Phase3

Project: Chatbot Deployment with IBM Cloud Watson Assistant

PROBLEM STATEMENT: (Development Part 1)

In this part you will begin building your project.
Start building the chatbot using IBM Cloud Watson Assistant.
Define the chatbot's persona and design the conversation flow.
Configure intents, entities, and dialog nodes in Watson Assistant to handle user queries.

Step 1: Defining the Chatbot's Persona

We will give a name for the chatbot, say, Dalia.
The tone of the chatbot will be friendly and casual
This chatbot serves as a virtual guide to provide information ,answer frequently asked questions , and engage users in a friendly and conversational manner.

Step 2: Designing the Conversation Flow

Designing the conversation flow involves planning how the chatbot will interact with users.A basic flowchart that outlines the key steps in the conversation. For example:

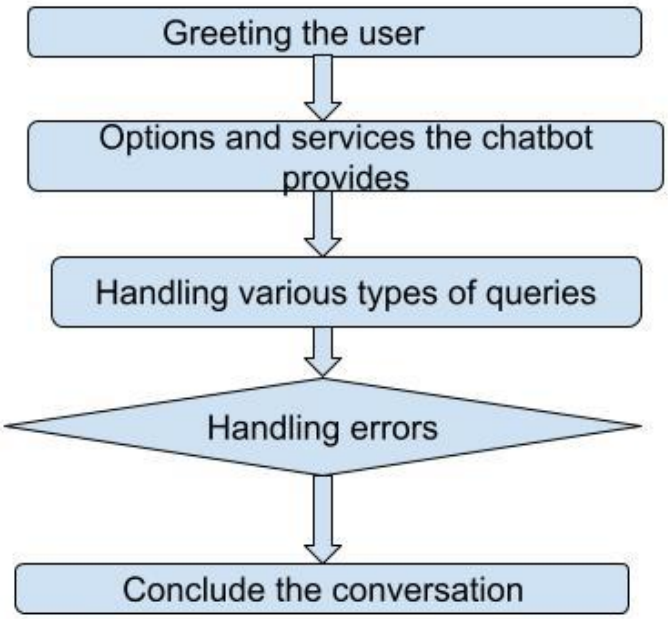
Greeting: How will the chatbot greet users?

Main Menu: What are the primary options or services the chatbot can provide?

User Queries: How will the chatbot handle various types of user queries?

Error Handling: What happens when the chatbot doesn't understand a query or encounters an error?

Goodbye: How will the chatbot conclude the conversation?



Step 3: Configuring Intents

Intents represent the user's intention or what they want to achieve. In the Watson Assistant tool:
We will go to the "Intents" section and,
Define intents based on common user queries. For example, the chatbot has intents like , "Greetings",”Information”,”Queries” ,”thankyou” ,etc..,

Step 4: Configuring Entities

Entities represent specific pieces of information within a user's query. In the Watson Assistant tool:
We will go to the "Entities" section and,
Define entities related to the chatbot's use case. For example, entities might include "Location," "Dates," etc.

Step 5: Create Dialog Nodes

Dialog nodes are where we define how the chatbot responds to user inputs. For each intent:

We will go to the "Dialog" section ,
Create a dialog node for each intent and
Define the response for each node.

Step 6: Configure Dialog Flow

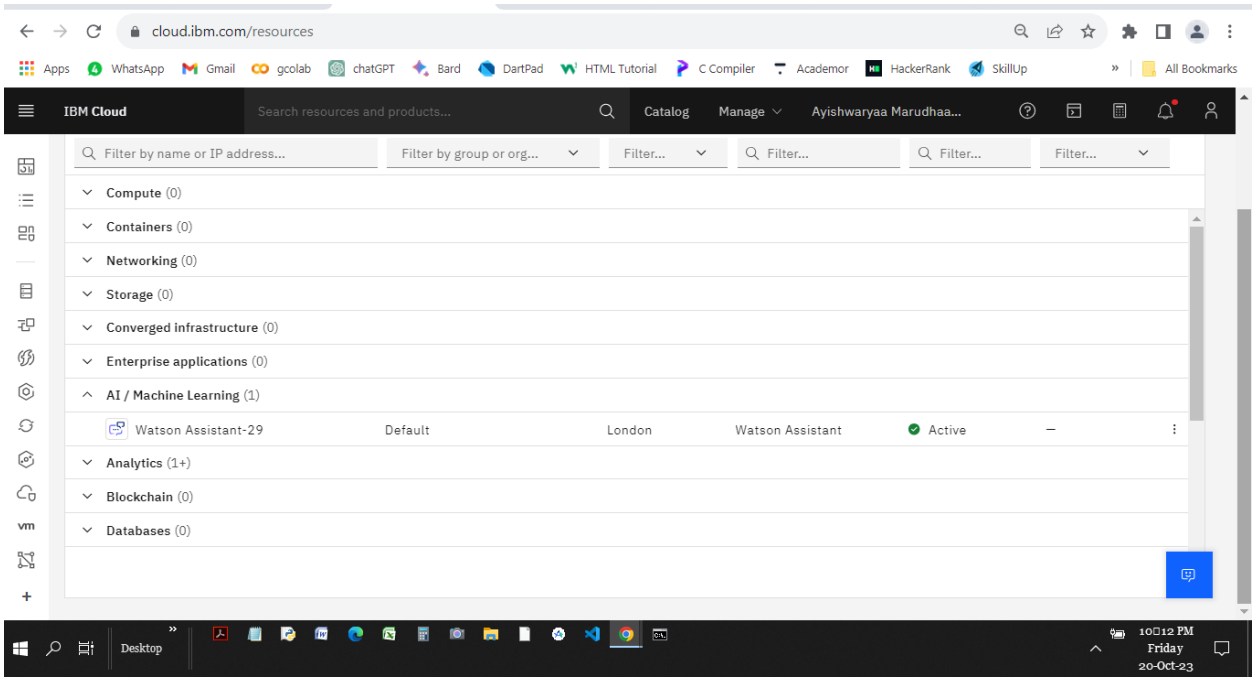
In each dialog node:

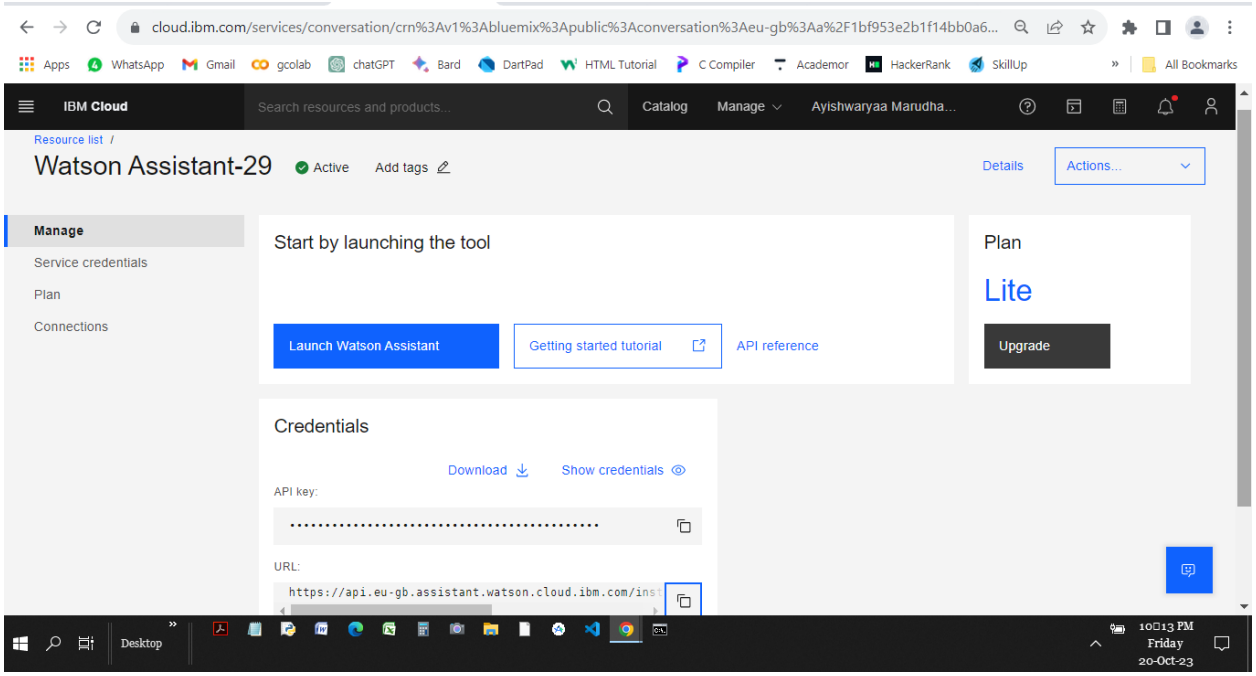
We will configure conditions based on intents and entities,
Define multiple responses for variety, and
Set context variables to remember user information or choices.
Include options for user navigation and provide clear guidance.

Step 7: Testing and Refining

Testing the chatbot within the Watson Assistant interface. Trying different user queries to ensure it responds correctly. Refining the dialog nodes and improving responses based on user feedback.

