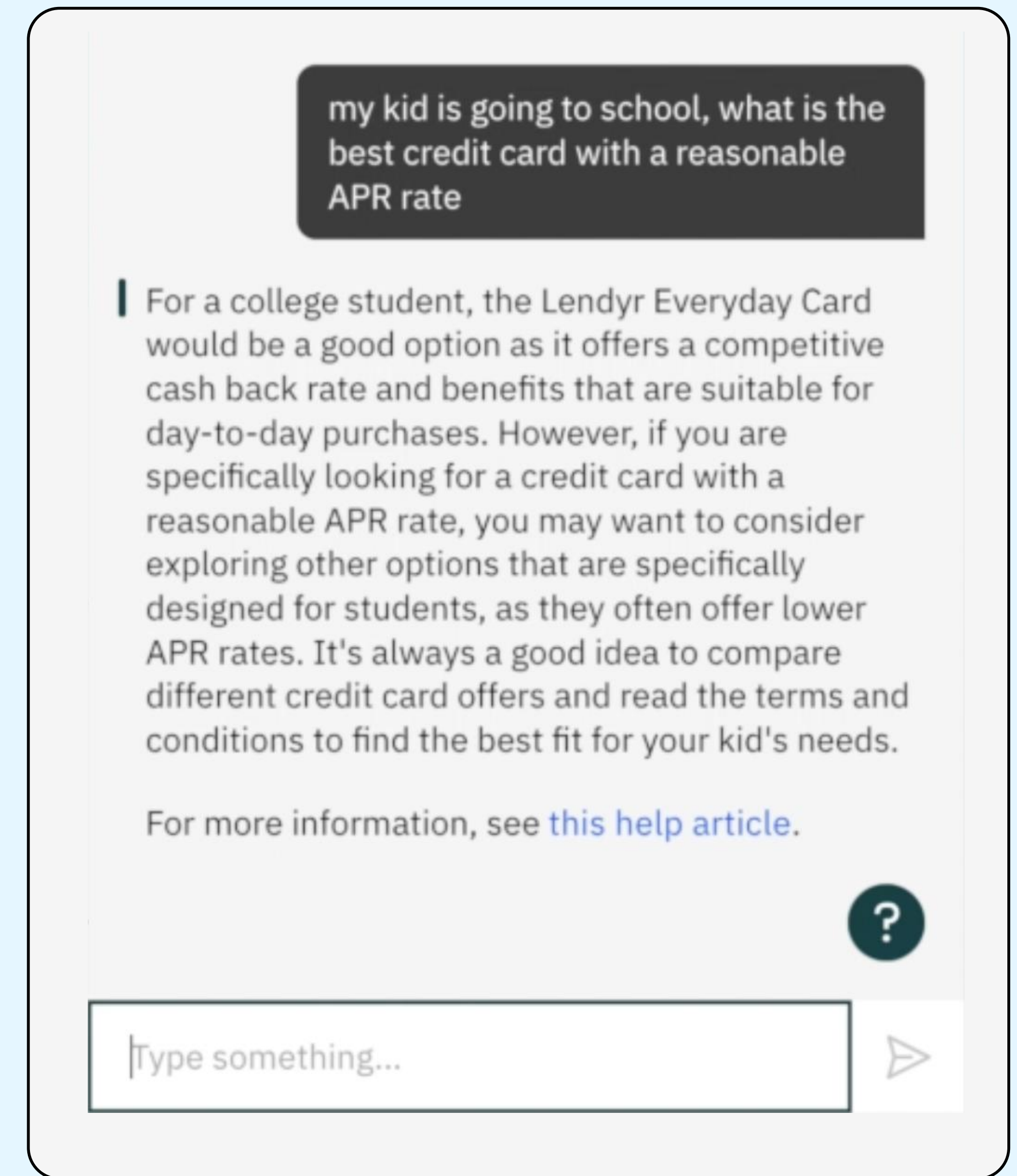
82%

of consumers believe that generative AI will become a central tool for discovering information

40%

of enterprise applications will have embedded conversational AI by 2024

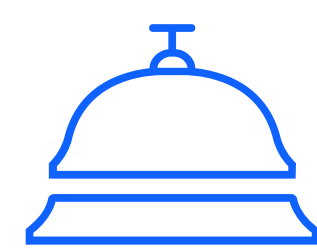
Conversational search powered by generative AI uses natural language dialogue to retrieve information, allowing for intuitive and context-aware responses that mimic human conversation.



