

Name : P ASHIK JERSHAN

Register No : 210621205007

Phase : 1

Project Report on Chatbot Deployment with IBM Cloud Watson Assistant

Introduction :

The project involved creating a chatbot using IBM Cloud Watson Assistant, with the aim of developing a virtual guide for users on messaging platforms like Facebook Messenger and Slack. This report summarizes the key aspects of the project, including its objectives, methodology, design, configuration, integration, testing, results, and future enhancements.

Problem Definition :

The project addressed the need for an intelligent virtual assistant capable of providing helpful information, answering frequently asked questions (FAQs), and offering a friendly conversational experience to users on messaging platforms. The challenge was to design and deploy a chatbot that could seamlessly assist users while maintaining a human-like conversational tone.

Objective :

The primary objective of the project was to deploy a functional chatbot using IBM Cloud Watson Assistant to address the following goals :

- Create a chatbot persona that aligns with the intended user experience.
- Configure and train the chatbot to understand and respond to user queries effectively.
- Integrate the chatbot with messaging platforms like Facebook Messenger and Slack.
- Conduct user experience testing to ensure a smooth and intuitive interaction.

Methodology :

The project followed a systematic approach that involved the following phases:

1) Designing the Chatbot Persona : Creating a persona for the chatbot, including its name, tone, and style of communication.

- 2) Configuration and Training : Configuring Watson Assistant to understand and respond to user queries. Training the chatbot using historical data and FAQs.
- 3) Integration with Messaging Platforms : Setting up the chatbot on Facebook Messenger and Slack, ensuring seamless communication.
- 4) User Experience Testing : Conducting extensive testing to evaluate the chatbot's effectiveness and user-friendliness.

Designing the Chatbot Persona :

The chatbot was named "AssistBot" and designed to have a friendly and approachable persona. It used a conversational tone, addressing users in a polite and helpful manner. The persona design aimed to create a positive user experience.

Configuration and Training :

- Watson Assistant was configured to understand user intents and entities, allowing it to provide relevant responses.
- Historical data and FAQs were used to train the chatbot to handle a wide range of user queries effectively.
- Dialog nodes were created to guide the conversation and ensure smooth interactions.

Integration with Messaging Platforms :

The chatbot was successfully integrated with Facebook Messenger and Slack, making it accessible to a wide user base. Integration involved setting up API connections and configuring platform-specific settings.

User Experience Testing :

- Extensive testing was conducted to evaluate the chatbot's performance.
- Test scenarios included common user queries, complex inquiries, and user feedback.
- The chatbot was refined based on user feedback to improve its responses and user experience.

Conclusion :

The project achieved its objectives by deploying AssistBot, a chatbot built using IBM Cloud Watson Assistant. It demonstrated the effectiveness of using AI-powered chatbots for user assistance on messaging platforms. The chatbot's friendly persona and seamless integration contributed to a positive user experience.