

# **OpenPages Watson Assistant Accelerator**

Watson Assistant (WA) is a conversation AI platform that helps provide fast, straightforward and accurate answers to questions through an intuitive, out-of-the-box user interface that enables users to build dialogs and train the assistant without any specialized knowledge or coding skills. In the OpenPages 8.2 release, an integration with Watson Assistant was built to enable administrators to create a virtual assistant that assists OpenPages users with providing answers to common questions. By following the steps outlined in this document, you can integrate with a preconfigured Watson Assistant instance in your OpenPages 8.2 environment within a matter of minutes.

The preconfigured WA instance has been set up to respond to three different queries from users. When asked by a user how to create a particular object, WA will respond with a link to the Creation View for the object requested. When asked by a user where he or she can find a particular object, including finding objects filtered by an out-of-the-box public filter, WA will respond with a link to the Grid View with the relevant filter applied. Lastly, an example use case has been included that provides a user with guidance on evaluating risk impact factors and allows the users to select one of four options to obtain more information. If WA does not recognize a request from the user submitting a query, it will provide the user with a link to OpenPages documentation in IBM Knowledge Center. Using these three samples as a starting point, OpenPages administrators have a framework from which to build their own dialogs for use cases most applicable within their organizations.

Configuring IBM Watson Assistant is an iterative process. As you work with it, you can improve and expand the skills. To learn more about how you can utilize Watson Assistant, visit <a href="https://cloud.ibm.com/docs/assistant?topic=assistant-getting-started">https://cloud.ibm.com/docs/assistant?topic=assistant-getting-started</a>.

# Steps to set up the OpenPages Watson Assistant Accelerator

1. Set up a Watson Assistant instance on your IBM Cloud account. For more information on setting up a Watson Assistant instance or a IBM Cloud account, see

<u>https://cloud.ibm.com/docs/assistant?topic=assistant-getting-started</u>. A user can set up a free Watson Assistant – Lite Plan for the purposes of using the OpenPages Watson Assistant Accelerator.

2. Create a new assistant by clicking on **Create Assistant**.

IBM Watson Assistant Lile Upgrade	0	8
Assistants		
An assistant helps your customers complete tasks and information faster. It may clarify requests, search for from a knowledge base, and can also direct your cust human if needed.	get Create assistant to deploy the skill that addresses your customers' goals. Name OpenPage 19A Marcy and assistant, for county is Backlag or Casterer Care.	×
Duilt for you to explore and learn.	becignes logished Wation Application Accontension for OpenPages Test near () ■ I suble web chat Create monthal	



# 3. Click on Add dialog skill.

IBM W	itson Assistant Lite Upgrade			8
	Assistants OpenPages WA Watson Assistant Accelerator for OpenPages		1	^
	Actions (Berla)	Integrations		
	Build conversations easier than ever         • Have an assistant ready to chat in less time, with less effort         • Compose step-by-step flows for any range of simple or complex conversations         • Focus more on your customer's goals and experience         • Collaborate and work more inititively, made so that anybody can build	Preview link	ı	
	Learn more Dialog	(Web chat	ı	
	Our full-feature conversation builder Dialog offers all the smarts, power, and flexibility you've come to trust. Select to keep building with the tools you know and love. Add dialog shill Learn more	Choose a channel to deploy your assistant. Add integration		
	Search Plus			
	Turn any content into answers         • Create Q&A experiences in minutes         • Sync with websites and data sources for always up-to-date answers         • Fandle even complex questions with inclusive, contestual responses         Watch a brief demonstration ③			

4. Click the Import skill Tab and import the JSON file title "skill-WA-Accelerator". Click Import.

BM Watson Assistant Lite Upgrade	?	8
		×
Add dialog skill		
Add an existing skill, or create a new dialog skill to add to your assistant.		
Add existing skill Create skill Use sample skill Import skill		
Select the JSON file for the dialog skill with the data you want to import.		
Drag and drop file here or click to select a file		
skiil-WA-Accelerator,json ×		

