

用 Watson Assistant 打造聊天機器人

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Corporate Strategy Innovation Center

建立 Watson Assistant 服務

IBM cloud > 型錄 > Watson Assistant

使用精簡方案，免費試用「型錄」的精簡，而且沒有時間限制。
已啟用「精簡」過濾器。請移除此過濾器來查看完整「型錄」。

label:精簡

過濾器

所有種類 (61)

- 運算 (10)
- 容器 (1)
- 聯網
- 儲存空間 (1)
- AI (15)
- 分析 (4)
- 資料庫 (3)
- 開發人員工具 (9)
- 整合 (3)
- 物聯網 (1)
- 安全及身分 (3)
- 入門範本套件 (2)
- Web 及行動 (3)
- Web 及應用程式 (6)

AI

Watson Assistant
精簡 • IBM

Watson Assistant 可讓您在任何應用程式、裝置或通道中建置交談式介面。

Compare and Comply
精簡 • IBM

處理控管文件以轉換、識別、分類及比較重要元素

Discovery
精簡 • IBM

新增認知搜尋與內容分析引擎至應用程式。

Knowledge Catalog
精簡 • IBM

Discover, catalog, and securely share enterprise data.

Knowledge Studio
精簡 • IBM

教授 Watson 您的領域語言。

Language Translator
精簡 • IBM

將文字、文件和網站從一種語言翻譯為另一種語言。透過服務的自訂作業功能，建立業界或區域特定的翻譯。

Machine Learning
精簡 • IBM

IBM Watson Machine Learning - 協助您做出更明智的決策、解決棘手問題並改善使用者成果。

Natural Language Understanding
精簡 • IBM

分析文字，以從內容中擷取概念、實體、情緒、關係、觀感等 meta 資料。

Personality Insights
精簡 • IBM

Watson Personality Insights 會從交易資料及社交媒體資料中衍生洞察力，以識別心理特質。

Speech to Text
精簡 • IBM

低延遲，多媒體串流聽本

Text to Speech
精簡 • IBM

從文字合成自然聲調語音。

Tone Analyzer
精簡 • IBM

Tone Analyzer 可使用語言分析，從溝通中偵測下列三種語氣：情緒、社交及語言。此洞察之後可用來促進產生具有高度影響力的溝通。

FEEDBACK

建立 Watson Assistant 服務

IBM Cloud 型錄 文件 支援 管理 搜尋資源... 宜聰 李's Account

← 全部檢視

Watson Assistant

精簡 • IBM

Watson Assistant 可讓您在任何應用程式、裝置或通道中建置交談式介面。

檢視文件 [View API Docs](#) 條款

作者 IBM
發佈日期 2019/04/06
類型 服務

自定義服務名稱

服務名稱：
Watson Assistant-ql

選取要在其中部署的地區/位置：
達拉斯

選取資源群組：
Default

定價方案

顯示下列國家或地區的每月價格：[台灣](#)

方案	特性	定價
✓ 小型	10,000 則訊息/月 AI 型產圖及實體識別 實體同義字建議 包含複式回應類型 (文字、選項、影像等) 的視覺化對話編輯 可用的預建內容 儲存期限為 7 天的分析儀表板 5 項對話技能，每項技能包含 100 個對話節點 共用公用雲端	免費
標準	小型方案中的一切，以及下列新增項目... 無限則訊息/月	\$0.002625 USD/API call*

小型方案可讓您每月免費進行 10,000 個 API 呼叫。升級至付費方案時，您將保留所有意圖、實體、對話流程及會談日誌。
精簡方案服務將在無活動達到 30 天之後予以刪除。

需要協助嗎？
[聯絡 IBM Cloud 支援中心](#)

預估每月成本
成本計算機

最後點擊建立 [建立](#)

