

## Lab 2: Create Intents

Now that we have an Assistant and its dialog skill, we are ready to start creating our chatbot. We'll start off with intents.

### Exercise 1: Enter into your Flower Shop Skill

In order to add intents, we'll need to access our *Flower Shop Skill*.

1. Visit the **Flower Shop Chatbot** assistant page that you bookmarked in Lab 1. (If you skipped that step, you can always find your assistant by clicking on the top-left icon within Watson Assistant, which will list all of your assistants.)

2. Click on the **Flower Shop Skill** tile within the chatbot, as shown below.

← Assistants

## Flower Shop Chatbot

*A chatbot for our chain of flower shops.*

**Actions** Beta

**Build conversations easier than ever**

- Have an assistant ready to chat in less time, with less effort
- Compose step-by-step flows for any range of simple or complex conversations
- Focus more on your customer's goals and experience
- Collaborate and work more intuitively, made so that anybody can build

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**Dialog**

**Flower Shop Skill**

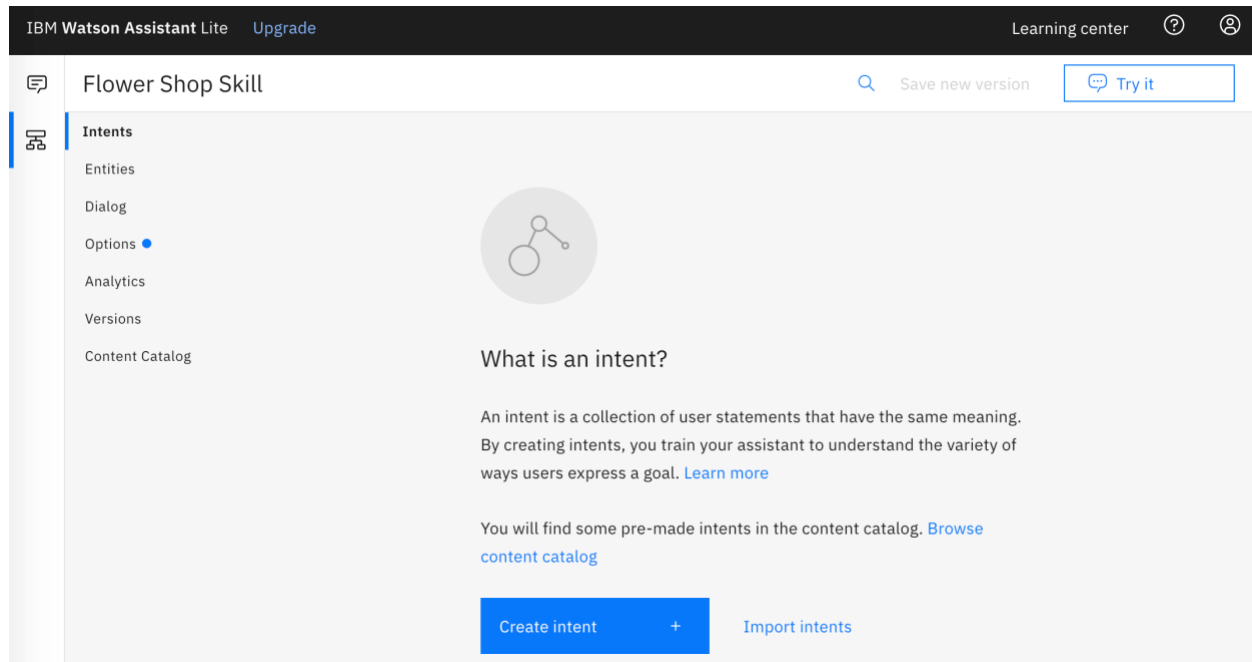
**LANGUAGE:** English (US) **TRAINED DATA:** 0 Intents | 0 Entities | 2 Dialog nodes **VERSION:**

**DESCRIPTION:** --- **VERSION CREATED:**

**LINKED ASSISTANTS (1):** Flower Shop Chatbot

## Lab 2: Create Intents

This will get you inside of your skill (as shown in the image below), where you'll be able to create intents, entities, and much more.