5. The Dialog skill is now linked to the Assistant. Click on the Dialog skill to access the Dialog.

atson Assistant Lite Upgrad	ie				
← Assistants OpenPages W Watson Assistant Accele					
Actions Beta					Integrations
Compose step-by-     Focus more on you     Collaborate and w	sier than ever ready to chat in less time, with less effort step flows for any range of simple or complex conversations r customer's goals and experience ork more intuitively, made so that anybody can build			Add an actions skill	Preview link
Learn more Dialog					Web chat
WA Accelerator WA Accelerator without Dis LANGUAGE: English (US)	TRAINED DATA: 3 Intents   53 Entities   580 Dialog nodes	VERSION:	DESCRIPTION:	: VERSION CREATED:	Choose a channel to deploy your assistant. Add integration
LINKED ASSISTANTS (1	): OpenPages WA				



6. Next you need to define your base URL within the dialog. Click on Dialog.

IBM	IBM Watson Assistant Life Upgrade Dearning center 3										
Ę	WA Accelerator				Q Save new version 💬 Try it						
묾	Intents										
	Entities				주 ± 箇 Create intent +						
	Dialog Options • Jm	☐ Intents (3) ↑	Description	Modified †↓	Examples †↓						
	Analytics Versions	// CreateData		19 days ago	23						
	Content Catalog	// #Find		16 days ago	18						
		#RiskImpact		16 days ago	4						

7. Click on the **Welcome** node. Select **Open context editor** from the menu selection.

IBM	IBM Watson Assistant Lite Upgrade Cearning center 0									
Ģ	WA Accelerator	٩	Save new version 📮 Try it							
뜒	Intents Entities Dialog	dd node Add child node Add folder Welcome Node name will be shown to customers for disambiguation so use something description.	Customize 🏚 🗙							
	Options  Analytics Versions Content Catalog	Welcome         :           I Restores / 0 Context Str / Does not return         If assistant recognizes           Imbedded Guidance Example         :           #Biblinesct         :								
		I Responses / 0 Context Set / Does not return      Assistant responds      Create Object     Foreate Object     Foreate Object     Foreate Object     Foreate Object     Foreate Object     Text     v	i Open JSON editor Open context editor							
		Hello. My name is Grace, your Governance, Risk and Compliance learning, I can help you find and create records in OpenPages.         Find a & Bobject_type II @ubject_finding Finding I Response x/of Context Set / Skip user input / Dees not return         Anything else anything_size       I	How can I help you?							
		1 Responses / 0 Context Set / Does not return Add response type +								

8. Input **base\_url** under **Variable** and your URL under **Value**. The example below is input with the OpenPages Beta environment as an example. This will pass your base URL through the dialog to return links within your environment for creating and finding objects.

IBM	Watson Assistant Lite Up	pgrade	Learning center 🔿
Ģ	WA Accelerator		Q Save new version 📴 Try it
R	Intents Entities Dialog	Add node Add folder	* Velcome Customize 🕸 🗙
	Options • Analytics Versions Content Catalog	Welcome : wolcome : 1 Resonase / 1 Context Set / Does not return Imbedded Guidance Example :	If assistant recognizes welcome
		#RiskImpact     Responses / 0 Context Set / Boes not return     Creater Object     Creater Object     Creater Object     Skip user input and evaluate child nodes	Then set context : Value Value base_url 'https://egrc2.op-ibm.com'
		Create Issue	Add variable +



