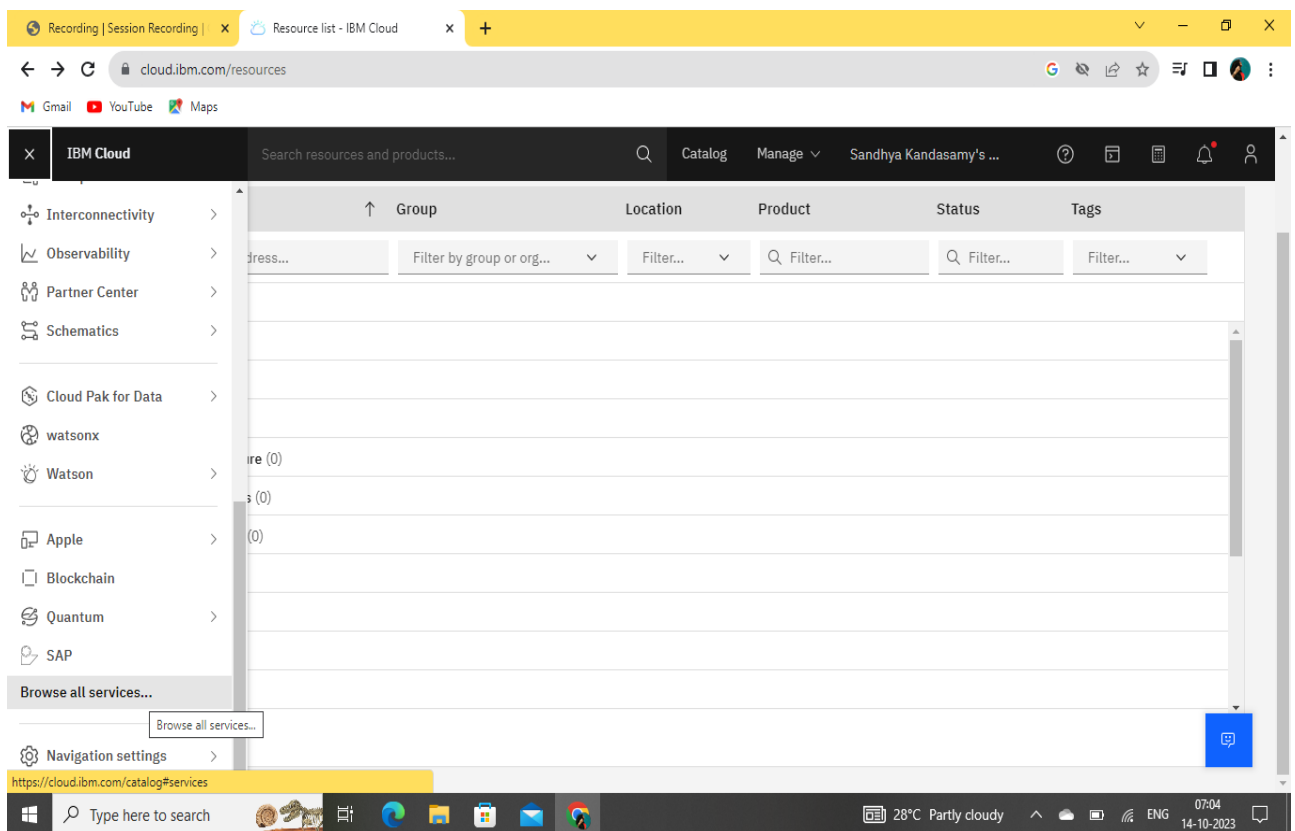

PROJECT TITLE: CREATING A CHATBOT DEPLOYMENT WITH IBM CLOUD WATSON ASSISTANT

PHASE 3: DEVELOPMENT PART I

1.Access My IBM Cloud Watson Assistant:



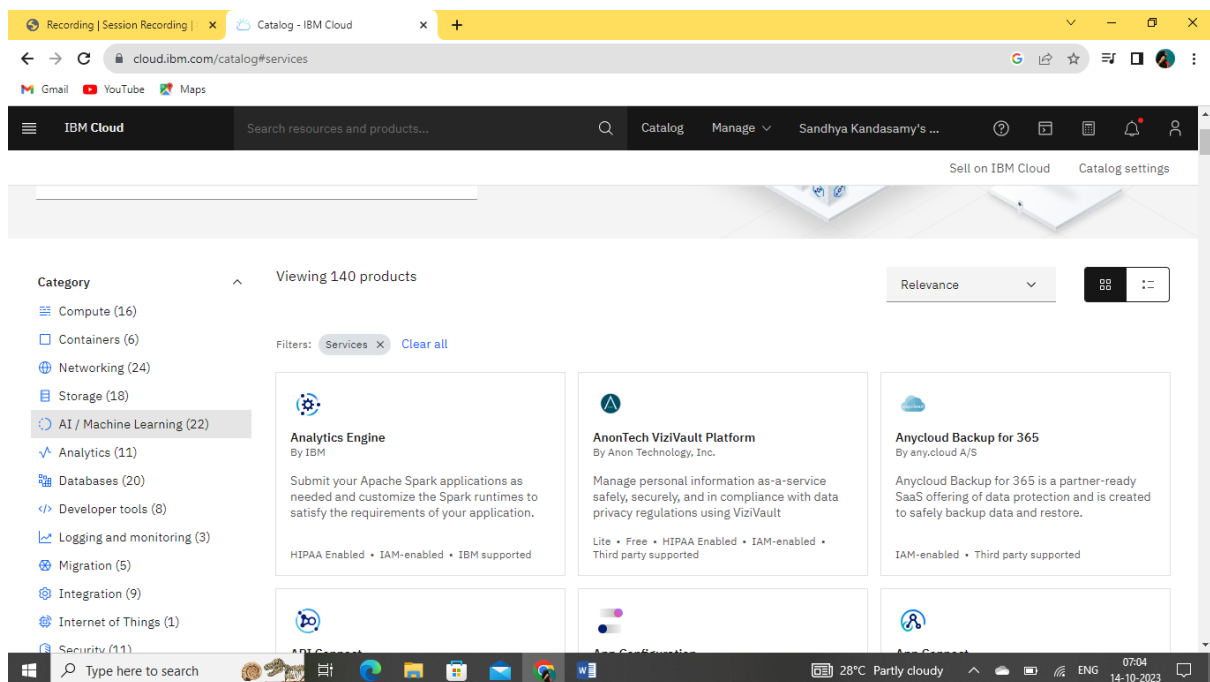
IBM Watson Assistant

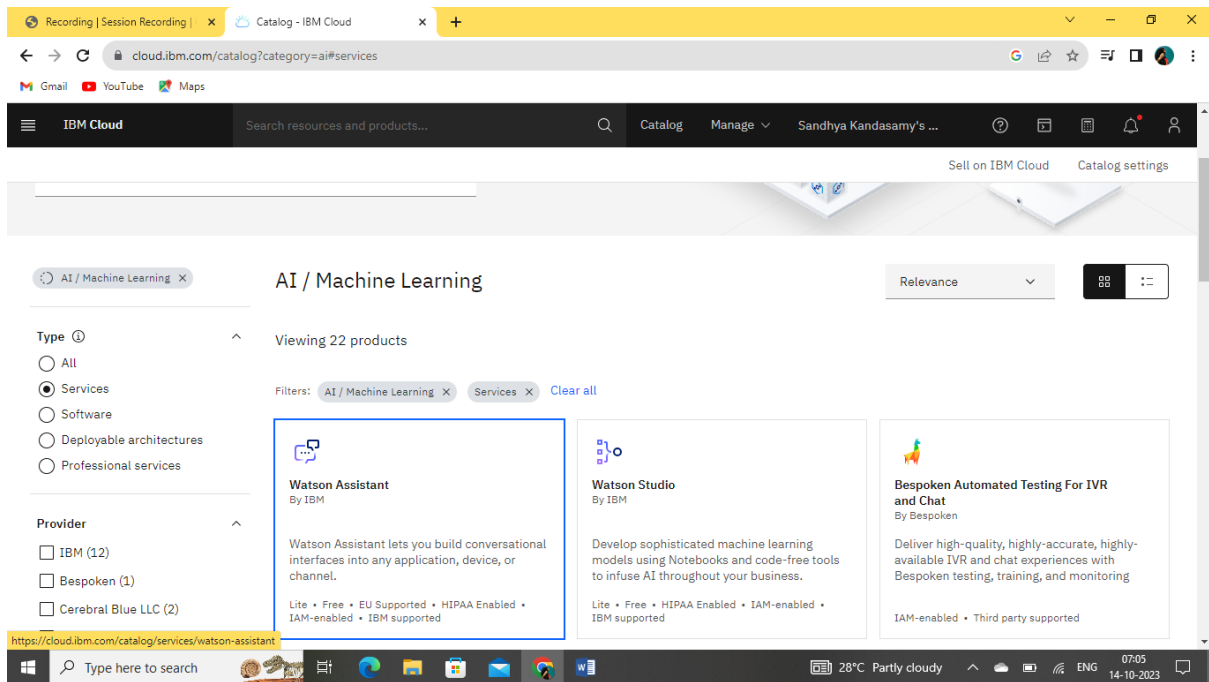
It is a cloud-based AI service offered by IBM that allows you to build, deploy, and manage chatbots and virtual assistants for a wide range of applications.

It leverages natural language processing (NLP) and machine learning to understand and interact with users in a conversational manner.

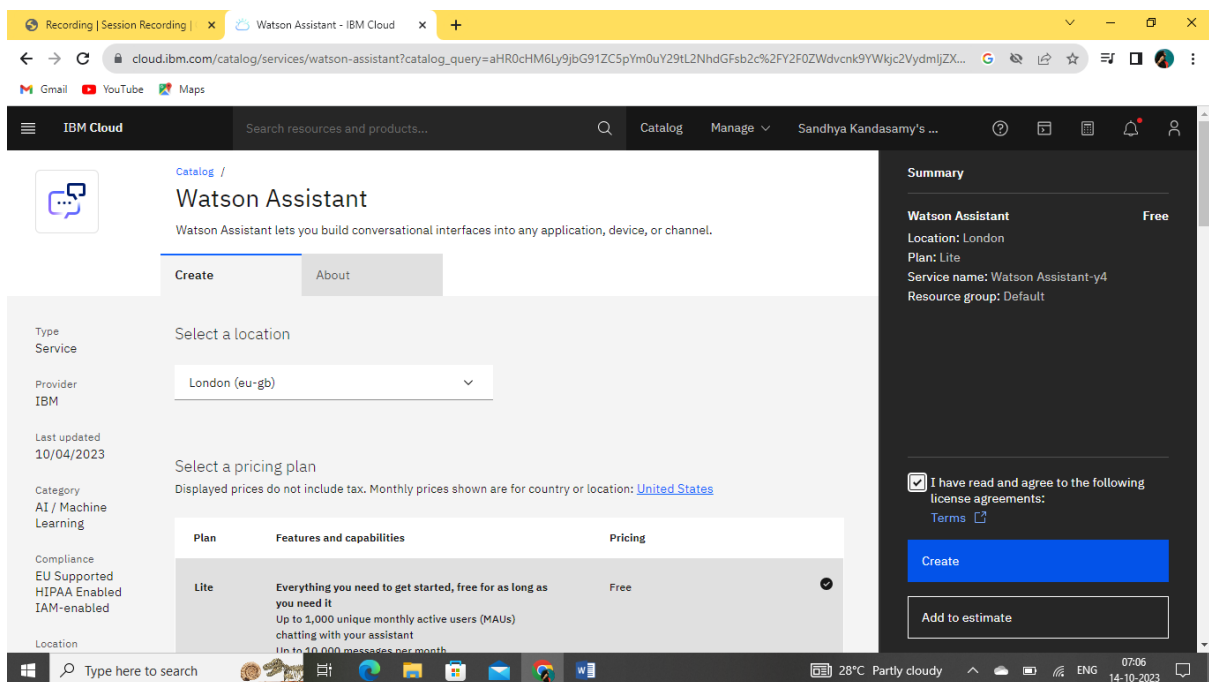
2.1 Define the Chatbot's Persona:

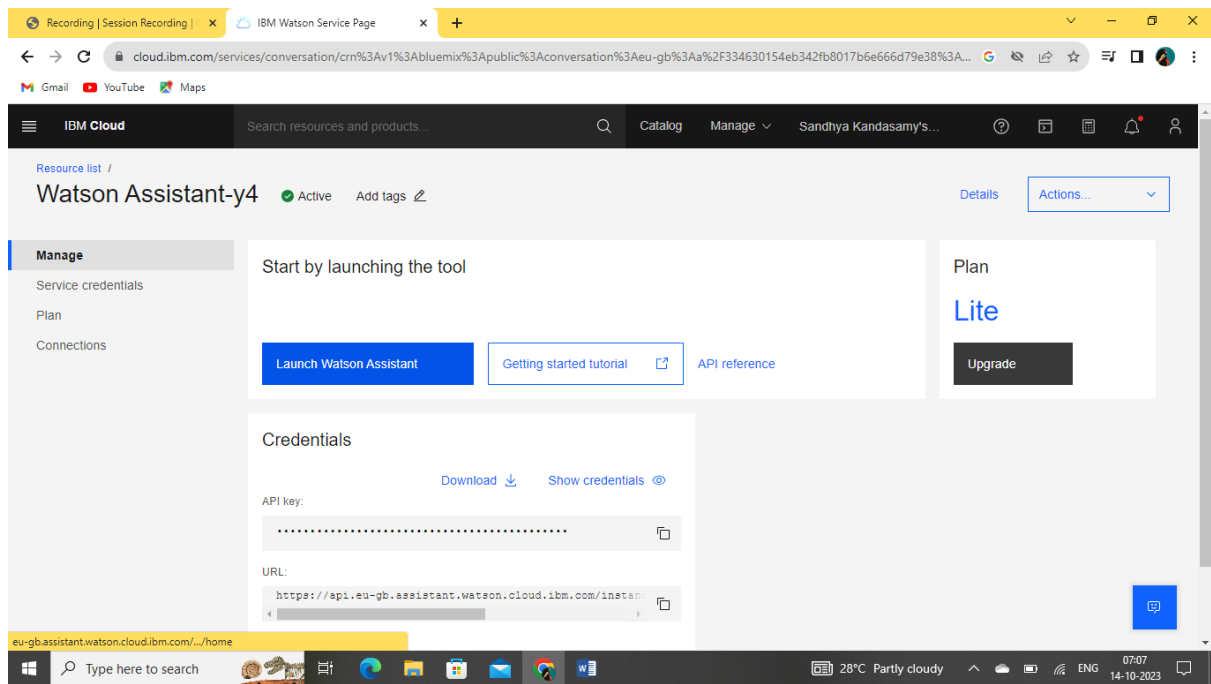
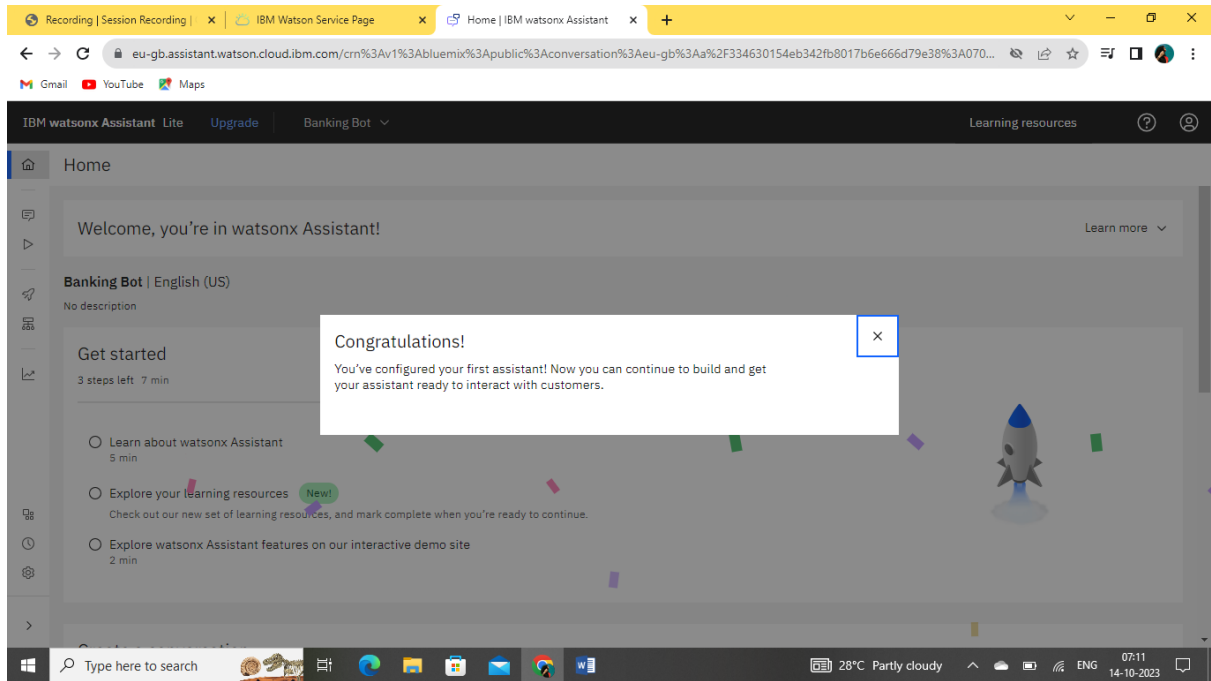
- The persona defines the chatbot's character and communication style. Consider factors like formality, friendliness, and expertise.
- For a professional chatbot, maintain a formal tone. For a customer support chatbot, a friendly and empathetic persona may be more suitable.
- Ensure your persona aligns with your brand's voice and the expectations of your target audience.





3.Now I am creating a Watson assistant:





4. Now I am Design the Conversation Flow:

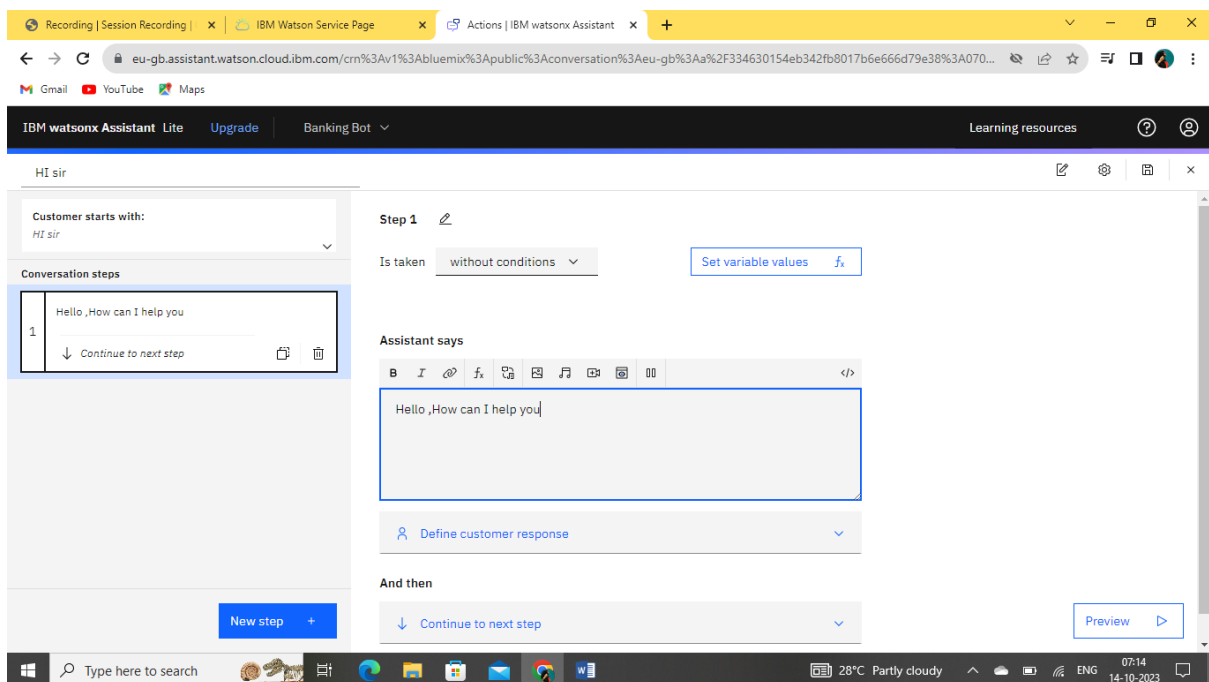
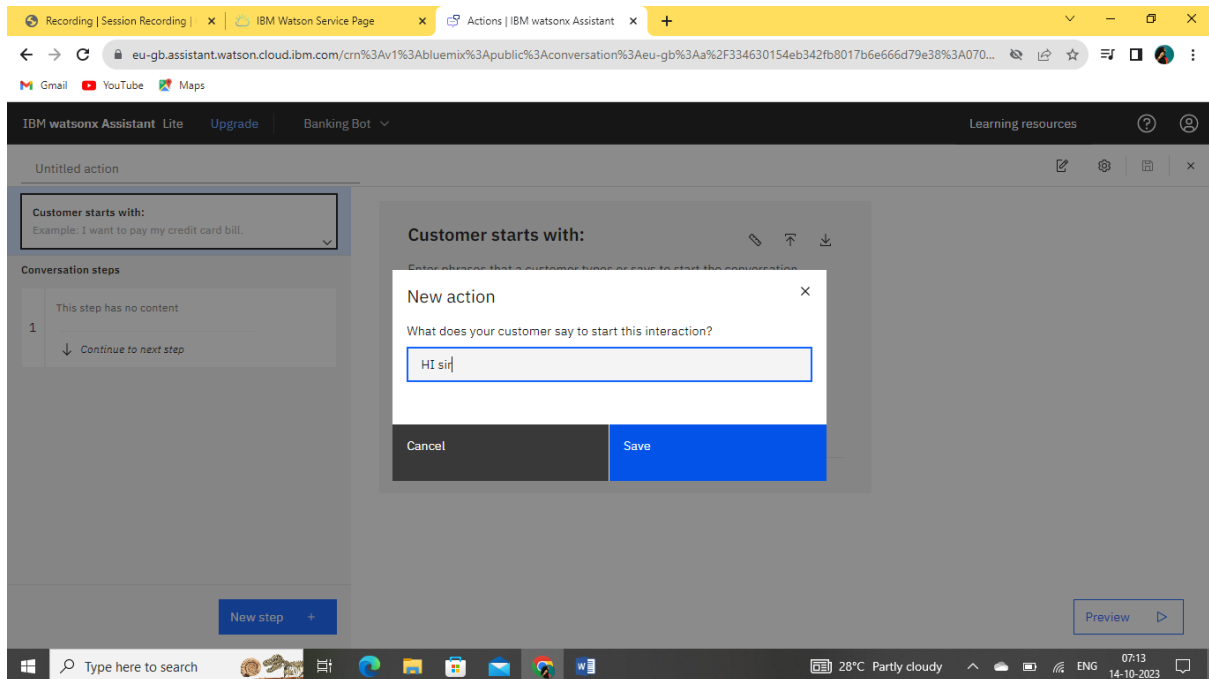
- Outline the typical user interactions and define the primary goals of your chatbot.
- What are the common user queries, and what responses do you want to provide?
- Create a flowchart or diagram that represents the conversation flow.
- This will serve as a visual guide for structuring your chatbot's dialog.

The screenshot shows the IBM watsonx Assistant Lite web interface. The browser address bar displays the URL: eu-gb.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aeu-gb%3Aa%2F334630154eb342fb017b6e66d79e38%3A070... The page title is "Welcome to watsonx Assistant". A blue "Next" button is in the top right corner. The main content area contains the following fields:

- Assistant name:** A text input field containing "Banking Bot". Below it, a note states: "Your assistant name will be kept internally and not visible to you". An example "Example: Banking Bot" is shown in a small box.
- Description (optional):** A text area with a character count of "0/128". The placeholder text is "Add a description for this assistant".
- Assistant language:** A dropdown menu currently set to "English (US)". Below it, a note states: "This is the language your assistant will speak."

The Windows taskbar at the bottom shows the search bar, task view button, and several application icons. The system tray on the right indicates a temperature of 28°C, "Partly cloudy" weather, and the date/time "07:09 14-10-2023".

