

BUILDING CUSTOMER SUPPORT USING IBM WATSON

Date	1 Nov 2022
Team ID	PNT2022TMID53314
Project Name	Inventory Management System

Process

The screenshot shows the IBM Cloud Watson Assistant console. The 'Manage' tab is selected, displaying options to 'Launch Watson Assistant', 'Getting started tutorial', and 'API reference'. The 'Credentials' section shows the API key and URL. The 'Plan' section shows the 'Lite' plan with an 'Upgrade' button.

The screenshot shows the IBM Watson Assistant 'Web chat' interface. The 'Embed' tab is selected, displaying a code snippet for embedding the chat on a website. The code is as follows:

```
<script>
window.watsonAssistantChatOptions = {
  integrationID: "f0e07c06-a702-4440-83a9-4ebeb0e76f", // The ID of this integration.
  region: "au-syd", // The region your integration is hosted in.
  serviceInstanceID: "1a401eda-4d05-453b-9315-00404cfa22a8", // The ID of your service instance.
  onLoad: function(instance) { instance.render(); }
};
setTimeout(function(){
  const t=document.createElement('script');
  t.src="https://web-chat.global.assistant.watson.appdomain.cloud/versions/" + (window.watsonAssistantChatOptions
  document.head.appendChild(t);
});
</script>
```

The interface also includes a 'Web chat' header with a 'Draft' status, a 'Close' button, and a 'Save and exit' button. The 'Embed' tab is highlighted in the navigation bar, and the 'Resources' tab is also visible.

au-syd.assistant.watson.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F2f2b181720447efb7f0f68b210b239%3A1a401eda-4d05-453b-9315-00404cfa...

IBM Watson Assistant Lite Upgrade customer care e...

Actions

Actions

- Created by you
- Set by assistant

Variables

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

Saved responses

Name	Last edited	Examples Count	Status
Where can i update stock details ?	10 minutes ago	3	✓
Where can i see the stock details ?	34 minutes ago	3	✓
what type of categories available ?	an hour ago	2	✓
How to add a new stock?	41 minutes ago	4	✓
Where can i contact support ?	a few seconds ago	3	✓

Items per page: 50 Showing 1–5 of 5 actions

1 1 of 1 pages

Preview

127.0.0.1:5000/dashboard

Inventory Management system - Dash Board

PRODUCTNAME	CATEGORY	AVAILABLE
redmi tv	ELECTRONICS	
iphone 13 pro max	MOBILES	
mohan	MOBILES	
mixer grinder	APPLIANCES	

Customer care assistant

support

You can contact 211719106061@smartinternz.com for any support.

update

You can update your stocks by [clicking this link](#)

stock

You can add new stock by clicking this link and fill out the Name, Category, Quantity of the stock [click here](#)

stock details

You can see the stock details by [clicking this link](#)

Type something...

Built with IBM Watson®