

ASSIGNMENT 3

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PROJECT TOPIC: CUSTOMER CARE REGISTRY

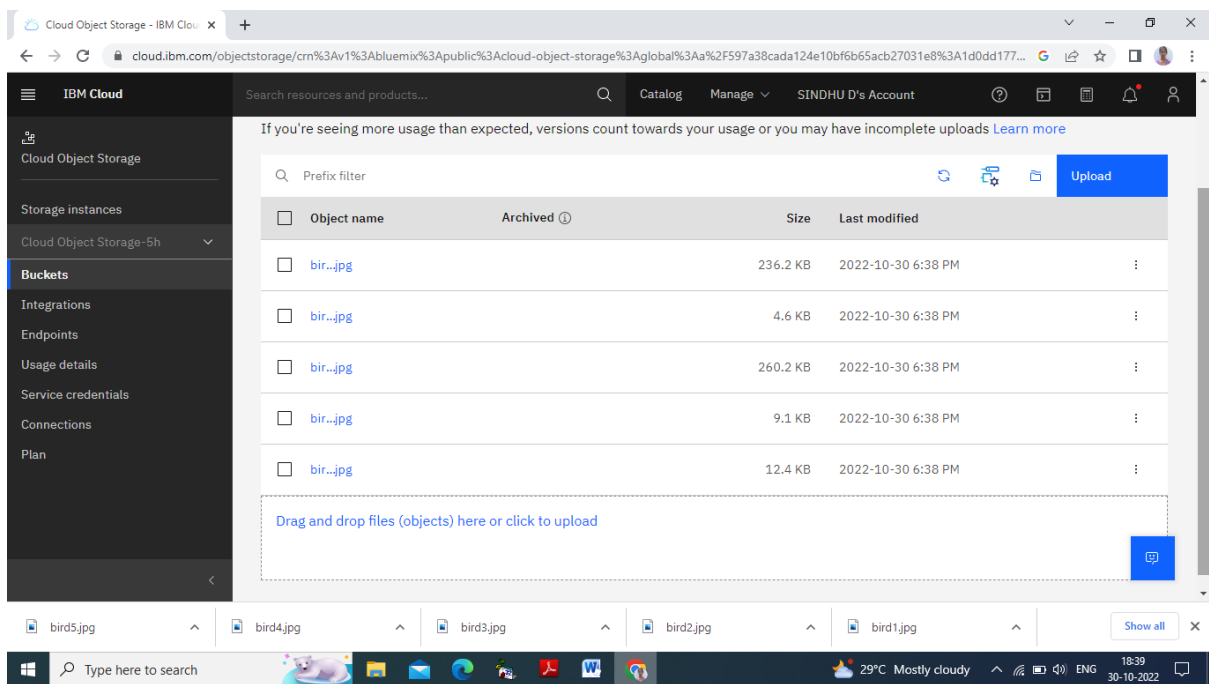
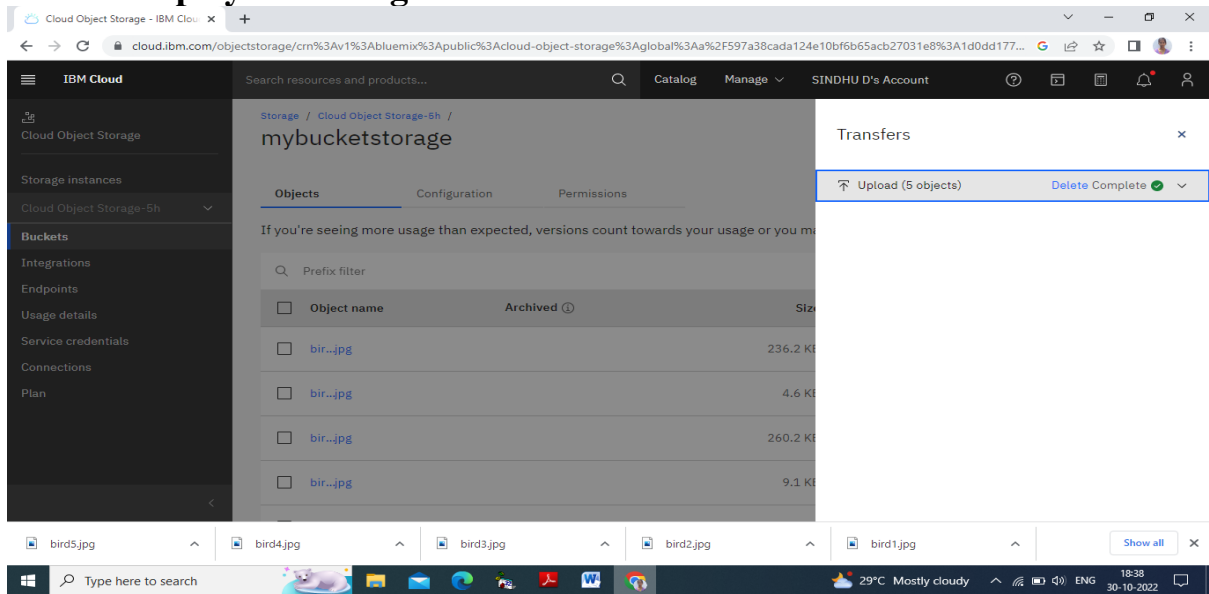
COLLEGE NAME: MEENAKSHI SUNDARARAJAN ENGINEERING COLLEGE

