

### ASSIGNMENT - 3

|         |                  |
|---------|------------------|
| Date    | 18 October 2022  |
| Name    | AARTHIKA K       |
| Team ID | PNT2022TMID21617 |
| Roll No | 19CS001          |

Link:

[https://au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F2b6f2da15cfb448bac0136c6b99e5b04%3A8237043c-9ae8-49a4-a16b-0acb59ca0ae1%3A%3A/assistants/6d2ed9ca-2475-45b5-8a7f-cf4dea3ed7f2/actions/actions/custom/edit/action\\_1205](https://au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F2b6f2da15cfb448bac0136c6b99e5b04%3A8237043c-9ae8-49a4-a16b-0acb59ca0ae1%3A%3A/assistants/6d2ed9ca-2475-45b5-8a7f-cf4dea3ed7f2/actions/actions/custom/edit/action_1205)

The screenshot displays the IBM Watson Assistant console interface. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'watson', and a 'Learning center' link. The main content area is titled 'Confirm an appointment'. On the left, a 'Conversation steps' panel shows a sequence of steps: Step 1 is 'How may I assist you?' with a 'Continue to next step' button, and Step 2 is 'Do you need an appointment?' with a 'Confirmation' button. The central 'Assistant says' panel shows the current step's response, 'How may I assist you?', with a text input field and buttons for 'banking' and 'hospital'. Below this, there are 'Edit response' and 'Edit validation' options. On the right, a 'Preview' panel shows a simulated conversation flow: 'Greet customer (default)' leads to 'Welcome, how can I assist you?', which then leads to 'Confirm an appointment recognized' and 'How may I assist you?'. The bottom status bar shows the system temperature as 29°C, cloudiness, and the date/time as 14:20 on 07-11-2022.

IBM Watson Assistant Lite Upgrade watson Learning center

Confirm an appointment

Conversation steps

- How may I assist you?  
banking hospital  
Continue to next step
- 1 is hospital  
Do you need an appointment?  
Confirmation  
Continue to next step
- Thanks. I've found you in our system! <br /> You currently have an appointment schedule...  
No, I'd like to... Yes, confirm ...  
Continue to next step

New step +

Step 2 is taken with conditions

Conditions

If All of this is true:

- 1. How may... is hospital

and Add condition +

New condition group +

Assistant says

Do you need an appointment?

Preview

banking hospital

hospital

Do you need an appointment?

Yes No

Yes

Thanks. I've found you in our system!

You currently have an appointment scheduled

Use the up arrow for prior messages

29°C Cloudy 14:20 07-11-2022

IBM Watson Assistant Lite Upgrade watson Learning center

Confirm an appointment

Conversation steps

- How may I assist you?  
banking hospital  
Continue to next step
- 1 is hospital  
Do you need an appointment?  
Confirmation  
Continue to next step
- Thanks. I've found you in our system! <br /> You currently have an appointment schedule...  
No, I'd like to... Yes, confirm ...  
Continue to next step

New step +

Step 3 is taken without conditions

Assistant says

Thanks. I've found you in our system!

You currently have an appointment scheduled for **Current date** at **Current time**.

Would you like to **confirm** this appointment?

Yes, confirm this appointment No, I'd like to make a modification

Edit response Edit validation

And then

Preview

Thanks. I've found you in our system!

You currently have an appointment scheduled for **Nov 7, 2022 at 2:19:59 PM**.

Would you like to **confirm** this appointment?

Yes, confirm this appointment No, I'd like to make a modification

Yes, confirm this appointment

Your appointment is confirmed

Use the up arrow for prior messages

29°C Cloudy 14:20 07-11-2022

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au-syd.assistant.watson.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F2b6f2da15cfb448bac0136c6b99e5b04%3A...

IBM Watson Assistant Life Upgrade watson Learning center

### Confirm an appointment

1 is **hospital**

2 Do you need an appointment? **Confirmation**

↓ Continue to next step

Thanks. I've found you in our system! <br /> You currently have an appointment schedule...

3 **No, I'd like to...** **Yes, confirm ...**

↓ Continue to next step

4 Your appointment is confirmed. **Free text**

⌚ Action complete

Step 4 is taken without conditions

Assistant says

**Your appointment is confirmed.**

User enters free text

Edit response Edit validation

And then

⌚ End the action

Preview

Yes, confirm this appointment

No, I'd like to make a modification

Yes, confirm this appointment

Your appointment is confirmed.

ok

⌚ Action complete

Confirm an appointment ended

Use the up arrow for prior messages

29°C Cloudy 14:20 07-11-2022