

IBM Watson Assistant

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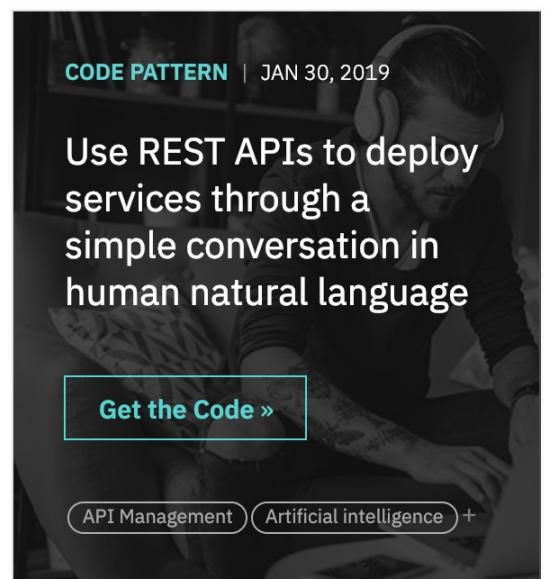
IBM Code Patterns

CODE PATTERN | JAN 30, 2019

Use REST APIs to deploy services through a simple conversation in human natural language

[Get the Code »](#)

(API Management) (Artificial intelligence) +

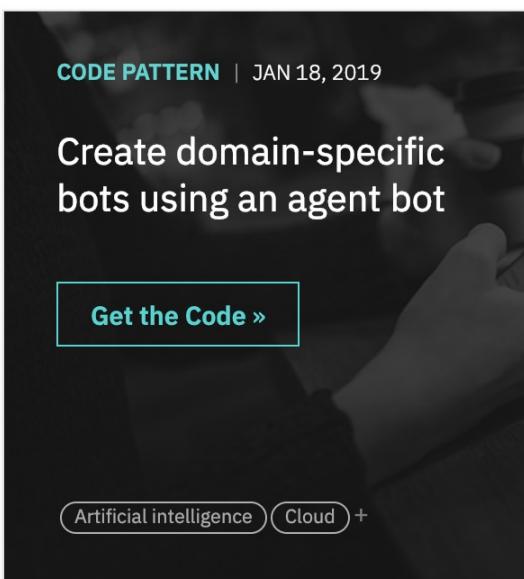


CODE PATTERN | JAN 18, 2019

Create domain-specific bots using an agent bot

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(Artificial intelligence) (Cloud) +



CODE PATTERN | NOV 16, 2018

Build an AR avatar for the iPhone

[Get the Code »](#)

(Artificial intelligence) (Conversation) +

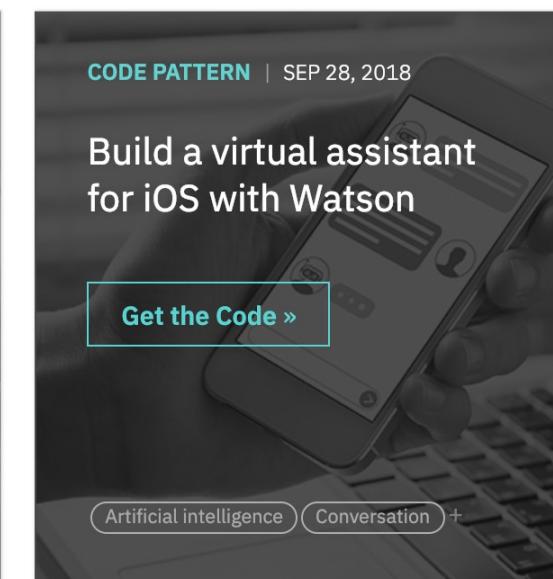


CODE PATTERN | SEP 28, 2018

Build a virtual assistant for iOS with Watson

[Get the Code »](#)

(Artificial intelligence) (Conversation) +

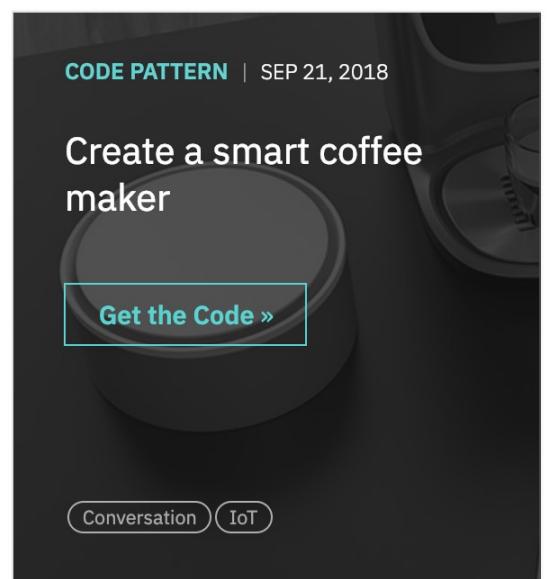


CODE PATTERN | SEP 21, 2018

Create a smart coffee maker

[Get the Code »](#)