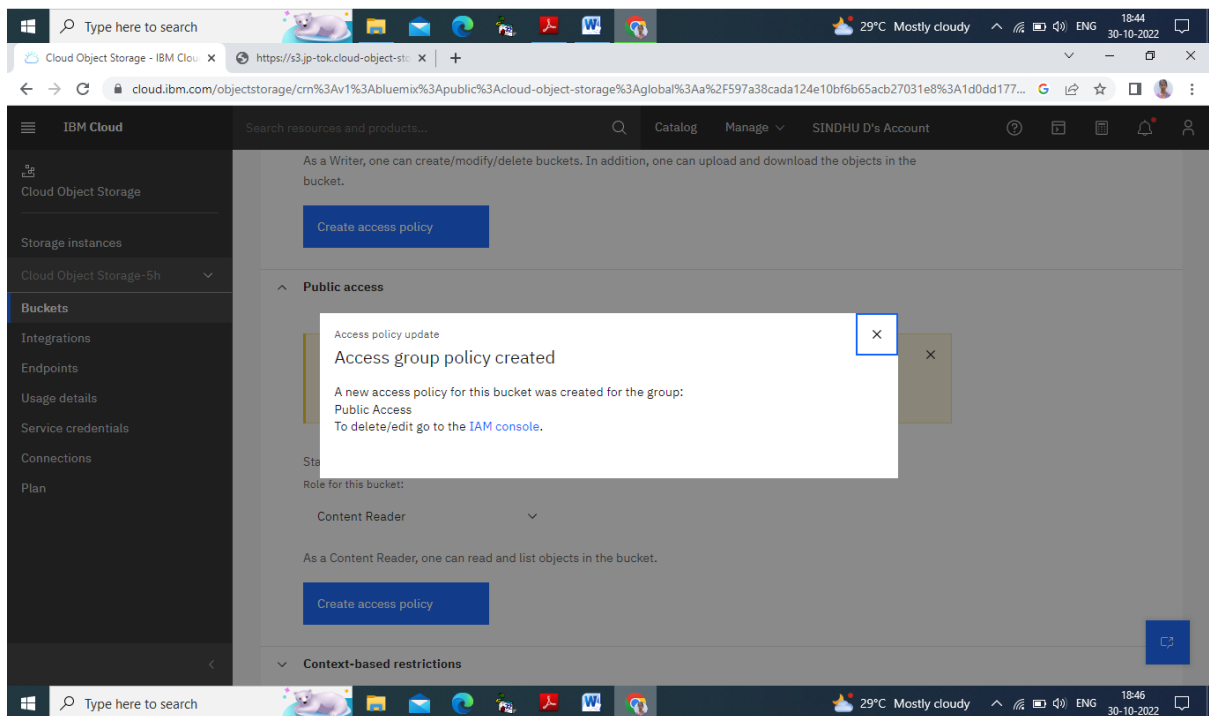
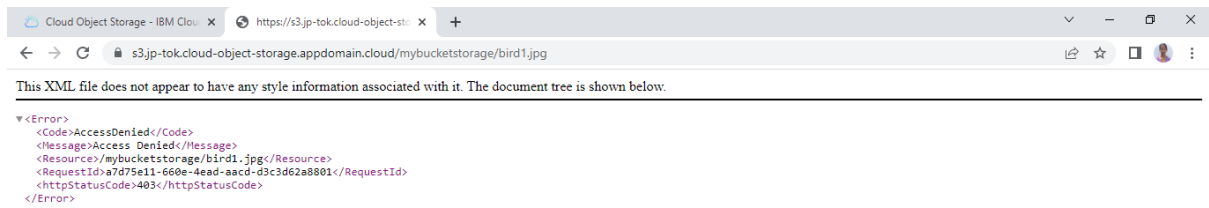
TEAM NUMBER: PNT2022TMID27825

