



## workshop-telkom-partnership-feb2025

/ Lab 5 - Increase productivity by enabling AI Assistant /



lourensius-bisma modify

c00d6fa · 4 days ago



Name	Name	Last commit date
..		
README.md	modify	4 days ago
watsonx-extension.json	modify	4 days ago

## README.md



## Step 3



Is taken

without conditions

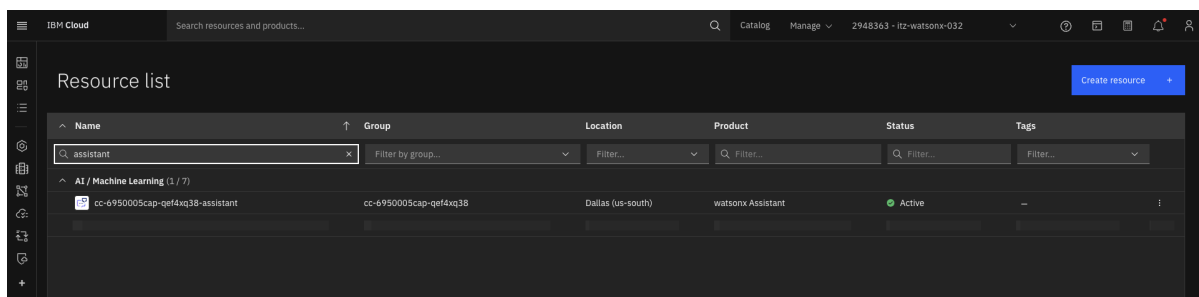
Set variable values



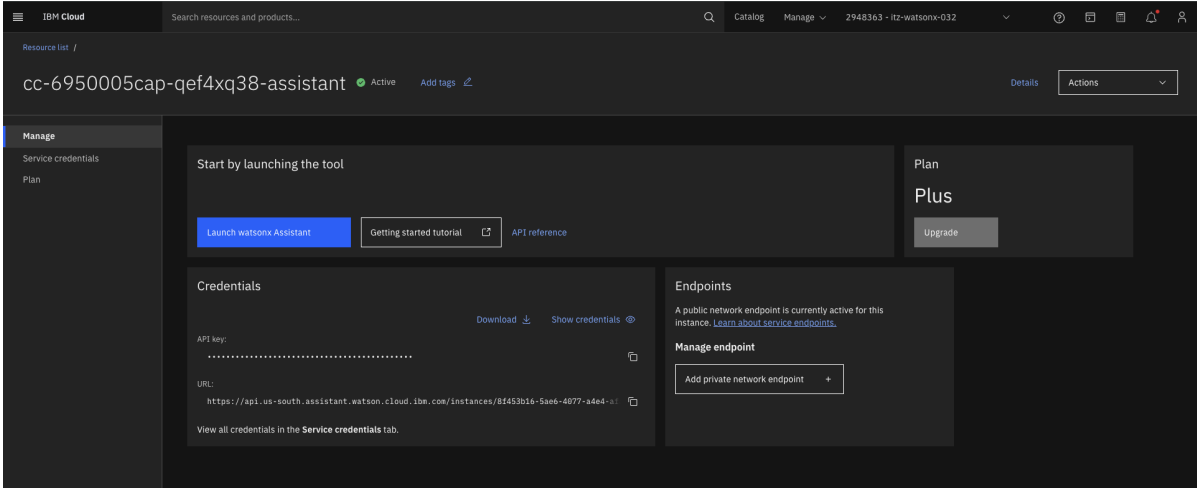
# AI Assistant

## Setup watsonx.assistant platform

1. Go to resources list in IBM Cloud --> type "assistant" in search field --> click on service watsonx.assistant



2. Click Launch watsonx.assistant button



3. Create new chatbot --> fill your chatbot name --> set language to Another language --> Click Create button

Create a new assistant

Assistant name

telkom-workshop-feb2025

Your assistant name will be kept internally and not visible to your customers

Description (optional)