You need conversational search to stay competitive

Natural &
personalized
interactions

Intuitive interactions
increase engagement



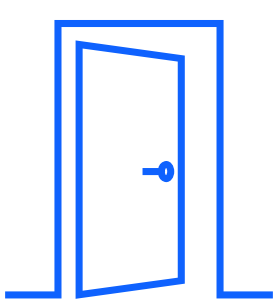
Increased efficiency

Search across applications,
databases, folders &
documents with ease



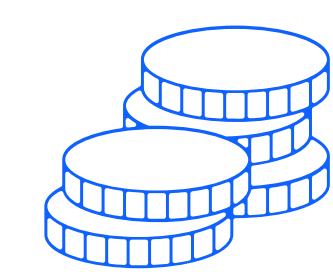
Available 24/7

Around-the-clock,
consistent support



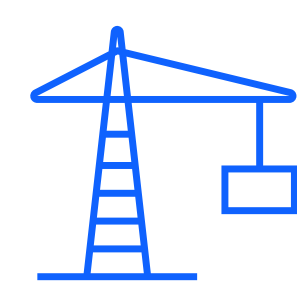
Reduced cost

Reduce cost of interactions
from \$5 to \$0.25



Enterprise scalability

Handle hundreds of queries
simultaneously across entire
corpora of business
documents and databases



