

CHATBOT

USING IBM CLOUD WATSON ASSISTANT

CHATBOT PERSONA:

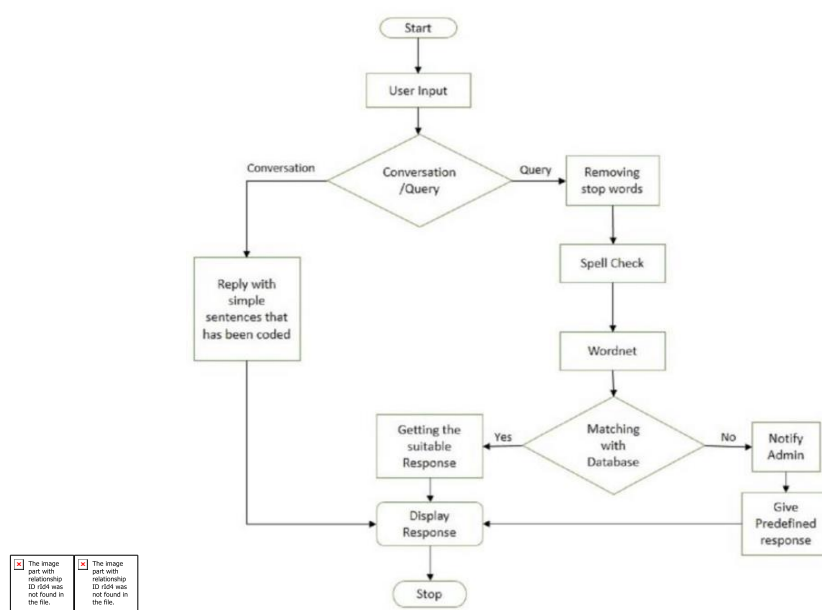
A chatbot persona refers to the character or identity that a chatbot assumes when interacting with users. It involves defining the chatbot tone, style, and behavior to make the interactions more engaging and relatable to users. This persona can range from formal and professional to casual and friendly, depending on the chatbot purpose and the target audience it serves.

Our chatbot persona is all about the chatbot which engages the user with the friendly conversation and knowledge filled conversation which will be useful for the users . This chatbot persona is integrated with Facebook messenger and slack .

CONVERSATION FLOW DESIGN:

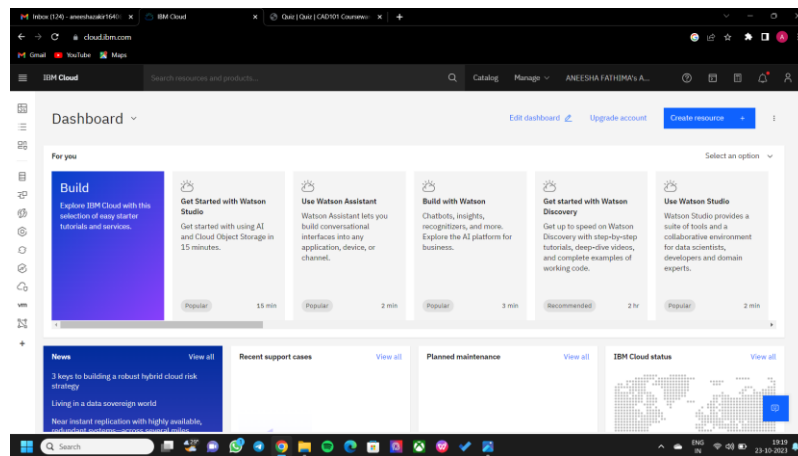
A chatbot conversation flow represents a decision tree that guides a user through their journey when they land on a chatbot. Like any other conversation, a chatbot flow has certain logical elements, such as:

- Greeting
- Asking
- Informing
- Suggesting
- Checking
- Apologizing
- Error
- Goodbye

