



Virtualni asistenti

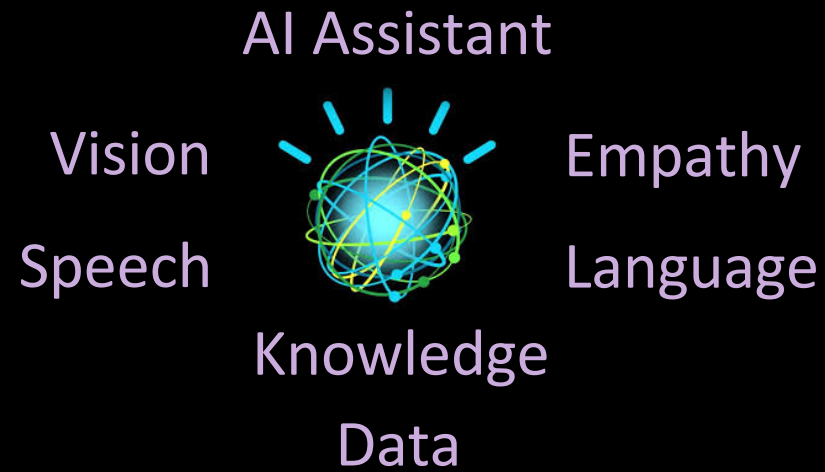
Primjeri iz regije



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14.10.2022

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Watson is not a one-size-fits-all system.

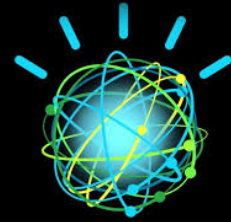
...set of AI technologies that can be applied to different tasks
rather than a monolithic AI system.

Watson Assistant

AI Assistant

Visual Recognition

Vision



Empathy

Tone Analyser

Speech

Language

Personality Insights

Speech to Text

Text to Speech

Language Translator

Natural Language Classifier

Knowledge

Data

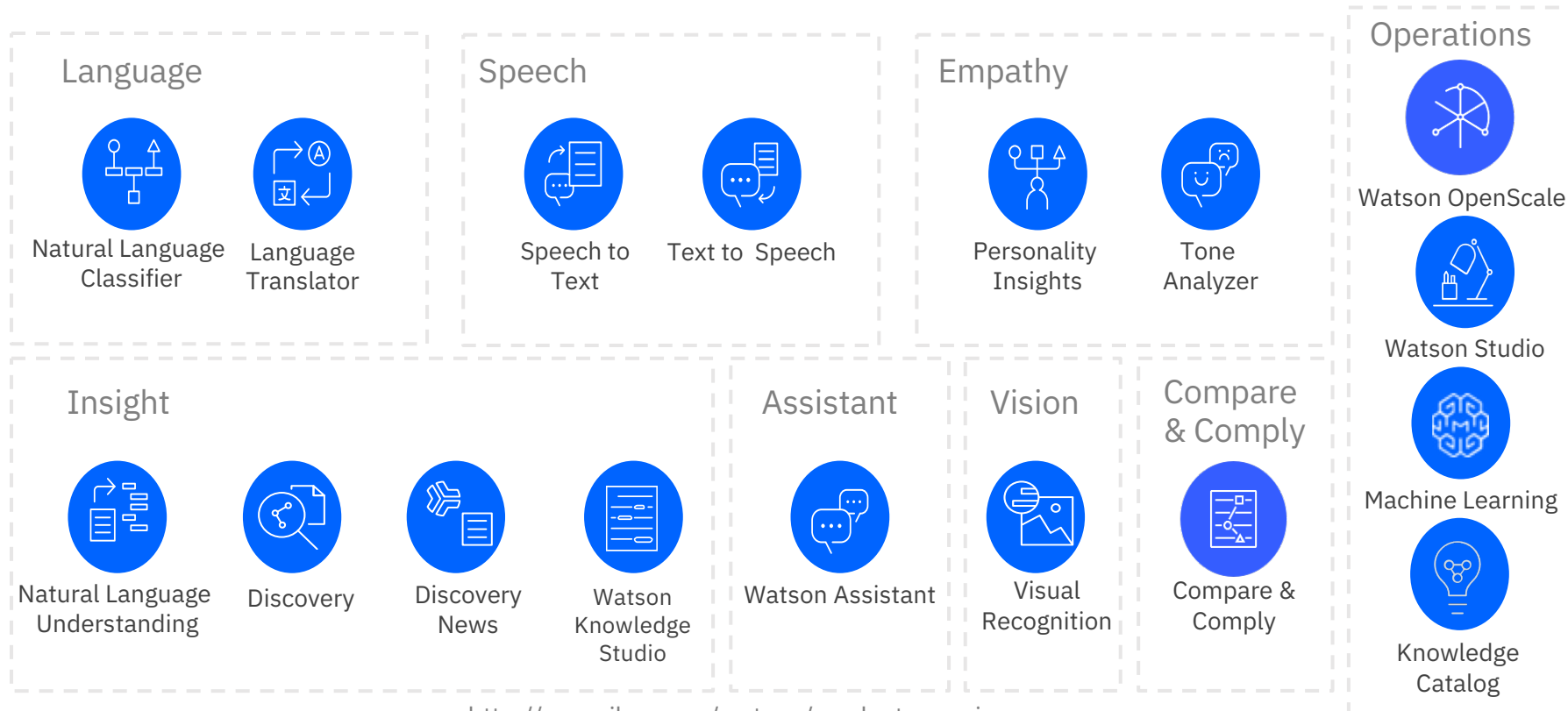
Discovery

Discovery News

Natural Language Understanding

Knowledge Studio

Watson AI tools need to serve a wide range of users



<http://www.ibm.com/watson/products-services>

Catalog

Search the catalog...

Filter

All Categories

- Compute
- Containers
- Networking
- Storage
- AI**
- Analytics
- Databases
- Developer Tools
- Integration
- Internet of Things
- Security and Identity
- Starter Kits
- Web and Mobile
- Web and Application

AI



Watson Assistant (formerly Conversation)

Lite • IBM

Watson Assistant a platform that allows developers and non-technical users to collaborate on building conversational AI-powered assistants.



AI OpenScale

Lite • IBM

IBM AI OpenScale is an enterprise-grade environment for AI infused applications that provides enterprises with visibility into how AI is being built, used, and



Compare Comply

Lite • IBM

Process contracts and governing documents to convert, identify, classify, and compare important elements.



Discovery

Lite • IBM

Add a cognitive search and content analytics engine to applications.



Knowledge Catalog

Lite • IBM

Discover, catalog, and securely share enterprise data.



Knowledge Studio

Lite • IBM

Teach Watson the language of your domain.



Language Translator

Lite • IBM

Translate text, documents, and websites from one language to another. Create industry or region-specific translations via the service's customization capability.



Machine Learning

Lite • IBM

IBM Watson Machine Learning - make smarter decisions, solve tough problems, and improve user outcomes.