By the way, if you don't know how to get back to the Watson Assistant interface altogether, you simply have to visit your dashboard (available at [cloud.ibm.com](https://cloud.ibm.com)), click on *Services*, and launch your Watson Assistant instance again.

### Exercise 2: Create, train, and test intents

Now that we are inside of the *Intents* section of our skill, we can add intents in a few ways. Namely, we can add them manually, import them from a CSV file, or import them from a pre-made content catalog which includes industry-specific intents.

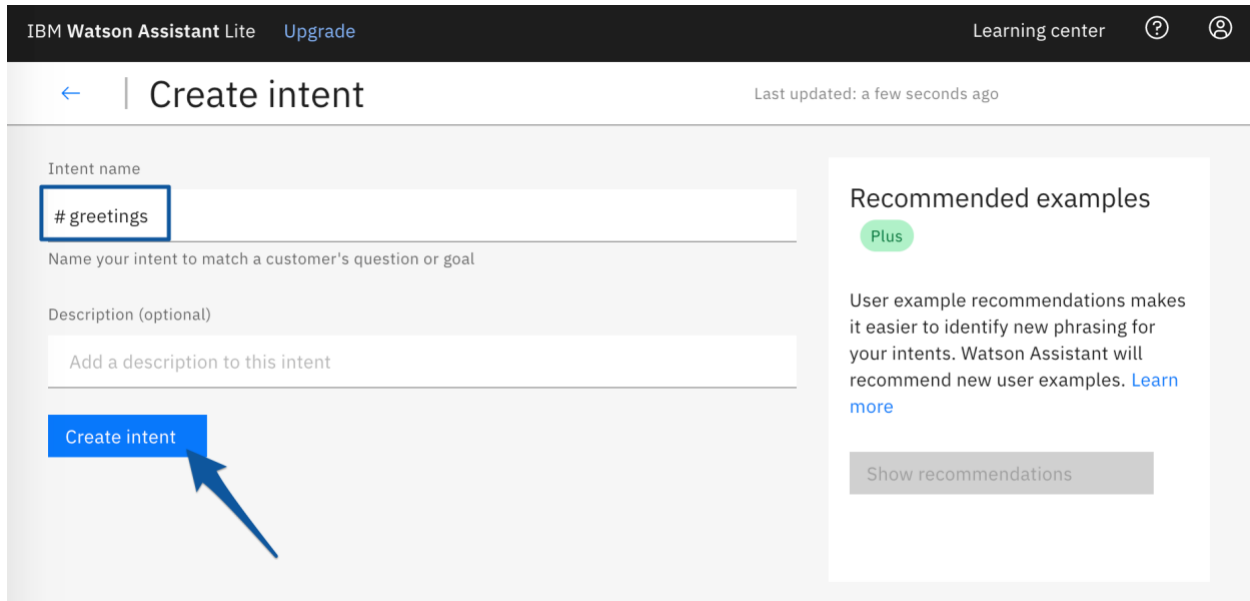
In this exercise, we'll focus on the most common way. That is, manually adding intents.

1. From the *Intents* section of your dialog skill, **click on the *Create intent* button**. Here you'll be able to define an *Intent name* and a *Description*. What happens if you try to call the intent `#greeting us` with a space in the name?

That's right! We can't use spaces in intent names. So, we either need to use a single word for our intent or add underscore characters to separate multiple words when these are necessary to express what our intent is all about. In our case, we can get away with just calling the intent `#greetings`. Let's do that.

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2. **Define a #greetings intent.** You can leave the description blank, as the name is descriptive enough, and then **click the *Create intent* button**. (Note: The # symbol is automatically prefixed for you, enter greetings in the field, not #greetings.)



IBM Watson Assistant Lite Upgrade Learning center ?