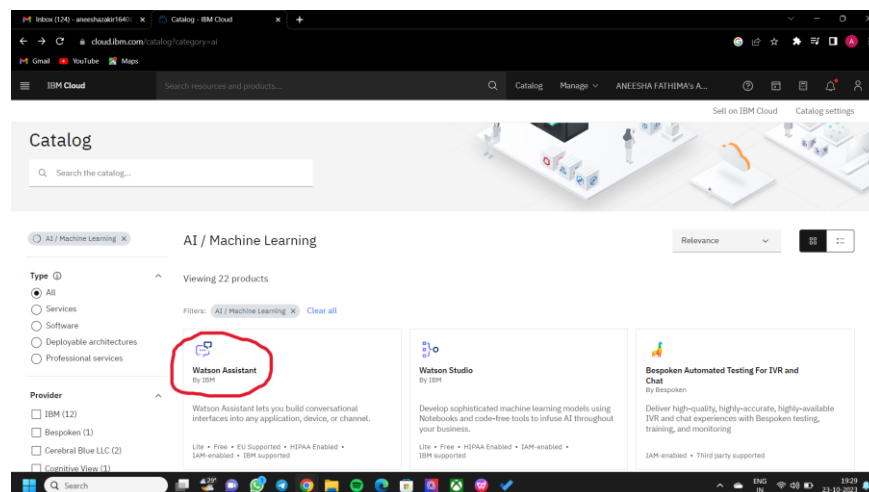


SETUP OF WATSON ASSISTANT IN IBM CLOUD:

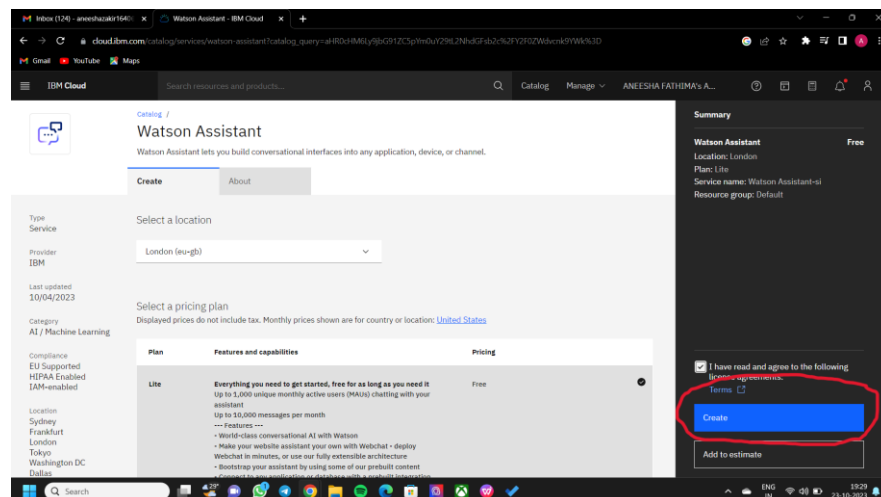
Step1: The Dashboard of IBM cloud.



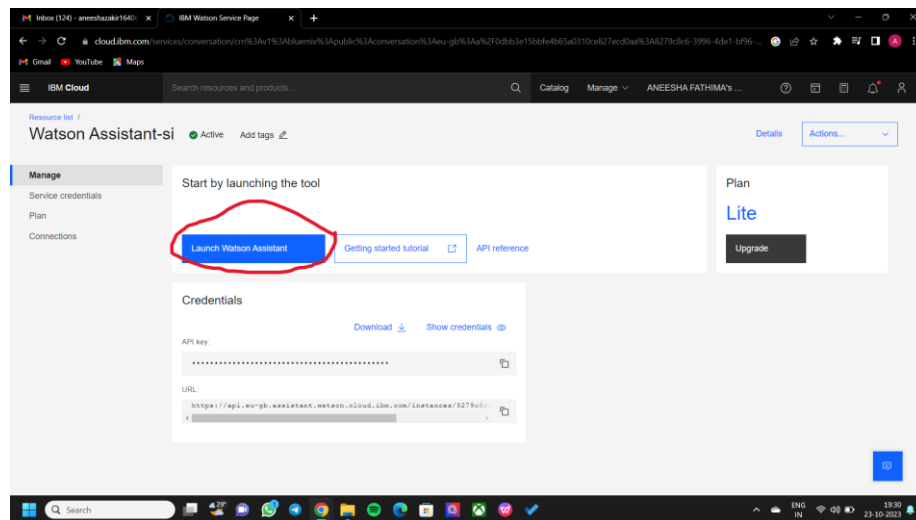
Step 2: Search Watson assistant in the catalog.