Reduced errors

Provide contextual &
consistent responses



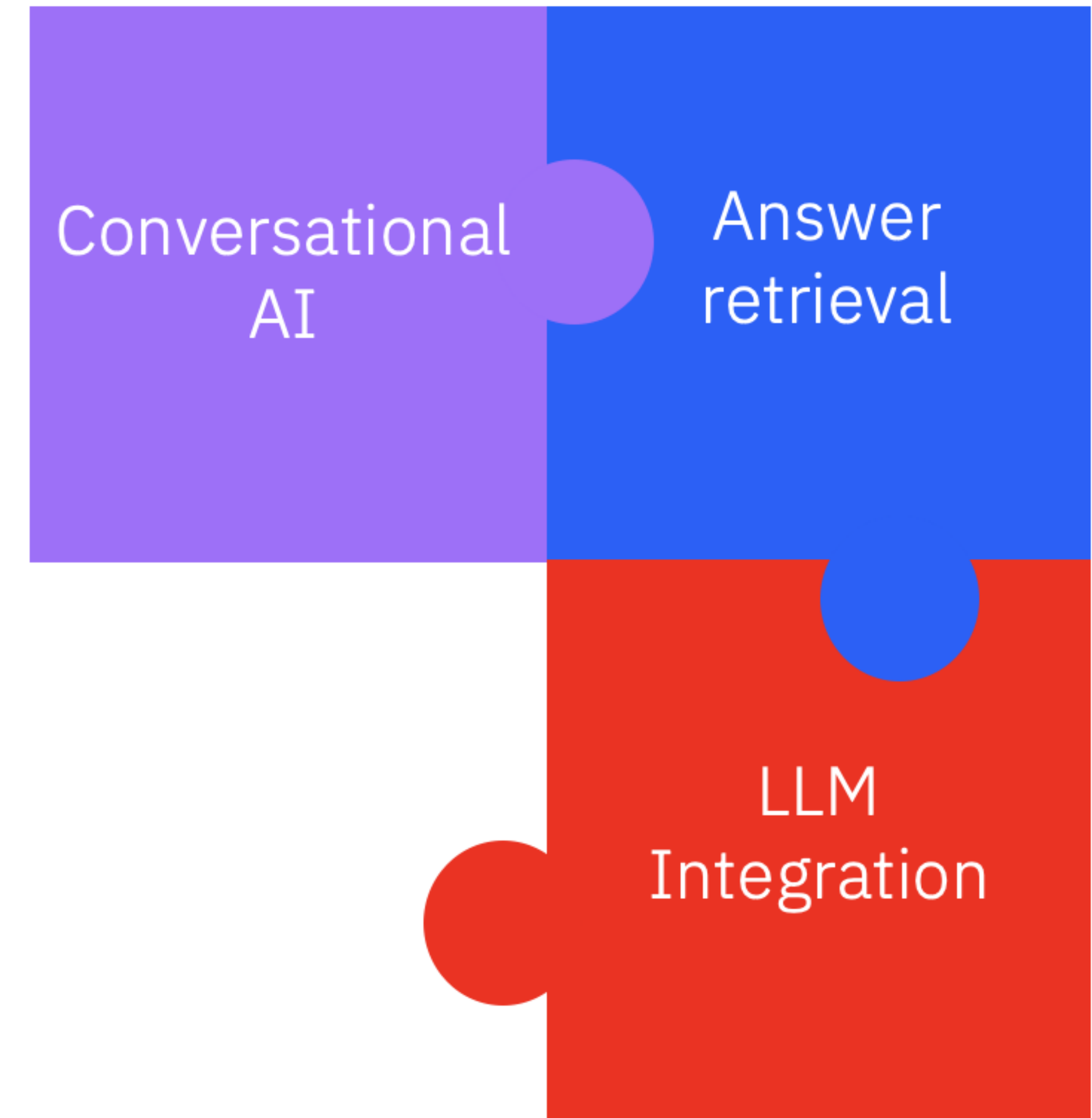
Global reach

Cross language barriers
with automated translation



Elements of a market-leading [conversational search agent](#) solution

- [1 Best conversational AI platform](#)
Go beyond FAQs, guide users through workflows or even transact on their behalf, with the ability to scale across topics and across channels
- [2 Best answer retrieval system](#)
Search engine that performs semantic, federated, and vector search over business-specific content
- [3 Enterprise-ready LLMs](#)
Delivers fit-for-purpose models out-of-the-box



Market leader in Conversational AI, Enterprise Search, and AI-based Text Analytics

Leading Conversational AI vendor
Gartner Conversational AI MQ



Gartner®

Leading Enterprise Search vendor
Gartner Insight Engines MQ



Gartner®

Leading AI-Based Text Analytics Vendor
The Forrester Wave: Platforms Document-Focused



