

## Creating skills and assistant for Chatbot

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### Creating General Query Action

The screenshot displays the IBM Watson Assistant interface for configuring a chatbot skill. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Banking Chatbot', and 'Learning center'. The main workspace is divided into two panels: 'Conversation steps' on the left and 'Customer starts with' on the right.

**Conversation steps:**

- Step 1:** 'I can get you that information right away! Where are you based?' with input fields for 'Delhi', 'Kerala', and '+3'. A 'Continue to next step' button is visible.
- Step 2:** 'The best way to contact us in Step 1 is by calling 1-800-000-000.' with a 'Continue to next step' button.

**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 action. Total: 17

Input fields show:

- Enter a phrase
- Query
- Who can I call?

A 'Preview' button is located at the bottom right of the configuration area.

**Preview:**

The preview window shows a simulated chat interaction:

- Bot: 'Welcome, how can I assist you?'
- User: 'how can i call'
- Bot: 'Query recognized'
- Bot: 'I can get you that information right away! Where are you based?'
- User: 'chennai'
- Bot: 'chennai'

The preview window includes a 'Type something...' input field and a 'Send' button.