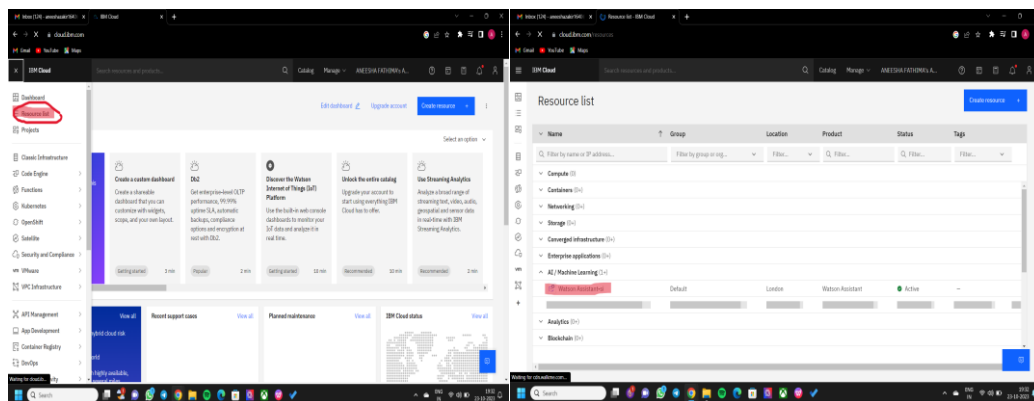
Step 3: Setup and create a Watson Assistant.



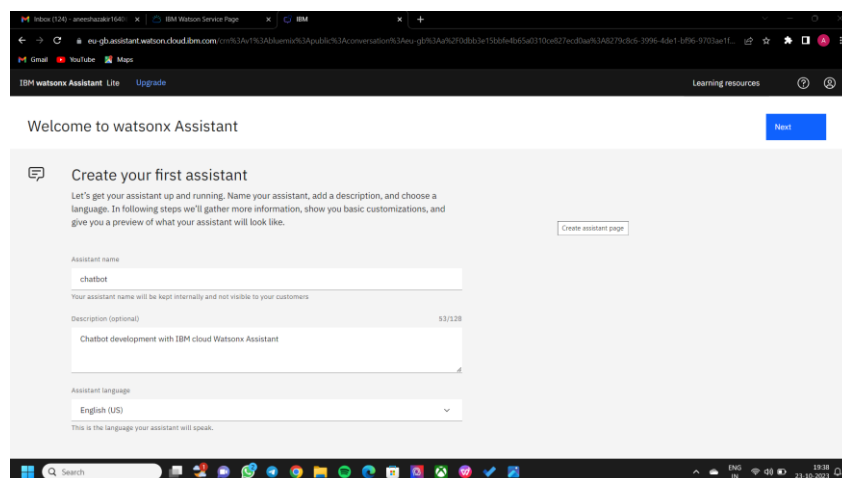
Step 4: Launching the Watson Assistant Tool.



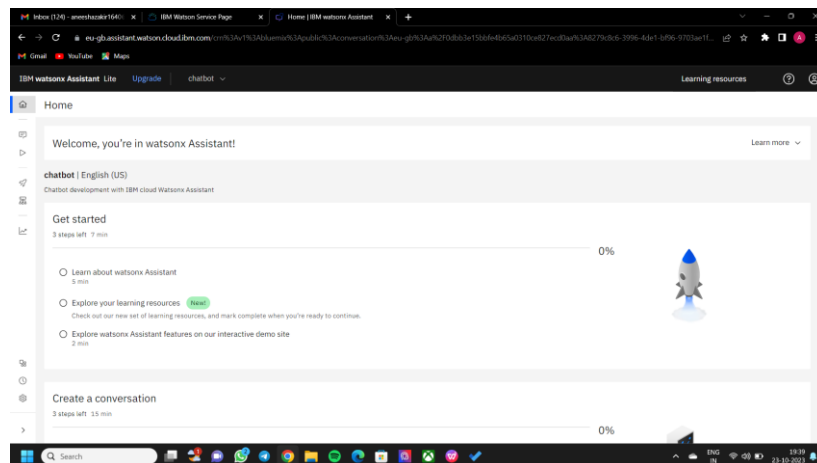
Step 5 : We can use the Watson Assistant by resource list in menu under AI/Machine Learning.