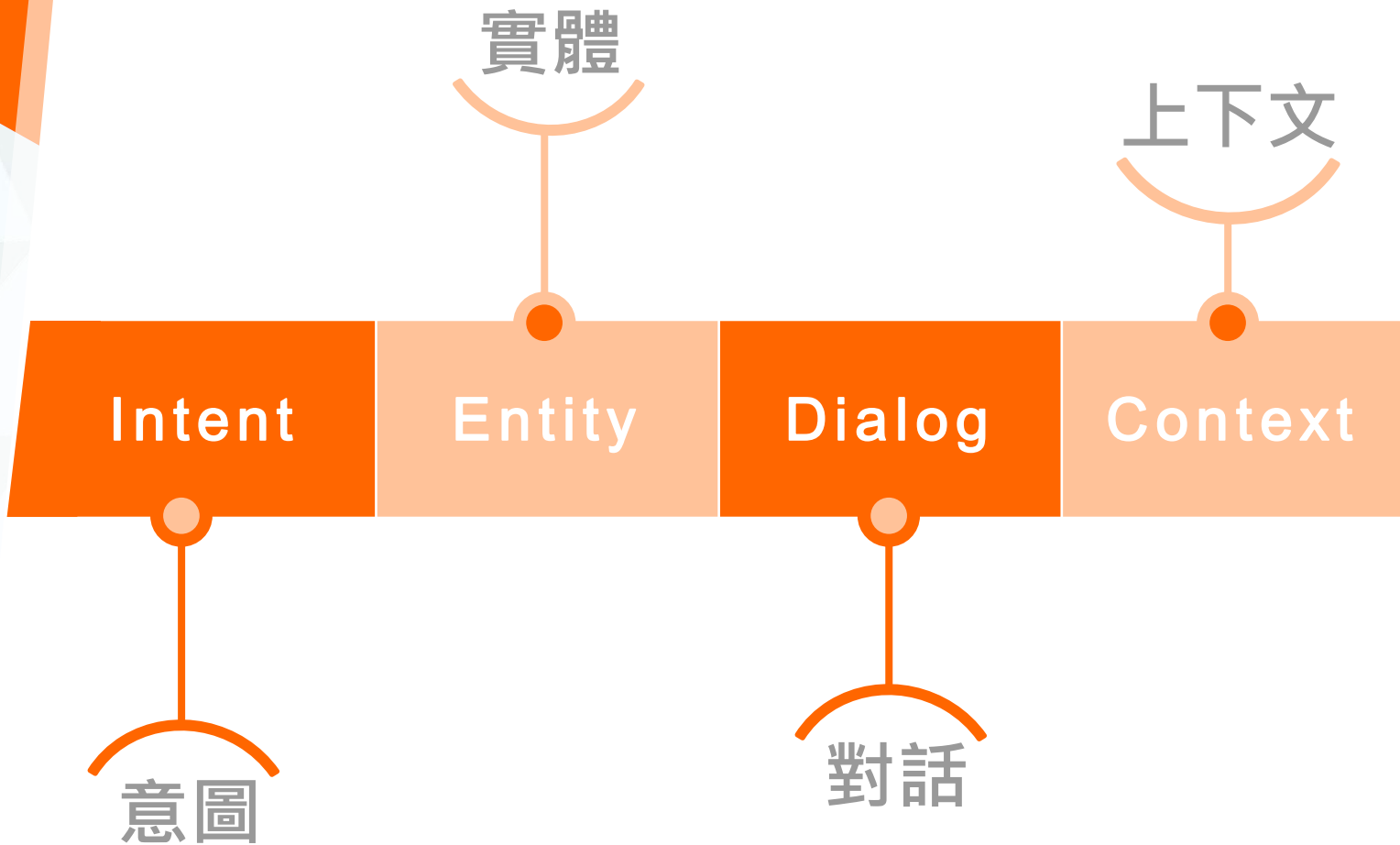
建立 Watson Assistant 服務

> 點擊啟動工具 開始建立模型

The screenshot displays the IBM Cloud management console for a Watson Assistant service. The interface includes a top navigation bar with 'IBM Cloud', '型錄', '文件', '支援', and '管理'. A search bar and the user's account '宜聰 李's Account' are also visible. On the left, a sidebar lists '管理', '服務認證', '方案', and '連線'. The main content area shows the service name 'Watson Assistant-j1' and its configuration: '資源群組: Default' and '位置: 達拉斯'. A prominent message states '首先请启动工具。' (Please start the tool first.) with a '套餐: Lite 升級' (Plan: Lite Upgrade) link. A red box highlights the '启动工具' (Start Tool) button, which is accompanied by links for '入门教程' (Getting Started) and 'API 参考' (API Reference). Below this, the '凭证' (Credentials) section is shown, containing an 'API 密钥' (API Key) field with a masked value and a 'URL' field with the value 'https://gateway.watsonplatform.net/assistant/api'. Both fields have copy icons.