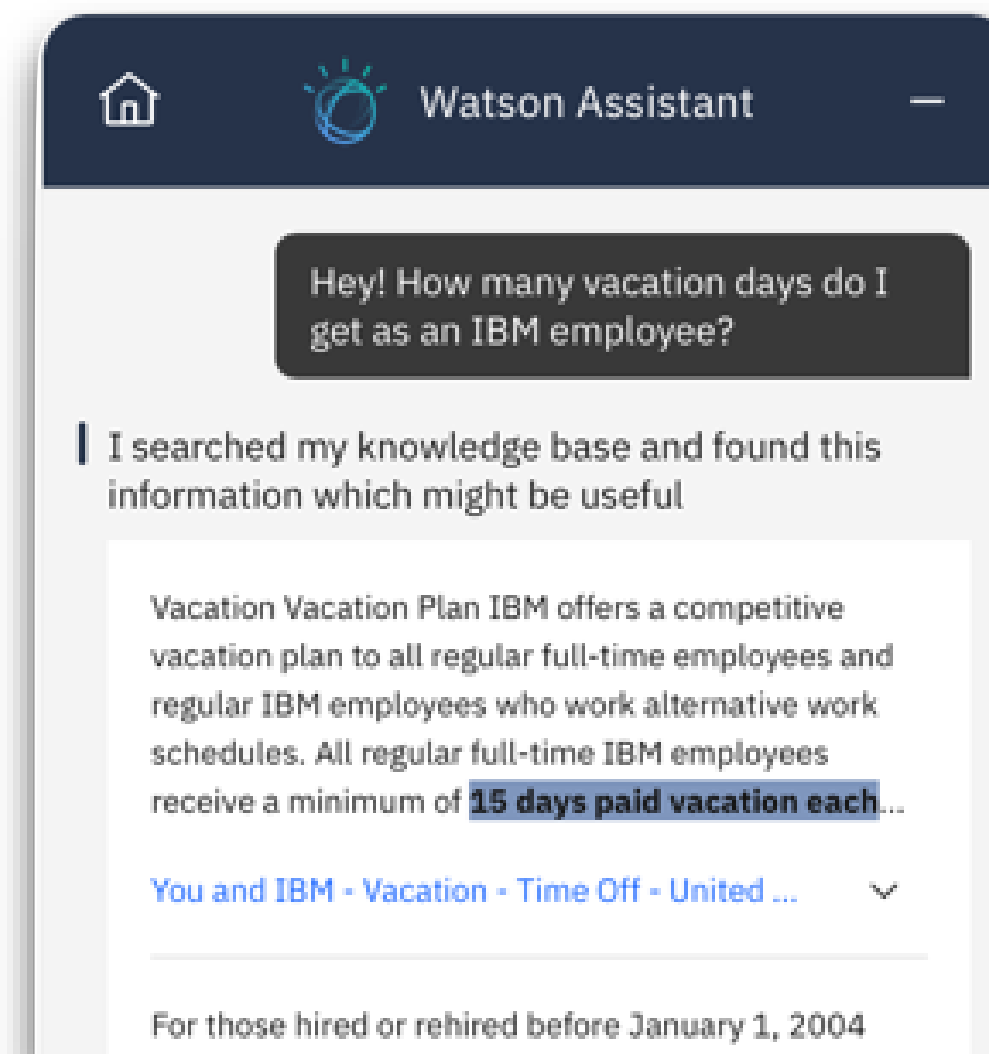
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