

Overview: Editing actions

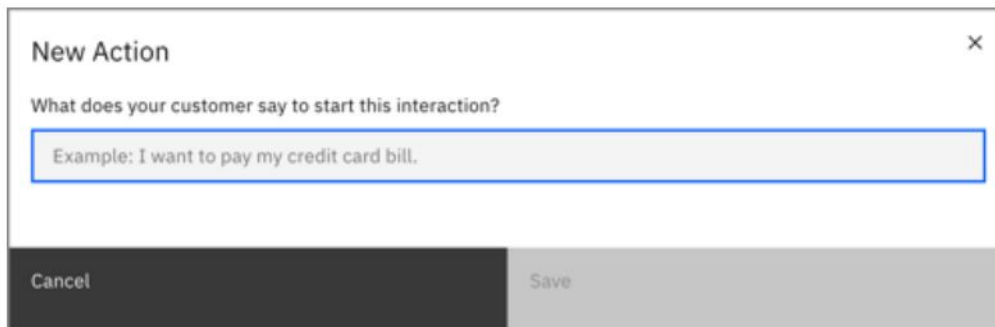
Like a human personal assistant, the assistant you build will help your customers perform tasks and answer questions. To accomplish this, you define actions for the assistant.

An *action* represents a discrete outcome you want your assistant to be able to accomplish in response to a user's request. An action comprises the interaction between a customer and the assistant about a particular question or request. This interaction begins with the user input that starts the action (for example, `I want to withdraw money`). It might then include additional exchanges as the assistant gathers more information, and it ends when the assistant carries out the request or answers the customer's question.

Creating and editing an action

To see how actions work and how you build one, let's go through an example.

When you create a new action from scratch, Watson Assistant prompts you for an example of the customer input that starts the action. This text is also used as the default name for the action, but you can edit the action name later.



Type `I want to withdraw money` and then click **Save** to create the action.

Initially, you only need to specify one example of typical user input that starts the action. You can add more examples of user input later. For more information, see [Understand your user's questions or requests](#)

Using the action editor

After you create the action, the action editor opens.

I want to withdraw money

Customer starts with:

I want to withdraw money

Conversation steps

1	<p>This step has no content</p> <hr/> <p>↓ <i>Continue to next step</i></p>
---	---



Continue to next step

The editor window shows the parts of an action:

- The **Customer starts with:** tile shows the customer input that starts the action. You can click this tile to edit the example text or add more examples, but we'll leave it as is for now.
- Under **Conversation steps**, you can see the steps that make up the action. A step is an interaction between the assistant and the customer; steps are executed in order, from first to last. You can reorder the steps in an action by clicking and dragging steps in the list.
- The **Preview** button opens a pane that shows you how the assistant responds to customer input. You can preview the assistant at any time to see the effect of changes you have made.

The action editor supports basic Markdown syntax.

Steps

An action consists of one or more *steps*. The steps in an action define the conversation turns that follow the initial customer input that triggered the action. In a simple case, a step might consist of a direct answer to a question from the customer; for example, if the customer asks `What are your business hours?`, a one-step action might reply with `We are open Monday through Friday from 9 AM to 5 PM.`

More commonly, though, an action requires multiple steps in order to fully understand the customer's request. For our `I want to withdraw money` example, we need more information:

- Which account should the money come from?
- What is the amount to withdraw?

Each of these follow-up questions represents a step in the action.

Editing a step

Within a step, you define the following things:

- Any conditions that determine whether the step is processed at run time. (By default, a step is always processed if matching user input is received.)
- What the assistant says to the customer when the step is processed.
- Rules for how the customer can reply to what the assistant says (if any response is expected).
- What to do after the step finishes.




Step 1 is taken

without conditions ▼



[1]

Assistant says

B *I*    </>

For example: What type of transfer would you like to make?

 Define customer response ▼

And then

↓ Continue to next step ▼

Let's edit step 1 to find out which account the customer wants to withdraw money from:

1. In the **Step 1 is taken** field, leave the default value of **without conditions**. This step is always required for any withdrawal.
2. In the **Assistant says** field, type `Withdraw from which account?`.
3. Click **Define customer response**.

Define customer response

System

- Options
- Confirmation
- Regex
- Number
- Date
- Time
- Currency

Options

Enable customers to select from a set of choices. If more than 4, options show as a list.