Watson Assistant

AI
認知運算





幫我打開房間的電燈

**Watson
Assistant**

AI
認知運算

Intent

Entity

Dialog

Context



幫我打開房間的電燈

**Watson
Assistant**

AI
認知運算

Intent

Entity

Dialog

Context

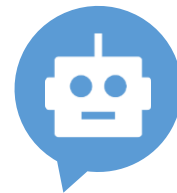


幫我打開房間的電燈

**Watson
Assistant**

AI
認知運算

好的，我開好了
還有需要什麼服務？



Intent

Entity

Dialog

Context

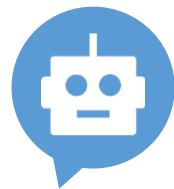
Watson Assistant

AI
認知運算



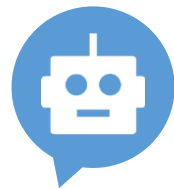
幫我打開房間的電燈

好的，我開好了



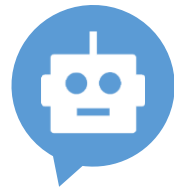
也把冷氣打開

好的，我開好了



幫我調24度

好的，冷氣溫度設定為24度



Intent

Entity

Dialog

Context

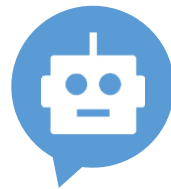
Watson Assistant

Pizza shop



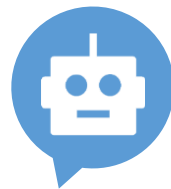
我想訂pizza

請問你要訂的pizza口味是什麼?



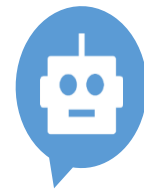
來個海陸好了

請問你要訂購的pizza尺寸?