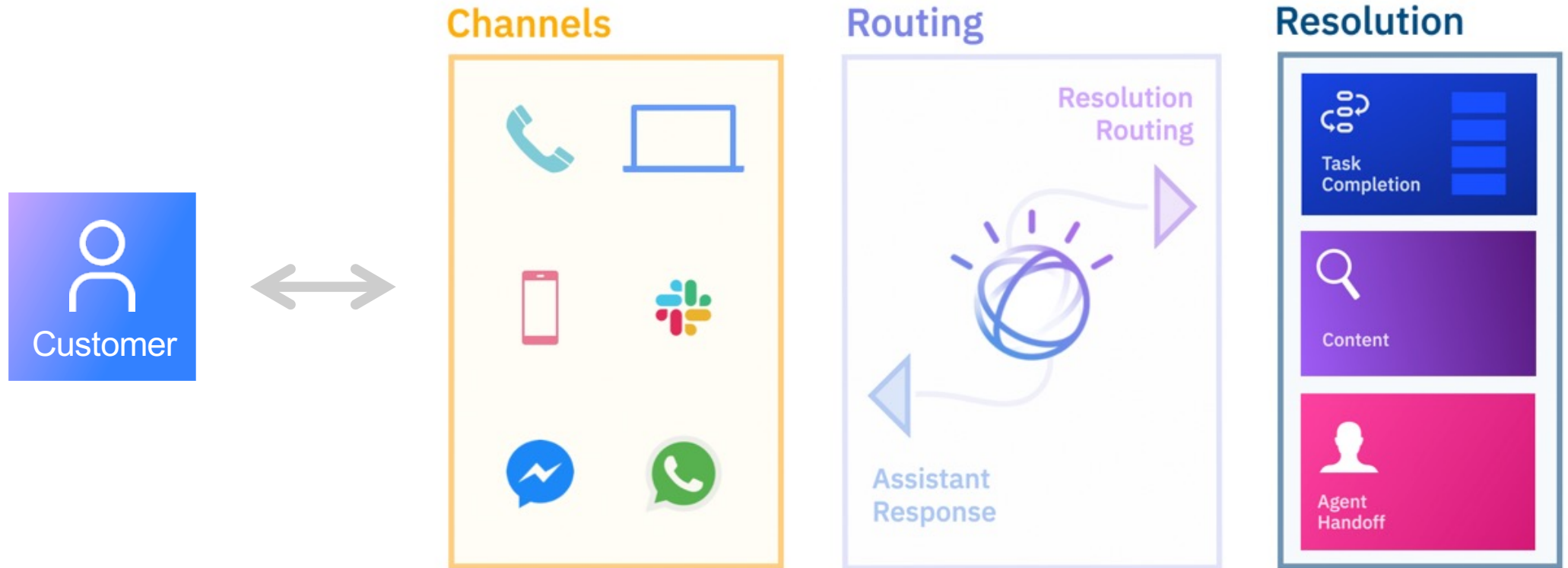
Natural Language Classifier

IBM

Natural Language Classifier uses advanced natural language processing and machine learning techniques to create custom classification models. Users train

FEEDBACK

IBM's Conversational AI Platform: Watson Assistant





Why Watson Assistant?

1 Easy to build, easier to improve
Build and improve experience is meant for anyone — solutions can be **deployed in 1/8 of the time compared to other technologies.**

Easily design conversations based on how a customer would discuss an issue. Simply use a drag-and-drop editor without writing a single line of code.

The screenshot displays the IBM Watson Assistant interface for a 'Pay bill' conversation. It includes a data dashboard, a conversation flow editor, and a chat window.

Data Dashboard:

- Pay bill** (30 September at 10:16:19 AM)
- Duration: 50 secs, Requests: 2, Recognized requests: 2, Searches: 0
- Why was Pay bill incomplete?** (Stacked bar chart)
- Filter by reason: Incomplete: Started new action
- Legend: Escalated to agent: 1, Started new action: 3, Stuck on step: 1, Abandoned or ongoing: 4
- Table: How was the action started? (Columns: Completion, Reason)

Conversation Flow Editor:

- Action started by:** Customer messages
- Step 1:** From which account? (Options: Checking, Savings)
- Step 2:** How much? (Action: Continue to next step)
- Step 3:** Sorry you can't do that. (Action: Action complete)
- Step 4:** Okay I am going to pull out \$ [Step 2] from your [Step 1] account. (Action: Action complete)

Chat Window:

- User: get my bill paaaayd
- Assistant: Welcome, how can I assist you?
- User: Did you mean: Pay bill, Withdraw Action, Check balance, Authenticate
- Assistant: Pay bill recognized
- User: 1 = Savings
- Assistant: You must authenticate before pulling money from your savings account. (Action: Go to subaction)
- User: 1 = Savings
- Assistant: How much is the bill to pay? (Action: Currency)
- User: 3
- Assistant: How much to pay from checking? (Action: Currency)
- User: 4
- Assistant: How much to pay from checking? (Action: Currency)
- User: 4 = Defined, 1 = Checking
- Assistant: I will pull [Step 4] from your [Step 1] account, but first I need to authenticate you. If you successfully... (Action: Go to subaction)
- User: 1 = Savings, 3 = Defined
- Assistant: New step +



Why Watson Assistant?

2 Easy to build, easier to improve
Watson Assistant provides comprehensive metrics and KPIs surrounding your user interactions.

We use AI as part of our analytics so we can help your team understand which topics are being resolved and we recommend topics your assistant didn't respond to well.





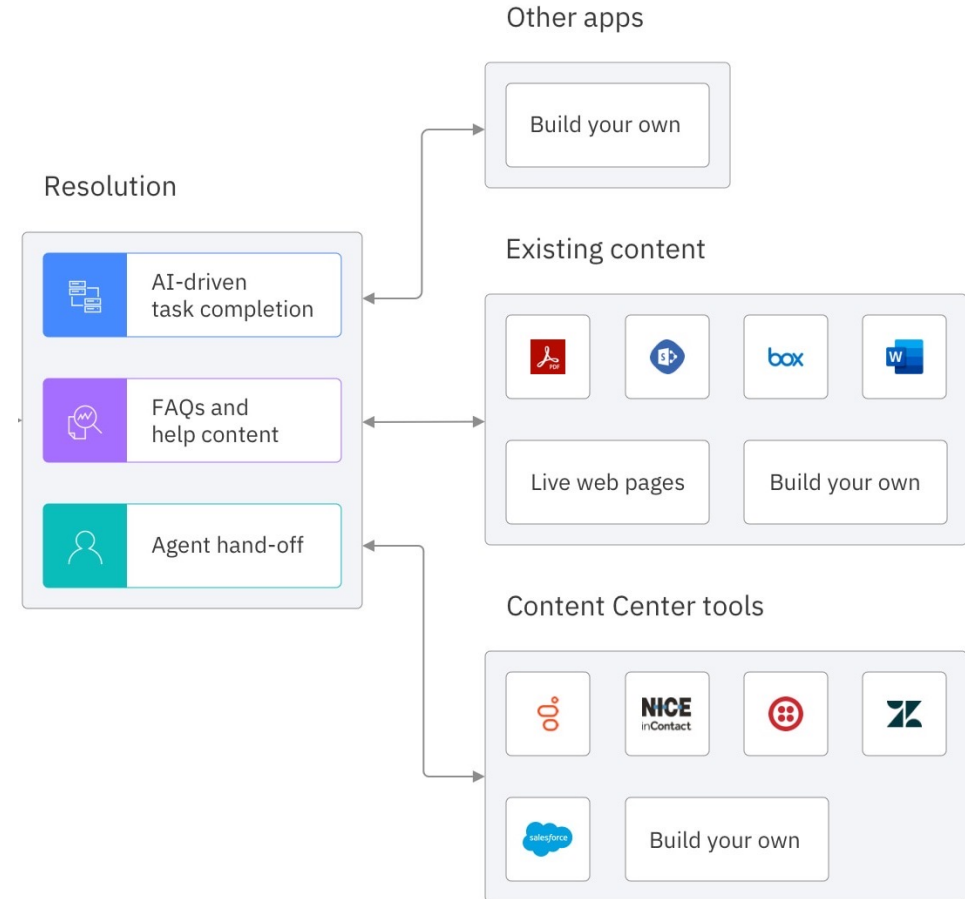
Why Watson Assistant?

