



# BMC Helix Chatbot 20.x: Fundamentals Developing Conversations with IBM Watson Assistant

## COURSE ABSTRACT

### COURSE CODE

» SPPT-HXBM-2002

### APPLICABLE VERSIONS

» Not applicable

### DELIVERY METHOD

» Instructor-led Training (ILT)

### COURSE DURATION

» 1 Day

### PREREQUISITES

» BMC Helix Chatbot 20.x: Fundamentals Administering

### RECOMMENDED TRAININGS

None

## Course Overview

IBM Watson Assistant is an artificial intelligence (AI) assistant for business. It is the industry-leading enterprise AI technology enabling business users and developers to collaborate and build conversational AI solutions. It's highly flexible, deploying in small, focused solutions or can easily scale to enterprise deployments supporting millions of conversations. IBM Watson Assistance is the chat component behind BMC Helix Chatbot.

This course provides the fundamental concepts behind IBM Watson Assistant and through a guided hands-on lab approach, provides a deep five into each of the components withing Watson Assistant. This can be used to add more capabilities to BMC Helix Chatbot, improve chat interaction within your chatbot and analyze the conversation occurring with the BMC Helix Chatbot.

## Target Audience

- » Developers
- » Administrators

## Learner Objectives

- » Describe the fundamental concepts of Watson Assistant.
- » Identify the components of Watson Assistant.
- » Collect and process questions and answers and creating a ground truth.
- » Classify collected questions to user intents.
- » Create entities to extract context from user questions.
- » Create dialogs for providing answer based on a specific condition.
- » Create dialogs which can handle a digression caused by an unrelated question in chat.
- » Create dialogs that can disambiguate ambiguous questions before providing appropriate answer.
- » Create dialogs which can collect all the necessary information needed for answering a complex question in a seamless manner.
- » Analyze chat logs and identify potential areas of improvement for the bot.



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### COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises


### BMC HELIX CHATBOT LEARNING PATH

- » <https://www.bmc.com/education/courses/find-courses.html#filter/%7B%22products%22%3A%22education-products-186068589%22%7D>

### ACCREDITATION AND CERTIFICATION PATHS

- » This course is not part of a BMC Certification Path

### DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » [Contact us for additional information](#) 

## Course Modules

### Module 1: Watson Assistant Fundamental Concepts

- » Watson Assistant Walkthrough
- » Watson Assistant Recap

### Module 2: Watson Assistant Service Deep Dive and Lab

- » Ground Truth
- » Intents
- » Entities
- » Dialog
  - Nodes, Conditions & Responses
  - Digressions
  - Disambiguation
  - Context Variables
  - Slots
- » Chat Log Analytics

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