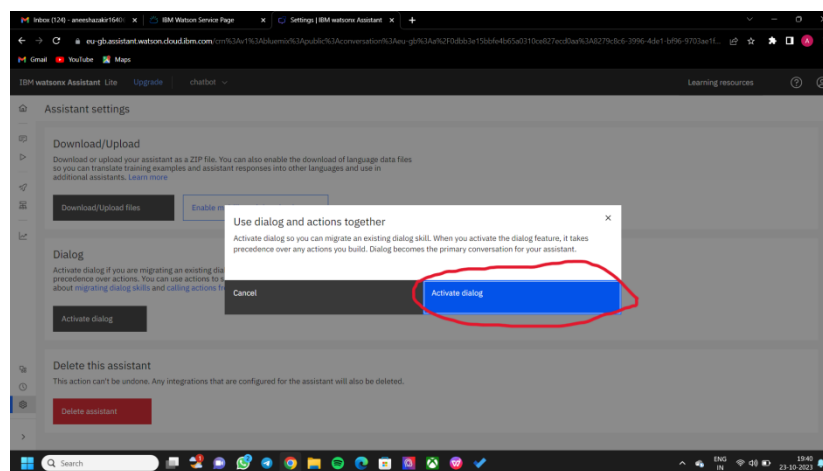
Step 6: Create a Assistant.



Step 7: The Watson Assistant is created successfully.

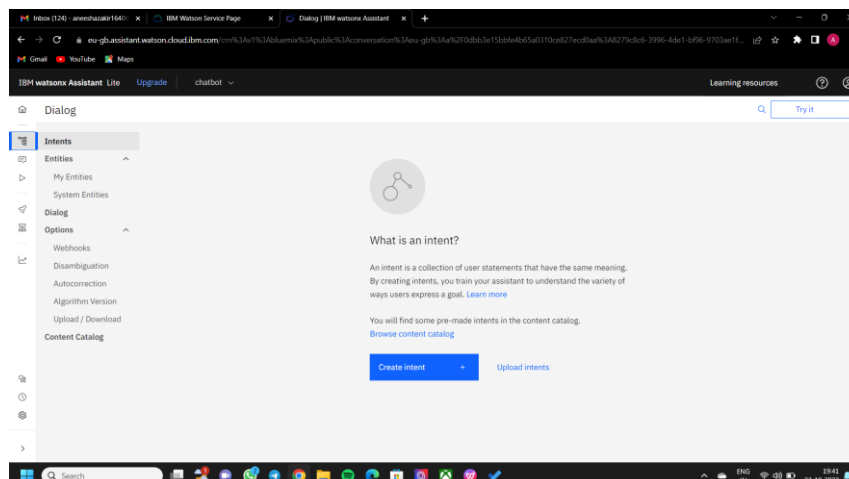


Step 8: Activate the Dialog Feature which includes Intents, Entities, and Dialog nodes.

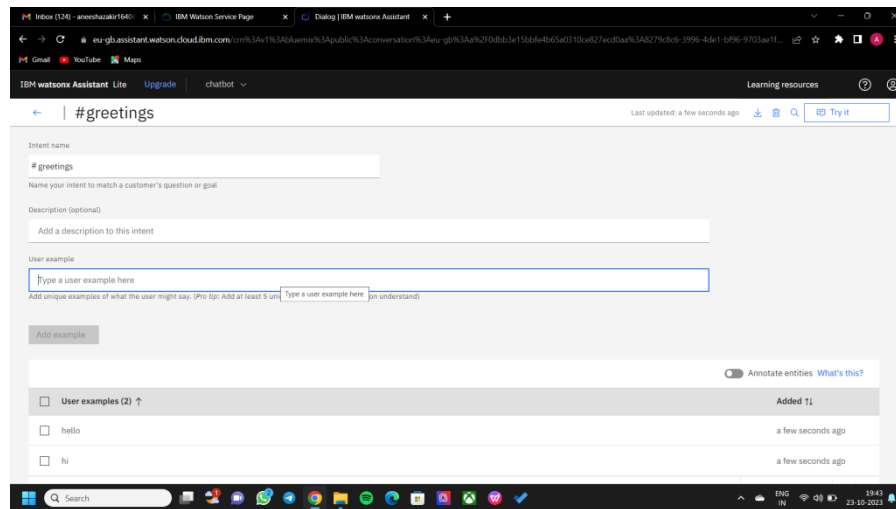


CREATION OF INTENTS:

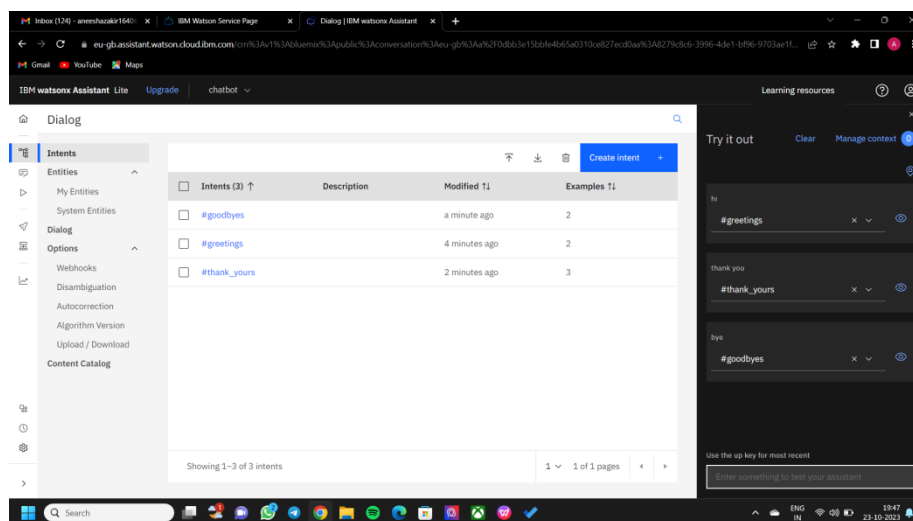
Step 1: Create a Intents .



Step 2: Create a #greetings intent with examples hello, hi.

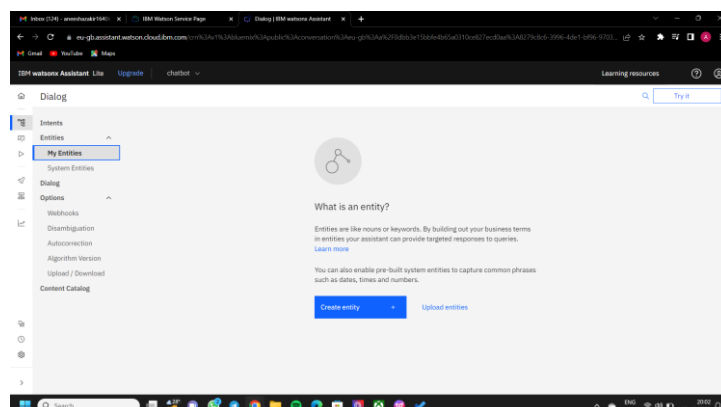


Step 3: #greetings, #goodbyes, #thank_yours Intent is created and it is tested using Try it which is shown in below image.