← | Create intent Last updated: a few seconds ago

Intent name

# greetings

Name your intent to match a customer's question or goal

Description (optional)

Add a description to this intent

Create intent

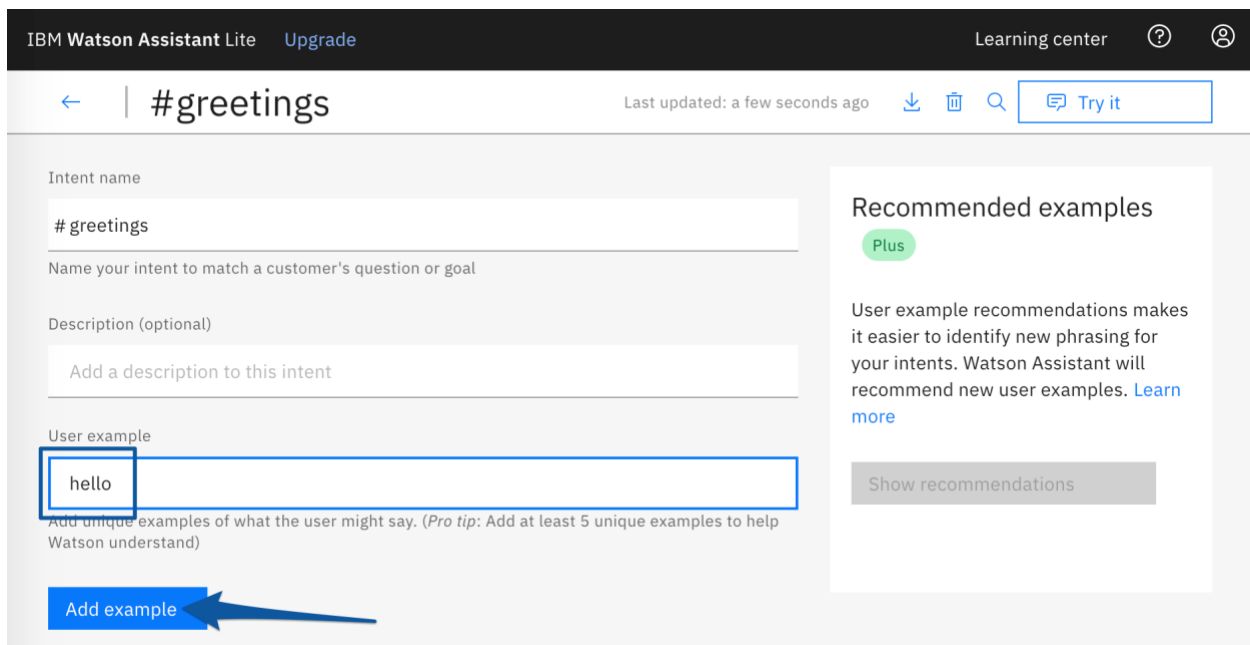
Recommended examples

Plus

User example recommendations makes it easier to identify new phrasing for your intents. Watson Assistant will recommend new user examples. [Learn more](#)

Show recommendations

3. You'll be prompted to create some user examples to train Watson on the concept of greetings. **Enter hello then click *Add example***.



IBM Watson Assistant Lite Upgrade Learning center ?

← | #greetings Last updated: a few seconds ago ⬇️ ⬆️ 🔍 Try it

Intent name

# greetings

Name your intent to match a customer's question or goal

Description (optional)

Add a description to this intent

User example

hello

Add unique examples of what the user might say. (Pro tip: Add at least 5 unique examples to help Watson understand)

Add example

Recommended examples

Plus

User example recommendations makes it easier to identify new phrasing for your intents. Watson Assistant will recommend new user examples. [Learn more](#)

Show recommendations

4. **Repeat the process for other greeting examples.** Add:

- Hi

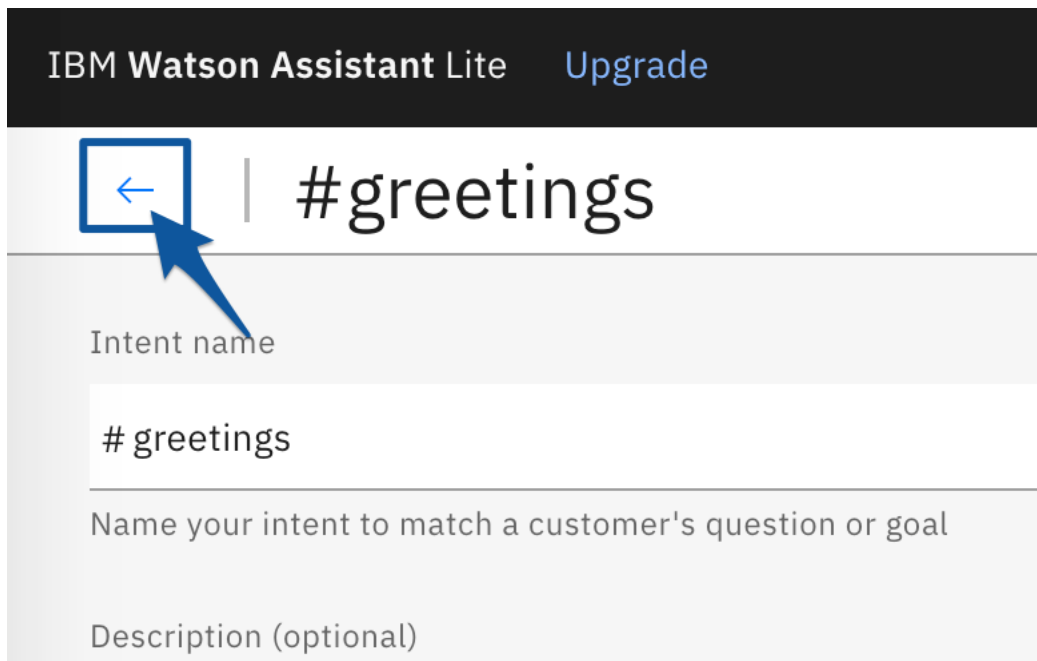
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- Hey
- good morning
- good afternoon


and so on. Make sure you add one example at the time.

You don't need to go overboard, especially on such a simple intent, but you should always **include at least 5 examples**. Ideally more, particularly for more complex intents.

If you make a typo in one or two of your examples, don't worry. Keep the typos, as your users are likely to do the same mistakes, so this ends up training Watson on a more realistic input set. When you are done, you can **click the back-arrow icon at the top** to go back to your list of intents.



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 | #greetings

Intent name

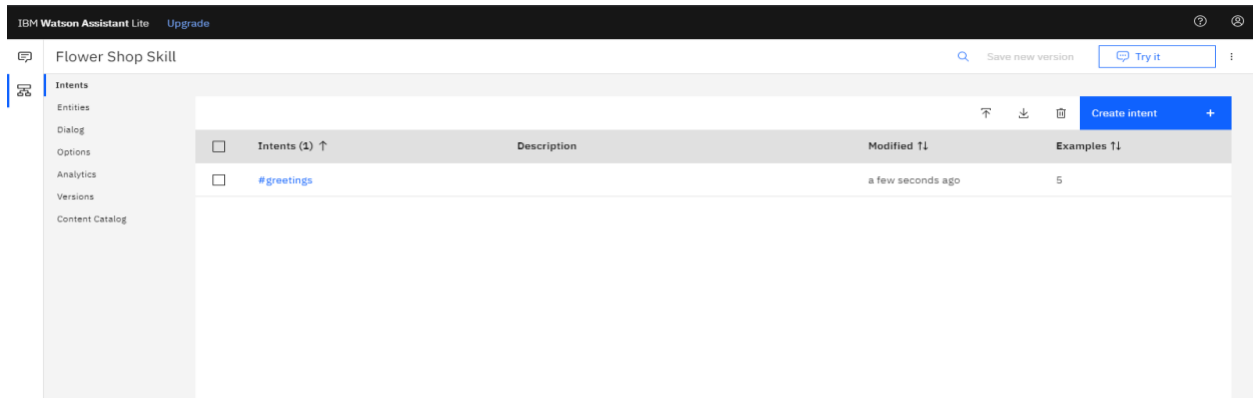
# greetings

Name your intent to match a customer's question or goal

Description (optional)

5. Once you click on the back-arrow icon, you'll be sent back to the *Intents* section where a list of your intents is shown. Right now, it's just #greetings so let's add more.