0/128

Add a description for this assistant

Assistant language

Another language

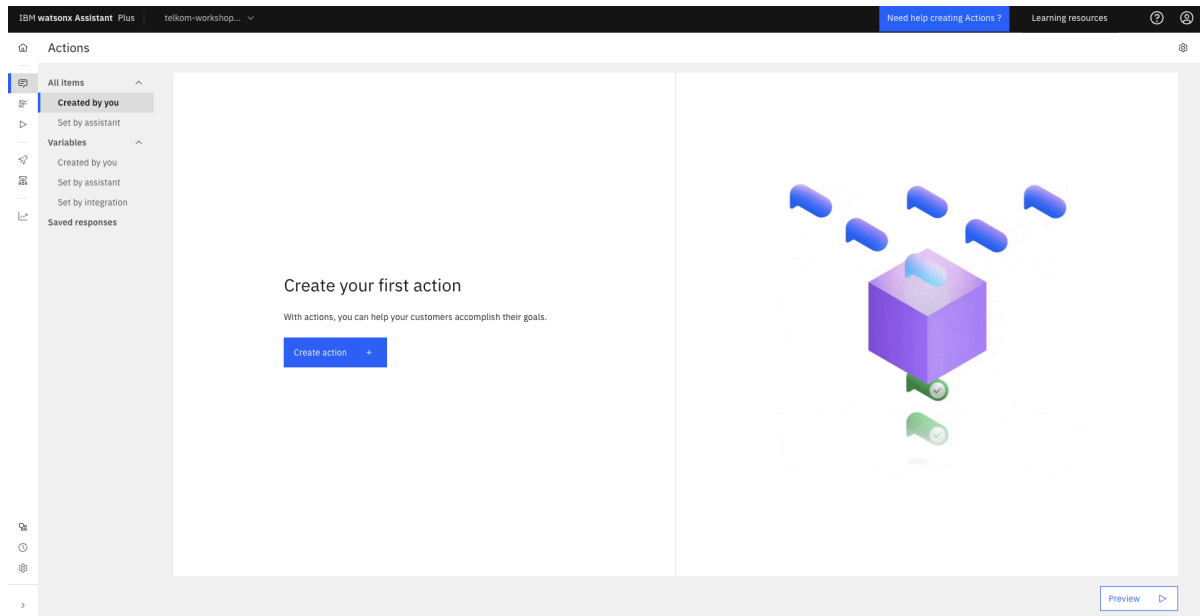
This is the language your assistant will speak.

Cancel

Create assistant

# Create basic action

## 1. Click Create action button



## 2. Type "Introduction" as conversation starter

### New action



What does your customer say to start this interaction?

