IBM Watson Workspace

Workstream Collaboration with the power of Watson
Everything your team needs for collaboration

- Messaging with the power of Watson AI
  - Focus on what matters most with “Moments”
  - Take action with your existing tools and apps without leaving the conversation

- Collaborate anywhere on any device
  - File sharing and storage
  - Searchable conversation history

- Trusted security and privacy from IBM
  - Secure, enterprise-grade single sign-on (SSO)
  - Enforced standards and tested processes to protect your data
A collaborative environment for teams powered by Watson AI.

Turn conversations into actions with Watson Workspace.

See how professionals use Watson Workspace in your industry.
Leverage Watson to recognize actionable language, such as new opportunities, and to pull information from CRM directly in-line.

Identify, progress, and close opportunities with built-in workflow and task management.

Use full searchable history to easily gain insight from past conversations, deals, and decisions.

Create spaces to improve communication and transparency between sales and other departments.

“Within 2 minutes we created a world-wide ‘pricing war room’ in Watson Workspace. Instead of endless email chains, we had a single conversational workspace and could turn around required pricing discussions & approvals for a time-sensitive deal in less than 48 hours—despite the 9 hours time difference we had to deal with.”

Example Application Integrations

Sia by Opentopic
A bot to deliver cognitive insights and recommendations.
Project Managers

- Easily share project resources, updates, and deliverables in your spaces in real time
- Create spaces for your projects to ensure seamless communication
- Use mentions and @space to keep the team up to speed on what’s coming next
- Create custom integrations to push updates from your favorite project management tools and minimize context switching
- Leverage industry-specific templates and custom workflow to progress your projects from start to finish

Example Application Integrations

Workato
Access over 100 enterprise applications for IBM Watson Workplace using Workato recipes.

“Keeping track of all outstanding projects and their statuses is no small task. Even with today’s plethora of project management tools, I found myself toggling between multiple apps and key assets still seemed to go missing. With Watson Workspace, I can stay in one flow of work the entire day and be confident that I am fully informed and connected to various moving parts.”
Executives

Use direct messaging to connect one-on-one with employees from across your organization.

Manage your notifications to never miss the updates you need to make informed decisions.

Use “Moments” to catch up on work that transpires while you’re away and provide feedback and guidance without scheduling more meetings.

Quickly assemble team spaces to deliver business outcomes and stay connected to employees wherever they are.

Example Application Integrations

**Box**

Cloud content management and file sharing service for businesses.

"As a business leader, I rely more than ever on the intelligence and resourcefulness of my staff. With spaces dedicated to various initiatives, I can get all of the necessary reporting from the right people exactly when I need it. The repository of documents within each space also helps direct my attention to most up-to-date excel sheets regarding status and progress."
Example Application

Software Developers:

- **Use direct messaging** to collaborate seamlessly across time zones and around the world.
- **Build custom integrations** to track bug notifications, change requests, or system outages.
- **Use “Moments”** to catch up easily and stay focused on the code.
- **Create spaces** to facilitate scrums and swats, or to communicate with design, ops, and project management from any device.
- **Share code directly** in the conversation using built-in code syntax highlighting.

Example Application Integrations:

- **GitHub**
  - Web-based hosting service for version control using git.
- **PagerDuty**
  - A leading digital operations management platform for businesses.

“Collaboration between designers, developers and product management is crucial. We need to understand what our team is capable of creating and keep the lines of communication open throughout an entire project. Watson Workspace allows us no longer work in silos and gives us assurance that we are building a product that aligns with the goals of all stakeholders.”
**Example Application Integrations**

**Survey Monkey**
An online survey development cloud-based software as a service company.

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**Human Resources**

- **Simplify** new employee onboarding with 1:1 interactions and a single place for key reference materials
- **Leverage** built-in workflow to assemble teams and facilitate action plans and resolve employee concerns
- **Incorporate bots** to administer surveys and improve employee response rates
- **Create spaces** to aggregate messages from different internal employee channels and connect employees

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“*My company has seasonal and transition workers, so a workspace has been set up specifically for new hires and has been integrated with a cognitive chat bot. This chat bot helps employees get their HR-related questions answered without wasting time having to engage with the help desk. This creates more time for me and employees so that we can focus on mission critical projects.*”
Example Application Integrations

**Customer Service/Support**

- **Aggregate and monitor**
  - customer sentiment across different social media channels

- **Quickly assemble**
  - stakeholders in spaces to address feedback and resolve customer concerns

- **Leverage**
  - cognitive digital playbooks to expedite customer resolution by following recommended action plans

- **Connect**
  - help center agents and customers in real time using embedded audio/video, and 1:1 messaging

**Facebook**
- An American online social media and social networking service.

**Twitter**
- An online news and social networking platform

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*“My company leverages Watson Workspace to filter and surface any negative social media content based on feeds from Twitter and Facebook. A space is then created to act on the comments using action fulfillment hooks into our case management system. Workspace brings all interested parties into a space to deal with the incident, resolve, and follow-up on if need be. This then closes out the incident in the case management tool.”*
DevOps/IT

- **Get real-time notifications** of problems when they occur
- **Communicate** face-to-face using embedded video/audio to expedite resolution of technical issues
- **Create spaces** and use 1:1 messaging to quickly assemble the right individuals
- **Automate key processes** by integrating and interacting with third party tools and leveraging action fulfillment

**Example Application Integrations**

- **Jira**: Provides bug tracking, issue tracking, and project management functions
- **Confluence**: Team and content collaboration software.