(Conversation) (IoT)

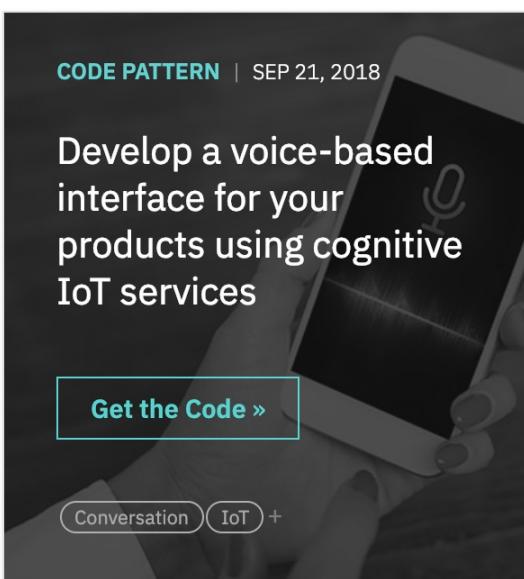


CODE PATTERN | SEP 21, 2018

Develop a voice-based interface for your products using cognitive IoT services

[Get the Code »](#)

(Conversation) (IoT) +

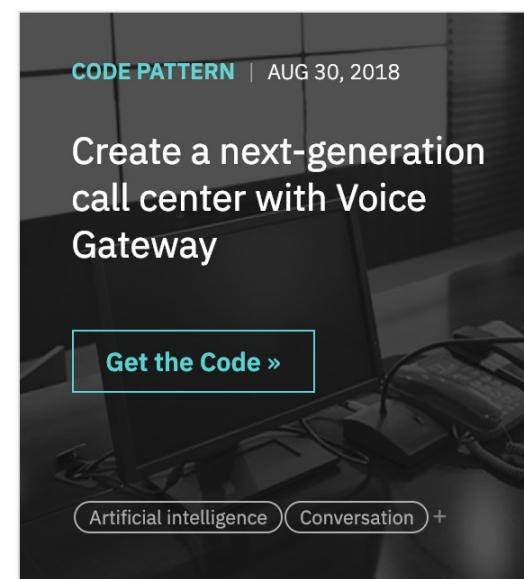


CODE PATTERN | AUG 30, 2018

Create a next-generation call center with Voice Gateway

[Get the Code »](#)

(Artificial intelligence) (Conversation) +

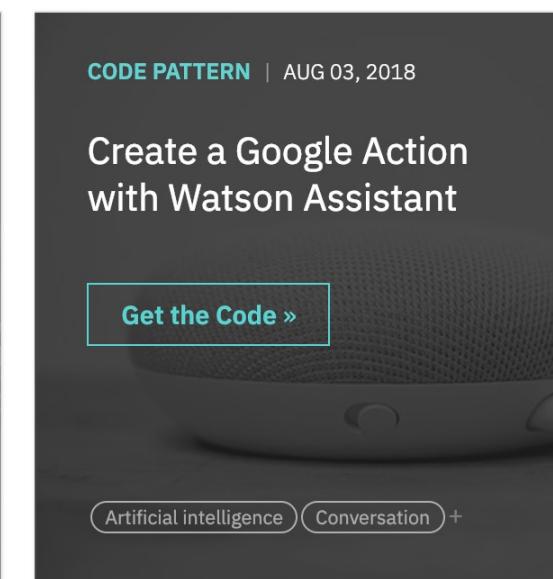


CODE PATTERN | AUG 03, 2018

Create a Google Action with Watson Assistant

[Get the Code »](#)

(Artificial intelligence) (Conversation) +



Intents

Intents					
	Entities	Dialog	Analytics	Version History	Content Catalog
Create intent					<input type="checkbox"/> Show only conflicts
<input type="checkbox"/>	Intent (12) ▾		Description (optional)	Modified ▾	In Conflict
<input type="checkbox"/>	#book_restaurant			15 days ago	5
<input type="checkbox"/>	#days_open		The user is asking what days are you ...	15 days ago	6
<input type="checkbox"/>	#General_About_You		Request generic personal attributes.	15 days ago	20
<input type="checkbox"/>	#General_Agent_Capabilities		Request capabilities of the bot.	15 days ago	30
<input type="checkbox"/>	#General_Connect_to_Agent		Request a human agent.	15 days ago	38
<input type="checkbox"/>	#General_Ending		End the conversation.	15 days ago	37
<input type="checkbox"/>	#General_Greetings		Greet the bot.	15 days ago	27
<input type="checkbox"/>	#General_Human_or_Bot		Ask if speaking to a human or a bot.	15 days ago	12
<input type="checkbox"/>	#General_Jokes		Request a joke.	15 days ago	17
<input type="checkbox"/>	#General_Negative_Feedback		Express unfavorable feedback.	15 days ago	20
<input type="checkbox"/>	#General_Positive_Feedback		Express positive sentiment or gratitu...	15 days ago	19
<input type="checkbox"/>	#General_Security_Assurance		Express concerns about the security ...	15 days ago	26

Catalog

[Skills](#) /

[Try it](#)

Customer Care Sample Skill
Sample simple customer service skill to get you started.