Introduction

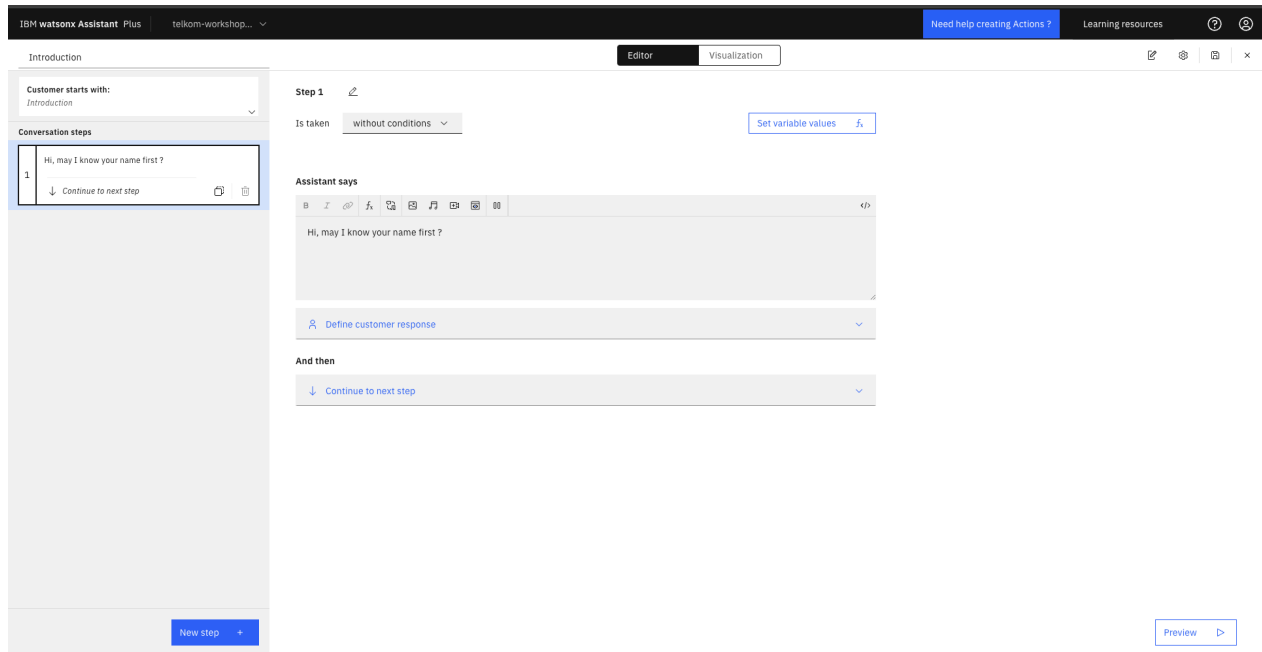
Cancel

Save

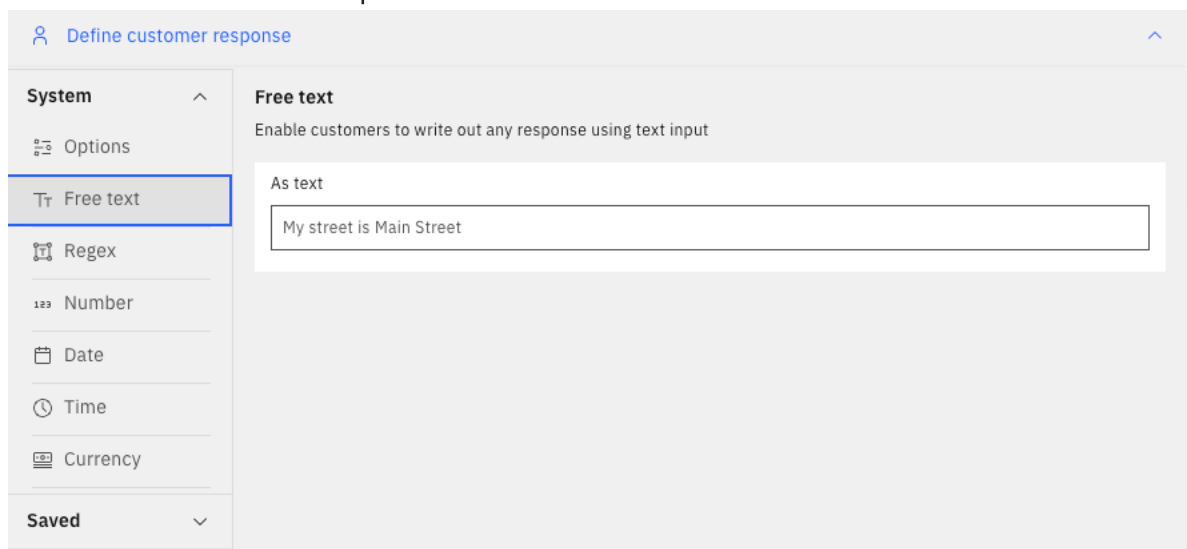
## 3. Type text below in "Assistant says" text area

Hi, may I know your name first ?