5.I give sample model in some of actions to begin conversation:



CREATION OF INTENT, DIALOGUE, ENTITIES:

Intents

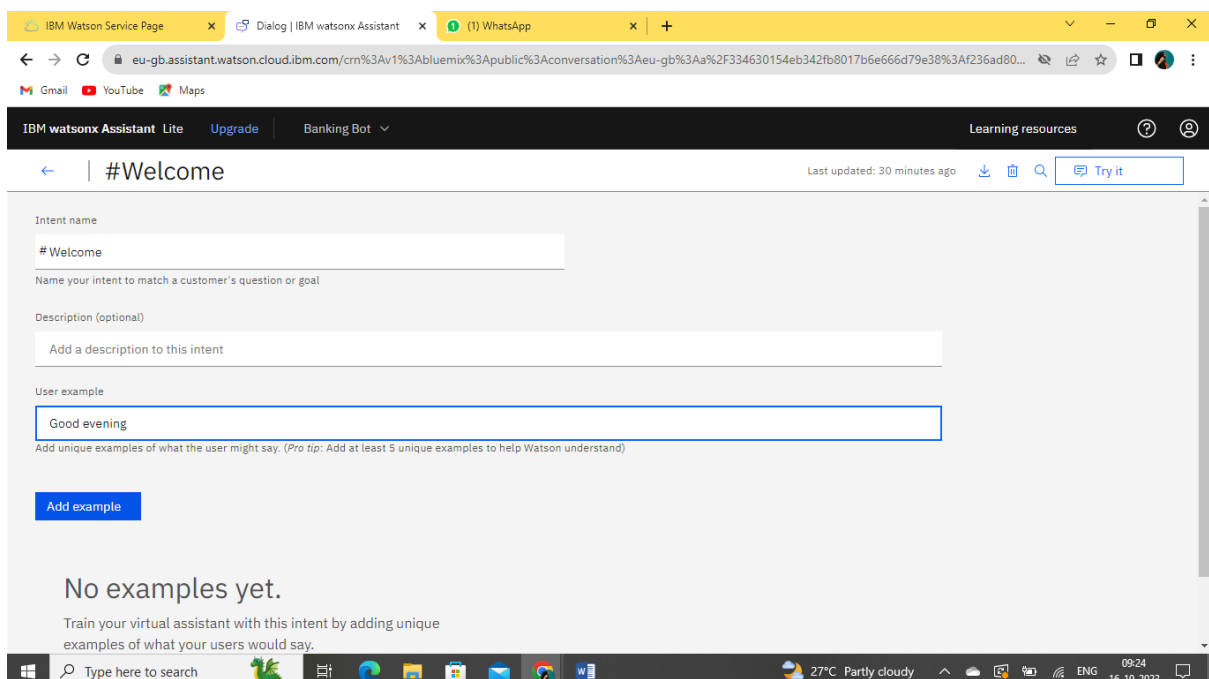
Purpose: Intents represent the primary goals or intentions behind user queries or statements.

Usage: You define intents to help the chatbot understand what the user wants. For example, "Order Product" or "Get Weather Forecast" can be intents.

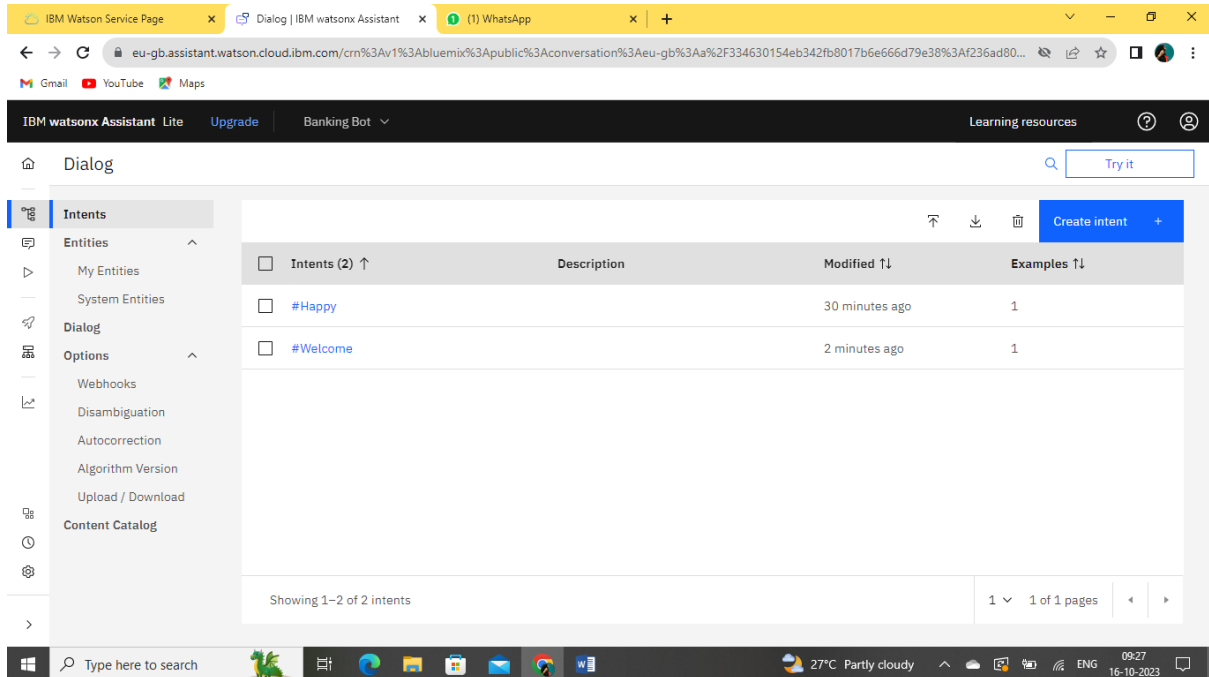
Training: You provide a list of example user inputs that are associated with each intent. Watson Assistant uses these examples to learn and recognize similar user inputs.

creation:

Here I create an intent like “welcome” greeting “good evening”



Created intent is displayed here:

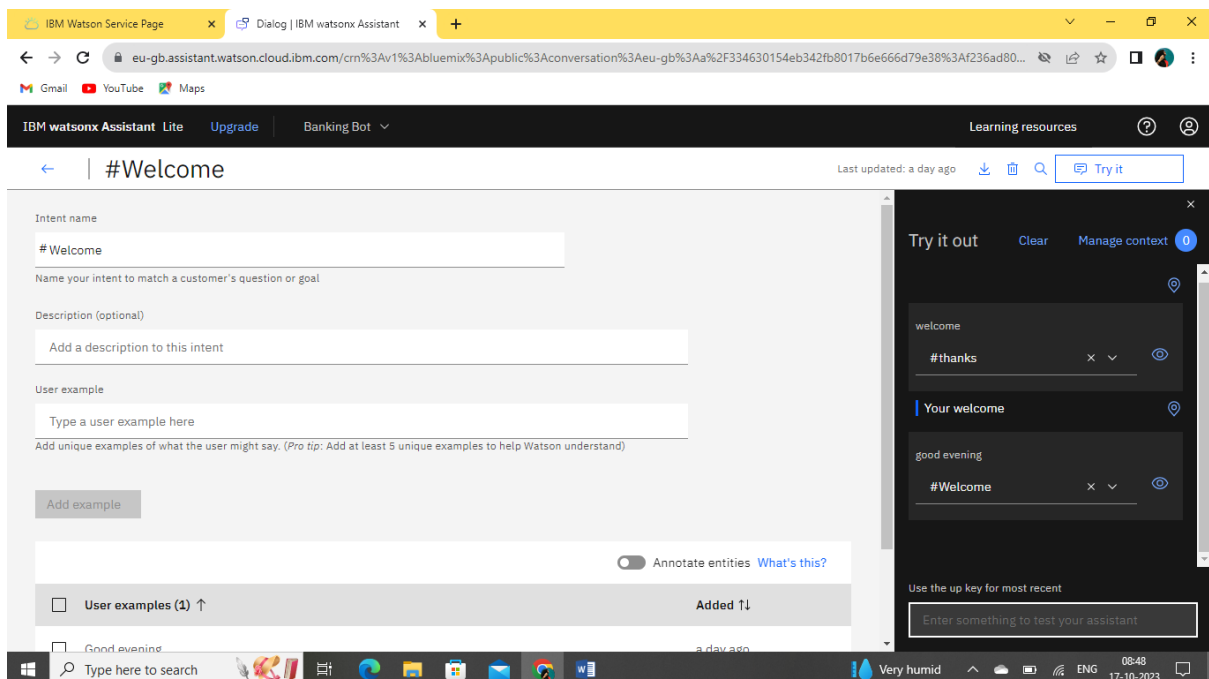


The screenshot shows the IBM Watson Assistant interface. The left sidebar contains navigation options: Dialog, Intents, Entities, My Entities, System Entities, Dialog, Options, Webhooks, Disambiguation, Autocorrection, Algorithm Version, Upload / Download, and Content Catalog. The main area displays a table of intents.

Intents (2) ↑	Description	Modified ↑↓	Examples ↑↓
#Happy		30 minutes ago	1
#Welcome		2 minutes ago	1

Showing 1–2 of 2 intents

Now I test the created Intent:



The screenshot shows the 'Try it out' interface for the #Welcome intent. The left panel shows the intent details: Intent name (#Welcome), Description (optional), and User example (Good evening). The right panel shows the 'Try it out' results, displaying the intent name and the user example.

Intent name: #Welcome

Description (optional): Add a description to this intent

User example: Good evening

Try it out results:

- welcome
- #thanks
- Your welcome
- good evening
- #Welcome

Dialog Nodes:

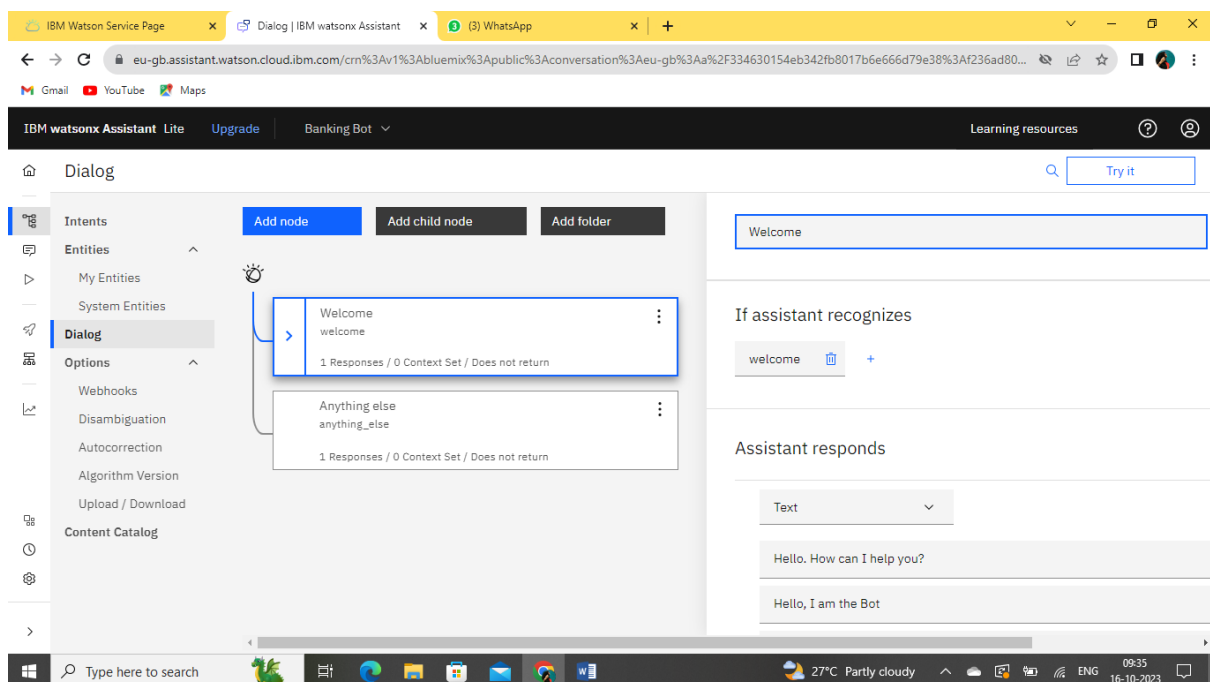
Purpose: Dialog nodes define how the chatbot responds to user inputs and guide the conversation.

Usage: You use dialog nodes to create a structured conversation flow. Each node represents a step in the dialogue and can be triggered based on user intents or conditions.

Configuration: In dialog nodes, you specify the chatbot's responses, as well as any logic or context variables needed to manage the conversation. Conditions can be used to direct the flow based on user input or context.