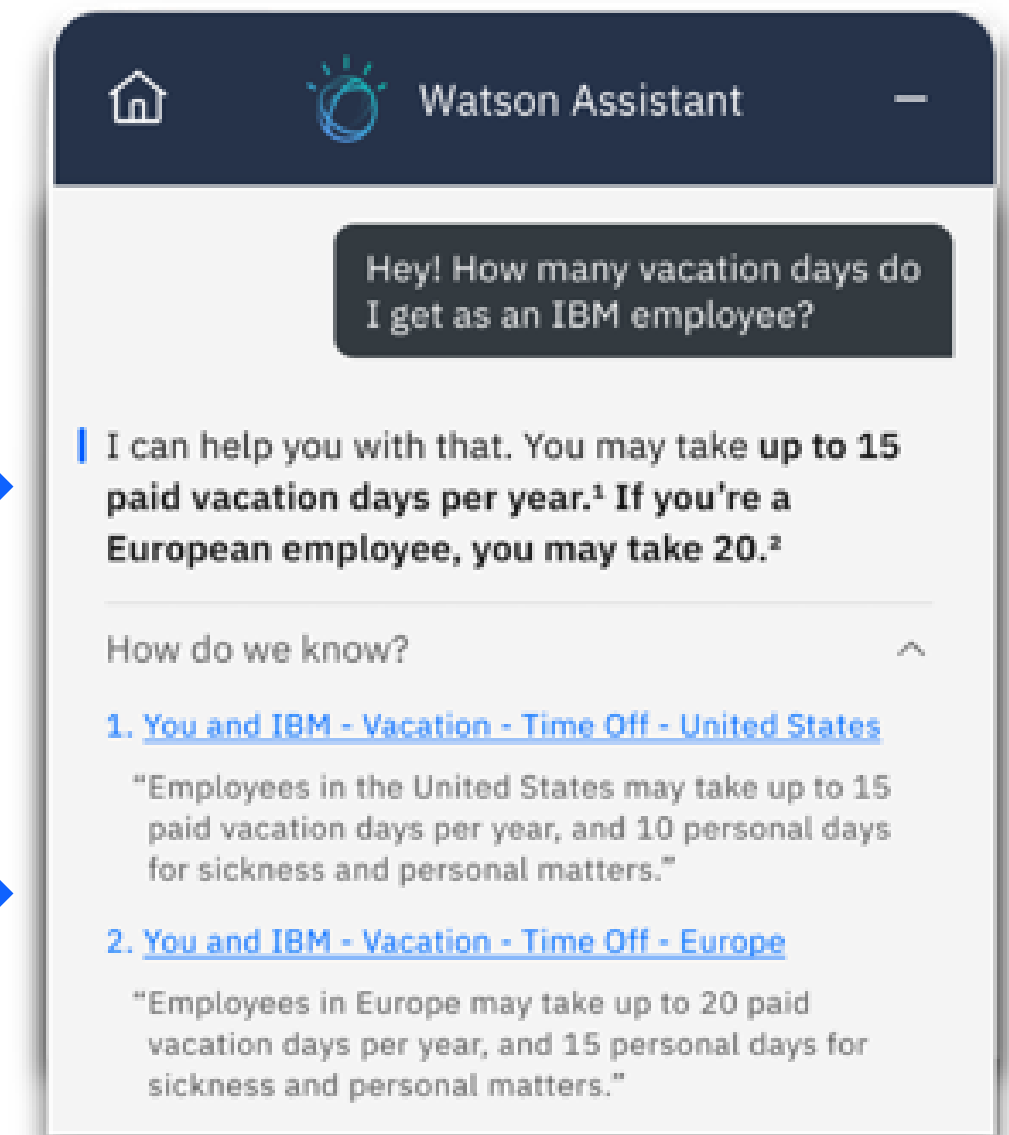
Conversational search expands the topics AI assistants can cover

