

# IBM Watson Assistant

Help your customers get stuff done quickly, easily, and on any channel



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Based on G2's 2022 Spring Reports

Ease of Use

# 92%

90% category average

“The team that helped us get Watson implemented went way above and beyond. They were extraordinarily responsive to questions and requests for assistance. Watson was easy to embed into our existing website and the team took extra care to make sure our needs were met and that we were up to speed.”

- G2 Reviewer ★★★★★

“IBM Watson Assistant is highly customizable, it uses proper dialog tree management which makes its use easier.”

- G2 Reviewer ★★★★★

“It's easy to build chatbots and virtual assistants using IBM Watson assistant. The API features are very useful, also the intent recommendation is very useful and makes it the perfect tool.”

- G2 Reviewer ★★★★★

### Review Star Breakdown

94%

of users rated us  
4 or 5 stars

“Watson Assistant is easy to understand without any programming needed. I was able to build a company chatbot using Watson after only a bit of training. Once you grasp the basic concepts of intents, entities, and the dialog nodes, then the development process is very streamlined and efficient.”

- G2 Reviewer ★★★★★

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Data was sourced from the Spring 2022 Grid® for Bot Platforms

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