

Management Information Systems (MIS) – 37C00100 – Spring 2022

Assignment 4 (10 points) – Chatbot building with Watson Assistant

Enroll to the “**Build your own Chatbots**” online course at <https://cognitiveclass.ai/courses/chatbot-course> by signing up to **Cognitive Class.ai** (CC.ai) first from the upper right corner. You can sign up with your e-mail, IBMid or e.g. Facebook account. This CC.ai course is free, and it can be taken at your own pace. The estimated time to take the course is 6-8 hours in total.

The goal of the course is to teach you how to create chatbots that can carry a conversation with customers to increase sales, assist website visitors with questions they may have, provide technical support or do whatever else your imagination inspires you to do. By the time you finish this course, you will be able to rightfully call yourself a chatbot builder.

In the chatbot building course you will learn about:

- What chatbots are and why they are revolutionary;
- What IBM Watson Assistant is and how you can leverage its AI capabilities;
- The key principles of good chatbot design;
- How to create your own chatbot without the need to write any code;
- Principles how to deploy your chatbot on WordPress sites (actual WordPress use is not required).

For using Watson Assistant via IBM Cloud during the CC.ai course’s hands-on exercises, log in to the IBM Academic Initiative home page <https://www.ibm.com/academic/home>. **NOTE: If you did not conduct Assignment 3, register first to IBM’s Academic initiative with the following instructions marked gray:**

Go to <https://ibm.com/academic/docs> and register to the IBM Academic Initiative with your **aalto email** (follow the step-by-step instructions under **General - How to register with the IBM Academic Initiative**). *Note that you don’t need to register to the IBM Badge program for the MIS course purposes.*

At the end of the process, you are instructed to **create an IBMid**, in case you don’t have that already linked to your aalto email.

After that, follow the instructions under **IBM Cloud** at <https://ibm.com/academic/docs>: *How to create an IBM Cloud account > How to request an IBM Cloud Feature Code and > How to apply an IBM Cloud feature code*). The code grants you additional features on IBM Cloud / Watson Assistant compared to a trial account.

Follow the rest of the Watson Assistant setup instructions from Cognitiveclass.ai’s Module 1 - “Lab 1: Create an instance of Watson Assistant”

After you have succeeded in setting up the lab environment with Watson Assistant, start the actual course by reading the information under *About this course*, and continue there to **Module 1**.

Complete all seven modules of the CC.ai course using **Watson Assistant** hands-on yourself for the course labs (except in the 5th module **you DON’T have to implement the WordPress plugin**), and answer the Graded Review Questions in each module – they count for 50% of the CC.ai course’s grade.

Take the final test (50% of the grade) once you have finished all modules.

As a deliverable to this assignment, **copy the URL** of your final course certificate and return it to MyCourses BOX4a. The URL should look like this: <https://courses.cognitiveclass.ai/certificates/e6eac73b9a3f4792b2035f3bc81a6f9a> (the URL version which contains “:IBMDveloperSkillsNetwo” does not open to graders).

Note that if you are unable to pass the whole course and get the final certificate, provide in the alternative submission BOX4b details in your deliverable which modules you have done and accomplished using Watson Assistant to obtain partial points. Note also that both the review questions after each module and the final test contribute to the CC.ai online course's grade (pass/fail).

INSTRUCTIONS FOR RETURNING THE ASSIGNMENT

Return the assignment report to MyCourses – Assignments **by 25.3. at 12:00** (noon).

- Note that -1 point is deducted from every late 24 hours of return.