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By clicking on the *Create intent* button, repeat the process (step 2 to 4) to **add the #thank\_you and #goodbyes intents** with at least 5 appropriate examples each.

For #thank\_you, you might use examples such as:

- thank you
- thanks
- thx
- cheers
- appreciate it

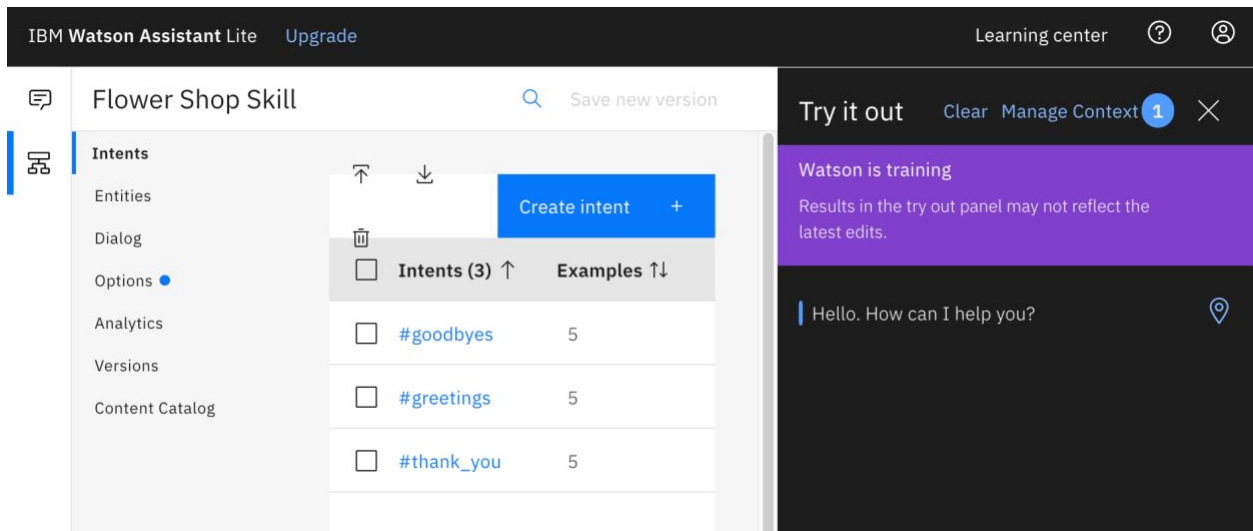
For #goodbyes, you might want to use:

- goodbye
- bye
- see you
- c ya
- talk to you soon

At this point, you'll have the most basic chit chat intents a chatbot needs to have. The more the merrier, of course, but this will do for now.

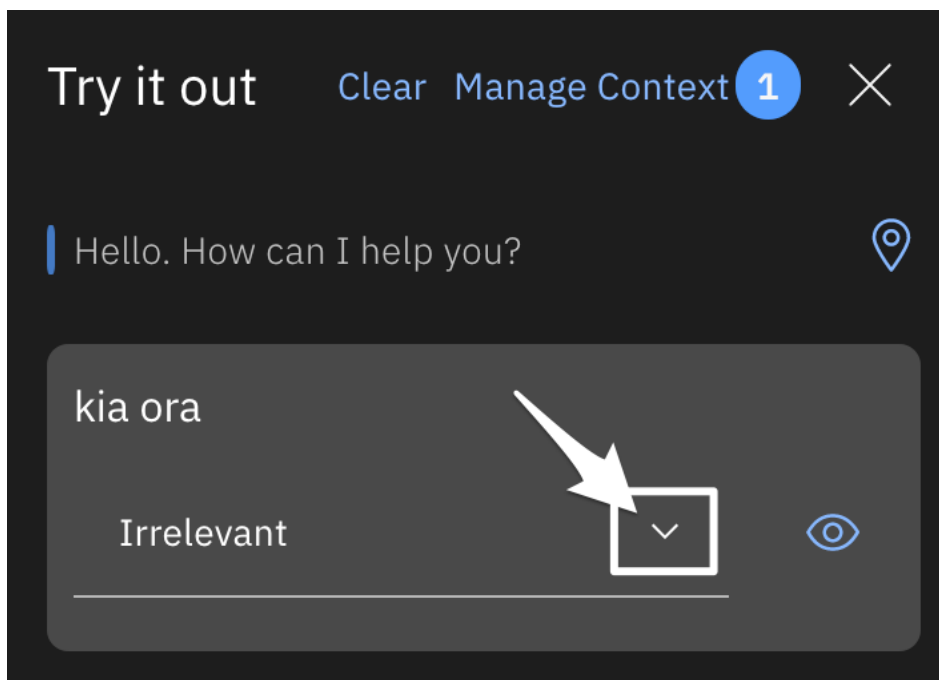
6. To test our intents, **click on the Try it button** in the top right. A chat panel will appear where you can try user input and see how Watson analyses it and how our chatbot responds. We haven't provided responses yet (we'll do so in the module on *Dialog*) but we can still use it to test the classification of our intents. If you see a *Watson is training* message, please wait for Watson to finish training on your intent examples.