1. Creating a chatbot using watson Assistant

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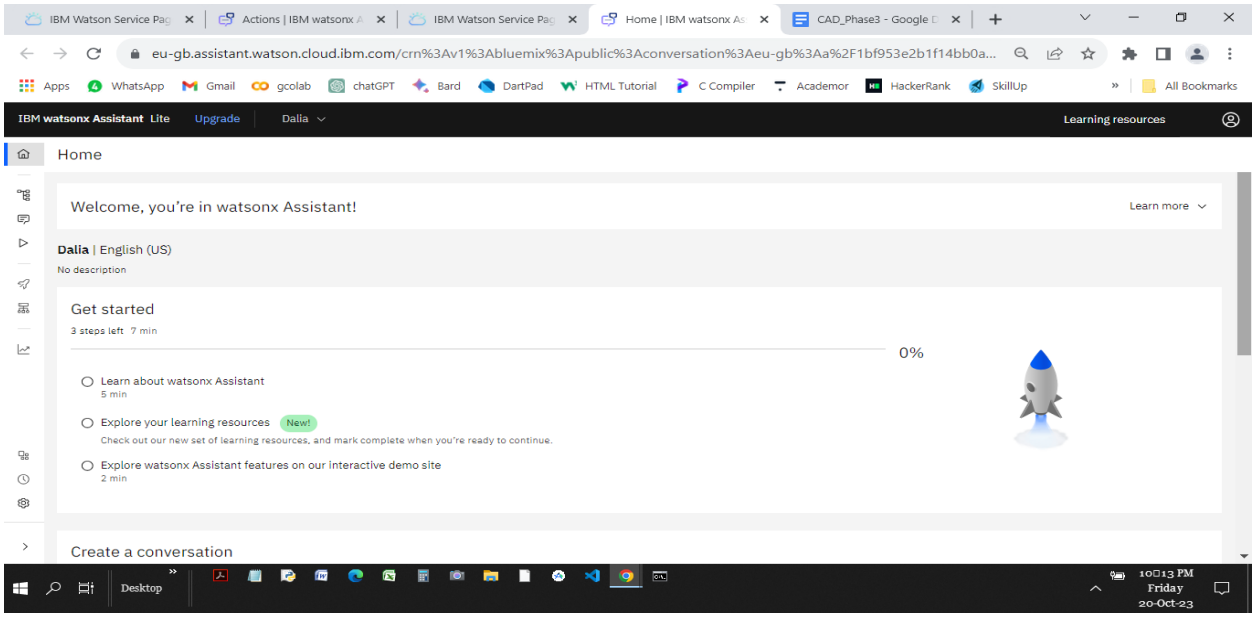
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Explore watsonx Assistant features on our interactive demo site
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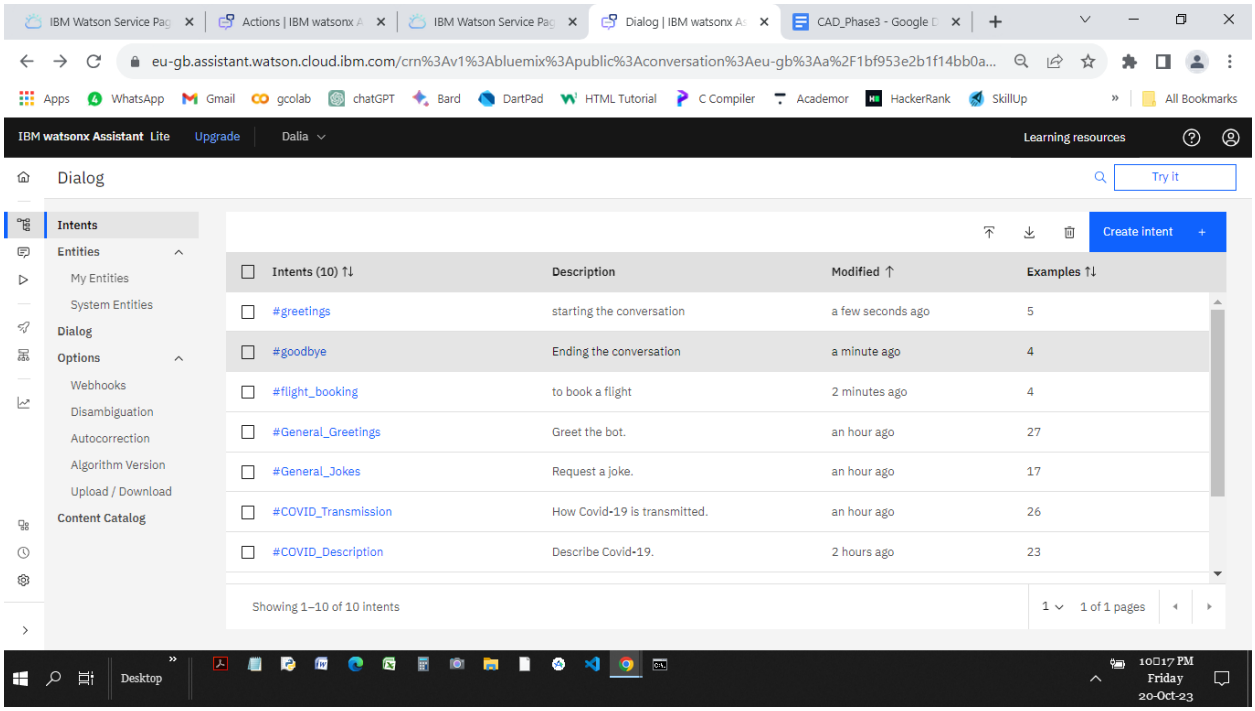
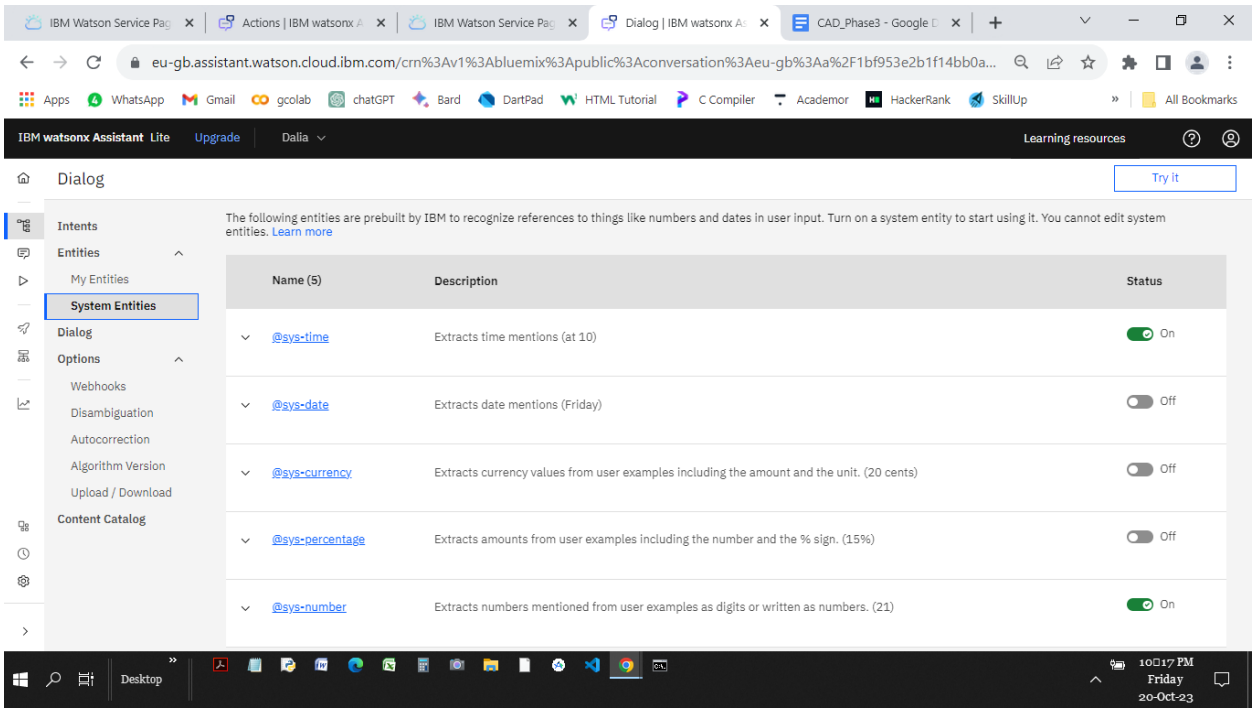
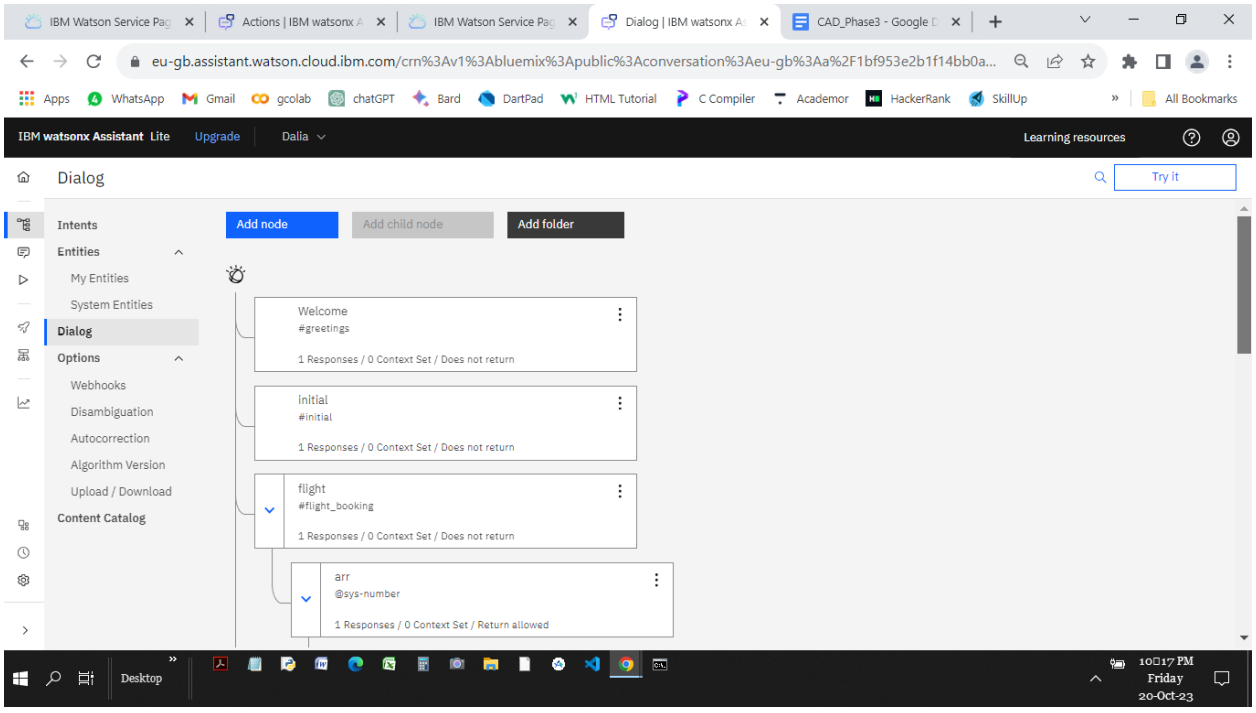
2. Creating Intents..