1. Create a bucket in IBM object storage

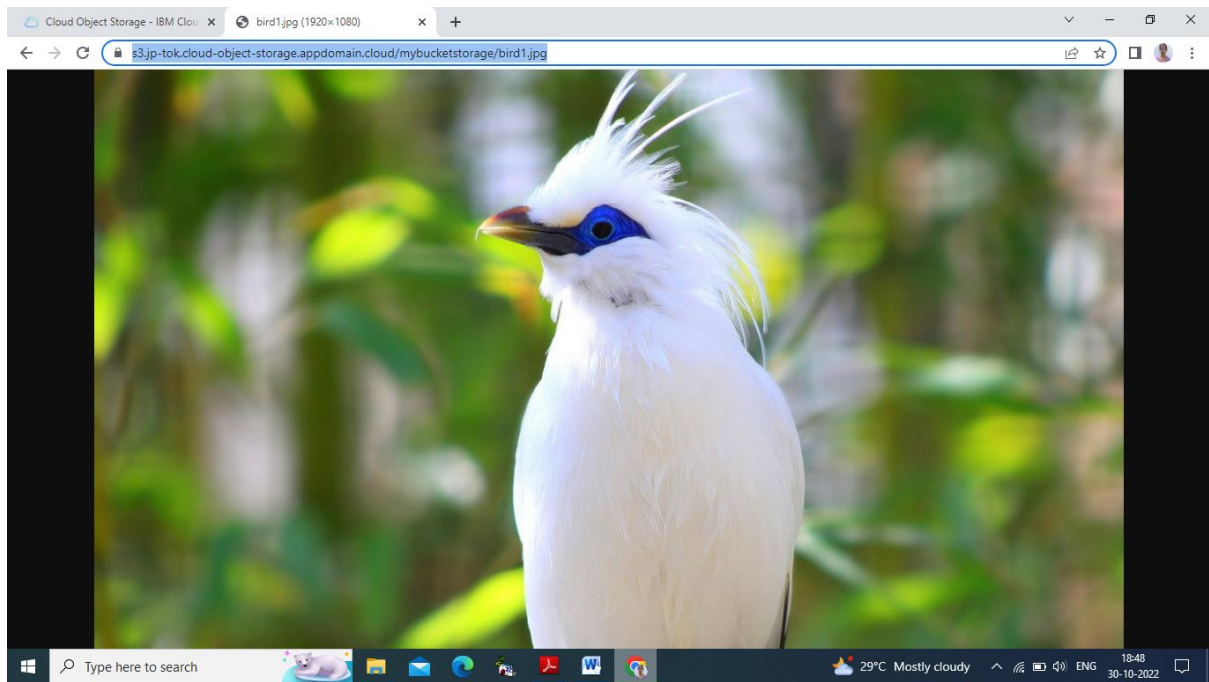
The screenshot displays the IBM Cloud Object Storage management interface in a web browser. The browser's address bar shows the URL: `cloud.ibm.com/objectstorage/crm%3Av1%3Abluemix%3Apublic%3Acloud-object-storage%3Aglobal%3AAa%2F597a38cada124e10bf6b65acb27031e8%3A1d0dd177...`. The IBM Cloud navigation sidebar on the left includes links for Cloud Object Storage, Storage instances, Cloud Object Storage-5h, Buckets (highlighted), Integrations, Endpoints, Usage details, Service credentials, Connections, and Plan. The main content area is titled 'mybucketstorage' and includes tabs for Objects, Configuration, and Permissions. A green notification banner in the top right corner states: 'A bucket created successfully! The bucket mybucketstorage has been created and is now available to add'. Below the notification, a message reads: 'If you're seeing more usage than expected, versions count towards your usage or you may have incomplete uploads [Learn more](#)'. The 'Objects' tab is active, showing a table with columns: Object name, Archived, Size, and Last modified. The table is currently empty. Below the table, there is a section for 'Objects' with instructions: 'Drag and drop files (objects) to upload. An object is your data in fixed form.' and a dashed box for file uploads. A blue 'Upload' button is located in the top right of the Objects section. The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray information including 29°C, Mostly cloudy, and the date 30-10-2022.