[Save new version](#) [⋮](#)

Intents Entities Dialog Analytics Version History **Content Catalog**

Get started more quickly by adding existing intents from the content catalog. These intents are trained on common questions that users may ask.

Category	Description (optional)	Intents	
Banking	Basic transactions for a banking use case.	13	+ Add to skill
Bot Control	Functions that allow navigation within a conversation.	9	+ Add to skill
Customer Care	Understand and assist customers with information about themselves and your business.	18	+ Add to skill
eCommerce	Payment, billing, and basic management tasks for orders.	14	+ Add to skill
General	General conversation topics most users ask.	10	+ Add to skill
Insurance	Issues related to insurance policies and claims.	12	+ Add to skill
Mortgage	Get access to an entire mortgage AI system--including search integration, speech models, and more--for free: ibm.biz/mortgage	20	+ Add to skill
Telco	Questions and issues related to a user's telephony service, device, and plan.	21	+ Add to skill
Utilities	Help a user with utility emergencies and their utility service.	10	+ Add to skill

Entities

Skills /

Customer Care Sample Skill
Sample simple customer service skill to get you started.

Save new version 

Intents Entities Dialog Analytics Version History Content Catalog

My entities System entities

Create entity   

<input type="checkbox"/> Entity (6) ▾	Values	Modified ▾
<input type="checkbox"/> @holiday	christmas eve, labor day, independence day, halloween, christmas, thanksgiv...	a few seconds ago
<input type="checkbox"/> @landmark	grand central, times square, empire state building	a few seconds ago
<input type="checkbox"/> @phone	US Phone pattern	a few seconds ago
<input type="checkbox"/> @reply	no, yes	a few seconds ago
<input type="checkbox"/> @specialist	Brenda, Derrik, Maria, Robert, Nicholas, Barbara	a few seconds ago
<input type="checkbox"/> @zip_code	US Zip	a few seconds ago

System Entities

Skills /

Customer Care Sample Skill
Sample simple customer service skill to get you started.

Try it Save new version :

Intents Entities Dialog Analytics Version History Content Catalog

My entities System entities

These are common entities created by IBM that could be used across any use case. They are ready to use as soon as you add them. *System entities cannot be edited. [Learn more](#)

Name (7) ▾	Description	Status
> @sys-currency	Extracts currency values from user examples including the amount and the unit. (20 cents)	<input type="checkbox"/> Off
> @sys-date	Extracts date mentions (Friday)	<input checked="" type="checkbox"/> On
> @sys-location BETA	The @sys-location system entity extracts place names (country, state/province, city, town, etc.) from the user's input. (Boston)	<input checked="" type="checkbox"/> On
> @sys-number	Extracts numbers mentioned from user examples as digits or written as numbers. (21)	<input checked="" type="checkbox"/> On
> @sys-percentage	Extracts amounts from user examples including the number and the % sign. (15%)	<input type="checkbox"/> Off
> @sys-person BETA	The @sys-person system entity extracts names from the user's input. (Anna)	<input checked="" type="checkbox"/> On
> @sys-time	Extracts time mentions (at 10)	<input checked="" type="checkbox"/> On

Dialog

[Skills](#) /

Customer Care Sample Skill

Sample simple customer service skill to get you started.

Intents Entities **Dialog** Analytics Version History Content Catalog

Opening

welcome



1 Response / 1 Context set / Does not return

Hours of Operation

#Customer_Care_Store_Hours



5 Responses / 0 Context set / Returns

Directions and location

#Customer_Care_Store_Location



3 Responses / 0 Context set / Skip user input

Make an appointment

#Customer_Care_Appointments



3 Responses / 7 Context set / 5 Slots / Does not return

Transfer to agent

#General_Connect_to_Agent



1 Response / 0 Context set / Does not return

Small Talk



3 Dialog nodes / No digressions

Deploy

Add Integration

Select a deployment method that is managed for you and can be configured within the tool or learn about other ways to deploy the assistant.

Managed integrations



Facebook Messenger

Make the assistant available to customers through Facebook Messenger on the web or on native mobile clients.



Preview Link

Embed the assistant in a chat widget hosted on an IBM-branded web page that your team can use for testing.



Slack

Make the assistant available to customers by adding it to a Slack app as a bot user.

Other integrations

[Custom application](#) ▾

[Voice Agent \(Telephony\)](#) ▾

[WordPress plug-in](#) ▾

Where to go from here ...

- Advance features
 - Slots - capture information
 - Digressions - handle off topic questions
 - Handlers - handle interruptions in your dialog
- Call out to a service
 - Watson Assistant can call out to IBM Cloud Functions
- Add code to your bot
 - Watson Assistant Expression Language



Demo

Thank you

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> upkar.dev