9. Return to the Assistant and click on Web chat.

IBM W	tson Assistant Lile Up	ograde				Ø &	
	← Assistants OpenPages Watson Assistant Ac	WA celerator for OpenPages				I	*
	Actions Beta					Integrations	
	<ul> <li>Compose step</li> <li>Focus more or</li> </ul>	ns easier than ever tant ready to chait in less time, with less effort -by-step lows of any range of simple or complex conver n your customer's goals and experience nd work more intuitively, made so that anybody can build	sations		Add an actions skill	Preview link :	
	WA Accelerator WA Accelerator without LANGUAGE: English (US)	ut Discovery <b>TRAINED DATA:</b> 3 Intents   52 Entities   580 Dialog nodes	VERSION:	DESCRIPTION:	! VERSION CREATED:	Choose a channel to deploy your assistant. Add integration	
	LINKED ASSISTANT	TS (1): OpenPages WA					

# 10. Remove Suggestions

IBM Watso	n Assistant Lite Upg									0
	Web chat							Close	Saved	•
										1
										- 1
	Style	Home Screen	Live agent	Suggestions	Security	Embed		N		. 1
	Sugges need a	bit of help. They adapt t	te options when your cu	l can				Restart conversat	tion O	
	offer bo more	th responses to try and	l connection to support	. Learn			Watson Assistant			
							Hello. My name is Gr Governance, Risk An Although I am still le and create records in help?	d Compliance Experi arning, I can help yo	t. ou find	

### 11. Access the Embed Tab

IBM Watson Assistant Lite Upg	ade								0 8
Web chat Integration name Web chat							Close	Save and exit	
Style	Home Screen	Live agent	Suggestions	Security	Embed	]			
Ready <sci< td=""><td>ndow.watsonAssistantCh integrationID: "Se6w region: "us-south", serviceInstanceID: " onLoad: function(ins };</td><td>as copy and paste. Lee atOptions = { e885-d1e6-4bb5-80de-1 // The region your if 2513a914-arbs-463b-05</td><td>5fa9d01aa35°, // The If tegration is hosted in. 6f-4c28a0580243°, // Th</td><td></td><td></td><td></td><td>j.</td><td></td><td></td></sci<>	ndow.watsonAssistantCh integrationID: "Se6w region: "us-south", serviceInstanceID: " onLoad: function(ins };	as copy and paste. Lee atOptions = { e885-d1e6-4bb5-80de-1 // The region your if 2513a914-arbs-463b-05	5fa9d01aa35°, // The If tegration is hosted in. 6f-4c28a0580243°, // Th				j.		
ŀ	document.head.appendCh	t.global.assistant.wa	tson,appdomain.cloud/le	adWatsonAssistantChat	t.js*;				



12. Log-in to OpenPages and access the Watson Assistant configuration page. If the Watson Assistant Integration selection is not available on the drop down, your user account will need to be granted permission to your user account's role template. Add the SOX > Administration > User Interfaces > Watson Assistant UI application permission to role templates that are allowed to access IBM Watson Assistant .

IBM OpenPages with Watson     Analytics				
۵		Solution Configuration		
		Users and Security		
Home				
Dashboard My Tasks (187) Subscription Tasks (0)	Oversight Tasks (0)	Cognos Analytics		
		System Configuration		
All Reports		Watson Integrations	-	~
Q. Search	(	Watson Assistant	.)	
All Documentation		Natural Language Cit		
Administrative Reports V		Reporting Periods		
Administrative Utilities 🗸 🗸				
Audit Management Reports 🗸 🗸		FastMap		
Audit Reports 🗸				
Capital Model Reports 🗸		System Admin Mode: I	Disabled	
Configuration Utilities 🗸		Enable System Admir		
Control Reports ~				
Indicator Reports V				
Issue Reports ~				
IT Asset Reports ~				
Loss Event Reports				
ORM Issue Reports				
Questionnaire Reports ~				
	·			

13. Input the Assistant Integration ID, Assistant Region, and Assistant Script URL fields as indicated in the screenshots below. In the 8.2.0.1 release, of OpenPages, the user can copy and paste the entire script into OpenPages. Select the Profiles that will have access to Watson Assistant. Click **Submit** in OpenPages and **Save and exit** in the Watson Assistant instance.

