

# IBM Watson Assistant for IBM Cloud Private provides simplified toolset for rapidly building conversational artificial intelligence solutions on-premises and in self-managed cloud

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## At a glance

IBM Watson<sup>®</sup> Assistant for IBM Cloud<sup>™</sup> Private offers enterprises:

- Capability to build virtual assistants that can support a single user to supporting millions of conversations across its organization with a single product
- Simplified toolset that enables collaboration between business users and developers, to build out conversational solutions and advanced dialog flows, without the need for expertise in machine learning
- Deployment on IBM Cloud Private to meet the strict security requirements of enterprises

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## Overview

[Watson<sup>™</sup> Assistant](#) enables organizations to build, deploy, and maintain virtual assistants that help businesses enhance brand loyalty and transform their client experiences by delivering proactive and personalized customer care in channels such as web, mobile, and over-the-phone.

IBM Cloud Private is an integrated IaaS and PaaS environment for developing and managing on-premises, containerized applications. This integrated environment can be deployed behind firewalls and managed or controlled by whomever the enterprise determines. It is built on the container orchestrator Kubernetes and contains a private image repository, a management console, and monitoring frameworks. With a lightweight footprint, yet powerful platform capabilities, IBM Cloud Private enables enterprises to unleash their development creativity, using industry-common technologies and process guidance, in a minimal timeframe.

With the integration of Watson Assistant and IBM Cloud Private, enterprises can bring Watson to where their data resides and use Watson Assistant in ways that are familiar and comfortable to them. Watson Assistant for IBM Cloud Private provides organizations with the capability to run IBM's robust, conversational platform on their own hardware, behind their own firewall, maintaining the security measures and controls that enterprises have in place over their applications and data.

Watson Assistant for IBM Cloud Private enables developers and nontechnical users to collaborate and build conversational artificial intelligence (AI) solutions. Its graphical UI, powerful Natural Language Processing (NLP), and familiar developer features enable the rapid creation of any conversational solution, from simple chatbots to

complex enterprise-grade solutions for customer service and more. With IBM Watson Assistant for IBM Cloud Private, users can:

- Program multiturn dialog and provide response variations based on different conditions.
- Collect multiple pieces of information from a user.
- Browse from a catalog of preconfigured customer service and industry content packs to save time and start faster.
- Ensure data and processing run behind their own firewall with IBM Cloud Private.
- Own and protect the insights that are generated. IBM<sup>(R)</sup> will not reuse these insights for improving its own machine learning models.

This newly introduced deployment model provides developers and business users with the capability to use the unified experience and simplified toolset of Watson Assistant to build these conversational solutions on-premises and in a self-managed cloud, without the need to be experts in machine learning. Whether set up by in-house experts or complemented by IBM's team of advisors, Watson Assistant for IBM Cloud Private offers a solution to meet the needs of the enterprise.

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## Key prerequisites

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Watson Assistant for IBM Cloud Private needs IBM Cloud Private to run.

For details, see the [Software requirements](#) section.

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## Planned availability date

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September 26, 2018

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## Accessibility by people with disabilities

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A US Section 508 Accessibility Compliance Report containing details on accessibility compliance can be found on the [Product accessibility information](#) website.

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## Reference information

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For more information about IBM Cloud Private, see Software Announcement [JP17-0555](#), dated October 24, 2017.

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## Program number

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Program number	VRM	Program name
5737-I55	1.0.0	IBM Watson Assistant for IBM Cloud Private

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## Offering Information

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Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage<sup>\(R\)</sup>](#) and [Passport Advantage Express<sup>\(R\)</sup>](#) website.

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## Publications

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Technical documentation can be found in [IBM Knowledge Center](#).

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## Technical information

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### Specified operating environment

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#### **Software requirements**

See the system requirements at [IBM Cloud Private](#).

### Planning information

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#### **Packaging**

This offering is delivered through the internet as an electronic download. There is no physical media.

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, which will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

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## Ordering information

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Product: IBM Watson Assistant for IBM Cloud Private (5737-I55)

### Passport Advantage

Part description	Part number
IBM Watson Assistant for IBM Cloud Private Capacity Increase Virtual Processor Core License + SW Subscription & Support 12 Months	D20R9LL
IBM Watson Assistant for IBM Cloud Private Capacity Increase Virtual Processor Core SW Subscription & Support Reinstatement 12 Months	D20RBLL
IBM Watson Assistant for IBM Cloud Private Capacity Increase Virtual Processor Core Monthly License	D20RCLL
IBM Watson Assistant for IBM Cloud Private Capacity Increase Virtual Processor Core Annual SW Subscription & Support Renewal 12 Months	E0PMDLL
IBM Watson Assistant for IBM Cloud Private Base Instance License + SW Subscription & Support 12 Months	D20RDLL

Part description	Part number
IBM Watson Assistant for IBM Cloud Private Base Instance SW Subscription & Support Reinstatement 12 Months	D20RELL
IBM Watson Assistant for IBM Cloud Private Base Instance Monthly License	D20RFLL
IBM Watson Assistant for IBM Cloud Private Base Instance Annual SW Subscription & Support Renewal 12 Months	E0PMELL

### Charge metric

The charge metrics for this licensed product can be found in the following License Information document:

Program name	PID number	License Information document number
IBM Watson Assistant for IBM Cloud Private	5737-I55	<a href="#">L-CZIT-B3DT2P</a>

Select your language of choice and scroll down to the Charge Metrics section.

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### License Information number

The following License Information document applies to the offering in this announcement:

<b>Program identifier</b>	<b>License Information document title</b>	<b>License Information document number</b>
5737-155	IBM Watson Assistant for IBM Cloud Private	<a href="#">L-CZIT-B3DT2P</a>

Select your language of choice and scroll down to the Charge Metrics section. Follow-on releases, if any, may have updated terms. See the [License Information documents](#) website for more information.

### **Limited warranty applies**

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Yes

### **Limited warranty**

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IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

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### **Volume orders (IVO)**

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No

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**Passport Advantage applies**

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Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

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**Software Subscription and Support applies**

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**Variable charges apply**

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No

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**Educational allowance available**

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Not applicable.

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**Statement of good security practices**

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IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which

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## Prices

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## Corrections

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**(Corrected on November 20, 2018)**

Revised Program technical support section.