3

Integrate with anything

Watson Assistant is the **only platform** which can natively connect to web and phone based human agent tools as well as any help content source.

This means that you can go live in as little as 2 days and your customers get the help they need across all your channels.





Why Watson Assistant?

4 Built for the Enterprise
An enterprise can go from a single channel and domain with thousands of conversations to supporting **tens of millions of monthly conversations across its organization, channels, and multiple languages** with a single product.

Now Supports

Any Global Language

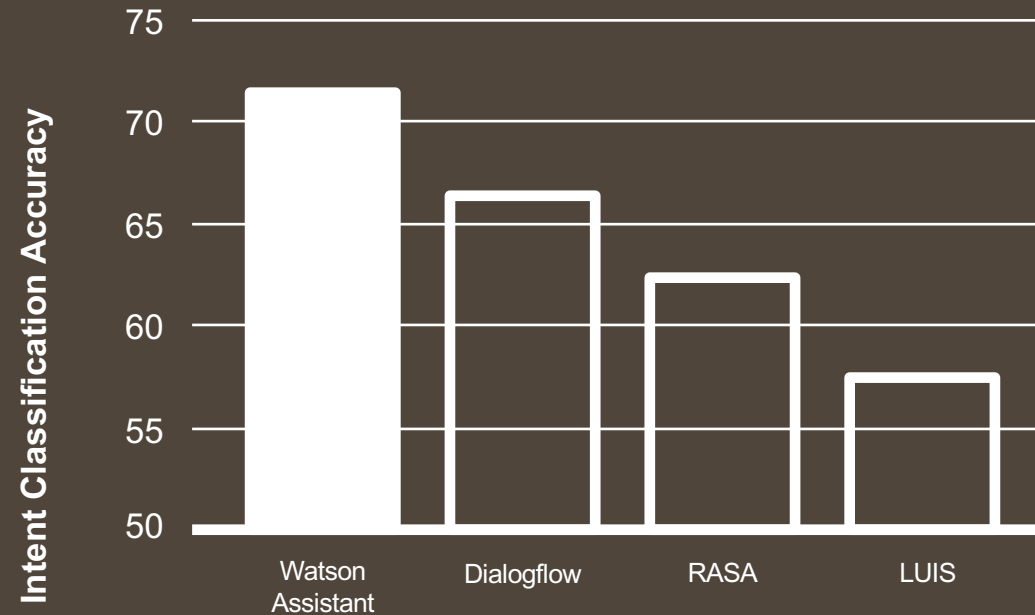
150M

Monthly Active End Users

-or-

~1.9%

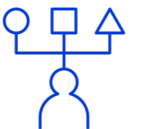
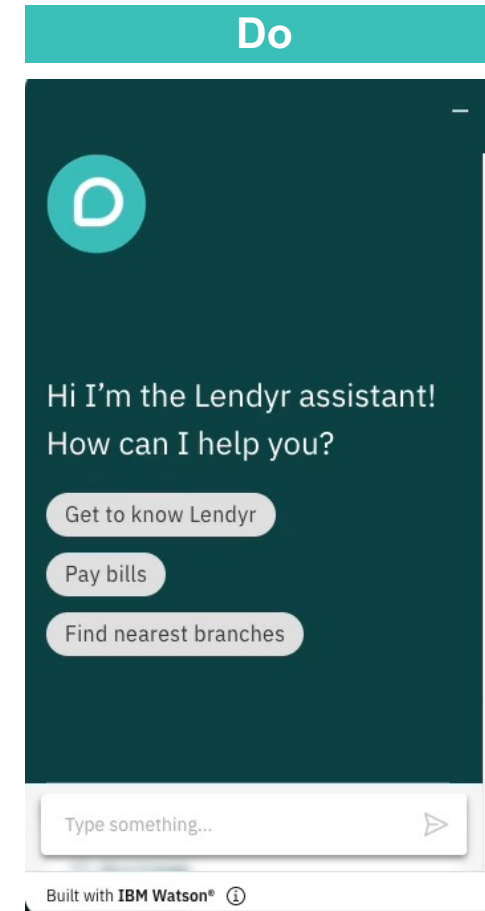
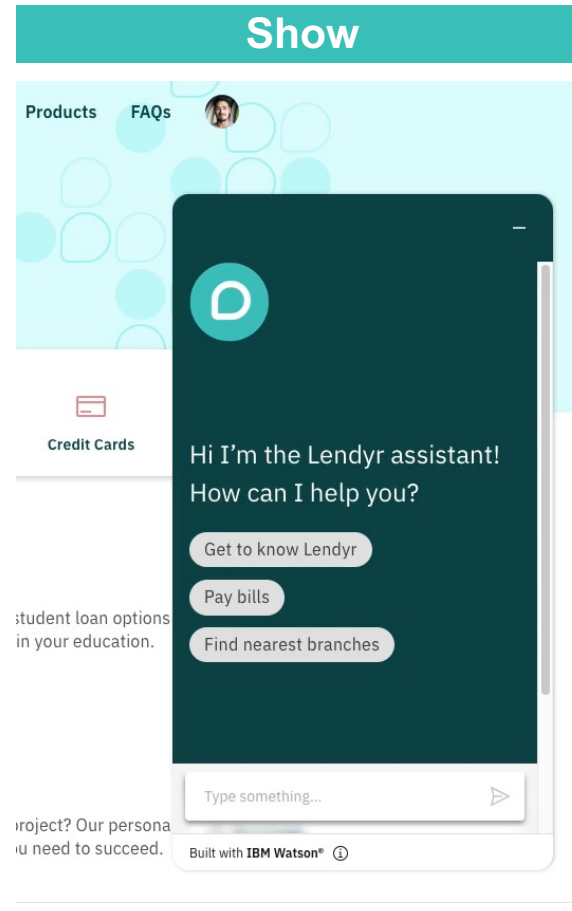
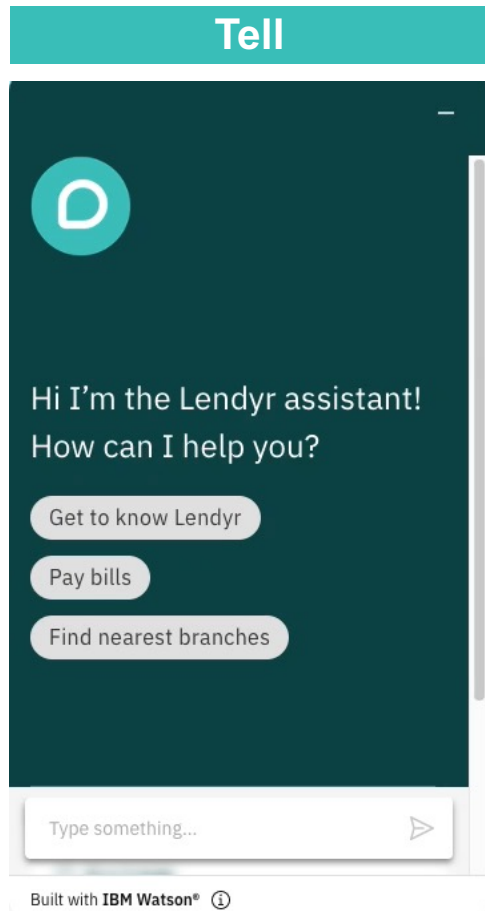
Of the Global Population Talks to a Watson Assistant Every Month