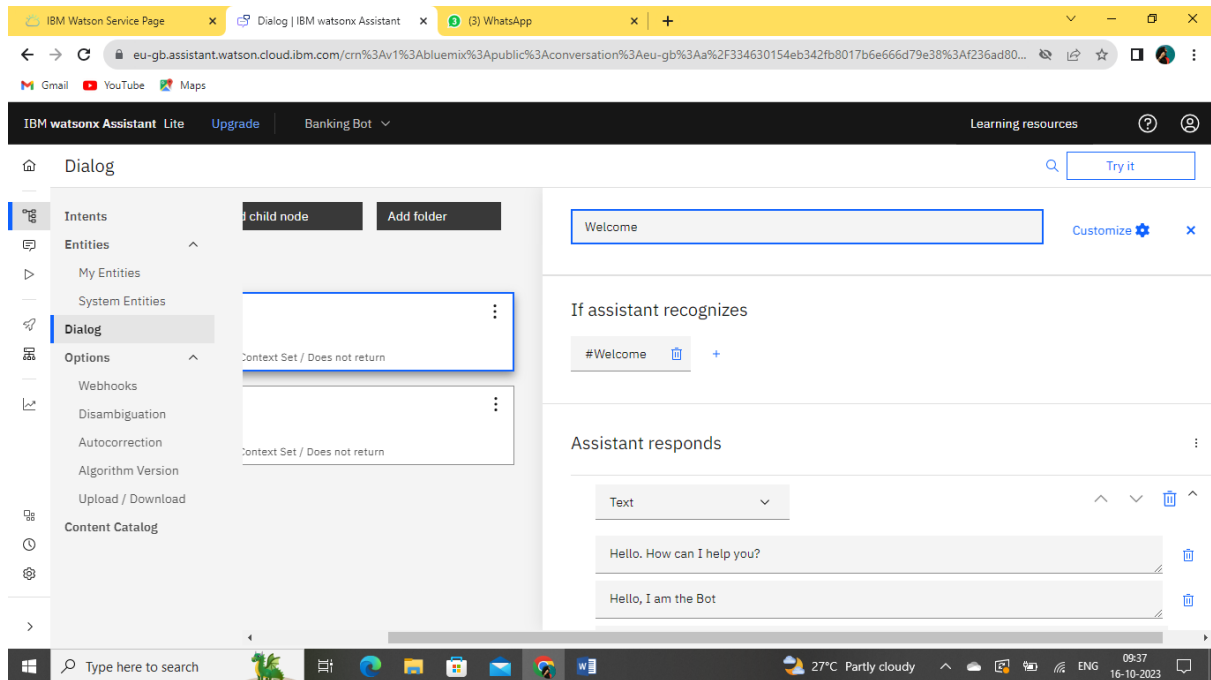
Dialog Nodes creation:

Here I created a dialog node child “welcome”



Now I give some condition for assistant recognizes “#welcome”

This was I already created intent. I just give that as a condition here:



Add more Dialog nodes here:

If a customer want to order ice cream here.

So I add upon an option to choose

- 1)Chocolate
- 2)Vannila
- 3)StrawBerry

IBM Watson Service Page | Dialog | IBM watsonx Assistant | (2) WhatsApp | Chatbot Development with Wat | +

eu-gb.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aeu-gb%3Aa%2F334630154eb342fb8017b6e666d79e38%3Af236ad80...

IBM watsonx Assistant Lite Upgrade Banking Bot Learning resources

Dialog

Intents Add node Add child node Add folder

Entities My Entities System Entities

Dialog Options Content Catalog

Welcome
1 Responses / 0 Context Set / Does not return

Option
#Initial
1 Responses / 0 Context Set / Does not return

Chocolate
@sys-number:1
1 Responses / 0 Context Set / Return allowed

Strawberry
@sys-number:3
1 Responses / 0 Context Set / Return allowed

Thank You

Type here to search 27°C Partly cloudy 10:18 16-10-2023

IBM Watson Service Page | Dialog | IBM watsonx Assistant | (2) WhatsApp | Chatbot Development with Wat | +

eu-gb.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aeu-gb%3Aa%2F334630154eb342fb8017b6e666d79e38%3Af236ad80...

IBM watsonx Assistant Lite Upgrade Banking Bot Learning resources

Dialog

Intents Add child node Add folder

Entities My Entities System Entities

Dialog Options Webhooks Disambiguation Autocorrection Algorithm Version Upload / Download Content Catalog

Option Customize

Assistant responses

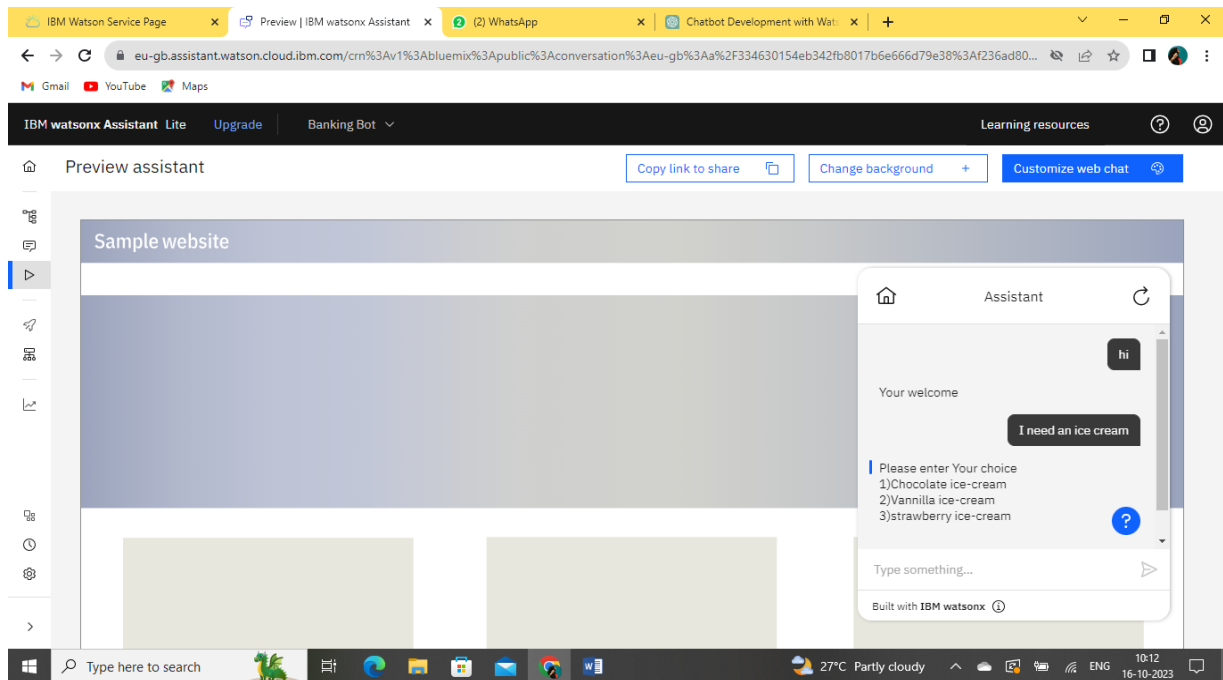
Text

Please enter Your choice
1)Chocolate ice-cream
2)Vannilla ice-cream
3)strawberry ice-cream

