

CHATBOT SKILLS CREATION

Overview: Editing actions

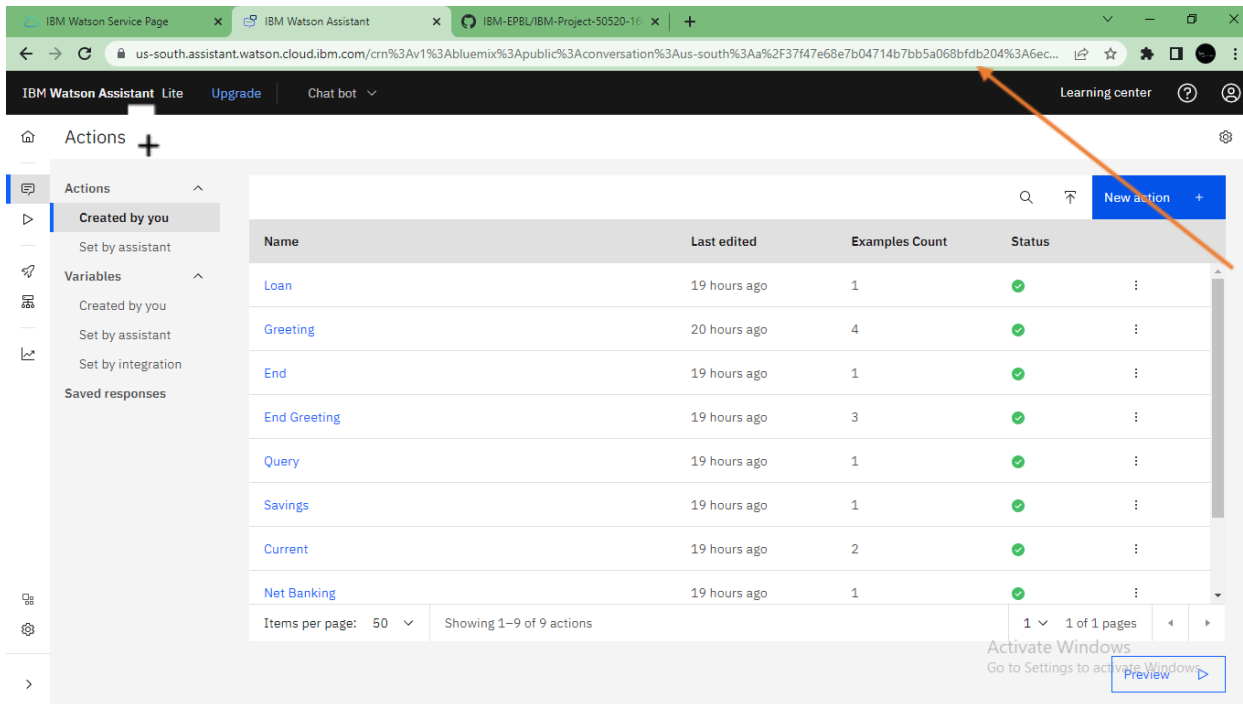
Like a human personal assistant, the assistant you build will help the customers to perform tasks and answer questions. To accomplish this, you define actions for the assistant. An action represents a unique outcome you want your assistant to be able to accomplish in response to a user's request. An 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. 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.

EXAMPLE FOR CREATING ACTIONS AND SKILLS:

In our example we create one action Welcome for withdraw and checking balance from the bank.



The screenshot shows the IBM Watson Assistant interface. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Chat bot', and 'Learning center'. The left sidebar has a menu with 'Actions' (selected), 'Variables', and 'Saved responses'. The main content area displays a table of actions created by the user. The table has columns for 'Name', 'Last edited', 'Examples Count', and 'Status'. An orange arrow points to the 'New action' button in the top right corner of the table.

Name	Last edited	Examples Count	Status
Loan	19 hours ago	1	✓
Greeting	20 hours ago	4	✓
End	19 hours ago	1	✓
End Greeting	19 hours ago	3	✓
Query	19 hours ago	1	✓
Savings	19 hours ago	1	✓
Current	19 hours ago	2	✓
Net Banking	19 hours ago	1	✓

Items per page: 50 Showing 1–9 of 9 actions

1 1 of 1 pages

Activate Windows Go to Settings to activate Windows. Preview


IBM Watson Assistant

us-south.assistant.watson.cloud.ibm.com/cm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F37f47e68e7b04714b7bb5a068bfdb204%3A6ec...