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7. Go ahead and **try some greetings, thank you, and goodbye messages** in the panel. Feel free to try both examples you provided (e.g., thank you) and expressions that you haven't provided as examples. For instance, try howdy and yo.

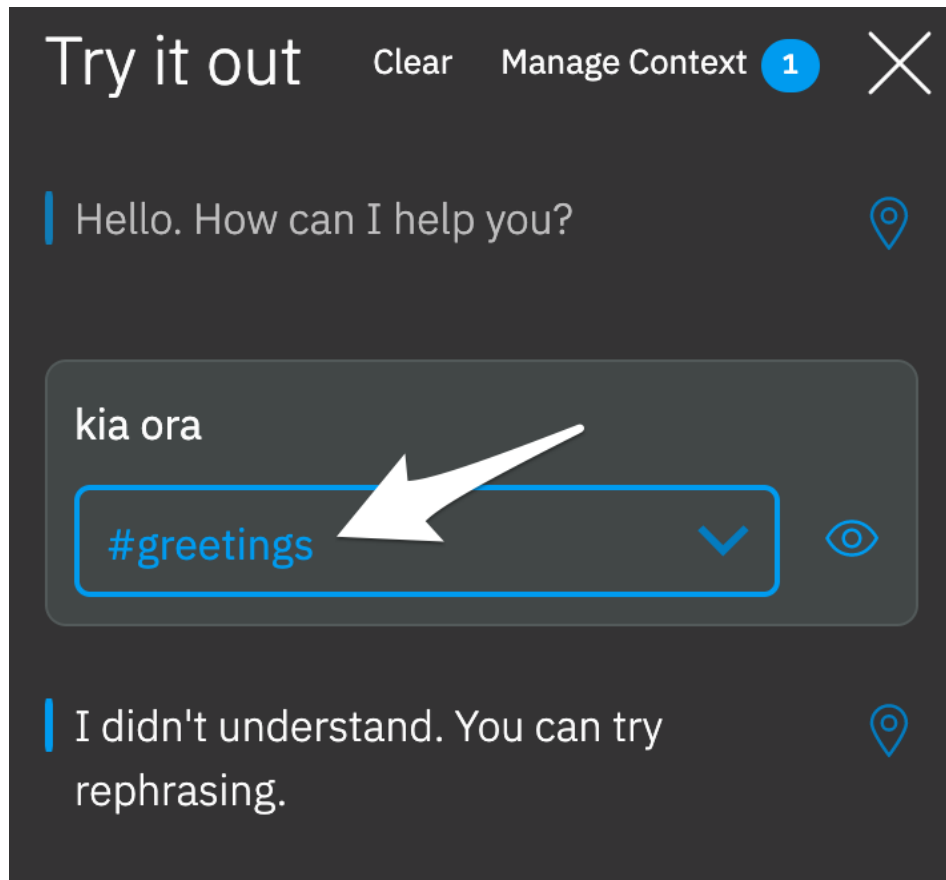
Now, **try it with kia ora**, a common greeting in New Zealand, but not a globally adopted one. Chances are Watson will categorize it as *Irrelevant*. If Watson miscategorized one example, as it arguably did in this example, feel free to click on the V symbol next to the detected intent to **assign a different intent to it**. Go ahead and select #greetings for this example.