Enter response variation

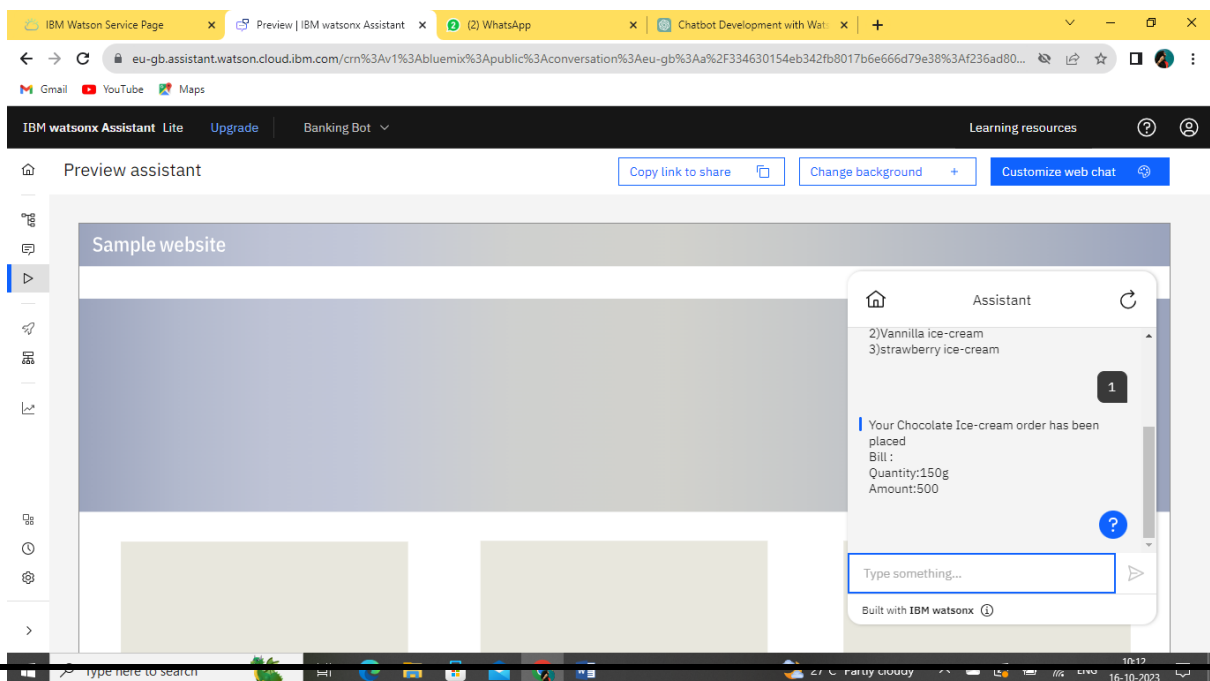
Response variations are set to **sequential**. Set to **random** | **multiline**
[Learn more](#)

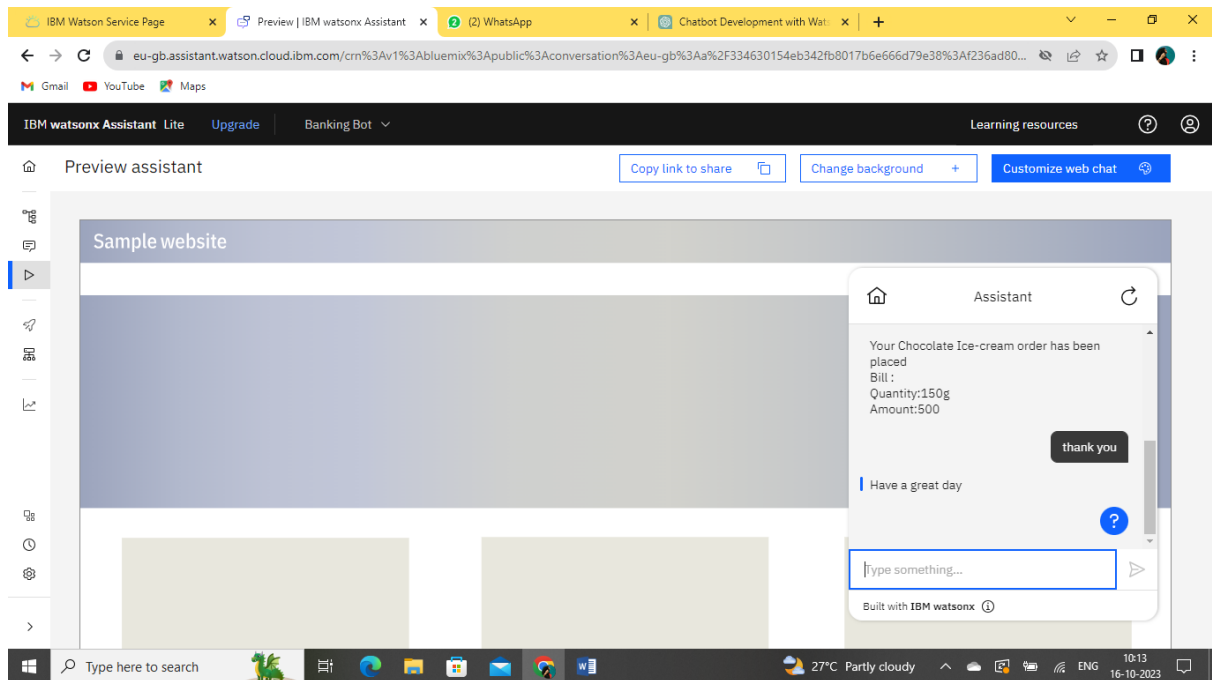
Type here to search 27°C Partly cloudy 09:59 16-10-2023



FINALLY I PREVIEW MY ASSISTANT:

- ✚ Test your chatbot thoroughly to ensure it recognizes intents and entities correctly and provides appropriate responses.
- ✚ Use the Watson Assistant interface to simulate conversations and make adjustments as needed.
- ✚ Continuously train and improve your chatbot by adding more examples and refining its responses





In these phase, we learn intents define what the user wants, entities extract specific details from user inputs, and dialog nodes determine how the chatbot responds and guides the conversation. These elements are integral to creating a chatbot that can effectively understand and interact with users.

