Watson Assistant for agent assist

Watson Assistant for agent assist empowers agents to respond to customer questions faster and with more confidence with AI. Watson responds to agents’ questions in natural language and automates workflows via web or mobile chat. When paired with Watson Discovery, it surfaces accurate information through AI search, giving agents the ability to respond to customer questions faster.

Key Benefits

- Watson Assistant can increase on-boarding speed for new agents. It can be embedded in existing support channels, like Intercom, and provide suggestions and manage simple tasks autonomously.
- Watson Assistant makes sense of historical chat logs to train more quickly with less data than the competition.

To successfully deploy Watson Assistant for agent assist, you need:

IBM or business partners + IBM Watson technology = Robust agent assist solution

Solution elements:

IBM Watson

Watson Assistant

AI chat with dialog skill

AI search with Watson Discovery add-on

Content management systems

CRM systems

Business systems

SME to train

Customer

Chat and Voice

Agent

Talk to a Watson expert about your use case