

# Watson expert assist business solution



## Overview

Sales agents often struggle to find the information they need to answer complex questions and make informed business decisions.

When data and insights are difficult to find, sellers can become unproductive and decisions are made without complete information.

The expert assist solution from IBM enables sales professionals to quickly find the answers they need rather than need to interact with many systems or shift through multiple documents; thanks to Watson™ Assistant, Watson Discovery Service, and Watson Knowledge Studio.

Watson's ability to understand questions in natural language enable an intuitive and confidence-inspiring experience for users. Watson can be taught the specific linguistic nuances of your company's products by using the expertise of experts within your organization.

Increase client satisfaction and employee efficiency by empowering your agents with technology to quickly resolve questions and make fact-based business decisions with more confidence and consistency.

## Benefits

Use IBM's expertise to build a working solution to illustrate how Watson can enhance your business and improve customer engagement by combining your data with Watson APIs.

The expert assist solution helps you accelerate your time to market with a fit-for-purpose cognitive application that uses your data.

## Optimize your time

The solution is delivered over a 4–6 week time frame with a three-phased approach: prepare, execute, and followed by a final read out session.

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## Prepare your task checklist

During the first two weeks of the engagement, IBM expert will collaborate with your team as you perform all preparatory tasks required to successfully configure the solution. A kick-off session will be scheduled to review the business use case, walk through the preparatory tasks, and identify the best methods to complete each task. Your team will have two weeks to complete each task during which IBM will be available for remote guidance as needed. A checkpoint will occur at the end of the two weeks, to evaluate the completion status of each task and determine if your team is ready to begin the execute phase.

## Execute the solution

The work performed during the prepare phase will enable the IBM team to build out the expert assist solution. During the two week long execute phase, IBM experts will work remotely to train the Watson services to align to your business case using the content and knowledge provided during the prepare phase. Towards the end of the phase, the solution will undergo testing and calibration as the team prepares for the final read out phase.

## Final read out and on-demand consulting

The engagement will conclude with code hand-off and a final read out with your executive sponsors. During the session, IBM will conduct a live demonstration of the expert assist solution and your team will be asked to provide feedback. The read out will conclude with a high-level discussion on how to move forward to mature and enhance the solution. It will be followed by 60 days of on-demand consulting to provide transitional guidance.

## Requirements

The success of the project is predicated on the continuous attendance and active participation of your team. It is the responsibility of your team to provide the materials, content, and knowledge that the IBM experts will use to configure and develop the solution.

## Contact

For more information regarding this offering or any of our services, please contact your Watson sales representative.



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