TBM OpenPages with Watson	Analytics						۵ ¢	<u>۶</u>
🗇 🖽 Watson Assi								
Watson Assistant	BM Watson Assistant Lite Upgra	de						
Assistant Integration ID * 5e6ae885-d1e6-4bb5-80 <b>XXX</b>	Web chat						Close	Save and exit
Assistant Begion * US-South Assistant Script URL * https://web-chat.global.assistant.watson.ap	Integration name Web chat							
Assistant Image URLs Enter assistant image URLs	Style	Home Screen	Live agent	Suggestions	Security	Embed		
Assistant Profiles	-	oed on your wel		more		J.	÷	
Result Sattings	j set t	<pre>dow.matsonAsist.pptendo integrationIt:_Sp6w083 region:_us-South / // serviceInstanceIt: "25f onLoad: function(instant ; Timeout(function(){ const tutacomment createIt occument.head.appendLhild locument.head.appendLhild</pre>	5-die6-4bb5-00 XXX Ihe region your integ 3a9f4-afbe-463b-896f- ce) [ instance.render amantf:vcript:]; lobal.assistant.watso	gration is hosted in. 4e28a0588243", // Th c(); ]		instance.	,	6



14. Log out of OpenPages. Log back into OpenPages with a user account under a Profile with access to the Watson Assistant. The Watson Assistant chat icon will be present in the lower righthand corner of the screen. Click Start Chat to begin interacting with Watson Assistant.

IBM OpenPages with Watson	Analytics	4 @ ۶
6		
11		
Home		
Dashboard My Tasks (187)	Subscription Tasks (0) Oversight Tasks (0)	
All Reports		
0		
Q Search		
All Documentation Administrative Reports	v l	
Administrative Utilities		
Audit Management Reports		
Audit Reports	× 1	
Capital Model Reports	· ·	
Configuration Utilities	v	
Control Reports	×	
Indicator Reports	×	
Issue Reports	×	
IT Asset Reports	×	
IT Compliance Reports	v	
Loss Event Reports	v .	
ORM Issue Reports	v l	
Questionnaire Reports	v v	
		Start Chat



Debugging. If you have followed the instructions above and the instructions above, and the webchat does not appear, replace the value of the src parameter within the Watson Assistant Configuration page with the value {https://web-chat.global.assistant.watson.appdomain.cloud/loadWatsonAssistantChat.js}

	4 @ A @
Control         Control <t< th=""><th>:</th></t<>	:
Important Control C	× n Item
Image dead     Market       Image dead <td< th=""><th></th></td<>	
in ingrane2     in ingrane2       in ingrane2     in indrive       in ingrane2     in indrive       in indrive     indrive       in indrive     indrive       in indrive     indrive	
inspectation	
wipie     us south       wipie     us south       wipie     https://wipie.com/statutions.outpot/maint.integl/statutions.outpot/ma	
Image:	acassistant.watson.ap
Asstationg UKs Core asstation may UKB Asstationg UKB Asstation may UKB Asstation may UKB Asstation may Compared associated associate	
Even ratio et indige URA       Anazione Publice       Image: Scient United       Image: Scient United	
Enter statistististing URLs	
Ansater Polite  Ansater Polite  Ansater Polite  Ansater Polite  Fats kg hee	
Image: Second	
witched frem     w       Notes Ray       Patter Say free	
witched film     w       Protecting film     w	
Posts wy hen	
Patter Ney here	
R336 private kay, Required # pix have secured pair Witness Associated ands chot.	
#335 priorite http://feguref.#.gen.html.text.ext.ext.ext.ext.ext.ext.ext.ext.ex	
R33b plotter key, Regard P you have secured your Reposed Assistent with cher.	
Cancel	Done
Cate	Lone



#### Explanation of the OpenPages Watson Assistant Accelerator

#### Intents

Intents are the purposes or goals expressed in the user's input, such as answering a question. By recognizing the intent expressed by a user's input, Watson Assistant can choose the correct dialog flow for responding to it.