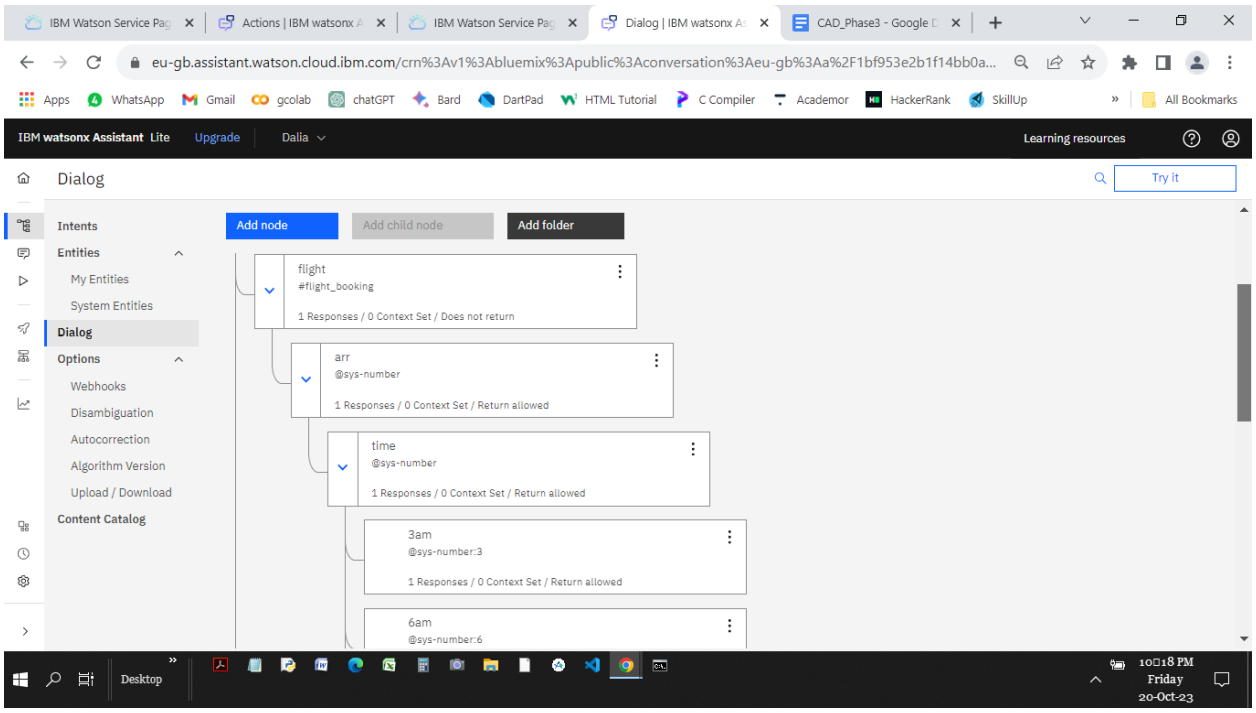


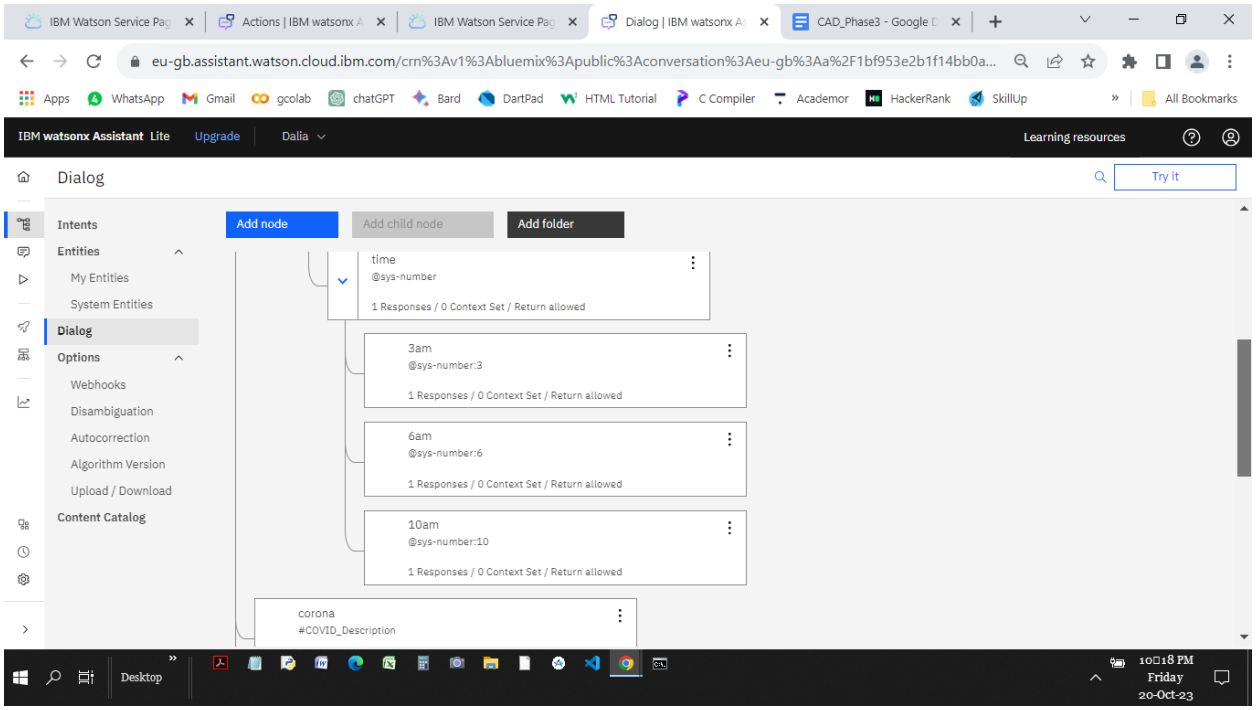
3. Using system Entities..