As buttons

Checking Savings 401 (k) Roth IRA

As a list

Pay Bill

Saved

Because we are asking the user to select from a list of predefined choices, click **Options**. The Edit Response window opens.

4. In the **Option 1** field, type `Savings`. As soon as you enter a value for option 1, a field appears for options 2.

Edit response



Type: Options

[Add synonyms](#) +

Option 1



Savings



Option 2

Examples: Small, Large

Allow skipping or always ask?

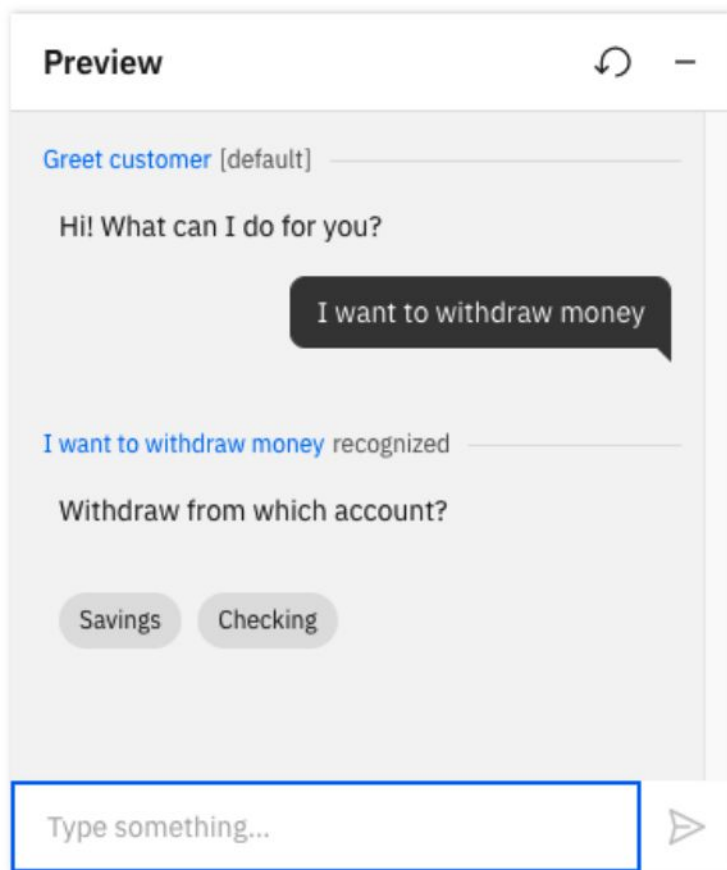
- ☒ Skip if the customer already gave this information
- ☐ Always ask for this information, regardless of earlier messages

Navigate to **Option 2** and type `Checking`.

5. For **Allow skipping or always ask?**, select **Skip if the customer already gave this information**. This option tells the assistant to skip this step if it recognizes that the customer already specified the account type previously; for example, if the initial customer input was `I want to withdraw money from my savings account`, we don't need to ask again.

Click **Apply** to save the customer response.

6. Now we can check to see if the step works like we expect. Click **Preview** to open the Preview pane, and type `I want to withdraw money`:



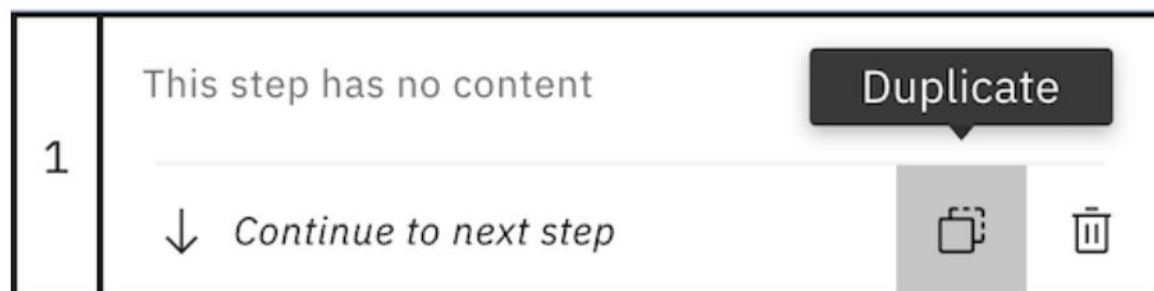
As expected, the assistant now prompts you to select the account you want to withdraw money from.