我要大的

好的，為您訂購了海陸口味的大pizza



Intent

Entity

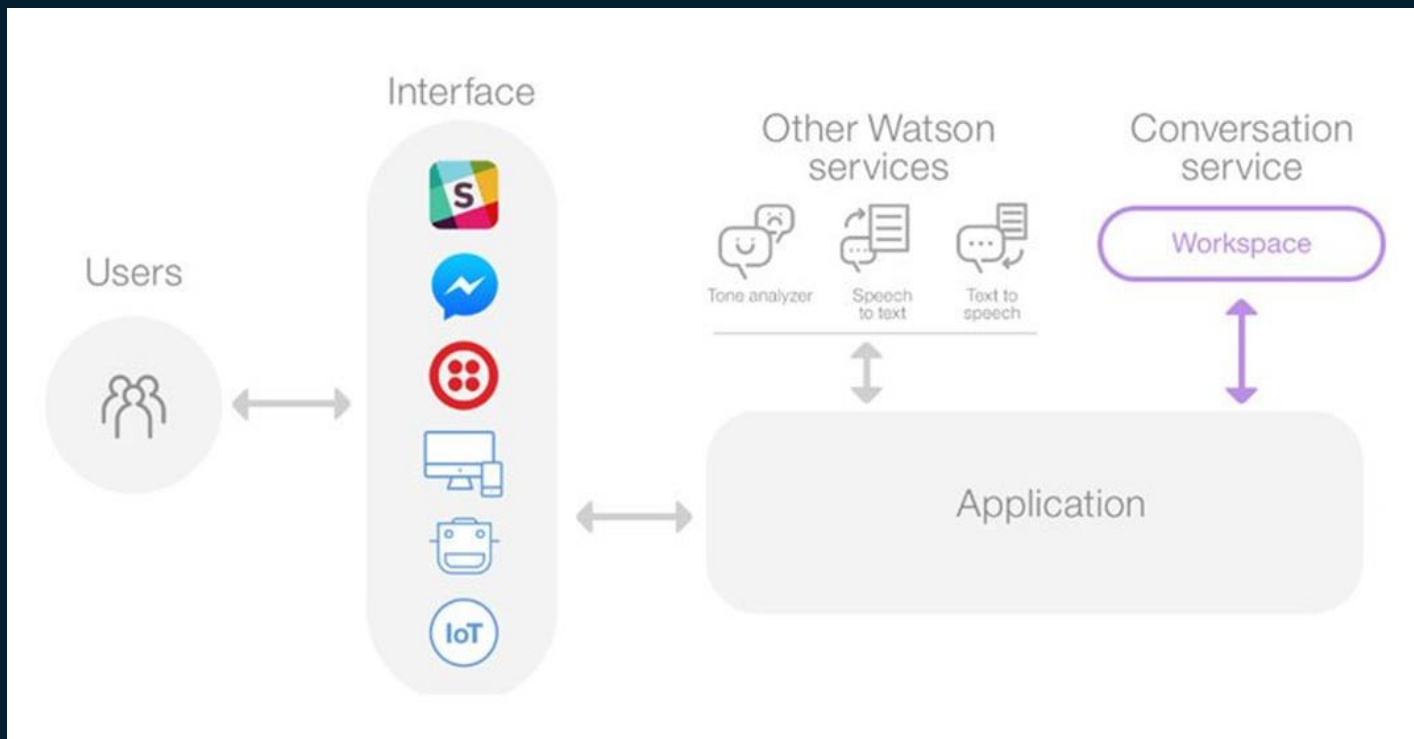
Dialog

Context



你的對話情境是什麼？

聊天機器人串接架構



建立模型

Skills > Create skill

IBM Watson Assistant

Cookie 喜好

Home Skills Assistants

Instance Watson Assi

Skills

Develop powerful, natural language understanding for your Assistants. Leverage detailed analytics to improve conversational flow and customer engagement.

Create skill

建立模型

Create Dialog Skill

Create a new skill, start building a skill using the customer care sample, or import an existing skill.

[Create skill](#)

[Use sample skill](#)

[Import skill](#)

Name

Hot Pizza

Name your skill, for example **Account application** or **Personal banking**.

Description (optional)

Add a description for this skill

Language


English (US)