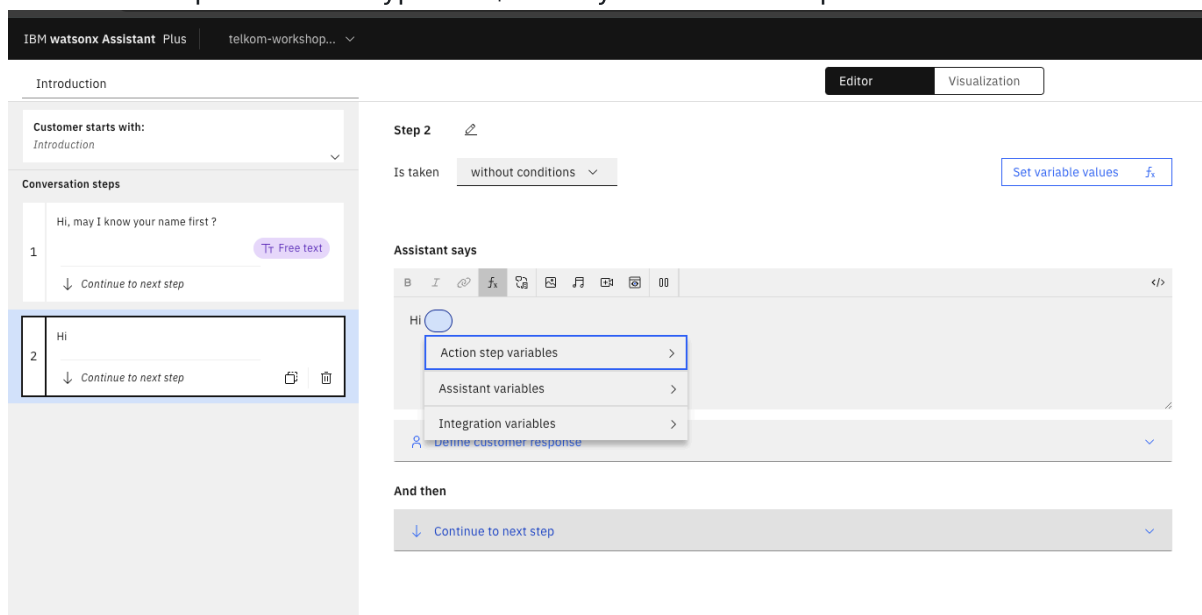




4. Click Define customer response --> select Free text



5. Click New step button --> type "Hi \$" until you can see the picture below



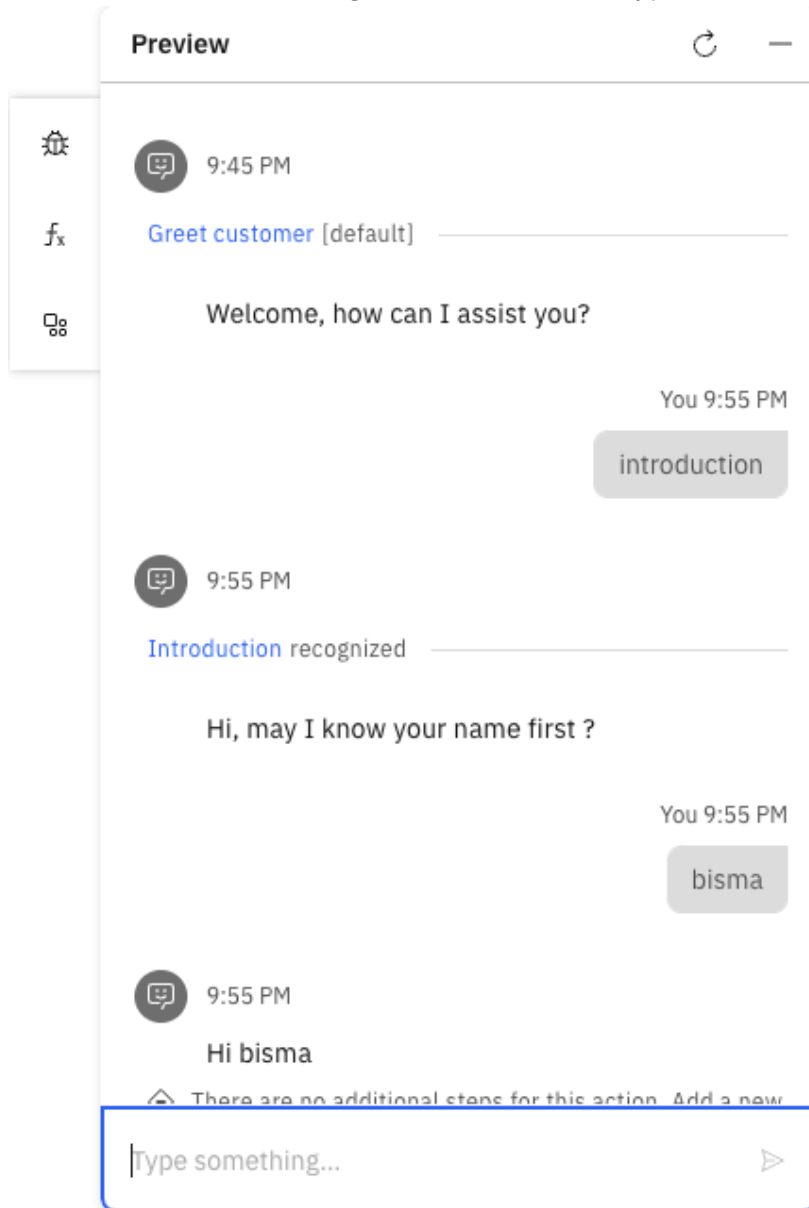
6. Click Action step variable --> Click "Hi, may I know your name first" --> this is to get