Duplicating a step

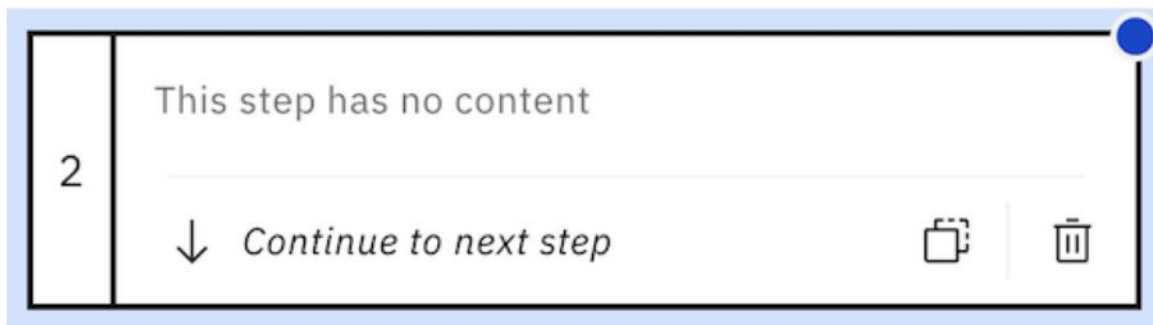
You can duplicate a step so you don't have to re-create variable settings and customizations. Duplicating a step is helpful when you need to add a step similar to a previous step, but with minor modifications.

Complete the following steps to duplicate a step:

1. Click the **Duplicate** icon on the step that you want to duplicate.



A step appears immediately following the step that you duplicated. This step is identical to the duplicated step and displays a blue circle in the upper right to indicate that the step is a duplicate.



2. Edit the information in the new step as necessary.

Adding conditional steps

Suppose our bank charges a fee for withdrawals from checking accounts, and we need to confirm that the customer understands this. This means that our action needs to have slightly different behavior depending on which kind of account the customer selects. We can handle this using step conditions.

When a step asks for information from the user, the user's response is stored as an *action variable*. By referring to the action variables stored by previous steps, you can construct step conditions based on your customer's previous responses.

1. Click **New step**.
2. In the **Step 2 is taken** field, select **with conditions**. The **Conditions** section expands.

Step 2 is taken with conditions ▼ [1]

Conditions 1 condition ^

1. All ▼ of this is true:

If 1. Withdraw from which account? is Savings ×

and Add condition +

2. New group +

3. By default, a condition is automatically created based on the action variable stored by the previous step (`Withdraw from which account?`). However, by default it is checking for a value of `Savings`, which is not what we want. Click the value field and select `Checking` instead.

If `1. Withdraw from which account?` is `Checking` ×

4. In the **Assistant says** field, type `Withdrawals from checking accounts might incur a fee. Do you want to continue?`
5. Click **Define customer response** and select **Options**. This time the options are simply `Yes` and `No`. Because we want to make sure the customer always agrees explicitly, select **Always ask for this information, regardless of earlier messages**.

Edit response ×

Type: Options

[Add synonyms +](#)

Option 1



Yes



Option 2



No



Option 3

Examples: Small, Large

Allow skipping or always ask?

☐

Skip if the customer already gave this information

☒

Always ask for this information, regardless of earlier messages

Click **Apply** to save the customer response.

Now we need another conditional step to handle the situation where the customer has decided not to continue.

1. Click **New step**.
2. In the **Step 3 is taken** field, select **with conditions**.
3. Edit the condition so it checks to see if the customers response to step 2 was **No**.

Step 3 is taken **with conditions** ⌵ [1]

Conditions 1 condition ⌵

1. **All** ⌵ of this is true:

If **2. Withdrawal...** **is** **No** ×

and **Add condition** +

2. **New group** +

4. In the **Assistant says** field, type **Canceling transaction.**
5. In the **And then** field, select **End the action**. If this step is executed (meaning that the customer has decided not to proceed), no subsequent steps in the action will be executed.

We don't need a conditional step to handle a response of **Yes** in step 2, because in that situation processing just continues as normal.

Getting the amount

We need one more piece of information before we can complete the customer's request: the amount of money to withdraw.

1. Click **New step**.
2. In the **Assistant says** field, type **How much do you want to withdraw?**
3. Click **Define customer response**. This time we need the customer to specify a monetary amount, so select **Currency**. There are no more details you need to specify for a currency amount, so it is immediately added to the step.