Connect to content via IBM watsonx Discovery, and leverage watsonx Assistant's conversational enhancements to [generate a trusted contextual response](#) on any topic, based on existing content

Traditional fallback search



Conversational search



watsonx Discovery capabilities

Search relevance engine

Combines ML models, data transformation, data storage (including vectors), and search and retrieval to improve the relevance of results

Encoder

Efficiently use context in natural language queries to improve search results without training

Native and connector clients

Connector catalog now supports integrations to many knowledge and communication systems

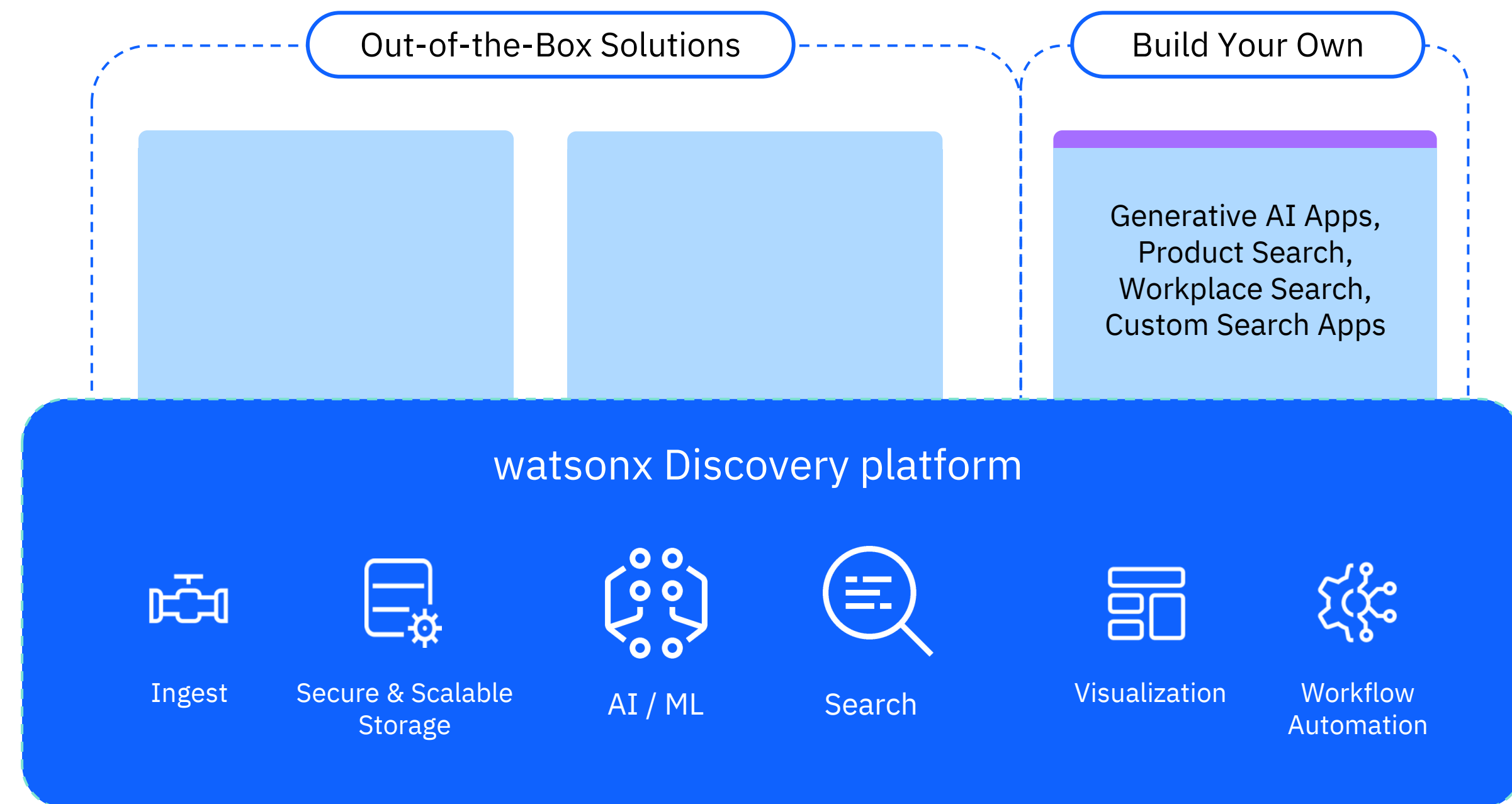
Query Rules

Searching with query rules provides more control over results by promoting documents that match defined criteria at the top of the result list

Synonyms API

Improve search experience with the synonyms API, making it possible to make programmatic updates to synonyms