4. Building dialog nodes for the created intents and entities..



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Options
Webhooks
Disambiguation
Autocorrection
Algorithm Version
Upload / Download
Content Catalog
Add node
Add child node
Add folder
time
@sys-number
1 Responses / 0 Context Set / Return allowed
3am
@sys-number:3
1 Responses / 0 Context Set / Return allowed
6am
@sys-number:6
1 Responses / 0 Context Set / Return allowed
10am
@sys-number:10
1 Responses / 0 Context Set / Return allowed
corona
#COVID_Description
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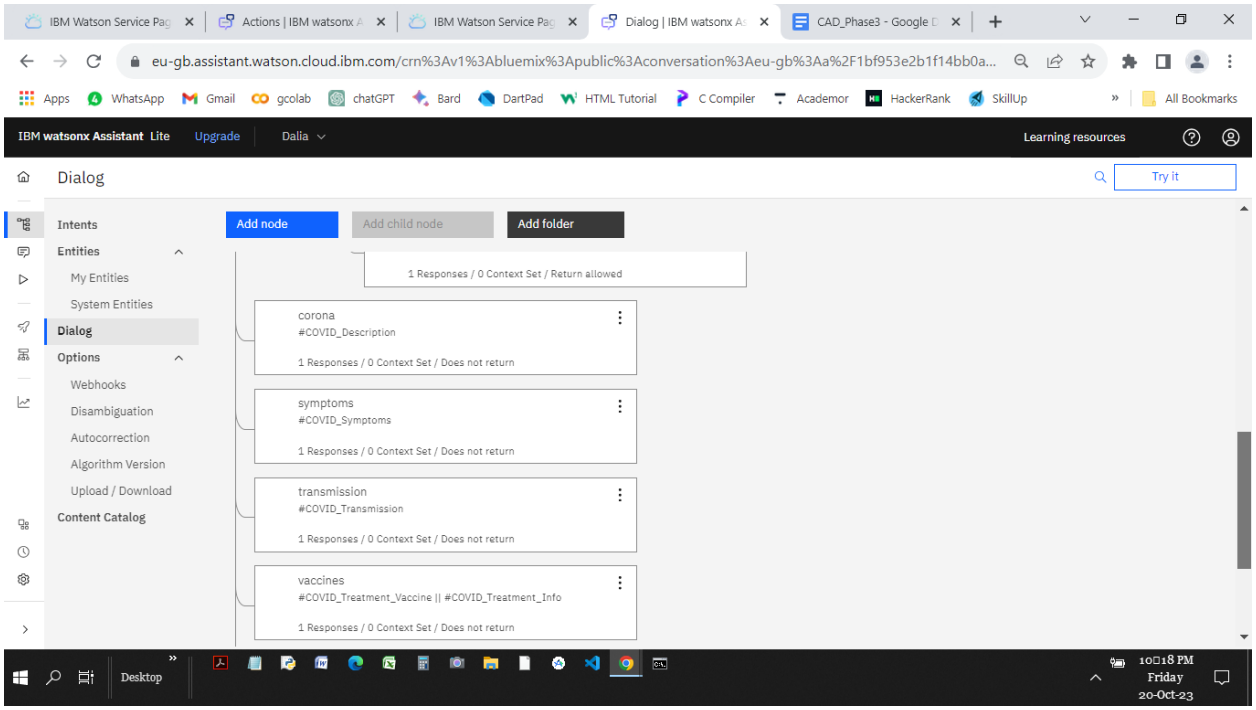
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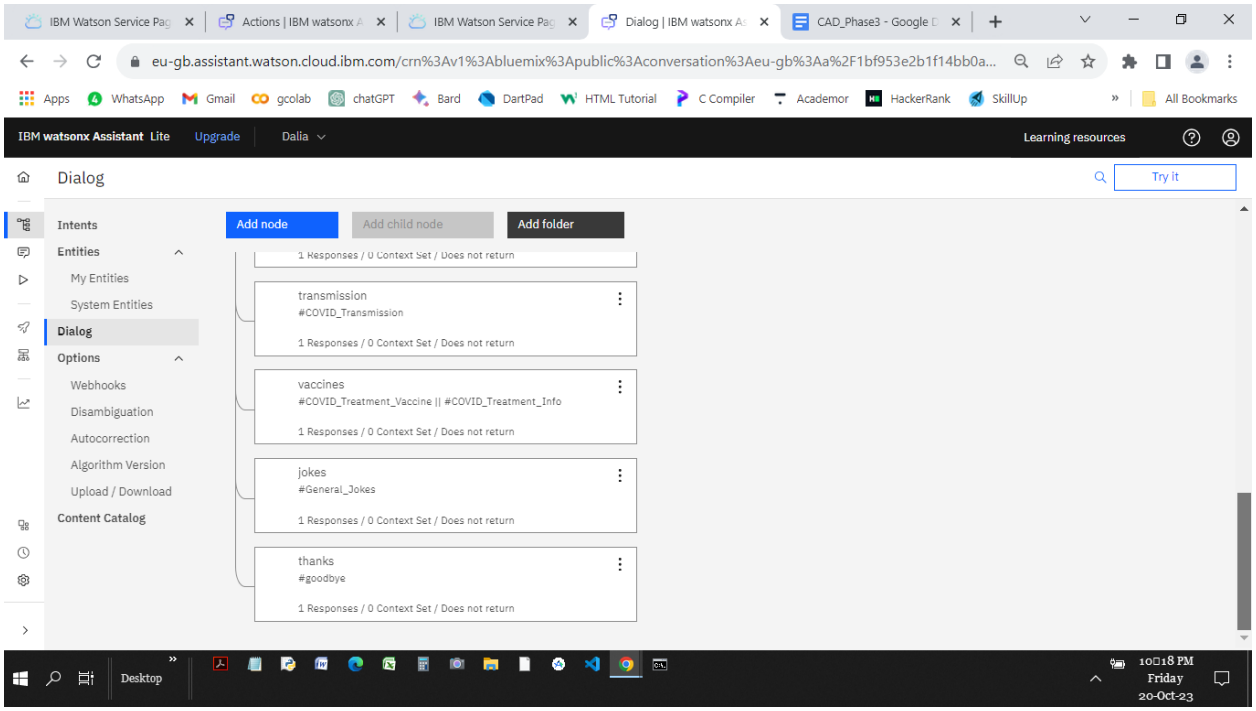
Upload / Download
Content Catalog
Add node
Add child node
Add folder
1 Responses / 0 Context Set / Return allowed
corona
#COVID_Description
