

Watson Assistant

The AI assistant that solves customer issues the first time



- Automating both simple and more complex customer inquiries across any channel
- Understanding complex language as well as conversational digressions
- Natural Language Processing (NLP) to continuously learn from and improve customer conversations
- Integrating conversational AI into existing applications, content, and data
- Ensuring security and data ownership while maintaining ongoing flexibility
- Selecting an AI-powered virtual assistant versus a simple chatbot
- How you can save time and money by avoiding the pitfalls of legacy systems by taking advantage of the latest Watson features