Create dialog skill

建立模型-Intents

Hot Pizza

Intents Entities Dialog Analytics Version History Content Catalog



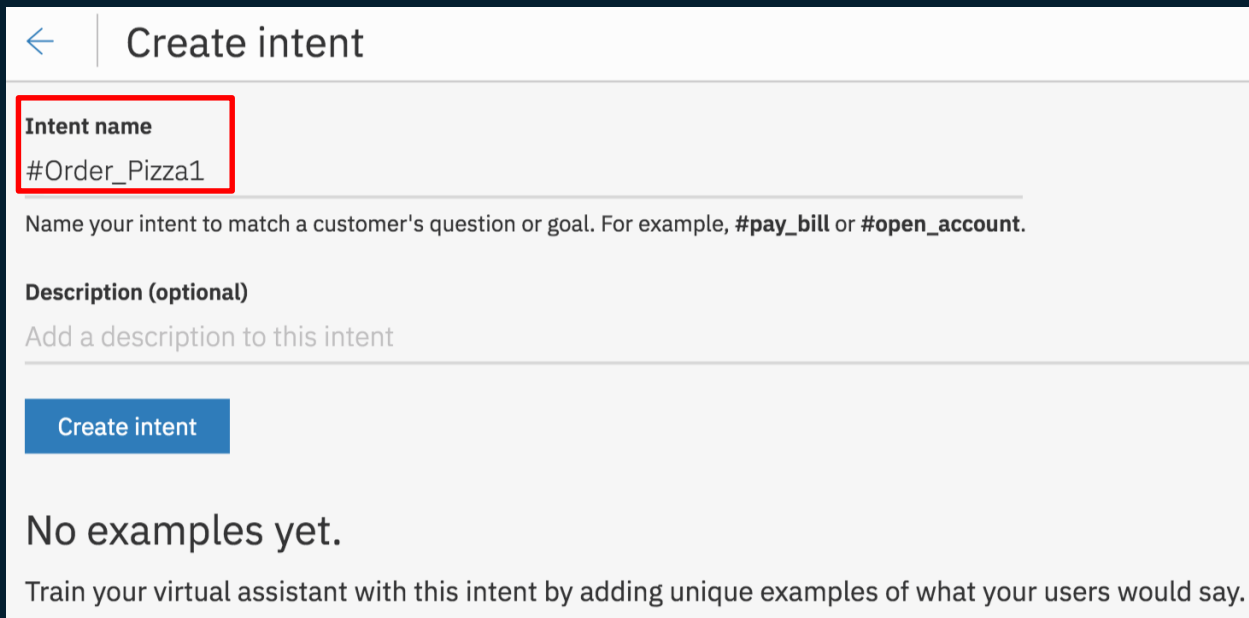
About intents

By creating intents, you train your assistant to recognize customer questions or goals. And you can enhance them by adding different ways people say what they're looking for.

You'll find some industry-specific pre-made intents in the content catalog. [Browse content catalog](#)

Create intent Import intents

建立模型-Intents



← Create intent

Intent name
#Order_Pizza1

Name your intent to match a customer's question or goal. For example, #pay_bill or #open_account.

Description (optional)
Add a description to this intent

Create intent

No examples yet.
Train your virtual assistant with this intent by adding unique examples of what your users would say.