The OpenPages Watson Assistant Accelerator consists of three intents. The #CreateData intent is used to identify when a user wants to create an object. The #Find intent is used to identify when a user is searching for an object. Lastly, the #RiskImpact intent has been provided as an example of how guidance can be imbedded within a Watson Assistant dialog. This intent is used to identify when a user is looking for guidance on the factors for assessing the impact of a risk.

ІВМ І	IBM Watson Assistant Life Upgrade Cearning center 📀 🛞									
Ģ	WA Accelerator	Q Save new version 💬 Try it								
윩	Intents Entities									
					〒 と 値 Create intent +					
	Dialog	Intents (3) ↑	Description	Modified ↑↓	Examples ↑↓					
	Options Analytics Versions Content Catalog		Description	Houned 14	Examples (					
		#CreateData		3 days ago	23					
		#Find		19 minutes ago	18					
		#RiskImpact		3 days ago	4					

Upon clicking on an Intent, the user can add or remove examples to assist in training Watson Assistant on the intent as seen below.

IBM Watson Assistant Lite Upgrade Learning center 3 🕲						
🗧 🛛 #CreateData Last updated: 3 days ago 🚽 🗊 Q 💷 Try it						
Intent name						
# CreateData	Recommended examples (Plus)					
Name your intent to match a customer's question or goal	User example recommendations makes it					
Description (optional)	easier to identify new phrasing for your intents. Watson Assistant will recommend new user					
Add a description to this intent	examples. Learn more					
User example	Show recommendations					
Type a user example here						
Add example						
	Annotate entities What's this?					
□ User examples (23) ↑	Added 11					
Add new	3 days ago					
Can I add @object_type?	3 days ago					
Create @object_type	3 days ago					
Create a finding	3 days ago					
Showing 1–23 of 23 examples	1 ✓ 1 of1pages ↔ →					

To learn more about creating Intents, visit <u>https://cloud.ibm.com/docs/assistant?topic=assistant-intents</u>.



#### Entities

Entities represent information in the user input that is relevant to the user's purpose. The entities provided in the OpenPages Watson Assistant Accelerator include out-of-the-box objects, public filters for each object, and impacts types related to factors for assessing the impact of a risk.

IBM	Watson Assistant Lite Upgra	ade		Learning center ⑦ ⑧
Ģ	WA Accelerator		Q Save new vers	ion 💬 Try it
뮲	Intents Entities My entities		不 土 世	Create entity +
	System entities	□ Entity (53) ↑	Values	Modified ↑↓
	Dialog Options	@Filter_AuditProgram	My Open Audits, My Audits In Progress	3 days ago
	Analytics	@Filter_BCBusinessImpactAnalysis	Impact Categories	3 days ago
	Versions Content Catalog	@Filter_BCEvent	Start Date, BC Event Type, Est End Date	3 days ago
	conten catalog	@Filter_BCPlan	Approval Date, Issue Date, My BC Plans, Next Review Date, Scenarios 1-4, Status, Due Date	3 days ago
		@Filter_BCTest	End Date, Frequency, My BC Test Plans, Start Date, Test Type	3 days ago
		@Filter_Challenge	My Active Challenges	3 days ago
		@Filter_ChangeRequest	My Active Change Requests, Change Requests in Process, Change Requests Implemented in the past 12 Months	3 days ago
		@Filter_ComplianceReviewComment	My Comments Awaiting Review, Comments Awaiting My Review, My Compliance Review Comments	3 days ago
		@Filter_Engagement	All High Risk engagements, All Critical engagements, My Strategic engagements, My High Risk engagements, Crit	3 days ago
		@Filter_Finding	My Findings for Review, Open Findings, My Open Findings	3 days ago
		@Filter_Incident	All Open Incidents, My Open Incidents, Critical IT Incidents, Critical Incidents, Critical Compliance Incidents	3 days ago
		@Filter_KeyPerfIndicator	My KPIs in Breach, All Orphan KPIs, Direct Orphan KPIs, KPI Breaches, Indirect Orphan KPIs	3 days ago 👻
		Showing 1–53 of 53 entities	1 ~ 1 of	1 pages 🕢 🕨

Clicking on an entity enables a user to add values and synonyms for existing values.