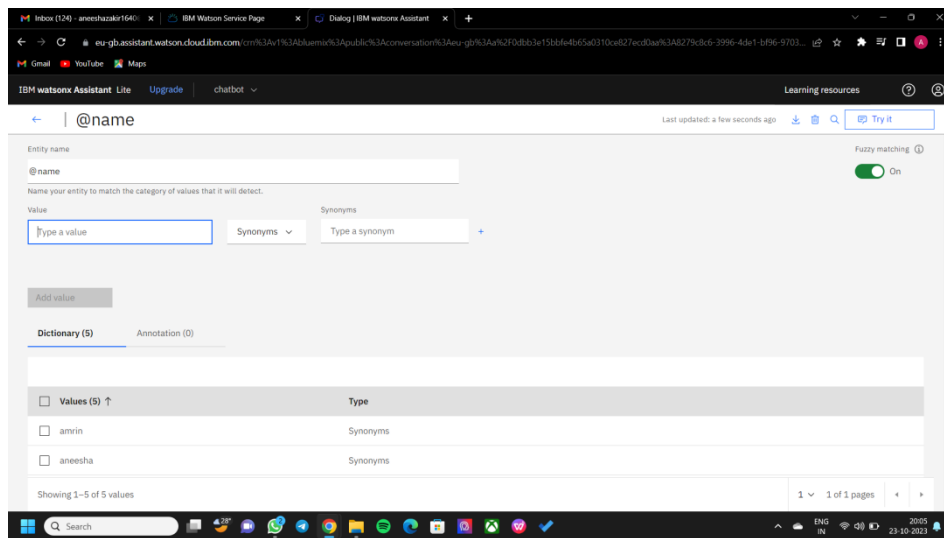


CREATION OF ENTITIES:

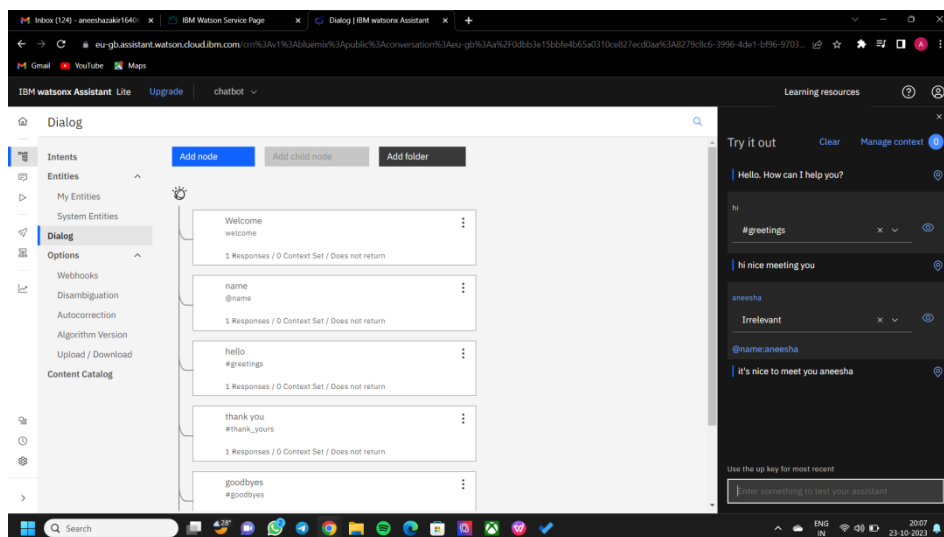
Step 1: Create Entities.



Step 2: @name Entities is created with some values such as aneesha, amrin etc.

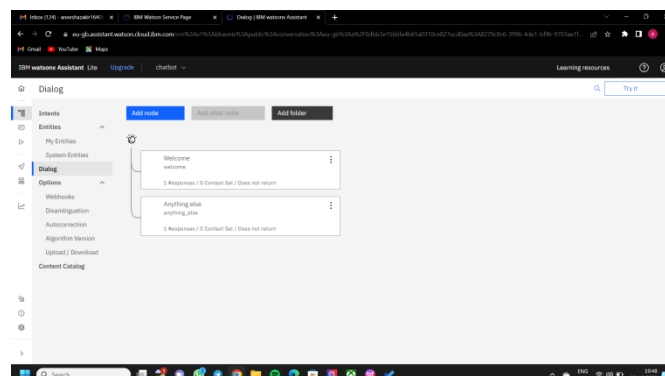


Step 3: The created Entities is tested using Try it option Shown in below image.

