

# Watson Assistant

## Introduction

Watson™ Assistant is a new offering that brings together Watson Conversation and Watson Virtual Agent into a single product. Watson Assistant is a fully hosted SaaS application running in the IBM® Cloud that helps organizations to quickly and easily build engaging conversational solutions. The solution's new features will give businesses the ability to build an enterprise-level bot that's business ready and take advantage of existing partnerships with leading customer service channels.

## Watson Assistant family

Domain-specific solutions have been created that are built on top of Watson Assistant. They include:

- **Watson Assistant for Automotive**  
A solution to connect your vehicles and your drivers through a virtual assistant that also connects them to the world around them.
- **Watson Assistant for Hospitality**  
A solution to transform your hotel room with a virtual assistant that engages your guests in a new way.

## New features

Several new features have been incorporated into Watson Assistant.

**Content catalog:** Start faster. Build your virtual agent with one of many prebuilt intents that focus on customer care, industry and other common chatbot controls. Add these to your virtual assistant, modify them, or add your own utterances. These are yours to customize as you please.

**Digressions:** Easily allow your users to change the topic and return them to where they left off. If a user digresses from a conversation, instead of falling back and answering from the root level of the dialog, it answers from where the user digressed so the previous dialog is not lost.

**Search:** Quickly search for intents and entities, saving time when building your virtual assistant.

**Dialog folders:** Easily group dialog nodes together keeping a clear dialog structure as you scale your conversational application.

**Context setting:** Set context directly in the UI with a simple interface. When setting context for a given dialog, users no longer need to go into our JSON editor when setting context.

**Dialog tracing:** See exactly which dialog nodes were hit during a given utterance so that you can test when trying to troubleshoot a problem.

**User analytics:** Understand how your users and your virtual assistant are performing with improved metrics and analytics, including total messages, messages per conversation, total users and conversations per user.

**Separate activity logs from workspace:** Specify a log file to record all your virtual assistant activity. This log file can be accessed by any workspace to improve your activity and it won't impact your current production Assistant while you make changes.

## Beta features

**Skills:** A reusable component that can answer questions or complete tasks. Each skill is categorized by reasoning technology that is used to power the skill, such as Conversation, Discovery, or Cloud Function.

**Integration:** Easier deployments with integration to Facebook and Slack.

**State management:** You can leave the conversation and return without losing your place for a more natural conversation.

**Entity recommendations:** Watson uses machine learning from production utterances to recommend entity synonyms, letting you improve it rapidly.

## Plans and details

*Continued* →

## Watson Assistant Plans and details

	Lite (free)	Standard (\$.0025/API call)	Premium (multiple tiers)
<b>Business scale</b>	<ul style="list-style-type: none"> <li>– For small developers, trials, and education</li> <li>– Multi-tenant architecture</li> <li>– Functionality may be limited</li> </ul>	<ul style="list-style-type: none"> <li>– SMBs, development environment for larger projects</li> <li>– Multi-tenant architecture</li> </ul>	<ul style="list-style-type: none"> <li>– For enterprises with high security and consistent performance needs</li> <li>– Isolated containers running on Public hardware</li> </ul>
<b>Plan details</b>	<ul style="list-style-type: none"> <li>– Up to 10,000 API Calls /month</li> <li>– Up to 5 workspaces</li> <li>– Up to 100 intents /workspace</li> <li>– Up to 25 entities /workspace</li> <li>– Chat logs are stored for 7 days</li> </ul>	<ul style="list-style-type: none"> <li>– Unlimited /message API Calls</li> <li>– Up to 20 workspaces</li> <li>– Up to 2,000 intents /workspace</li> <li>– Up to 1,000 entities /workspace</li> <li>– Chat logs are stored for 30 days</li> </ul>	<ul style="list-style-type: none"> <li>– 30 instances per deployment</li> <li>– Chat logs are stored for 90 days</li> <li>– Availability SLA</li> <li>– Watson Recommendations</li> </ul>



For more information

To get started today visit

[ibm.com/WatsonDeveloperCloud](https://ibm.com/WatsonDeveloperCloud)

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