< All variables

1. Hi, may I know your name first ?

response from your previous step


7. Click Preview button in right bottom side --> type "introduction" --> type "bisma"





## Integrate assistant with AI Agent service with custom extension


1. Download watsonx extension [here](#)


2. Hover your mouse to left section until you can see left page


 **Home**


Build 


 **Actions**


 **Evaluate**


 **Preview**


Deploy 


 **Publish**


 **Environments**

Improve 

 **Analyze**

 **Integrations**

 **Activity log**

 **Assistant settings**

3. Click Integration --> Scroll down until you can find Extensions section --> click Build custom extension --> set your extension name --> click Next button --> upload watsonx extension that you already downloaded --> click Next button

✓ Get started Basic information Import OpenAPI Review extension

## Basic information

Having a clear name and detailed description will help provide context and clarity to what your extension does.

Extension name

watsonx extension

Extension description 0/128

Example: This extension provides an integration with an external application.

4. Review your extension --> click Finish button

IBM watsonx Assistant Plus telkom-workshop... [Need help creating integration?](#) [Learning resources](#)

Custom extension Close Finish

### Review authentication

Provided is a list of the authentication methods found within the OpenAPI document.

Authentication type	Required fields
OAuth 2.0	Custom flow x-apikey; secret keys - [apikey]

### Review servers

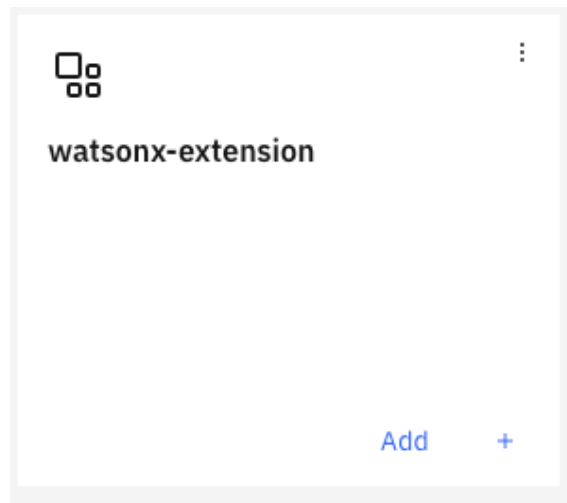
Provided is a list of the servers and server variables found within the OpenAPI document.

URL	Description	Variables
https://(region).ml.cloud.ibm.com	watsonx.ai v1	region

### Review operations

This table shows the operations defined in the OpenAPI document.

Operation	Method	Resource
AI Agent Service	POST	/ml/v4/deployments/[ai_service_space_id]/ai_service
Generation	POST	/ml/v1/text/generation
Generation Stream	POST	/ml/v1/text/generation_stream



5. Click Add link --> click Add button



6. Click Next button --> set Authentication type to OAuth 2.0 --> set apikey field with your watsonx API key --> set Client authentication to Send as Body --> click Next button

## Authentication

Authentication types are determined in the OpenAPI document and provide security for the extension.

Authentication type

OAuth 2.0

Grant type

Custom apikey

Custom Secrets

Apikey

.....

