

Chatbot Deployment with IBM Cloud Watson Assistant

Phase 5: Project Documentation & Submission

Documentation:

Outline the project's objective, design thinking process, and development phases.

Describe the chatbot's persona, conversation flow, and technical implementation using Watson Assistant.

Provide examples of user queries and the chatbot's responses

Project Objective:

The project's objective is to create a chatbot using IBM Watson Assistant that can provide information and assistance to users in a conversational manner. This chatbot will serve as a virtual assistant to answer frequently asked questions, guide users through processes, and provide a seamless user experience.

Design Thinking Process:

1. Empathize: Understand user needs and pain points.
2. Define: Clearly define the chatbot's purpose and goals.
3. Ideate: Brainstorm chatbot features and capabilities.
4. Prototype: Create a conversational flow and define potential user queries.
5. Test: Gather feedback and refine the chatbot's design.
6. Implement: Develop the chatbot using Watson Assistant.
7. Deploy: Integrate the chatbot into the desired platform.
8. Evaluate: Continuously monitor and improve the chatbot's performance.

Development Phases:



1. Initial Planning: Determine the scope, objectives, and target audience.
2. Watson Assistant Setup: Create an instance of Watson Assistant and configure the workspace.
3. Conversation Design: Define the chatbot's conversation flow, intents, entities, and dialog nodes.
4. Integration: Integrate the chatbot with the user interface (e.g., website, app).
5. Testing: Conduct thorough testing to ensure the chatbot understands and responds accurately.
6. Deployment: Deploy the chatbot to the production environment.
7. Monitoring and Optimization: Continuously monitor user interactions and improve the chatbot's responses and capabilities.

Chatbot Persona:

The chatbot's persona is friendly, helpful, and professional. It is designed to provide information and assistance in a courteous manner, making users feel comfortable and supported.

Conversation Flow:

1. Greeting
2. User Query
3. Intent Recognition
4. Entity Extraction (if needed)
5. Dialog Management
6. Response
7. Follow-up Questions (if necessary)
8. Farewell



Technical Implementation using Watson Assistant:

Watson Assistant is used to build and deploy the chatbot. It leverages Natural Language Understanding (NLU) to understand user input and Dialog Nodes to manage the conversation flow.

Examples of User Queries and Chatbot Responses:

1. User Query: "What are your office hours?"

Chatbot Response: "Our office hours are from 9:00 AM to 5:00 PM, Monday to Friday."

2. User Query: "How do I reset my password?"

Chatbot Response: "To reset your password, please visit our website and click on the 'Forgot Password' link. Follow the instructions to create a new password."

3. User Query: "Tell me about your pricing plans."

Chatbot Response: "We offer three pricing plans: Basic, Pro, and Premium. The Basic plan is free, the Pro plan costs \$10 per month, and the Premium plan is \$20 per month."

4. User Query: "Can you help me with a billing issue?"

Chatbot Response: "Of course, I'd be happy to help with your billing issue. Please provide your account number, and I'll look into it for you."

5. User Query: "Goodbye."

Chatbot Response: "Goodbye! If you have any more questions in the future, feel free to come back and chat with me."