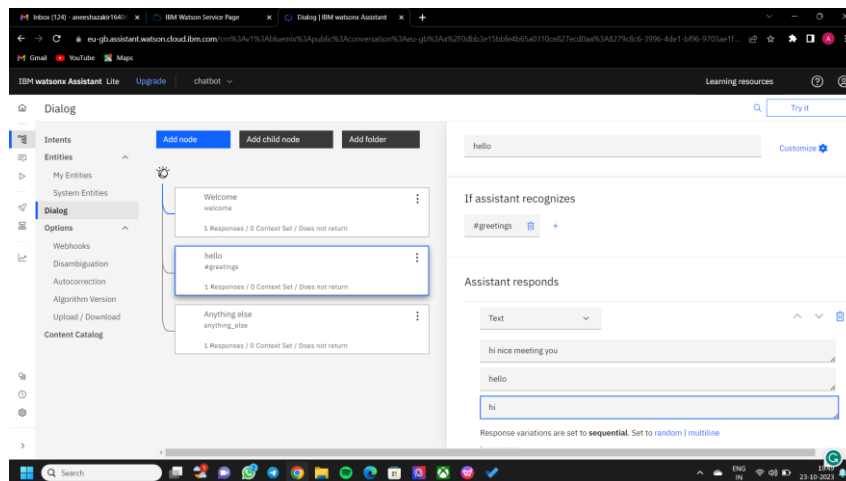


CREATION OF DIALOG NODES:

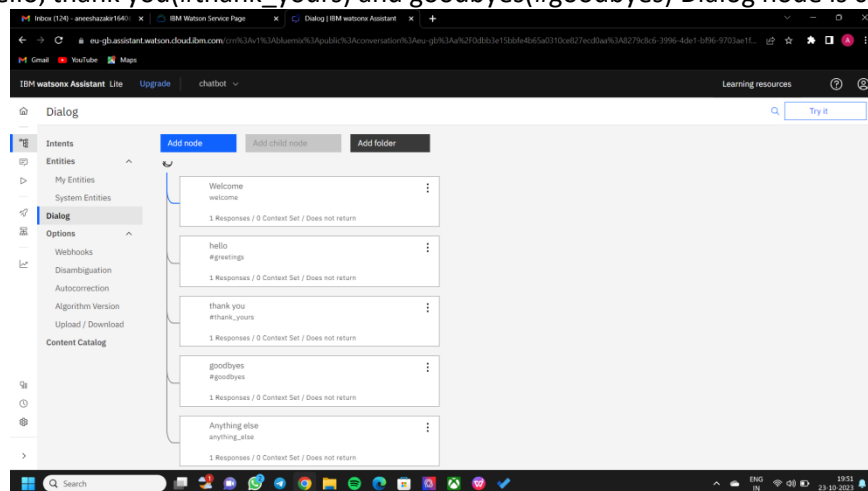
Step 1: Create a Dialog node



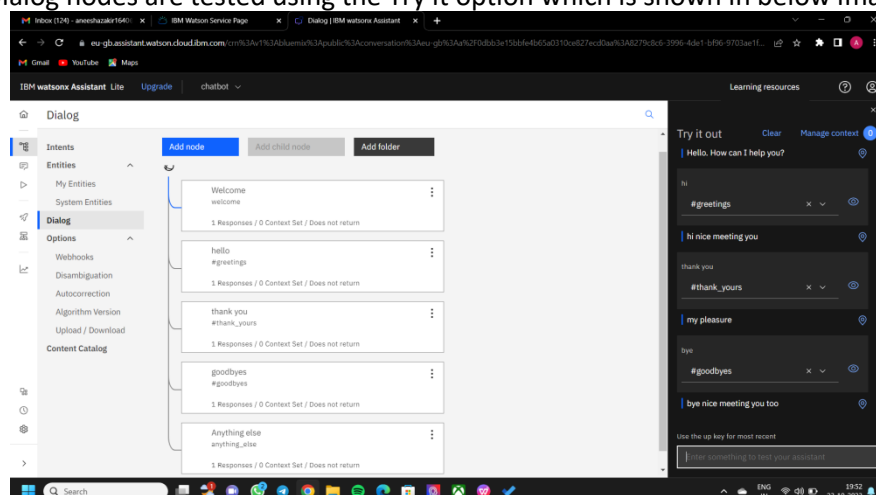
Step 2: hello Dialog node which identifies the #greeting message and replies to it.



Step 3: hello, thank you(#thank_yours) and goodbyes(#goodbyes) Dialog node is created.



Step 4: Dialog nodes are tested using the Try it option which is shown in below image.



Conclusion:

Configure intents, entities, and dialog nodes in Watson Assistant to handle user queries has been created successfully.