IBM Watson Assistant Lite Upgrade Chat bot Learning center

Create an action

How would you like to build your action?



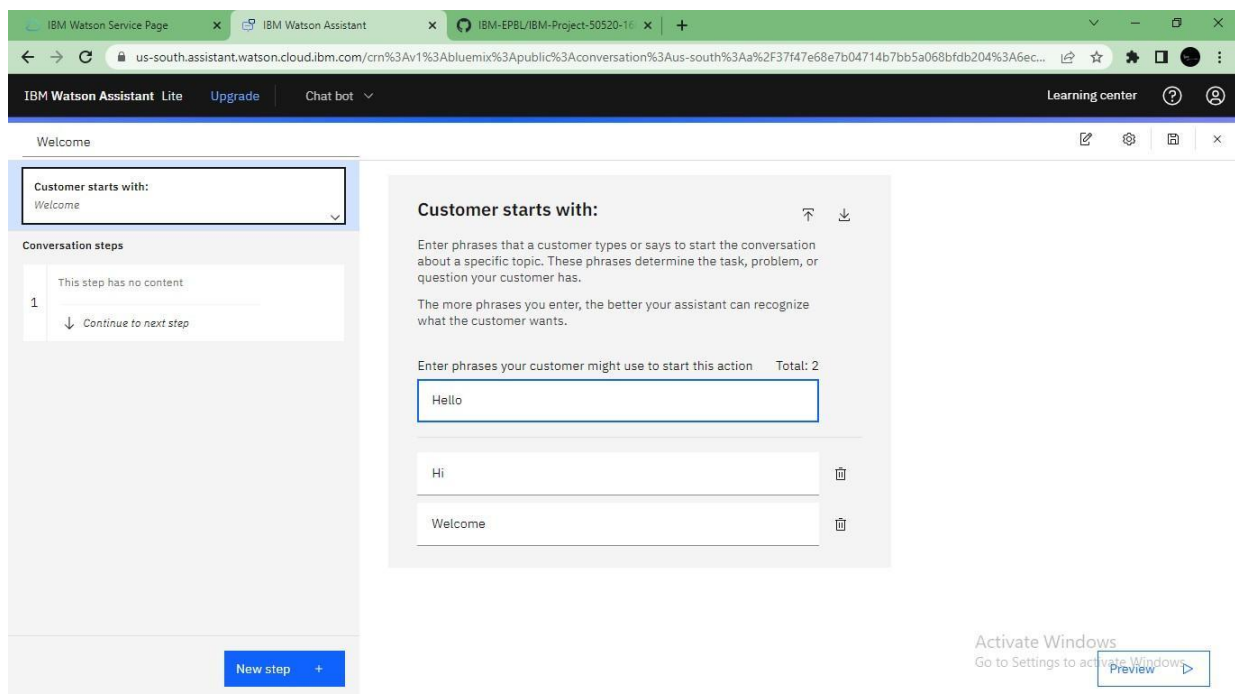
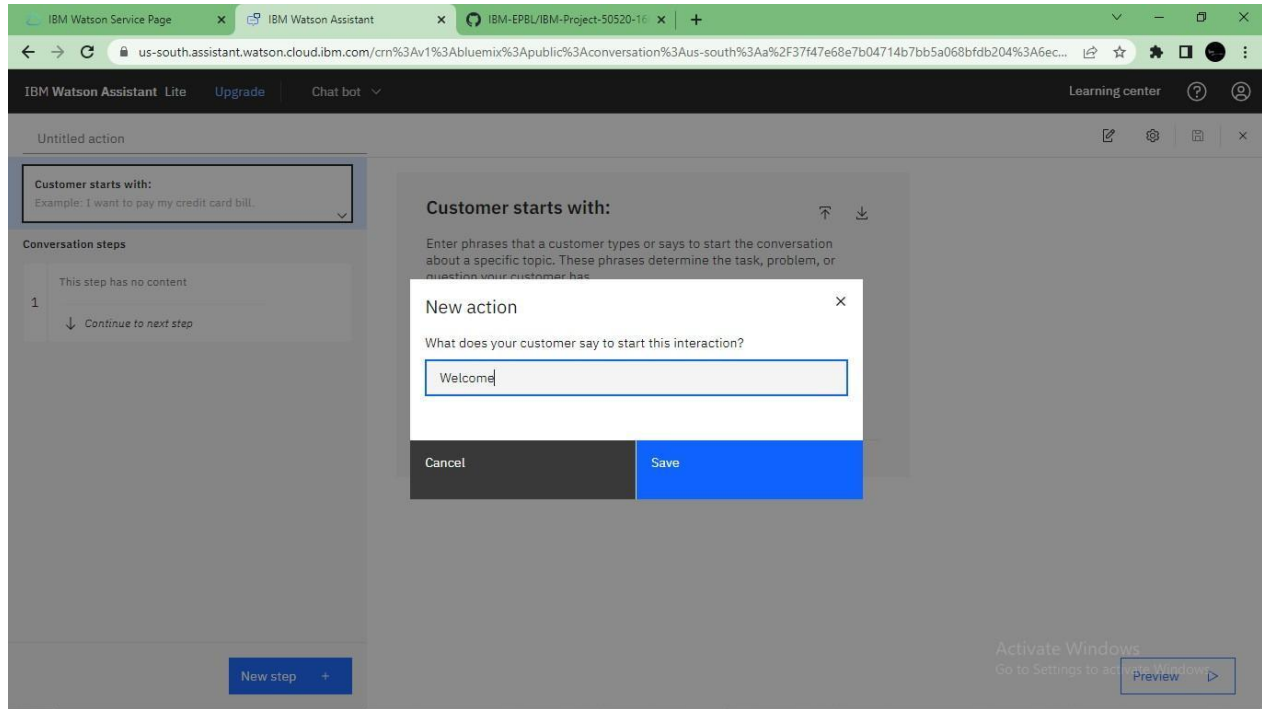
Start from scratch
Build with actions using your own use case.