創建好名字後，會出現新增例子。

建立模型-Intents

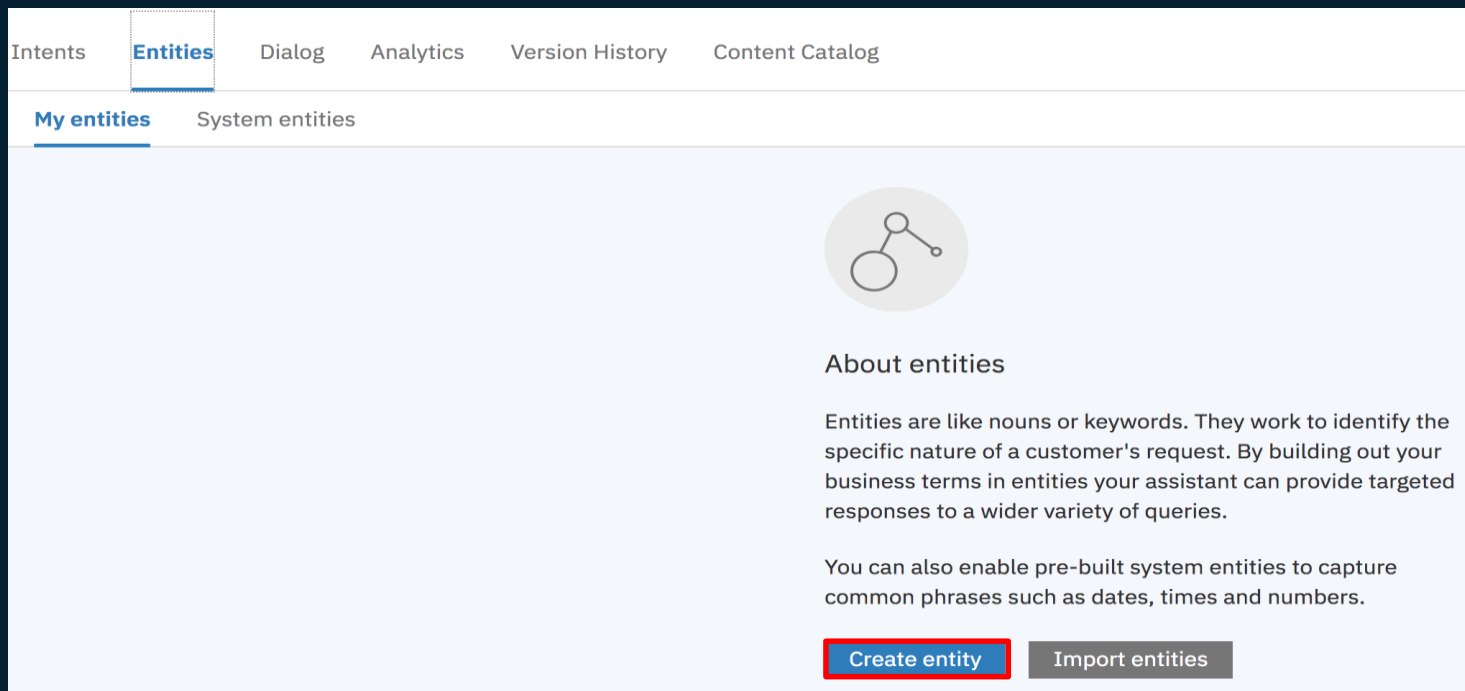
Add user example
肚子餓

[Add example](#) [Show recommendations](#) ⓘ

<input type="checkbox"/> User examples (2) ▾	Added
<input type="checkbox"/> 您好 我要披薩 🗑	a few seconds ago
<input type="checkbox"/> 我要一份披薩 🗑	a minute ago


新增和訂購披薩相關句子或是詞

建立模型-Entities



Intents **Entities** Dialog Analytics Version History Content Catalog

My entities System entities



About entities

Entities are like nouns or keywords. They work to identify the specific nature of a customer's request. By building out your business terms in entities your assistant can provide targeted responses to a wider variety of queries.

You can also enable pre-built system entities to capture common phrases such as dates, times and numbers.

[Create entity](#) [Import entities](#)

建立模型-Entities

Entity name

@披薩口味

Name your entity, for example @account_type or @credit_card.

Create entity

先create entity
再定義相關內容

Entity name

@披薩口味

Name your entity, for example @account_type or @credit_card.

Value name

夏威夷

Synonyms



Synonyms

Add synonym...