Published: Dec 2020

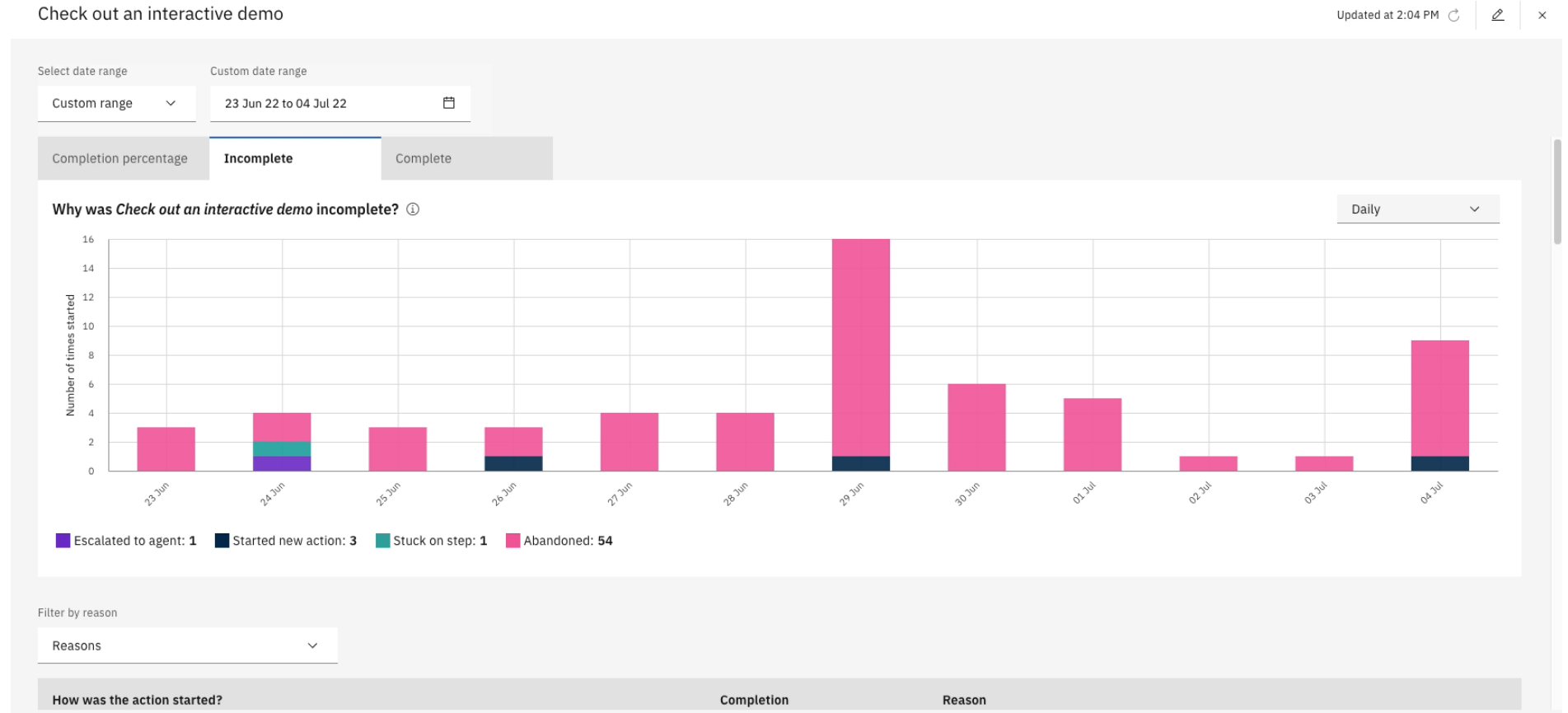
Source: <https://www.ibm.com/blogs/watson/2020/12/watson-assistant-improves-intent-detection-accuracy-leads-against-ai-vendors-cited-in-published-study/>

Empower your team to design an assistant that can **tell, show and do**.



Unlock your entire team's potential to **iterate quickly** on your support experience

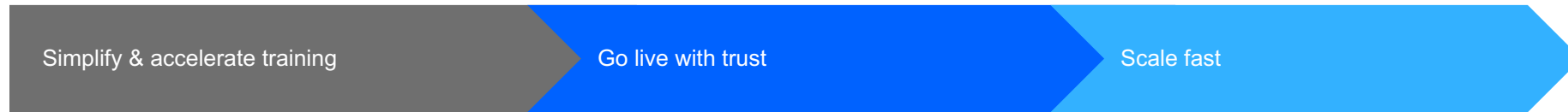
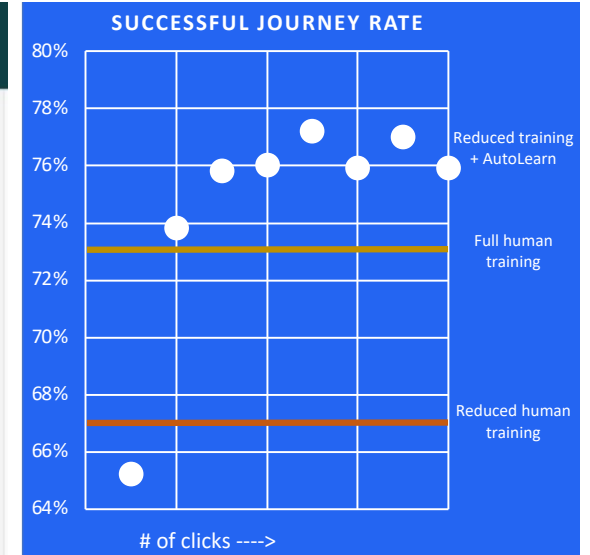
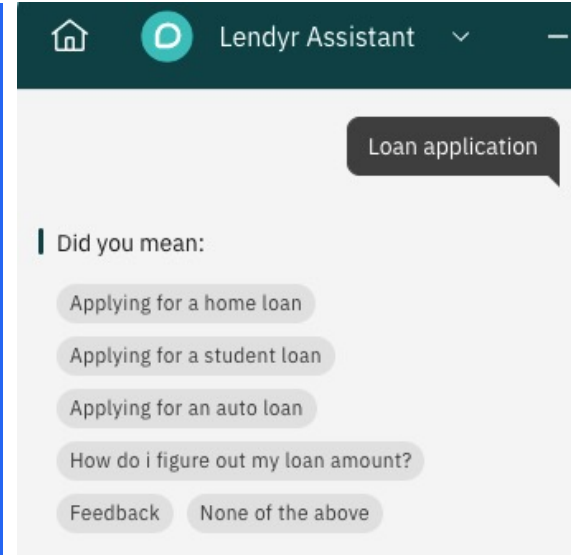
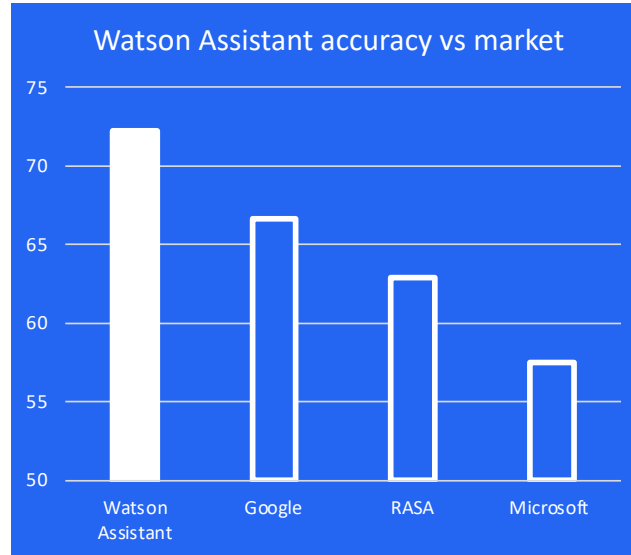
Unlock your team's potential to identify issues and iterate quickly to solve them before they become a problem.