1 Responses / 0 Context Set / Does not return
symptoms
#COVID_Symptoms
1 Responses / 0 Context Set / Does not return
transmission
#COVID_Transmission
1 Responses / 0 Context Set / Does not return
vaccines
#COVID_Treatment_Vaccine || #COVID_Treatment_Info
1 Responses / 0 Context Set / Does not return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Add node
Add child node
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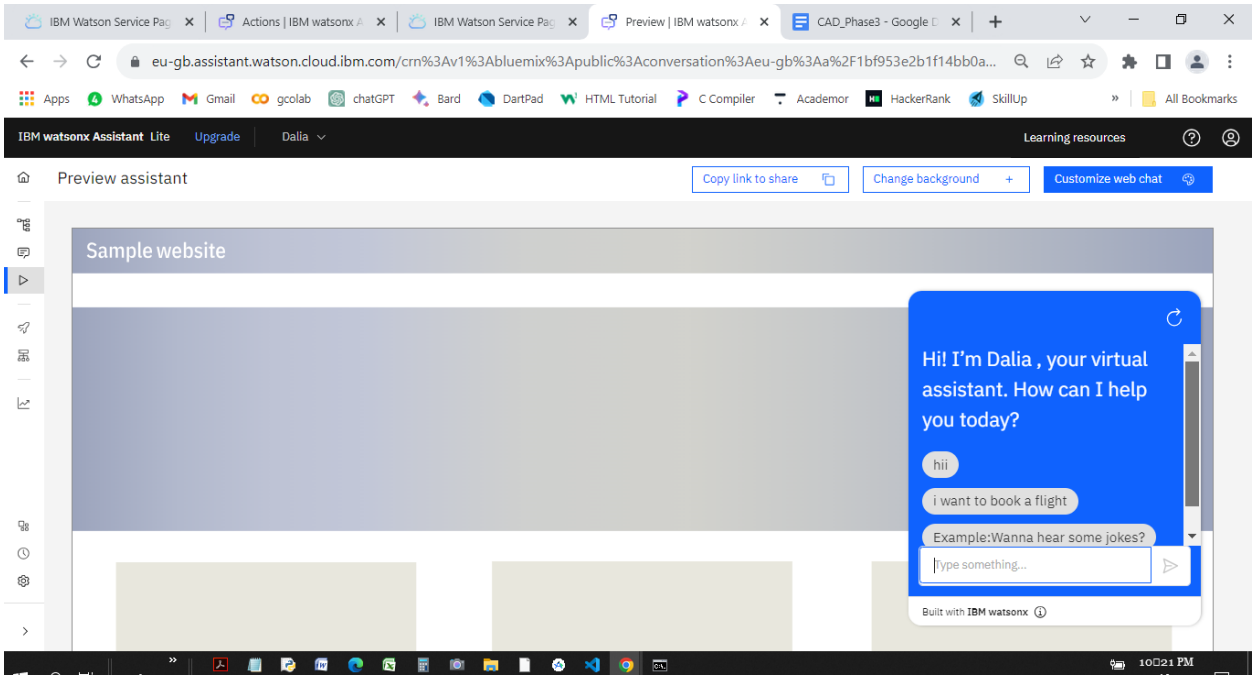
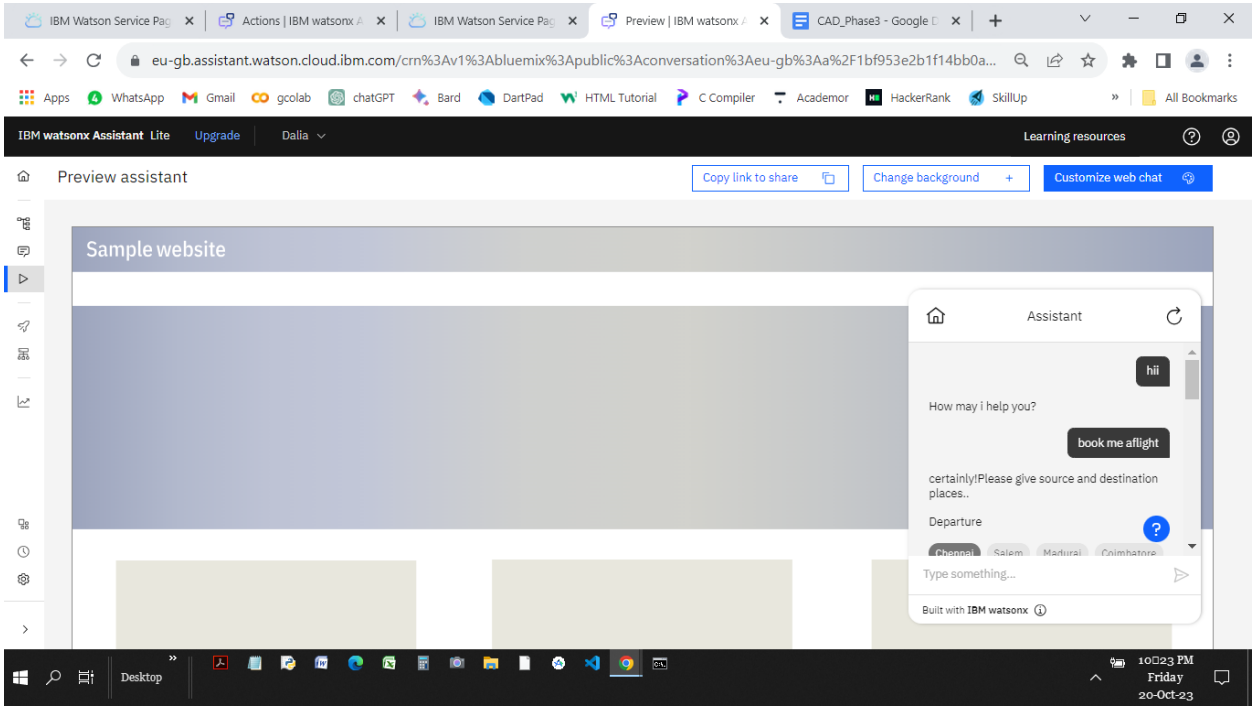
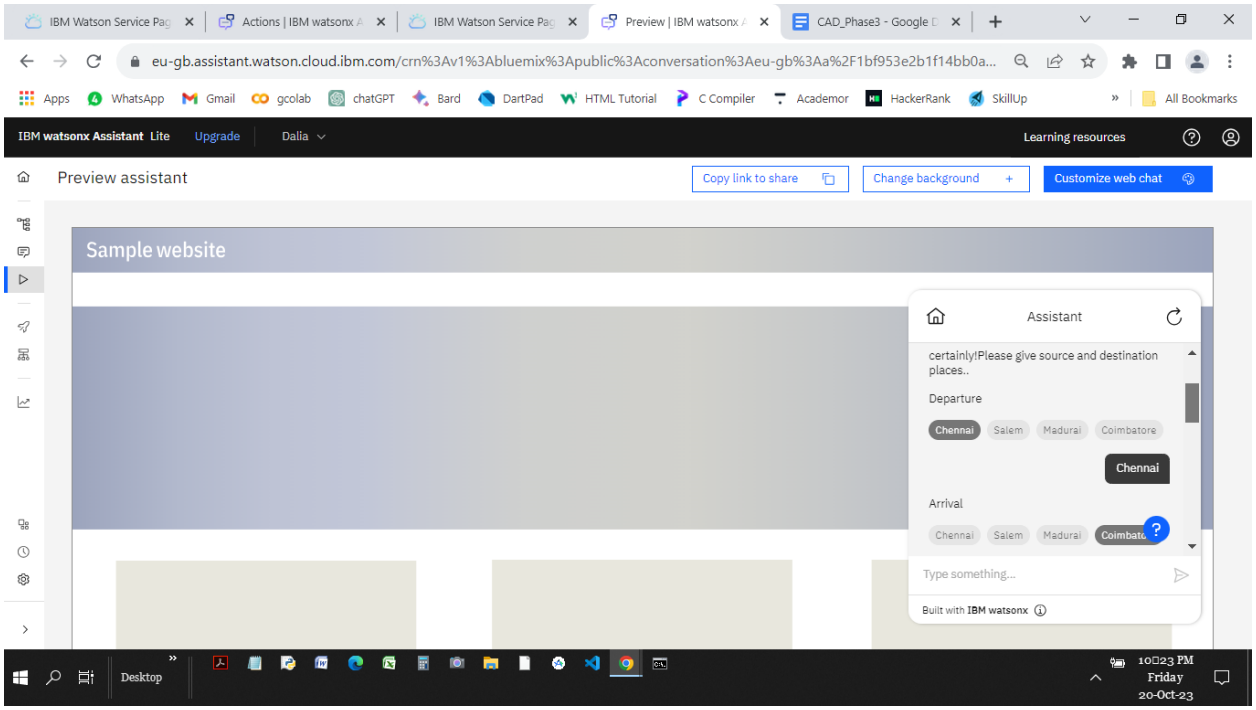
transmission
#COVID_Transmission
1 Responses / 0 Context Set / Does not return
vaccines
#COVID_Treatment_Vaccine || #COVID_Treatment_Info
1 Responses / 0 Context Set / Does not return
jokes
#General_Jokes
1 Responses / 0 Context Set / Does not return
thanks
#goodbye
1 Responses / 0 Context Set / Does not return

