

## Creating skills and assistant for Chatbot

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### Creating Current Account Action

The screenshot displays the IBM Watson Assistant interface for configuring a skill named 'Create an account'. The interface is divided into two main panels: a left sidebar for conversation steps and a main workspace for the skill's logic.

**Top Bar:** Includes 'IBM Watson Assistant', 'Lite', 'Upgrade', 'Banking Chatbot', and a 'Learning center' link.

**Left Panel (Conversation steps):** Shows a sequence of three steps for the 'Create an account' skill.

- Step 1:** 'Customer starts with: Begin account'. The action is 'I can help you with that! To create an account, we will need a few pieces of information. Let me gui...'. It includes a 'Continue to next step' button.
- Step 2:** 'First, please provide your first name.' The action is 'Free text'. It includes a 'Continue to next step' button.
- Step 3:** 'Thanks! Now, enter your last name.' The action is 'Free text'. It includes a 'Continue to next step' button.

**Main Workspace:** Shows the 'Customer starts with:' section. It includes instructions on how to enter phrases that a customer types or says to start the conversation. Below this, there is a list of phrases that the customer might use to start this action, with a total of 19 phrases. The phrases are:

- Account Creation
- Where do I register for this?
- Where do I find guidance on signing up?
- Where does a first time visitor sign up?

**Bottom Bar:** Includes a search bar, system icons, and a taskbar with various application icons. The system clock shows 10:17 on 07-11-2022.

## Create an account

## Customer starts with:

Begin account

## Conversation steps

1 I can help you with that! To create an account, we will need a few pieces of information. Let me guide you through this process!

↓ Continue to next step

2 First, please provide your first name.

Try Free text

↓ Continue to next step

3 Thanks! Now, enter your last name.

Try Free text

↓ Continue to next step

New step +

## Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

The more phrases you enter, the better your assistant can recognize what the customer wants.

Enter phrases your customer might use to start this Total: 20

Enter a phrase

Go joining here:

Create account

Could you explain how to create a fresh account?

Can you show me where to register for the program?

## Preview

Greet customer [default]

Welcome, how can I assist you?

Account creation

Create an account recognized

I can help you with that! To create an account, we will need a few pieces of information. Let me guide you through this process!

First, please provide your first name.

Indhumathi

Thanks! Now, enter your last name.

Type something...