Accessible and scalable AI that you can **rely on** to serve your customers

Deliver more accurate, consistent experiences with Watson Assistant.

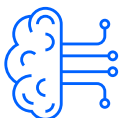
Customer care starts with understanding what your customer needs. The complexity of natural conversation doesn't make that easy. Powerful AI can overcome and drive self-service by translating human language into something your back-end systems and processes can understand.



Watson Assistant delivers greater accuracy with little training data.

Advanced clarification and defined response modes are built into Watson Assistant right out of the box to catch users before they get into trouble.

Supervised, unsupervised and hybrid approach to continuous learning so you can grow your assistant at scale



Magic Quadrant for Enterprise Conversational AI Platforms



Watson Assistant
Primjeri iz
Hrvatske

Odjel ljudskih potencijala

- **Poslovni problem:**
 - 5000+ zaposlenika u 16+ država
 - Implementirali su IBM Watson Assistant tehnologiju u odjel "People & Culture"
 - Željeli su rasteretiti zaposlenike odjela od učestalih pitanja i repetitivnih aktivnosti kako bi omogućili da se zaposlenici fokusiraju na zadatke koje donose dodanu vrijednost ljudima u tvrtci
 - Kategorije pitanja:
 - Bolovanja
 - Godišnji odmor
 - Edukacije
 - Rad od kuće
 - Plaća
 - Itd.

Odjel ljudskih potencijala

- **Primjeri pitanja:**
 - Bolovanja – kome trebam dostaviti potvrdu o bolovanju?
 - Službena vozila – kako mogu koristiti službeni auto?
 - Edukacije – kako se mogu prijaviti na edukaciju(internu/vanjsku)?
 - Godišnji odmor – Koliko dana godišnjeg imam?
 - Rad od kuće – Koliko dana mjesečno mogu raditi od kuće?

IT service desk

- **Primjeri:**
 - Upravljanje uređajima – korisnik sam može saznati kad može zamijeniti uređaj
 - Problemi s računalom – chatbot pomaže korisniku otkloniti problem
 - Problemi s prijavom u sustav– Chatbot pomaže korisniku otkloniti probleme s prijavom u sustav (npr. Automatsko resetiranje šifre)

Pravna služba

- **Primjeri:**
 - Treba mi dokument o najmu poslovnog prostora
 - Za vikend snimamo reklamu, na što trebam obratiti pozornost
 - Izlazimo na novo tržište, što sve trebam pripremiti

Virtual assistant

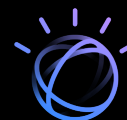
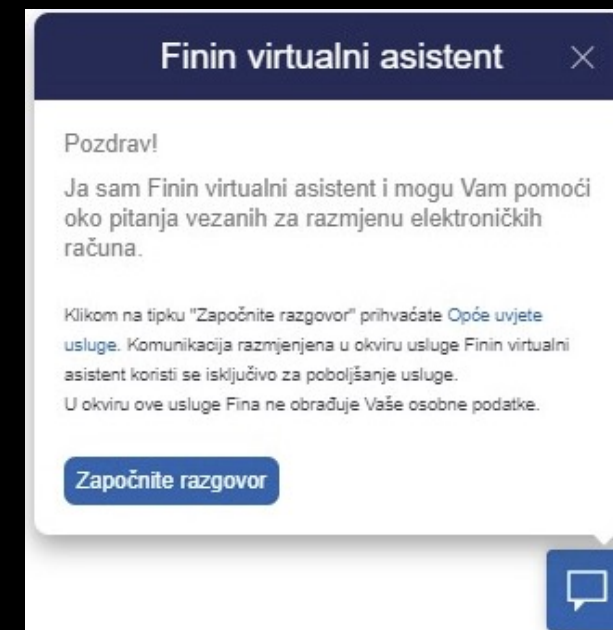
FINA je kreirala virtualnog asistenta kako bi unaprijedila korisničku podršku

Poslovni problem:

- Uvođenje nove usluge "e-račun"
- Očekivano povećano opterećenje korisničke službe

Rješenje:

- Virtualni asistent koji omogućava podršku 24/7
- Smanjenje pritiska na zaposlenike u korisničkoj službi
- Povećanje brzine otklanjanja problema
- Zadovoljniji korisnici