5. Testing the chatbot with some user queries..



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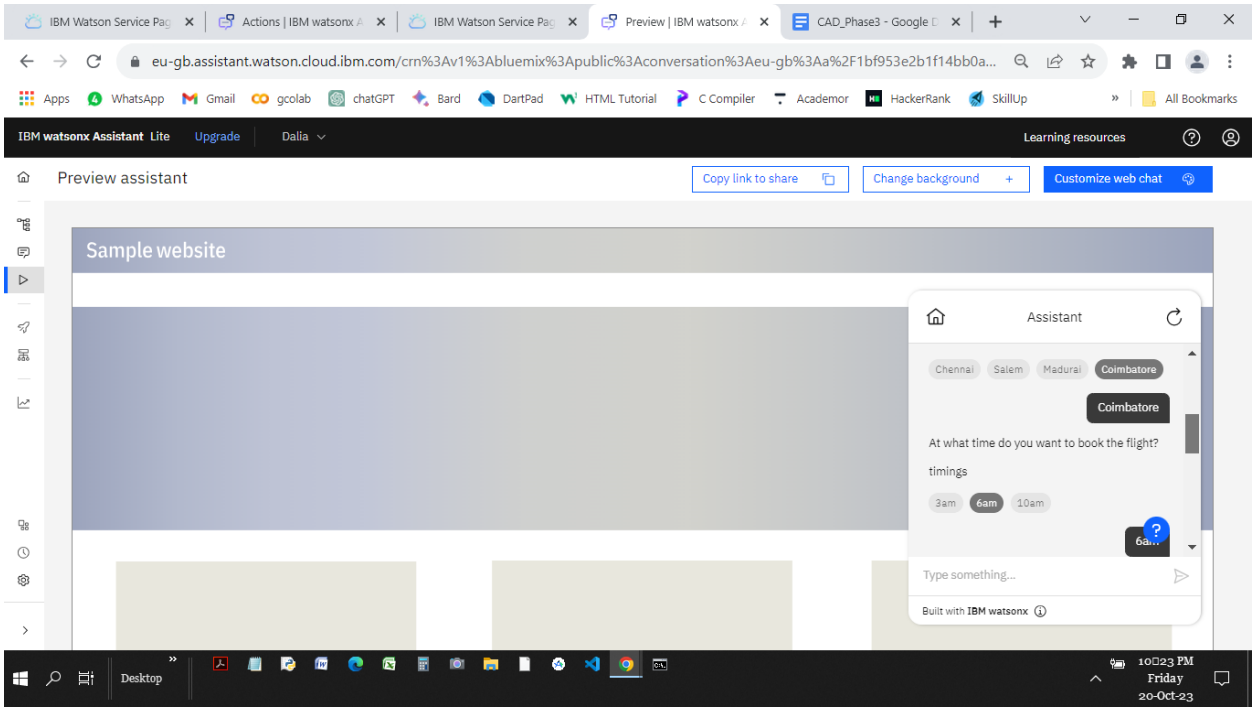
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At what time do you want to book the flight?
timings
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6am
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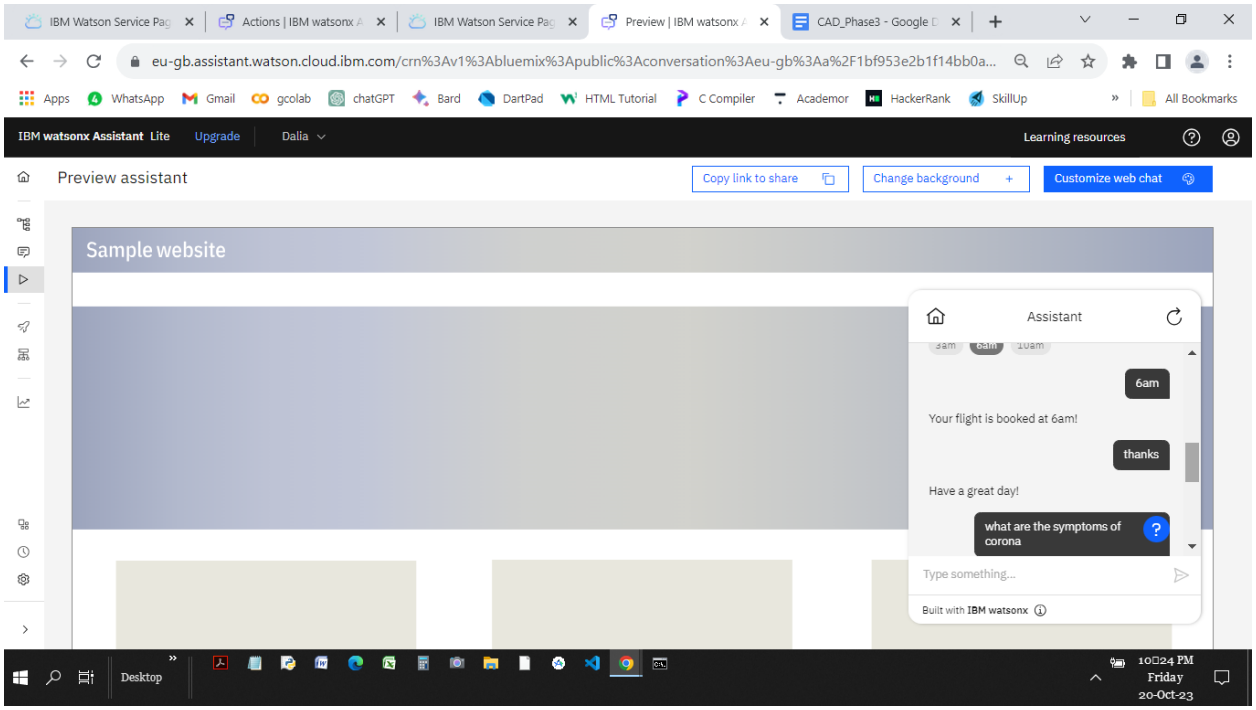
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Copy link to share
Change background
Customize web chat
Sample website
Assistant
6am
Your flight is booked at 6am!
thanks
Have a great day!
what are the symptoms of corona
Type something...