Finishing the action

We now have all the information we need. For our example, we're not going to implement any real logic for making a withdrawal, but we can send a final message summing up what we're doing.

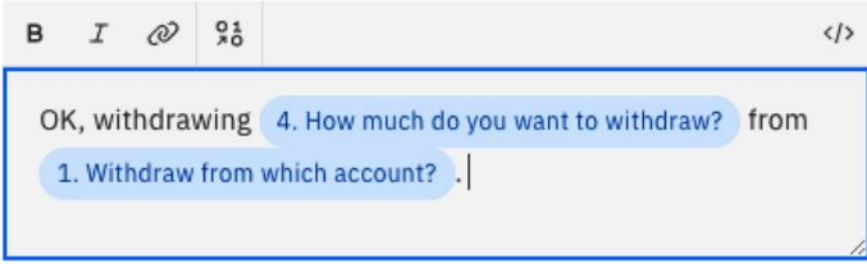
To do this, we need to insert action variables (representing customer responses from previous steps) into our response. At run time, these action variables will be replaced with the actual values supplied by the customer.

1. Click **New step**.
2. Now we need to build a confirmation message that says "OK, we will withdraw *amount* from your *account_type* account."

To create this response, type the text of the message in the **Assistant says** field, but in place of the variable values, click the **Insert a variable**  icon to insert references to action variables:


- For *amount*, select **4. How much do you want to withdraw?**.
- For *account_type*, select **1. Withdraw from which account?**.

Assistant says




The screenshot shows a text editor interface for the 'Assistant says' field. The text entered is: "OK, withdrawing 4. How much do you want to withdraw? from 1. Withdraw from which account? .". The text is formatted with bold tags around the variable references. The editor has a toolbar with icons for bold (B), italic (I), link, and insert variable, and a code icon ().

3. Because this is the last step in the action, you don't need to specify any customer response.

If you decide a step is no longer needed, you can delete it from the action. To delete a step, click the **Delete**  icon on the tile for the step.

Testing the action

We can now test the action to make sure it's working like we expect. Click **Preview** to open the Preview pane. (If the text from a previous test is still shown, click the **Refresh**  icon to restart the conversation.)

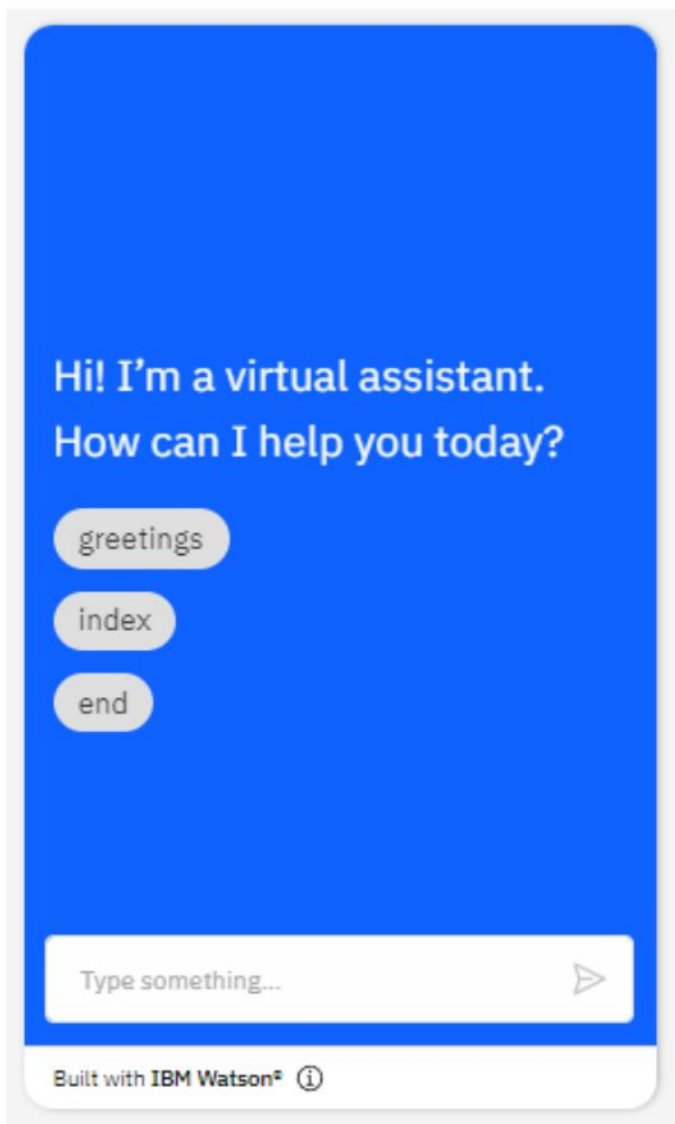
Start by typing `I want to withdraw money`. Try various permutations of your input to test how the assistant behaves:

- Try selecting both `Savings` and `Checking`. Confirm that if you select `Checking`, the assistant warns you about incurring a fee and asks if you want to continue, but if you select `Savings`, it proceeds without the warning.

- When you select `Checking`, try both responses when the assistant asks if you want to continue. Confirm that if you select `No`, the action ends.
- Try including additional information in your initial message. For example, try typing `I want to withdraw $50 from my savings account`. Confirm that the assistant does not ask you again to specify the information you already provided.

That's it! You have built a simple action that includes multiple steps, collects information that it stores as action variables, and conditions its responses based on what your customer chooses. There is a lot more you can do with actions, but all of it is built on this basic pattern.

Output:



Resource list /

Watson Assistant-rq

Active

Add tags

Details

Actions... ▾

Manage

Service credentials

Plan

Connections

Start by launching the tool

Launch Watson Assistant

Getting started tutorial



API reference

Plan

Trial

Upgrade

Credentials

Download

Show credentials

API key:

.....



URL:

https://api.us-south.assistant.watson.cloud.ibm.com/ins...



View all credentials in the **Service credentials** tab.

Endpoints

A public network endpoint is currently active for this instance.

[Learn about service endpoints.](#)

Manage endpoint

Add private network endpoint



Actions

Actions

- Created by you
- Set by assistant

Variables

- Created by you
- Set by assistant
- Set by integration

Saved responses

Skills Created By You

New action +

Name	Last edited	Examples Count	Status
general	a day ago	1	✓
current	21 hours ago	2	✓
Net banking	21 hours ago	1	✓
greetings	9 hours ago	5	✓
end	a day ago	1	✓
loan	7 hours ago	1	✓
index	21 hours ago	1	✓

Items per page: 50 Showing 1–8 of 8 actions 1 1 of 1 pages

Preview ▶

greetings

Customer starts with:

good to see all of you

Conversation steps

1

good to see you

Continue to next step

2

This step has no content

Go to action: index

New step +

Greetings

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: 5

Enter a phrase

- hey
- hello
- hi

Preview

Demo of Greetings

Greet customer [default]

Welcome, how can I assist you?

hey

greetings recognized

good to see you

go to **index**

How can I help you?

Create a bank account

General queries

Loan queries

Net banking

Type something...



end

Customer starts with:
end

Conversation steps

1

Do you want to know about some other services?

No Yes

Continue to next step

1 is No

2 Thank you. Have a nice day...

Action complete

1 is Yes

3 This step has no content

Go to action: index

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 action Total: 1

Enter a phrase

end

End

Preview



Demo of End

Preview



go to [index](#)

How can I help you?

end

end

go to [end](#)

Do you want to know about some other services?

Yes

No

Type something...



Creation of Savings Account

The screenshot displays the IBM Watson Assistant interface for configuring a conversation. The browser address bar shows the URL: `us-southassistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F54b805da98c94b85a32c2f4270296986%3Afa12fad...`. The interface includes a top navigation bar with "IBM Watson Assistant", "Trial", "29 days left", "Banking bot", and a "Learning center" link. On the left, a "savings" sidebar lists conversation steps. The main workspace is divided into sections for configuring a step:

- Step 1 is taken**: Set to "without conditions".
- Assistant says**: A text box containing the prompt "which type of savings account do you want to create?". Below this, three buttons are visible: "Regular Savings Account", "Kids Savings Account", and "Zero Balance Savings Account".
- And then**: A dropdown menu set to "Continue to next step".

At the bottom right, there is a "Preview" button. The Windows taskbar at the very bottom shows the search bar, application icons, and system status (24°C, Mostly clear, 22:39, 18-11-2022).



Demo of Choosing Saving account^{⚙️}