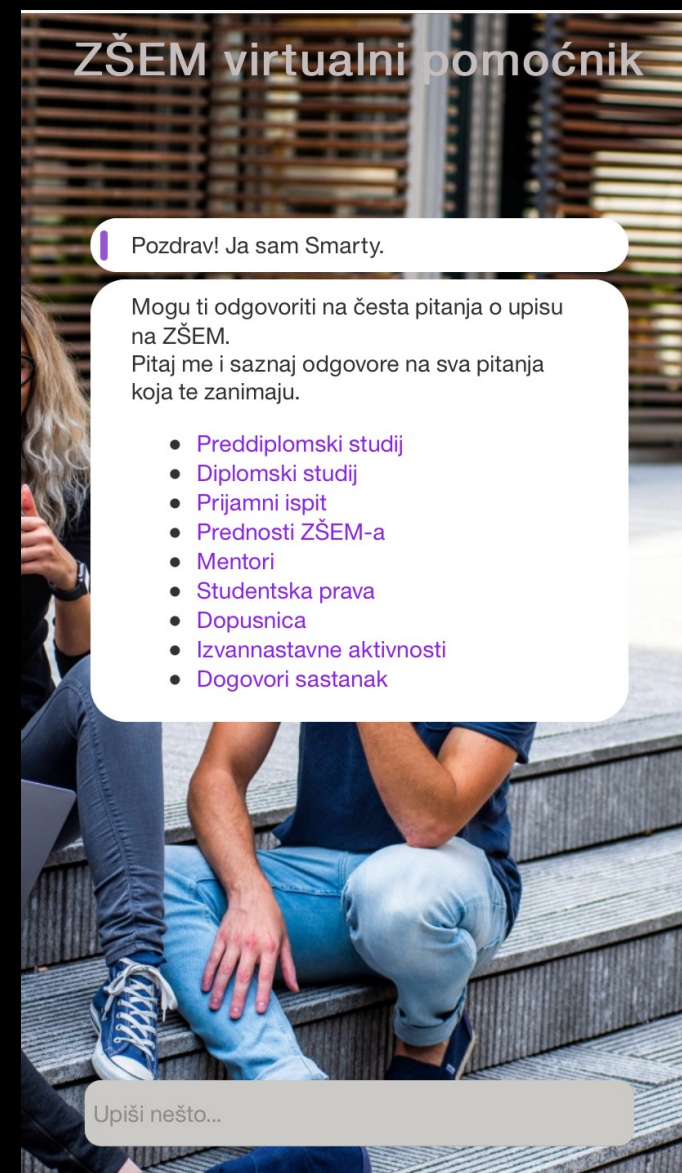




zagrebačka
škola ekonomije
i managementa
zagreb school
of economics
and management

ZŠEM Smarty chatbot

- Cilj: poboljšanje dostupnosti informacija na fakultetu
- Smarty odgovara na širok raspon općih upita kao što su preddiplomski program, prijamni ispit, mentorski program, dokumentacija za upis, i drugo i to na hrvatskom jeziku.
- studenti ZŠEM-a su aktivno radili na izgradnji Smartyja izgradivši skup najčešćih pitanja koje studenti obično upućuju referadi
- djelatnici u referadi sada imaju više vremena da se usredotoče na pružanje visokokvalitetnih konzultacija studentima



The background of the image is a dark wall covered with numerous small, overlapping data dashboards. The dashboards contain various charts, graphs, and text, though they are mostly illegible due to the low light and high contrast. Two silhouettes of people are visible in the foreground, one on the left pointing towards the wall and one on the right looking at it. The overall scene suggests a data center or a control room.

1 billion

Knowledge workers in the world

57%

Believe the difficulty of finding information is a key cause of lagging productivity in the office

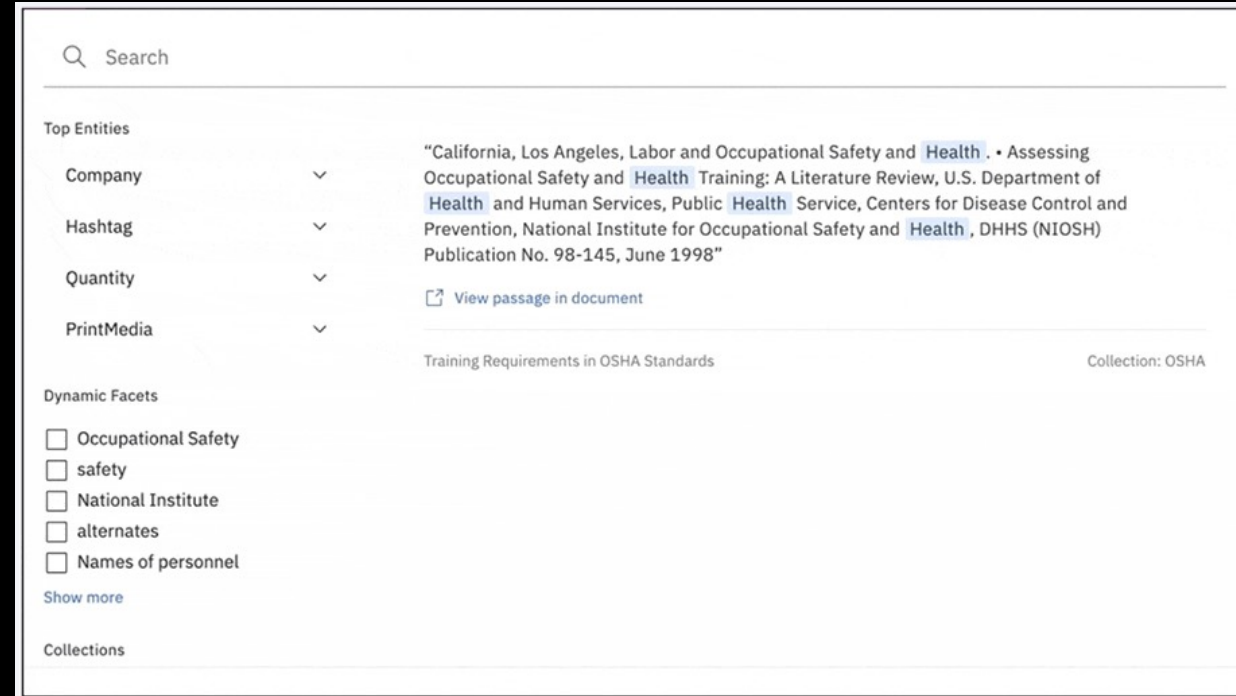
30%

Knowledge workers' time spent looking for information required to do their work

Goal:

Reduce the 30% of time knowledge workers spend searching for information

Augment employee ability to understand complex, high value documents needed for business decisions by providing immediate access to concise, trusted, personalized information

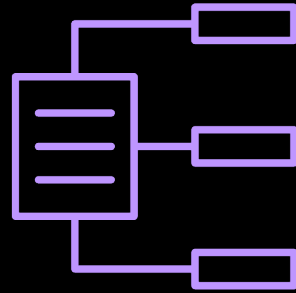


Watson Discovery essentials



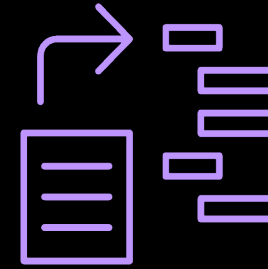
Find Documents

- Connects to document repositories
- Creates enterprise-wide index



Convert Documents

- Converts PDFs, Microsoft 365 or OpenOffice documents, scans, etc. into machine-readable format
- Performs OCR
- Preserves reading order
- Detects and understands features like tables



Natural Language Understanding

- Can be trained to look for specific phrases, pieces of text
- Can be trained to understand concepts
- Understands basic contracts



Search and Extraction

- Performs keyword search
- Can find specific facts
- Output is highly enriched, but easy-to-navigate

