

Cognitive Conversation
Car Lab
Maintenance Use Case

Watson Expert Cognitive
Architecture
11/14/16

**World of
Watson
2016**



Extend Car Bot to demonstrate advanced WCS capabilities

Capabilities

System Entity

- used to recognize a broad range of values within the input

Context variable

- Store values used across the individual conversation

Regular Expression

- Find patterns within input

Hi. It looks like a nice drive today. What would you like me to do?

I'd like to schedule maintenance

Car Maintenance Use Case

Schedule Maintenance

Precondition: The driver uses the conversation bot to give commands to turn on and off various devices on the vehicle.

Assumption: The drive intends to set an appointment for maintenance on the vehicle.

Steps:

1. Driver enters a text similar to: *"I'd like to schedule maintenance"*
2. The bot understands that an appointment should be set up
3. The bot prompts the driver for the necessary information for the appointment:
 - service date
 - number of miles on the car
 - phone number for a reminder calls

Lab Exercise

This exercise builds on the car demo application. In the car scenario you are driving a cognitive enabled car. You ask in a natural way, the way you speak, for the car to do things for you, such as turn on wipers, play music and so forth.

Extend the car demo with an intent for “requesting maintenance” and then incorporate the dialog/entities necessary to gather the details of that maintenance request