Add value



Build faster

Dictionary

Annotation BETA



Entity values (2) ▼

Type



原味

Synonyms




海鮮

Synonyms

建立模型-Dialog

Hot Pizza

Intents Entities **Dialog** Analytics Version History Content Catalog



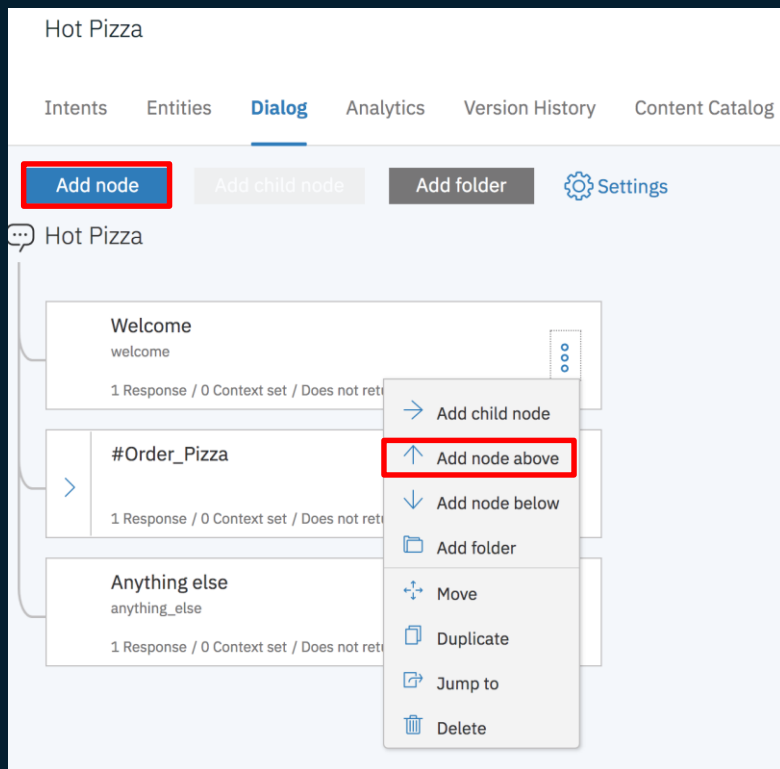
About dialogs

A dialog is where you develop branching interaction flows for conversations between your customers and your assistant.

You design conversations using intents and entities so that your assistant responds appropriately to what your customers are saying.

[Create dialog](#)

建立模型-Dialog



想要新增對話流程可以點擊Add node或是點擊welcome 右側三個點的符號，選擇紅框處，下方會新增Dialog。

現在要做一個訂購披薩的簡易流程

建立模型-Dialog

點擊新增的

The screenshot shows a dialog flow builder interface with the following components:

- Navigation tabs: Intents, Entities, **Dialog**, Analytics, Version History, Content Catalog.
- Buttons: Add node, Add child node, Add folder.
- Left sidebar: A tree view under 'Hot Pizza' containing three nodes: 'Welcome', '#Order_Pizza' (selected), and 'Anything else'.
- Main configuration area:
 - Field: Name this node... (with a 'Customize' icon and a close 'X' icon).
 - Condition: If assistant recognizes: `#Order_Pizza` (highlighted with a red box).
 - Action: Then respond with: **Text** (selected from a dropdown).
 - Response text: 你要什麼口味的披薩 海鮮 夏威夷 原味?
 - Input: Enter response variation.
 - Footer: Response variations are set to **sequential**. Set to **random** | **multiline**.

設定當客戶輸入關於訂購披薩intent 裡的句子時，做出以下的回應

建立模型-Dialog

The screenshot shows the 'Dialog' editor for a project named 'Hot Pizza'. At the top, there are tabs for 'Intents', 'Entities', 'Dialog' (which is active), 'Analytics', 'Version History', and 'Content Catalog'. Below the tabs is a toolbar with four buttons: 'Add node' (blue), 'Add child node' (grey and highlighted with a red border), 'Add folder' (grey), and 'Settings' (grey with a gear icon). The main area displays a list of dialog nodes:

- Welcome**: welcome, 1 Response / 0 Context set / Does not return
- #Order_Pizza**: 1 Response / 0 Context set / Does not return
- Anything else**: anything_else, 1 Response / 0 Context set / Does not return

Each node has a three-dot menu icon to its right. The '#Order_Pizza' node is currently selected, indicated by a blue highlight and a right-pointing arrow on its left side.

新增 **child node** 來接續
下面的對話

建立模型-Dialog

The screenshot shows a dialog flow editor for a bot named "Hot Pizza". On the left, a tree view shows the flow structure: a "Welcome" node, a "#Order_Pizza" node, a node for "@披薩口味" (Pizza Flavor), and an "Anything else" node. The "@披薩口味" node is selected, and its configuration is shown on the right. The configuration includes a condition "If assistant recognizes: @披薩口味", a context setting "Then set context: \$ flavor" with a value of "@披薩口味", and a response "And respond with: Text" with the text "請問大中小?".