M Watson Assistant Lite Upgrade								Learning cer	nter <sup>(</sup>	0
← │@object_type						Last updated:	a few seconds ago	± ∎ Q 🗊 '	Try it	
Entity name								Fuzzy matching ④	D	
@object_type								On		
Name your entity to match the category of values t										
Value		ynonyms								
Type a value	Synonyms 🗸	Type a synonym		+						
☐ Values (122) ↑		Туре								
Assertion		Synonyms 🗸	Ŭ	Assertions	Type a synonym		+			
Attestation		Synonyms		Attestations						
AuditableEntity		Synonyms		Auditable Entities, Auditable Entity						
Auditor		Synonyms		Auditors						
Showing 1–100 of 122 values							1	1 ∽ 1 of 2 pages		

To learn more about Entities, visit <u>https://cloud.ibm.com/docs/assistant?topic=assistant-entities</u>.



### Dialogs

The dialog uses the intents that are identified in the user's input, plus context from the application, to interact with the user and ultimately provide a useful response. The OpenPages Watson Assistant Accelerator provides five nodes within the dialog. The five nodes provide the following: 1) a welcome message, 2) an example of imbedded guidance for explaining factors for assessing risk impact, 3) a link to a Creation View when a user indicates an intent to create a record, 4) a link to the Grid View filtered by a public filter when a user indicates an intent to view a particular record, and 5) a final node to request additional information or link to OpenPages documentation whenever a user's intent is not recognized.

IBM	Watson Assistant Lite		Learn	ing center 🛛 🤅	9 6
Ş	WA Accelerator		Q Save new version	💬 Try it	
묾	Intents	Add node Add child node Add folder			
	Entities Dialog	Ŭ			
	Options	V Welcome			
	Analytics Versions	welcome			
	Content Catalog	1 Responses / 0 Context Set / Does not return			
		Imbedded Guidance Example			
		1 Responses / 0 Context Set / Does not return			
		Create Object :			
		0 Responses / 0 Context Set / Skip user input / Does not return			
		Find an Object #Find a & Object, finding-Finding			
		Whind && @odject_type II @odject_inding: Inding     1 Responses / 0 Context Set / Skip user input / Does not return			
		Anything else :			
		anything_else 1 Responses / 0 Context Ser / Does not return			
		T ushbuise? o nouevrine rier un			

Dialog nodes can be modified by clicking on the nodes.

IBM	Watson Assistant Lite		Learning	{ center	0 9
Ş	WA Accelerator		Q Save new version	💬 Try it	
윩	Intents Entities <b>Dialog</b>	Add ne	node Add folder Create Issue Customers for disambiguation so use something Settings	mize 🏚	×
	Options Analytics Versions Content Catalog		Welcome :: IResponses / 0 Context Set / Does not return Imbedded Guidance Example ::		
			##iskImpact     I Responses / 0 Context Set / Does not return     Create Object     Create Object     I Responses / 0 Context Set / Skip user input / Does not return     Assistant responds     Text	~ 1	1
			Skip user input and evaluate child nodes       You can create an Issue from <a href="https://grc/creation-view/SOXIssue?isSystemFile=false" target="_self">https://grc/creation-view/SOXIssue?isSystemFile=false" target="_self"&gt;https://grc/creation-view/SOXIssue?isSystemFile=false" target="_self"&gt;https://grc/creation-view/SOXIssue?isSystemFile=false" target="_self"&gt;https://grc/creation-view/SOXIssue?isSystemFile=false"         Create Issue       Image: self         Object_type:SOXIssue       Image: self         I Response / 0 Context Set / Return allowed       Image: self         I and the self       Image: self         <td< th=""><th></th><th>Ċ</th></td<></a>		Ċ
			Create Risk		