"Watson Workspace has brought our incident management process into the future. My team can now be notified, react, and resolve any IT technical issue in one real-time collaborative space using integrations into Jira and Confluence. As a company within the financial services sector, we use this incident management function to handle notifications of large customer withdrawals, credit spike, loan rejection, etc., and quickly assemble a group to resolve."
Example Application

**Procurement**

- **Connect easily** with internal requesters and external vendors alike using spaces and direct messaging.

- **Integrate** third party applications to streamline key processes such as approvals, and invoicing.

- **Never miss** an important delivery or update to an order with real-time communication, notifications and access from any device, and catch up quickly with moments.

- **Leverage** built-in workflow to facilitate actions and track changes from purchase request to fulfillment.

“**My division used to experience significant duplication and cost redundancies in the procurement processes. Watson Workspace makes engaging with the various procurement teams seamless and allows our communication to integrate into the various procurement databases. We also integrated a cognitive bot to alert a procurement team if an item is available at another location or segment of the business and instantly connect decision makers with that procurement organization.**"
Marketing Professionals

Create spaces to coordinate and manage projects or campaign launches with external vendors, and communicate face-to-face using embedded audio/video.

Track and monitor customer feedback by aggregating media and social feeds into a dedicated topic.

Integrate third party apps to track trends and apply sentiment analysis to respond and react to actionable insights.

Share content, review and approve deliverables with vendors and clients utilizing built-in file sharing, real-time sign-offs, and embedded workflow.

Example Application Integrations

Trello
A web-based project management application.

“...the first step I take when working with an agency is setting up a workspace between both parties. It allows everyone to stay on the same page, share assets, set up meetings, and address quick questions/comments/concerns in real time. Every agency I have worked with really appreciates the fact that they can consult with us on a decision without the need of waiting for a large feedback session and fearing a complete re-work.”
Bringing artificial intelligence to workflow

Industry-specific use cases
Real Estate

Real estate agents can use Watson Workspace to:

Reduce time to close the deal, and make decisions faster

Identify and personalize popular listings based on sentiment analysis and personalize listings and showings based on client needs

Create spaces to act as an audit trail to track all critical activity and communication related to a deal, and easily share announcements and closings with your team

Focus on key actions, questions and decisions recognized automatically in the conversation to prioritize activity across all deals

Upload, edit and organize documents, such as legal contracts, identification forms, and loan approvals, and consolidate documents in a single location for electronic sign-off at closing

App integration examples
DocuSign, Zillow, CRM and transaction tracking platforms
Transportation and Logistics

A major transportation company used Watson Workspace to:

Use spaces to maintain a system of record of all communications and documents

Keep captains and drivers in the know with immediate access to maintenance requirements, vendor payments, shipping lane delays, and weather conditions

Improve communication between captains, drivers and vehicle operations with real time 1:1 and group conversations

Prioritize critical activity using built-in AI prioritization. Focus on open actions and questions automatically recognized and highlighted in the conversation

App integration examples
In-house maintenance and dispatch apps, weather feeds
Manufacturing
Manufacturing companies can use Watson Workspace to:

Create spaces for real-time coordination between, leadership and floor supervisors, inbound operations and suppliers, outbound operations and distributors

Easily catch-up on and prioritize floor alerts, updates and equipment issues by integrating third party applications and applying Moments

Quickly report incidents and equipment failures and leverage built-in workflow to facilitate action plans, track projects, and expedite resolution

Utilize digital playbooks generated by AI understanding to optimize and automate common operating procedures

App integration examples
In-house environmental, health, and safety systems
Hospitality
The hospitality industry can use Watson Workspace to:

- **Improve service** quality by creating spaces for specific departments to communicate across shift changes
- **Utilize** built-in prioritization to save time and respond quickly to guest needs
- **View all guest requests** and steps taken in one place instead of combing logbooks, and use search to find old records and activity
- **Keep up** with notifications and easily escalate issues to management with mentions and direct messaging
- **Integrate** third party apps to display new bookings, set up alerts, and track daily onsite tasks

App integration examples
In-house databases, email integration, NPS tracking
Accomplish your best work with the power of AI and the security of IBM.

Connect

Inside and outside your organization
Anywhere on any device

Converse

Searchable conversation history
Summarize and prioritize work with Moments

Collaborate

Central repository for shared resources
Act instantly with integrated apps