Client authentication ⓘ

Send as Body

Header prefix ⓘ

Bearer

Servers

https://{region}.ml.cloud.ibm.com

**i** Generated URL: https://us-south.ml.cloud.ibm.com

**Server variables**

Enter values for your server variables to create a valid generated URL for requests.

region

us-south

## 7. Review it --> click Finish button

✓ Get started ✓ Authentication ⚙ Review operations

### Review operations

This table shows the operations defined in the OpenAPI document.

Operation	Method	Resource
✓ Generation	POST	/ml/v1/text/generation
✓ Generation Stream	POST	/ml/v1/text/generation_stream
✓ AI Agent Service	POST	/ml/v4/deployments/{ai_service_space_id}/ai_service

## Orchestrate everything

1. Go to Actions page by hovering your mouse to left pane --> Click Create action button --> type "AI Agent" --> click Save button

### New action

×

What does your customer say to start this interaction?

AI Agent

Cancel Save

2. Set Assistant says with

Ask everything



3. Set Define response with Free Text

**Assistant says**

B I ⌂ f 🔗 📷 🎵 📺 🎤 🔊

Ask everything

User enters free text

Edit response Edit validation ⚙ ↺ 🗑

**And then**

↓ Continue to next step ⌵

#### 4. Click Next step button --> click Set variable values

Is taken

without conditions ▼

Set variable values

fx

#### 5. Click Set new value --> select New session variable --> set Name to "ai\_payload" --> set Type to Any --> click Apply button

### Session variable

✕

Name

Variable ID ⓘ

ai\_payload

ai\_payload

📋

Type

🌐 Any

▼

Initial value (optional) ⓘ

🔴

Use expression

Description (optional)

Privacy ⓘ

☐

Protect data stored in this variable

Cancel

Apply

#### 6. Select expression --> Enlarge Expression box --> type function as below --> between "content" and "role" you type "\$" until you can see dropdown --> select Action step variable and select "step 1"

[ {"content": , "role":"user"} ]

📋

Set variable values. [Learn more.](#)

:: Set 🌐 ai\_payload ▼

To

[{"content": 1. Ask everything , "role":"user"}] ▼

✕

Set new value

+

7. Change "Continue to next step" to "Use an extension" --> set extension to "watsonx extension" --> set Operation to "AI Agent Service" --> set version to "2021-05-01" --> set ai\_service\_space\_id to your deployed AI Agent service --> set messages to ai\_payload

Operation ⓘ

AI Agent Service

Choose from a list of operations included in your extension.

Privacy ⓘ

☐ Protect data returned from this extension

Parameters ⓘ


Set  version

To 2021-05-01

Set  ai\_service\_space\_id

To


Set  messages

To  ai\_payload

Cancel

Apply

8. Click New step button --> click Set variable value button

Step 3 

[workshop-telkom-partnership-feb2025](#)

[↑ Top](#)

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9. Click Set new variable button --> select New session variable --> set Name to "ai\_response" --> set Type to Any --> click Apply button

### Session variable ×

Name

ai\_responses

Variable ID ⓘ

ai\_responses 

Type

Any 

Initial value (optional) ⓘ

☐ Use expression

Description (optional)


Privacy ⓘ



☐ Protect data stored in this variable

Cancel


Apply

10. Select Expression --> Expand Expression editor --> type "\$" until you see dropdown --> select watsonx extension --> select body.choices --> add "[0][\"message\"] [\"content\"]" in same line --> click Apply button --> in Assistant says editor, type "\$" --> type "ai\_response" --> below is the output looks like






**Step 3** 


Is taken without conditions  Delete variable values 

---

Variable values 













Set variable values. [Learn more.](#)


:: Set  ai\_response  To 2  body.choices [0][\"message\"] [\"content\"]  



Set new value 

---



**Assistant says**

 ai\_response

 [Define customer response](#) 

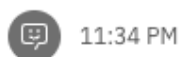
**And then**

 [Continue to next step](#) 

11. Click Preview button in right bottom side --> type "AI Agent" --> type "siapa presiden

You 11:34 PM

AI Agent

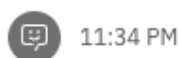


AI Agent recognized

Ask everything

You 11:34 PM

presiden indonesia



Extension called

Presiden Indonesia saat ini adalah Prabowo Subianto, yang mulai menjabat pada 20 Oktober 2024. Informasi lebih lanjut tentang presiden Indonesia dapat ditemukan di Wikipedia, situs web resmi Presiden Republik Indonesia, dan sumber-sumber lainnya.

indonesia sekarang?"