IBM V	Watson Assistant Lite Upgr	igrade	Learning center 💿	9
Ģ	WA Accelerator	Q Save new version	Try it out Clear Manage Context 1	×
器	Intents Entities Dialog Options	Node name will be shown to customers for disambiguation so use someth	Hello. My name is Grace, your Governance, Risk And Compliance Expert. Although I am still learning. I can help you find and create records in OpenPages. How can I help you?	
	Analytics Versions Content Catalog	Welcome       If assistant recognizes         1 Responses / 0 Context Set / Does not return       @object_type:SOXIssue         Imbedded Guidance Example       Imbedded Guidance Example	How do I create an Issue?	
		1 Responses / 0 Context Set / Does not return Assistant responds	Cobject type:SOXIssue	
		O Responses / 0 Context Set / Skip user Input / Does not return You can create an Issue from <a _self"="" href="https://egic2.op-&lt;br&gt;ibm.com//app/ispview/react/grc/creation-view/SOXIssue?&lt;br&gt;target=">https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;https://egic2.op- ibm.com//app/ispview/react/grc/creation-view/SOXIssue? target="_self"&gt;htt</a>		
		Create Tisk Create Risk Create Risk Create Risk	•	
		1 Responses / 0 Context Set / Return allowed Add response type +	Jse the up key for most recent Enter something to test your assistant	
	1	Create Loss Event	Enter something to test your assistant	

Dialogs can be tested by clicking on "Try it" in the upper right-hand corner of the screen.

To learn more about Dialogs, visit <u>https://cloud.ibm.com/docs/assistant?topic=assistant-dialog-build</u>.



#### Videos

Watson Assistant can be configured to respond with instructional videos providing a different source of support for users. They can be added in the [Assistant responds] section. The Watson Assistant Accelerator contains instructional videos on how to copy views, how to use the calculation engine, and more. To enable videos to be displayed on OpenPages, the video source website must be added to the OpenPages Content Security Policy (CSP) settings.

ІВМ	IBM Watson Assistant Lite Upgrade								
Ģ	WA Accelerator			Q Save new version Try it					
윦	Intents	Add node	de Add child node Add folder	Enter node name (optional)					
	My Entities System Entities	,	Imbedded Guidance Example :	Node name will be shown to customers for disambiguation so use something descriptive. Disambiguation Choose whether to include this node in the list of options shown to customers when the					
	Dialog		1 Responses / 0 Context Set / Does not return	assistant asks customer to clarify their meaning. Learn more Show node name					
	Options ^ Webhooks Disambiguation	>	Create Object : #CreateData 1 Responses / 0 Context Set / Skip user input / Does not return	On Hide settings II assistant recognizes					
	Autocorrection Intent Detection Analytics ^ Overview		How to Effective To Effect to the set of the	@ObjectsField 😁 +					
	User conversations Versions	þ	Skip user input and evaluate child nodes	Assistant responds					
	Content Catalog		@ObjectsField	Video 🗸 🗎 🔿 👘 ^					
			1 Responses / 0 Context Set / Return allowed	Title (optional) Description (optional)					
			@Views :	IBM OpenPages Updating Object Fields using Wc     Add video description     Video source     Alternative text (optional)					
			1 Responses / 0 Context Set / Return allowed	https://youtu.be/HnH6sSSm-SA Add alternate text for the visually impaired					
			@Calculations :	Base height (optional)					
			1 Responses / 0 Context Set / Return allowed	Base height in pixels					
			@WatsonAssistant :	Learn more					
			1 Responses / 0 Context Set / Return allowed	Add response type +					

You can navigate to the CSP settings through Settings -> Platform -> Security -> Headers -> Content-Security-Policy. Add the video source URL in the specified format to the setting to enable the videos from the source to be displayed on OpenPages. Example, to enable videos from youtube, add **{https://www.youtube.com \*.https://www.youtube.com}** after {default-src 'self'}.