Quick start with templates
Use one of our pre-built templates and use cases.

Activate Windows
Go to Settings to activate Windows.

STEP 2: Give a name for the action

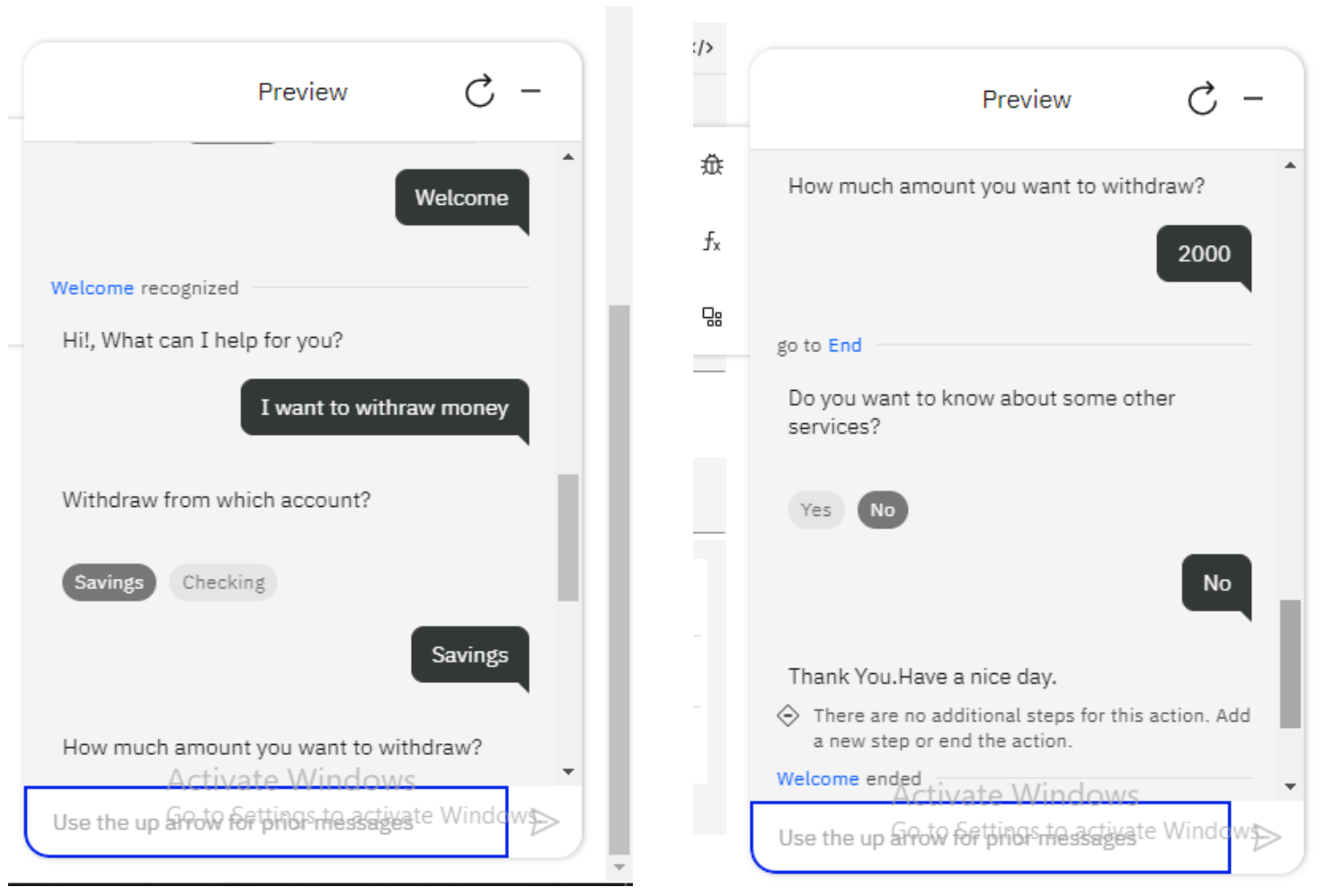


STEP 3: Creating steps for the conditions

The screenshot shows the IBM Watson Assistant interface. On the left, the 'Conversation steps' panel lists three steps. Step 3 is highlighted with a blue border and contains the text 'How much amount you want to withdraw?' and a 'Currency' button. Below it, a 'Go to action: End' button is visible. The main workspace shows 'Step 3 is taken' with a dropdown menu set to 'with conditions'. Below this, a 'Conditions' section shows a single condition: 'If All of this is true: 2. Withdraw fr... is Savings'. The 'Assistant says' panel on the right shows the text 'How much amount you want to withdraw?'. An 'Activate Windows' watermark is visible in the bottom right corner.

The screenshot shows the IBM Watson Assistant interface. On the left, the 'Conversation steps' panel lists four steps. Step 4 is highlighted with a blue border and contains the text 'Please enter the PIN to check the Bank Balance.' and a 'Go to action: End' button. The main workspace shows 'Step 4 is taken' with a dropdown menu set to 'with conditions'. Below this, a 'Conditions' section shows a single condition: 'If All of this is true: 2. Withdraw fr... is Checking'. The 'Assistant says' panel on the right shows the text 'Please enter the PIN to check the Bank Balance.'. A 'Preview' window on the right shows a simulated conversation flow with a '2000' input and a 'No' response. An 'Activate Windows' watermark is visible in the bottom right corner.

OUTPUT:



THESE ARE THE ACTIONS THAT ARE REQUIRED FOR MY PROJECT

IBM Watson Assistant LiteUpgradeChat bot

Learning center

System is training...

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
Loan	19 hours ago	1	
Greeting	20 hours ago	4	
End	19 hours ago	1	
End Greeting	19 hours ago	3	
Query	19 hours ago	1	
Savings	19 hours ago	1	
Current	19 hours ago	2	
Net Banking	19 hours ago	1	

Items per page: 50Showing 1–9 of 9 actions

New action

11 of 1 pages

Preview