## Customize and deploy your assistant everywhere

1. Hover your mouse to left pane --> select Integrations --> click Open in Web Chat box

### Integrations

Add different channels and extensions to easily configure and deploy your assistant.

### Essential channels

Add our most utilized methods of deploying assistants. These channels support additional customization and advanced integrations.


#### Web chat

Built by IBM - Lite

Embed the web chat onto your company website so it can answer questions.

[Learn more](#)

Contact center integrations



[Open](#)


#### Phone

Built by IBM - Plus

Give your system a voice so it can help customers over the phone.

[Learn more](#)

Contact center integrations



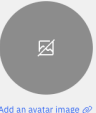
[Add](#)

## 2. Click Confirm button --> in Style tab, set Intended purpose to Carbon for AI

Web chat Draft Close Save and exit

**Style** Launcher Home screen Live agent Suggestions Security Embed Resources

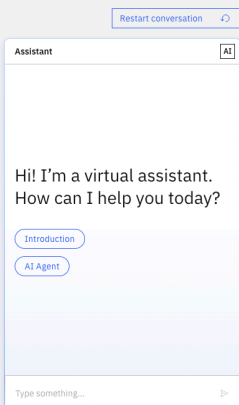
**Customize your chat UI**  
Update the style to match your brand and your website. A developer can also add more advanced styling changes with code. [Learn more](#)

Assistant's name as known by customers  
Assistant 

Intended purpose  
☐ Standard: For virtual agents and customer support experiences.  
☒ Carbon for AI: For use in internal IBM products.

Choose a theme  
☒ Light ☐ Dark

**Streaming**  
Enable Streaming  
☐ Off



## 3. In Home screen tab =, ensure only "Introduction" and "AI Agent" as onversation starter

Web chat Draft Close Save and exit


**Home screen** Style Launcher Home screen Live agent Suggestions Security Embed Resources


**Home screen**  
Make a good first impression and get customers the help they need more quickly. [Learn more](#)

☒ On

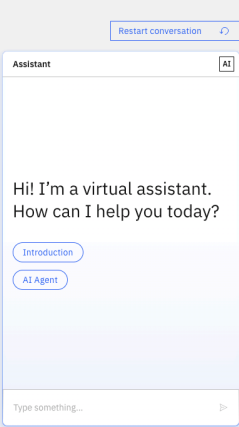
**Greeting**  
Good greetings are welcoming, actionable, and expressive of your assistant's personality.  
☒ This message will override the dialog welcome node and Actions greeting.  
Greeting message  
Hi! I'm a virtual assistant. How can I help you today?

**Conversation starters**  
Help your customers get going. When selected, the text of these starters is sent as a message. Each should be something your assistant is trained and tested to answer.

1 Introduction 

2 AI Agent 

[Add a starter](#) (2/5)



## 4. Go to Embed tab --> copy and paste the script into your website where you want to deploy your assistant --> click Save and exit button

Web chat Draft Close Save and exit

**Embed** Style Launcher Home screen Live agent Suggestions Security Embed Resources

**</>Embed on your website**  
Ready to launch? It's as easy as copy and paste. [Learn more](#)

```
<script>
window.watsonAssistantChatOptions = {
  integrationID: "64024431-759a-402c-badd-03ba8b6d446", // The ID of this integration.
  region: "us-south", // The region your integration is hosted in.
  serviceInstanceID: "8f453b16-5a6e-4077-a4e8-fab0498251c", // The ID of your service instance.
  onLoad: async (instance) => { await instance.render(); }
};
setTimeout(function() {
  const t=document.createElement('script');
  t.src="https://web-chat.global.assistant.watson.appdomain.cloud/versions/" + (window.watsonAssistantChatOptions ?
document.head.appendChild(t);
});
</script>
```