Add node **Add child node** **Add folder** Name this node... Customize ×

Hot Pizza

Welcome
welcome
1 Response / 0 Context set / Does not return

#Order_Pizza
1 Response / 0 Context set / Does not return

@披薩口味
1 Response / 1 Context set / Return allowed

Anything else
anything_else
1 Response / 0 Context set / Does not return

If assistant recognizes:
@披薩口味

Then set context:

Variable	Value
\$ flavor	"@披薩口味"

+ Add variable

And respond with:

Text Move: ^ v 🗑️

請問大中小?

當輸入披薩口味的entity時，
就會往下問披薩尺寸

建立模型-Dialog

If assistant recognizes:

@披薩口味 ⊖ ⊕

Then respond with:

▼ **Text** ▼

請問大中小？

Enter response variation

Response variations are set to **sequential**. Set to [random](#) | [multiline](#) ⓘ

點擊三點的小按鈕，
打開變數編輯器



- Open JSON editor
- Open context editor



Then set context: 把剛輸入的披薩口味存入 **flavor** 變數裡 ⋮

Variable	Value	
\$ flavor	"@披薩口味"	
⊕ Add variable		

建立模型-Dialog

④ @披薩口味
再新增一個child node
1 Response / 1 Context set / Return allowed

@披薩尺寸
1 Response / 1 Context set

If assistant recognizes:
@披薩尺寸

Then set context: 把披薩尺寸存入size中

Variable	Value
\$ size	"@披薩尺寸"

+ Add variable

And respond with:

Text

Move: ^ v

您好 你要的是<?\$flavor?>口味的<?\$size?>披薩 對嗎?

Enter response variation 把剛剛存入的變數用於對話中

Response variations are set to **sequential**. Set to [random](#) | [multiline](#)

聊天測試

Try it

畫面的右上方，點擊開啟測試聊天室

Hello. How can I help you?



我要一份披薩

#Order_Pizza



你要什麼口味的披薩 海鮮 夏威夷 原味？



海鮮

Irrelevant



@披薩口味:海鮮

請問大中小？



中

Irrelevant



@披薩尺寸:中

您好 你要的是 海鮮 口味的 中 披薩 對嗎？



參考資料

> Chat room demo (web) :

<http://bit.ly/2H3KEar>

參考資料

用文字編輯器打開 javascript/assistant.js
修改以下內容 (保留雙引號)

- Workspace: workspace ID
- url: service url
- Apikey: service apikey

```
// 自行填寫  
var workspace = "xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx";  
var url = "https://xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx";  
var apikey = "xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx";
```

資源清單 /



Watson Assistant test 0.16% Used | 9984 Api calls available

[詳細資料](#)

資源群組: Default 位置: 東京 [新增標籤](#)

首先請启动工具。

套餐: Lite [升級](#)

[启动工具](#)

[入门教程](#) [API参考](#)

凭证

[下載](#) [隱藏凭证](#)

apikey

[Redacted API Key]



url

https://gateway-tok.watsonplatform.net/assistant/api



my pizza shop

TYPE: Dialog — Chinese (Traditional) - Beta

CREATED: May 8 2019, 14:23 +08:00 UPDATE: May 8 2019, 14:23 +08:00

View API Details

- Download JSON
- Duplicate
- Rename
- Delete

[Blurred Skill]

TYPE: Dialog — Chinese (Traditional) - Beta

CREATED: May 3 2019, 15:38 +08:00 UPDATED: May 3 2019, 15:45 +08:00

Skill Details

Skill Name: my pizza shop

Skill ID: [blurred]

Workspace ID: [blurred]

Legacy v1 Workspace URL: [blurred]