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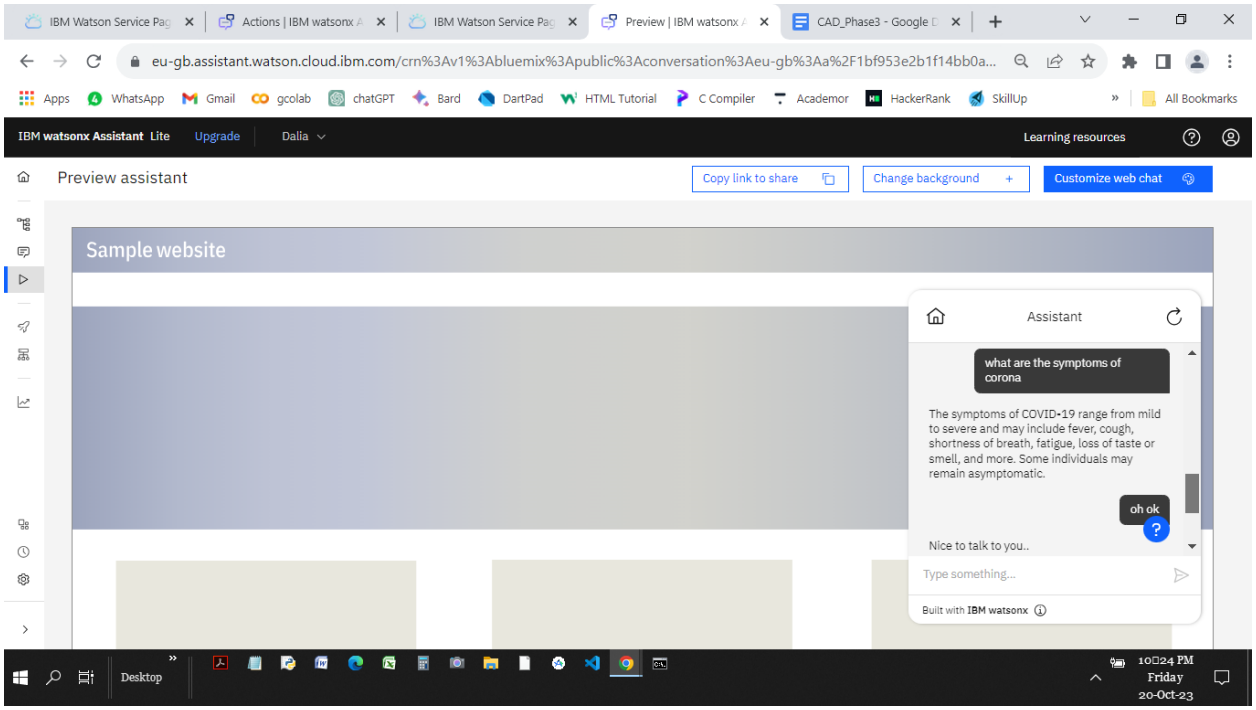
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what are the symptoms of corona
The symptoms of COVID-19 range from mild to severe and may include fever, cough, shortness of breath, fatigue, loss of taste or smell, and more. Some individuals may remain asymptomatic.
oh ok
Nice to talk to you..
Type something...
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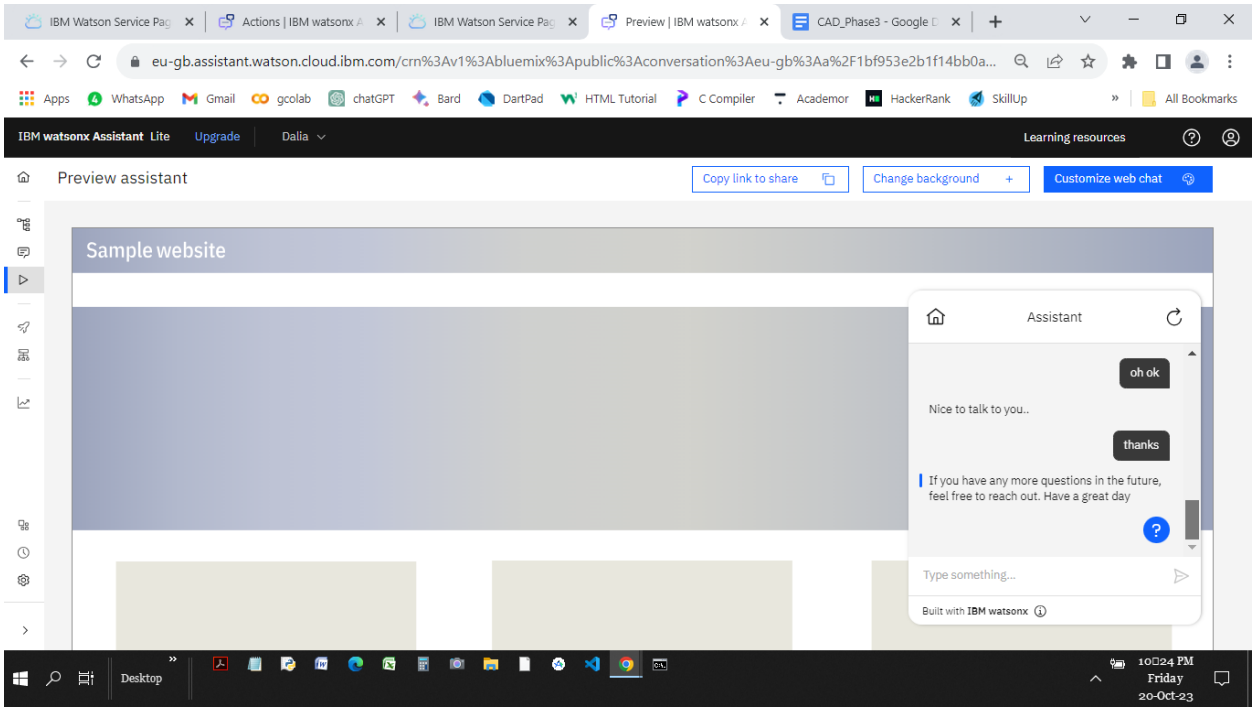
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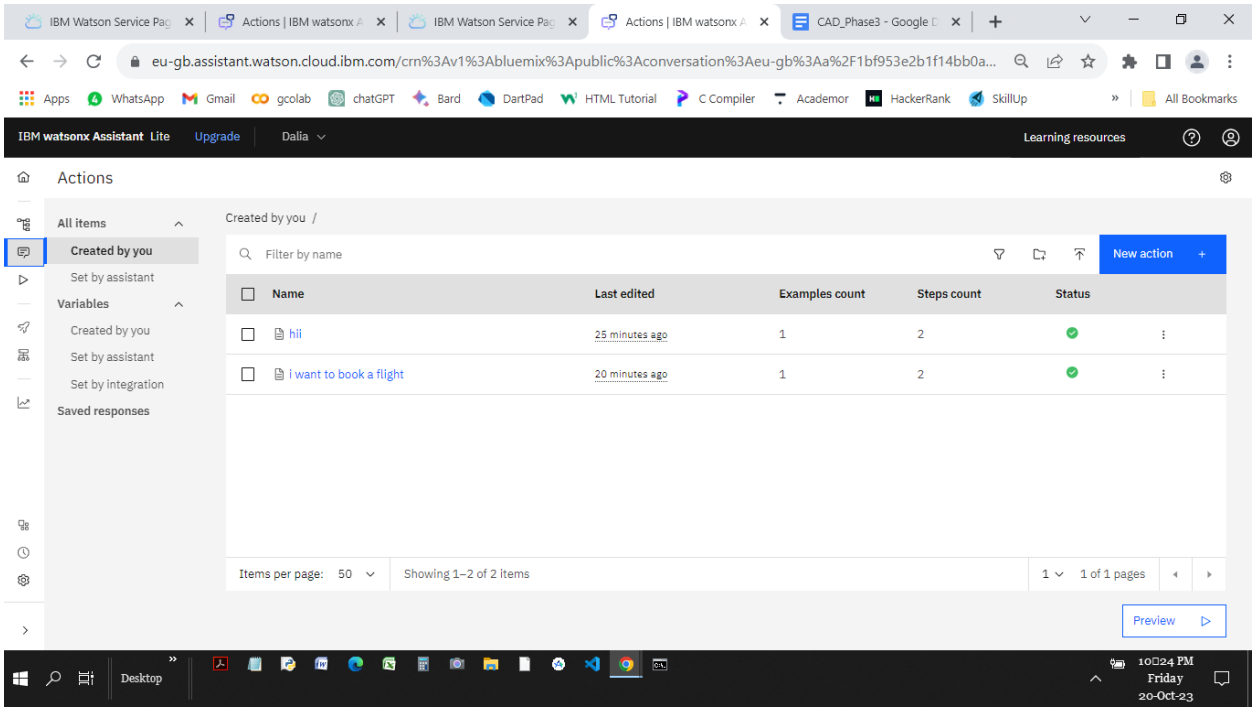
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