CONNECT

Connect with Watson Discovery

Break through siloed information with point-and-click connectivity options



On-prem and Online



IBM Cloud Object Storage



Watson Assistant



Slack



SugarCRM



Amazon S3



Databases



Web



salesforce service cloud



Dropbox



Google Drive



Apache Hive



Gmail



Drag and Drop Upload



Windows and Local Filesystems



MS OneDrive



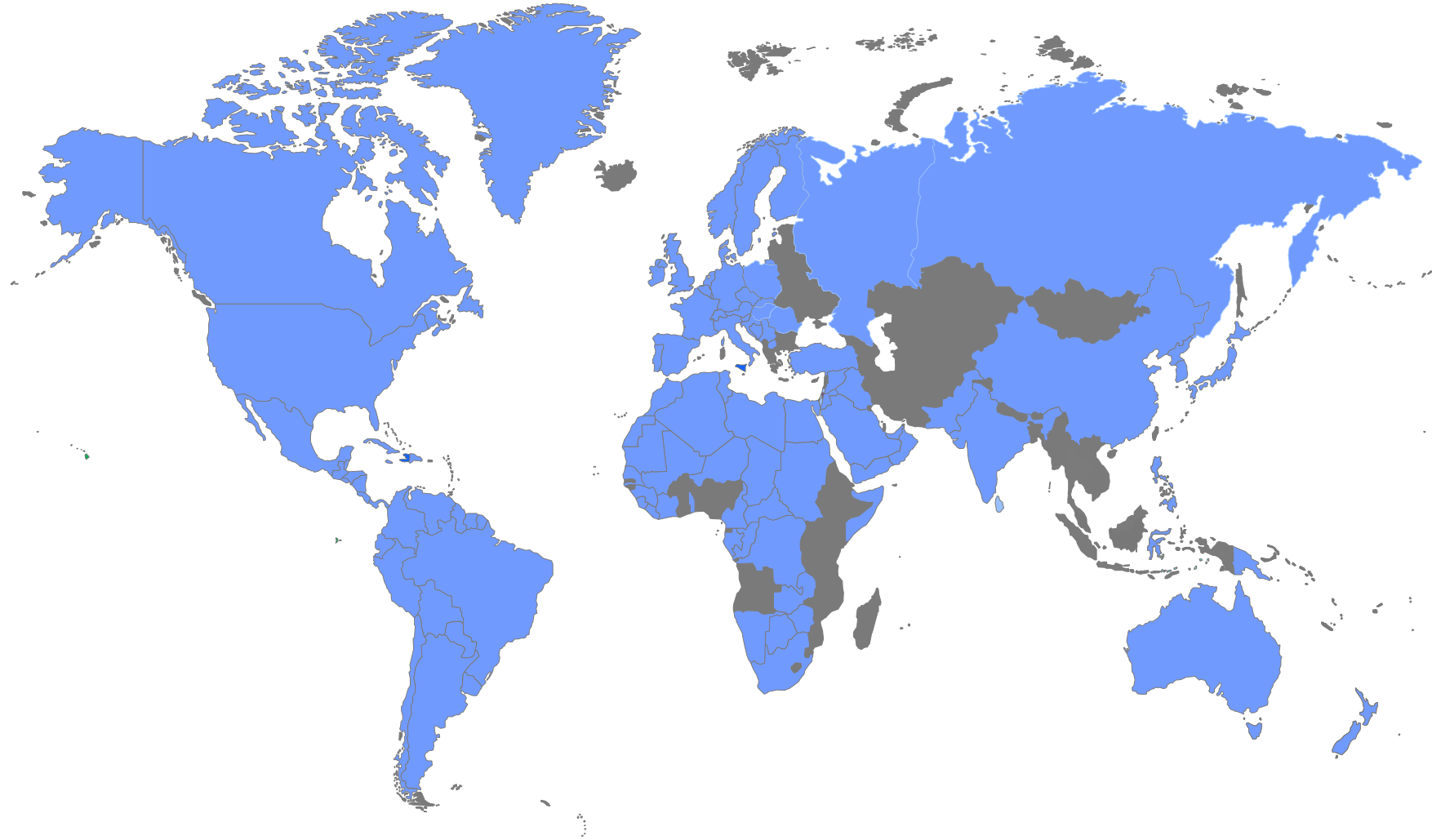
Cisco Webex Teams



Geographic Investment: Language Support

Supported Today:

Arabic	Italian
Bosnian	Japanese
Chinese Simplified	Korean
Chinese Traditional	Norwegian (Bokmål, Nynorsk)
Croatian	Polish
Czech	Portuguese (BR)
Danish	Romanian
Dutch	Russian
English	Serbian
Finnish	Slovak
French	Spanish
German	Swedish
Hebrew	Turkish
Hindi	



FEATURE

Watson Assistant Search Skill

- Simple integration between Watson Assistant and Watson Discovery provides answers to all customer and employee questions
- If Watson Assistant does not have an explicit answer to a question, it is intelligently able to route the user's question to Watson Discovery and find an answer from across disparate sources of content

The image shows two side-by-side screenshots from the Watson Assistant Skills configuration interface.

The left screenshot, titled "Skills / DemoSkill", shows the "Configure Search Response" section. It includes a description: "Search skill results will be surfaced to end users as a card. Map your data to define what results will be surfaced to end users in the card results." Below this are three input fields: "Title (optional)" with an example "Example: Visa Signature *", "Body (optional)" with an example "Example: Chase Sapphire *. For questions, call 1...", and "URL (optional)" with an example "Example: This guide applies to Benefit Informati...". At the bottom, there is a section "Define the text your search skill will display to the end user" with three tabs: "Message", "No results found", and "Connectivity issue". The "Message" tab is selected, showing a preview of the search response text: "I searched my knowledge base and found this information which might be use...".

The right screenshot, titled "Try it out", shows a preview of how search skill results will be surfaced. It includes a "Clear" button and a search input field containing "is lost luggage covered". Below the search input, there is a preview of the search results card. The card has a title "Lost Luggage" and a body of text: "The benefit amounts for jewelry, watches, cameras, video recorders, and other electronic equipment are part of and not in addition to". Below the card, there is a snippet of another search result: "[Benefit Information What is the Lost Lugga...".

Watson Assistant

+

**Watson
Discovery
primjeri**

Ministarstvo pravosuđa i uprave RH

Watson Assistant

- Generička pitanja o stečajnom postupku
- Generička pitanja o tome gdje se mogu pronaći najnovije informacije o otvorenom stečajnom postupku

Naslovnica / Oglasne ploče sudova / Stečajevi

Stečajevi ¹

Stečajevi >

Stečajevi objavljeni na dan

Stečajni upravitelji

Očevidnik stečajnih objava

Obrasci za podneske

Blokirani pravni subjekti

 PRETRAŽI

Ovu stranicu štiti reCAPTCHA i primjenjuju se Google Pravila o privatnosti i Uvjeti pružanja usluge

Datum objave

 Datum od

 Datum do

 Vremenski period

Ministarstvo pravosuđa i uprave Republike Hrvatske
IBM Hrvatska d.o.o.

▶ NASLOVNICA

Objave

▶ OGLASNE PLOČE SUDOVA

Pregled po sudovima

▶ OGLASNA PLOČA FINA

▶ STEČAJEVI

Stečajni upravitelji

Očevidnik stečajnih objava

▶ STEČAJEVI POTROŠAČA

Stečajni povjerenici

Očevidnik objava stečajeva potrošača

Pozivi za dostavu adrese

▶ DOKUMENTI

Sudske pristojbe

Obrasci za podneske

Zbirni popis blokiranih pravnih osoba

▶ O E-OGLASNOJ PLOČI

Politika privatnosti

Izjava o pristupačnosti

Kontakt

Pomoć

▶ BITNE POVEZNICE

Ministarstvo pravosuđa i uprave

Portal sudova

e-Predmet

Registar nesolventnosti

Hrvatska javnobilježnička komora

FINA

Stečajevi objavljeni na dan

Stečajni upravitelji

Očevidnik stečajnih objava

Obrasci za podneske

Blokirani pravni subjekti

mediteranski suncokret ×

Sud na kojem se predmet vodi ▼

Izvor objave ▼

 PRETRAŽI

Ovu stranicu štiti reCAPTCHA i primjenjuju se Google Pravila o privatnosti i Uvjeti pružanja usluge

Datum objave

 Datum od ×

 Datum do ×

 Vremenski period ▼

Pronađeno rezultata: **11**, stranica 1 od 2.

