Phase 3: Development Part 1 – Build your chatbot

In Phase 2, we laid the foundation for innovation in chatbot implementations, integrating advanced features such as natural language understanding (NLU) and improved conversational design. Now in phase 3, we will start developing our chatbot using IBM Cloud Watson Assistant. This phase is essential as it involves defining the chatbot personality, designing the conversation flow, and configuring components such as intents, entities, and dialog buttons in Watson Assistant to efficiently handle queries. user inquiries.

Objectives for Phase 3:

Start developing chatbots: Start building chatbots using IBM Cloud Watson Assistant.

Define your chatbot personality: Create a chatbot personality that matches your brand and user expectations. Design a conversation flow: Develop a logical conversation flow that guides users through different interactions.

Configure intents and entities: Configure intents and entities to recognize user queries and extract relevant information.

Create a dialog button: Create a dialog button to respond to user input and guide the conversation.

Stages of development, part 1:

1. Start developing chatbots

Goal: Start the process of creating a chatbot using IBM Cloud Watson Assistant. Action steps:

a. Access Watson Assistant: Sign in to your IBM Cloud account and access the Watson Assistant service.

b. Create a new assistant: Set up a new Watson Assistant instance for your chatbot project.

compare to Chatbot Name: Name your chatbot that reflects its purpose and personality.

2. Determine the chatbot personality

Goal: Create a chatbot personality that reflects brand and user expectations.

Action steps:

a. Personality development: Determine the chatbot's personality, tone, and communication style. Determine whether it should be formal, friendly, or any other specific attribute.

b. Name and Avatar: Choose a name and avatar for your chatbot that matches its characteristics.

3. Design conversation flow

Goal: Develop a logical conversation flow that guides users to interact with the chatbot. Action steps:

a. User journey mapping: Create a user journey map to outline the steps and decisions a user might make during the interaction.

b. Conversation structure: Determine the high-level structure of the conversation, including the main topics or areas the chatbot will cover.

4. Configure intents and entities

Goal: Configure intents and entities to help the chatbot recognize user queries and extract relevant information.

Action steps:

a. Intent definition: Identify common user intents that the chatbot needs to understand, such as “request product” or “customer support”.

b. Entity recognition: Identify entities that the chatbot can extract, such as product names or user locations.

5. Create dialog buttons

Goal: Create dialog buttons that respond to user input and guide the conversation effectively.

Action steps:

a. Dialog button structure: Defines the structure of dialog buttons, including triggers, conditions, and responses.

b. Feedback: Create responses that match the chatbot's personality and provide useful information to the user.

Next step :

In phase 3, we started developing the chatbot using IBM Cloud Watson Assistant. We defined the chatbot personality, designed the conversation flow, configured intents and entities, and created dialog buttons. This paves the way for further development of the chatbot in phase 3, part 2.

In the next part of Phase 3, we'll continue building out the chatbot by adding more dialog buttons, refining the conversation flow, and implementing advanced features. Our goal was to create a user-friendly and highly functional chatbot that effectively meets user needs and delivers an engaging chat experience. Stay tuned for the next phase of our project!