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This will add your utterance (e.g., *kia ora*) as an example for the intent you picked (e.g., *#greetings*), further training Watson.

Once Watson is done training, if you test the same utterance again, Watson will correctly recognize the right intent this time.



In the *Try it out* panel, **what happens if you try a nonsensical input?** Randomly smash on the keyboard if you have to. Personally, I produced the beautiful, cat-walking-on-the-keyboard string *dljkasdl sa dasldj alskdkas ld*. Create your own masterpiece. 😄

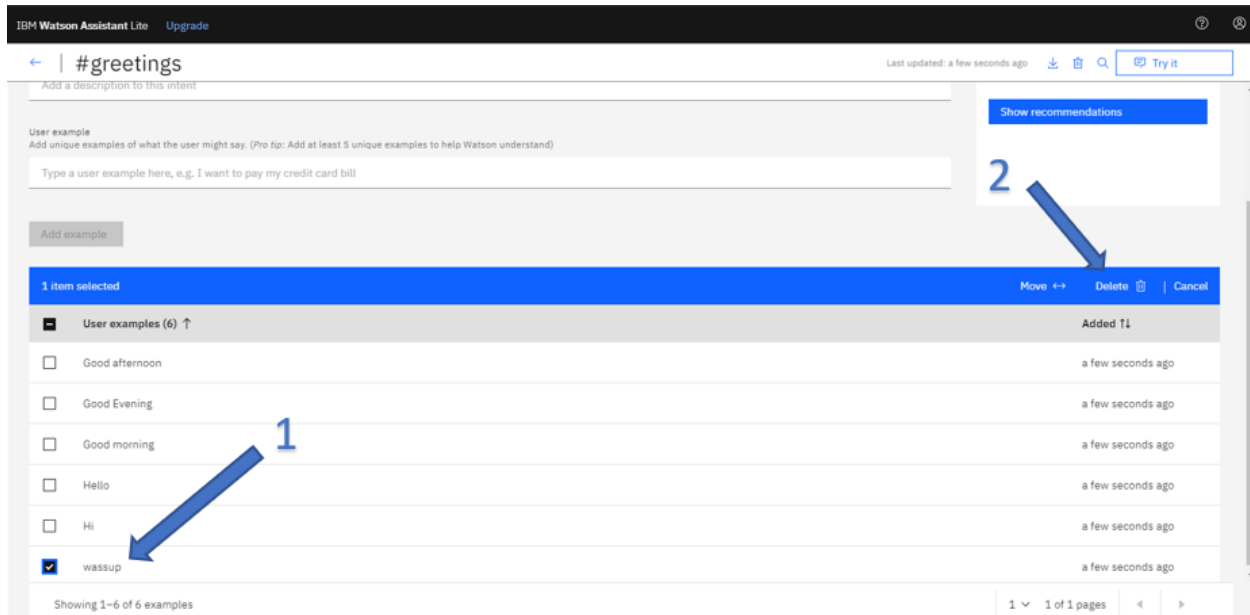
Watson will always try its hardest to match the user input to an existing intent, even if it's not a perfect match. But if its confidence level in the best matching intent is very low (below 20%), it will treat the input as *Irrelevant*, as it is likely not relevant to any of our intents.

In the module on the *Dialog* (i.e., Module 4), we'll find out how to deal with situations in which the user enters a question that is irrelevant or outside the scope of our chatbot.

To conclude this exercise, click on an existing intent of your choice in *Intents*, and **add one more example** to it. Then, select the checkmark next to it, and you'll be given the option to delete it (or even move it to a different intent).

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Go ahead and **delete that example** as shown in the figure below.



In the future, for more complex intents, you'll be able to add examples that originate from your real customers' conversations that they had with your virtual assistant (or your human customer care team) to better train Watson on your business-specific intents (also known as domain-specific intents).