### **Frequently Asked Questions**

# **1.** How can I improve the accuracy of the understanding of user interactions with the OpenPages Watson Assistant Accelerator?

- The OpenPages Watson Assistant Accelerator includes all out-of-the-box objects for all solutions. Remove unused objects not utilized in your environment from the values provided in the @object\_type entity within your Watson Assistant instance.

- The OP Watson Assistant Accelerator includes all out-of-the-box public filters. Remove unused filters not utilized in your environment.

- Add synonyms for different phrasing of requests to access public filters in the @Filter entities.

- Add additional examples for different ways of phrasing intents.

# 2. How do I include an object that has been relabeled in OpenPages?

- All objects are listed by object name within the object\_type entity, except for the Finding object. Find the object name in the OpenPages Watson Assistant Accelerator and change the value to your label within your environment and add additional synonyms as needed. Go to the "Find an Object" dialog node for the object that has been changed and modify to match the re-named entity. Go to the "Create Object" dialog node for the object that has been changed and modify to match the re-named entity. After making the changes, test WA by clicking on the Try it Button and verify that that the re-labeled entity is recognized.

# 3. Can I perform bulk changes within the Watson Assistant instance?

- Yes. Excel import and export functionality is available for Intents and Entities. Bulk changes to the Dialog is possible through an export and import of the JSON file.

# 4. Why is the Finding object treated differently from all other objects?

- The Finding object's name is closely related to terms, such as "find," used to search for an object as part of the #Find intent. By separating the object and restricting the fuzzy matching capabilities of Watson for this entity, more consistent search results are possible.

# 5. Can I use Watson Assistant to query internal policies and documents?

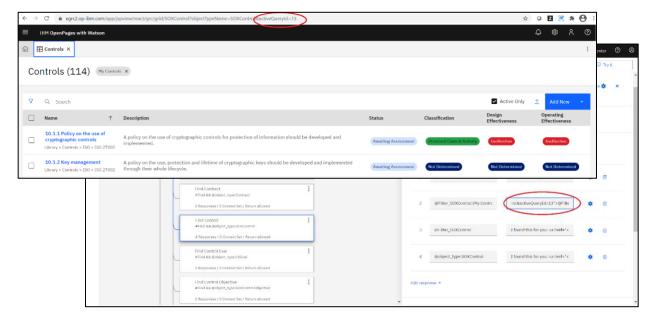
- Yes. Watson Assistant can integrate with Watson Discovery to query internal or external documents and webpages. After making a few small changes to the OpenPages Watson Assistant Accelerator dialog, Watson Assistant can integrate with the Watson Discovery service to enable the retrieval of answers derived from identified documents. A separate publication with step-by-step instructions will be forthcoming on integrating with Watson Discovery. For more information on the Watson Discovery



integration, see <a href="https://cloud.ibm.com/docs/assistant?topic=assistant-skill-search-add#skill-search-add-connect-discovery">https://cloud.ibm.com/docs/assistant?topic=assistant-skill-search-add#skill-sear

# 6. Why are the links provided in Watson Assistant broken or display a Grid View unrelated to the requested information?

- The links provided in Watson Assistant reference URLs associated to the OOB public filters available in 8.2. If the public filters have been deleted or modified from the out-of-the-box public filters, then the Queryld provided in the URL will need to be updated within the dialog. The Queryld can be modified in the JSON file or through the Watson Assistant UI.



Note: this can be used with IBM OpenPages with Watson version 8.2 or higher.