One platform for
all your search data



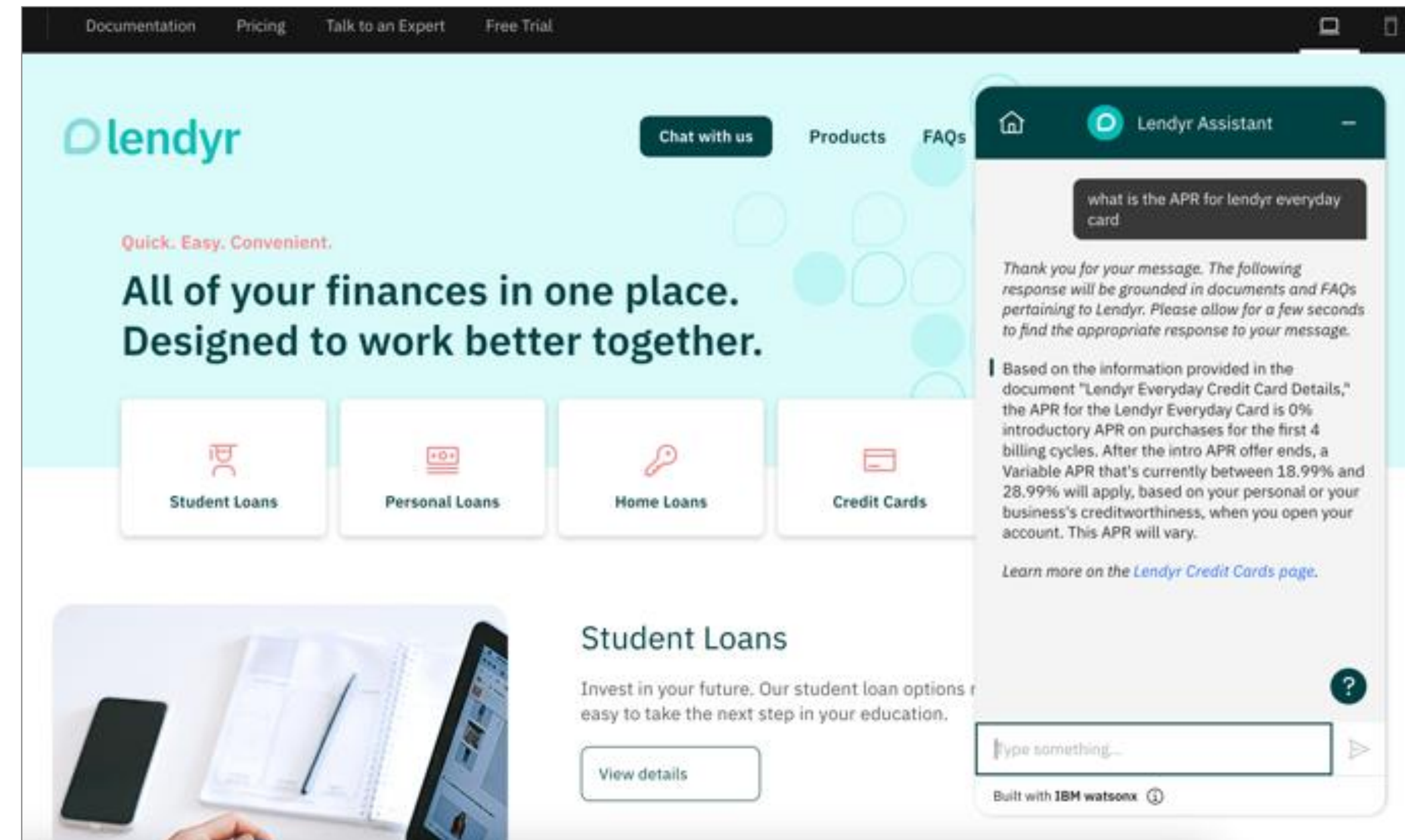
watsonx Discovery overcomes the limitations of generative AI and LLMs

One platform for all your generative AI apps

Challenge	Why?	watsonx Discovery advantage
Using enterprise data with LLMs	To provide LLMs with relevant, business-specific results, data must be represented as vectors.	<ul style="list-style-type: none">• Built-in vector database• Create embeddings directly in its database at scale
Data privacy and security	Need to ensure proprietary training data is secure and private.	<ul style="list-style-type: none">• Control data access with document-level security• Integrate with 3rd party tools for added control
Providing search relevance with AI to LLMs	AI isn't suitable for all use cases. Sometimes, traditional keyword search works better. Companies need hybrid search powered by ML.	<ul style="list-style-type: none">• Best-in-class semantic search• Hybrid search optimizes multiple ranking approaches without tuning• Cost-effective solutions for best relevance.

Trusted conversational search demo

Connect to content via [watsonx Discovery](#) and leverage watsonx Assistant's conversational enhancements to [generate a trusted contextual response](#) based on existing help content



[Conversational search demo](#) →

watsonx Discovery client success story

300 million

documents used in
conversational search

33 million

active users

7.9 billion

queries per month



Work with a partner
you can trust

IBM has 10+ years of
experience in this space

1 billion

messages processed
each month through
watsonx Assistant

10,000

Clients using IBM
assistants right now



Let's create a Pilot ↪

watsonx pilot program

Conversational search with watsonx
Discovery can be up and running in weeks.

Schedule an onsite or virtual briefing and a
demonstration of how conversational search
can improve your business outcomes today.



[Link →](#)