Sortiranje ▼

Izvoz podataka ▼

Predmet
St-618/2021

Sud
Trgovački sud u Zadru

Datum i vrijeme objave
12.11.2021. 11:24

Naslov objave
Rješenje od 12.11.2021.-14; Prijedlog od 02.11.2021.; Prilog od: 02.11.2021.; Prilog od: 02.11.2021.

Sudionici
MEDITERANSKI SUNCOKRET d.o.o. OIB 77009982081 ADRESA Žaborić, Špacerova 12 A, 22000 Šibenik, Hrvatska **DUŽNIK**

STEČAJ

 Dokumenti objave

Predmet
St-343/2020

Sud
Trgovački sud u Zadru

Datum i vrijeme objave
13.01.2021. 14:25

Naslov objave
Rješenje od 13.01.2021.

Sudionici
MEDITERANSKI SUNCOKRET d.o.o. OIB 77009982081 ADRESA Žaborić, Špacerova 12 A, 22000 Šibenik, Hrvatska **DUŽNIK**

STEČAJ

 Dokument objave

Predmet
St-343/2020


Sud
Trgovački sud u Zadru

Datum i vrijeme objave
12.11.2020. 10:50

Naslov objave
Oglas od 12.11.2020.

Sudionici
MEDITERANSKI SUNCOKRET d.o.o. OIB 77009982081 ADRESA Žaborić, Špacerova 12 A, 22000 Šibenik, Hrvatska **DUŽNIK**

STEČAJ

 Dokument objave



Republika Hrvatska
Trgovački sud u Zadru
Zadar, Dr. Franje Tuđmana 35

REPUBLIKA HRVATSKA

OGLAS

Trgovački sud u Zadru, po prijedlogu više sudske savjetnice Anamarije Kovačić Milković, u skraćenom stečajnom postupku nad dužnikom MEDITERANSKI SUNCOKRET d.o.o., Šibenik, Žaborić, Špacerova 12 A, OIB: 77009982081, povodom zahtjeva Financijske agencije, Regionalnog centra Split, Podružnice Šibenik, Perivoj L. Maruna 1, OIB: 85821130368 od 27. listopada 2020., 12. studenog 2020. objavio je

o g l a s

1. Utvrđuje se da ukupni iznos evidentiranog duga dužnika MEDITERANSKI SUNCOKRET d.o.o., Šibenik, Žaborić, Špacerova 12 A, OIB: 77009982081, na temelju neizvršenih osnova za plaćanje iznosi 11.408,84 kn.

2. Poziva se osoba ovlaštena za zastupanje dužnika po zakonu Knut Ottar Westgaard, u roku od 15 (petnaest) dana od dana objave ovog oglasa na e-oglasnoj ploči ovog suda, a temeljem odredbe čl. 430. Stečajnog zakona (Narodne novine broj 71/15 i 104/17, u nastavku teksta: SZ), podnijeti sudu javnobilježnički ovjеровljen popis imovine i obveza dužnika na propisanom obrascu.

3. Pozivaju se vjerovnici dužnika da najkasnije u roku od 45 (četrdesetpet) dana od dana objave ovog oglasa na e-oglasnoj ploči ovog suda, a temeljem odredbe čl. 430. SZ-a, predlože otvaranje stečajnog postupka nad dužnikom.

4. Upozorava se osoba ovlaštena za zastupanje dužnika po zakonu ako u roku od 15 dana od dana objave ovog oglasa na e-oglasnoj ploči suda, ne podnese sudu javnobilježnički ovjеровljeni popis imovine i obveza dužnika iz točke 2. ovog oglasa ili ako iz toga popisa proizlazi da dužnik ima imovinu koja nije dostatna za namirenje predvidivih troškova stečajnoga postupka, te ako u roku od 45 dana od dana objave ovog oglasa nijedan vjerovnik ne predloži otvaranje stečajnoga postupka iz točke 3. ovog oglasa i ne uplati predujam za namirenje troškova stečajnoga postupka na plaćanje kojeg će biti pozvan temeljem odredbe čl.

Ministarstvo pravosuđa i uprave RH

Watson Assistant

- Generička pitanja o stečajnom postupku
- Generička pitanja o tome gdje se mogu pronaći najnovije informacije o otvorenom stečajnom postupku

Watson Discovery

- Pretraživanje dokumenata u kojem se pozivaju vjerovnici dužnika da otvore stečajni postupak
- Povezivanje s Watson Assistantom da pretražuje dokumente uz pomoć virtualnog asistenta

Hrvatska agencija

Watson Assistant

- Generička pitanja o domenama
- Administracija, promjena domena, itd.

Watson Discovery

- Pretraživanje dokumenata kako bi korisnici došli do informacija za koje virtualni asistent nije treniran da odgovori

ŠKODA AUTO Uses IBM Watson Assistant to Help Improve the Efficiency of its Recruitment Process

Sep 11, 2019



PRAGUE, Sept. 11, 2019 /PRNewswire/ -- Recruitment is a critical pillar to building the right human capital for an organization. With hundreds of candidates going through its recruitment process every month, car manufacturer ŠKODA AUTO selected cloud-based IBM Watson Assistant (NYSE: [IBM](#)) to help make the hiring of new employees more efficient and less time-consuming not only for HR professionals but also for candidates. A digital assistant guides candidates through the data entry process in a user-friendly way, helping to avoid typing errors and assisting them in the completion of online job applications.

Working with the IBM Czech Republic AI professionals and designers, ŠKODA AUTO implemented a virtual HR assistant to give job applicants the ability to apply for a job through a virtual conversation rather than by filling out extensive paper forms. Through the automated collection of data, the solution delivers proactive and personalized services to Skoda's HR team while providing data privacy.

Watson Assistant can be run anywhere, in any cloud environment – on premises, or on any private, public, or hybrid cloud – giving businesses the ability to apply an enterprise-class, intelligent AI-driven assistant for all of the company's data. The virtual HR assistant is running on ŠKODA's IBM Cloud instance, providing enterprise security, with all the data RSA encrypted.

Since its inception in July 2018, the Watson Assistant solution has saved approximately 40 percent of the time monthly required to handle job applications by HR employees.

The solution is used today in two of the three ŠKODA factories in the Czech Republic and currently collates, in Czech language, the information from Czech job applicants, to streamline the collection and storage of applicant's data.

The digital HR assistant helps to speed the administration and repetitive tasks, enabling the HR team to focus on higher complexity work. With this solution available on site in the ŠKODA AUTO hiring center, with a plan to extend it as a web page in the near future, the applicants no longer need to apply using paper forms. Applicants can interact with the virtual assistant by asking questions related to the job applications such as working hours, night shifts and other questions related to a specific role. Recruiters have clear visibility of data and can easily decide the next steps in the hiring process.

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