2. Upload 5 images to IBM object storage and make it public. Write HTML code to display all 5 images

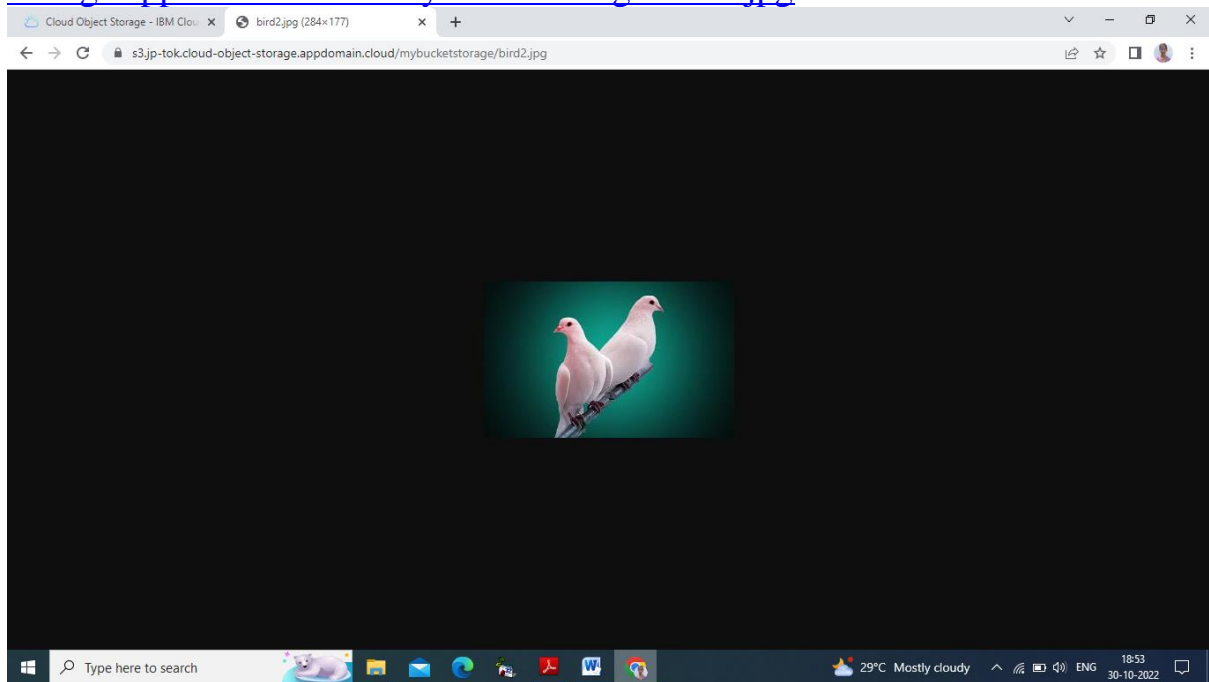




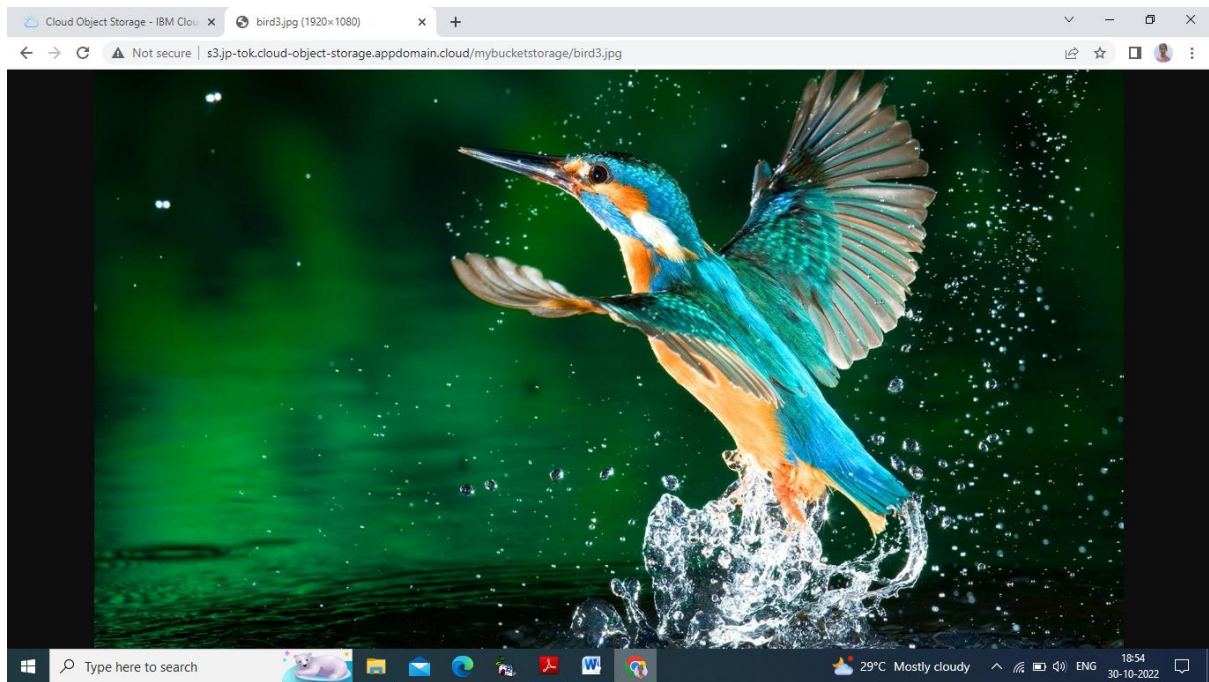
<https://s3.jp-tok.cloud-object-storage.appdomain.cloud/mybucketstorage/bird1.jpg>



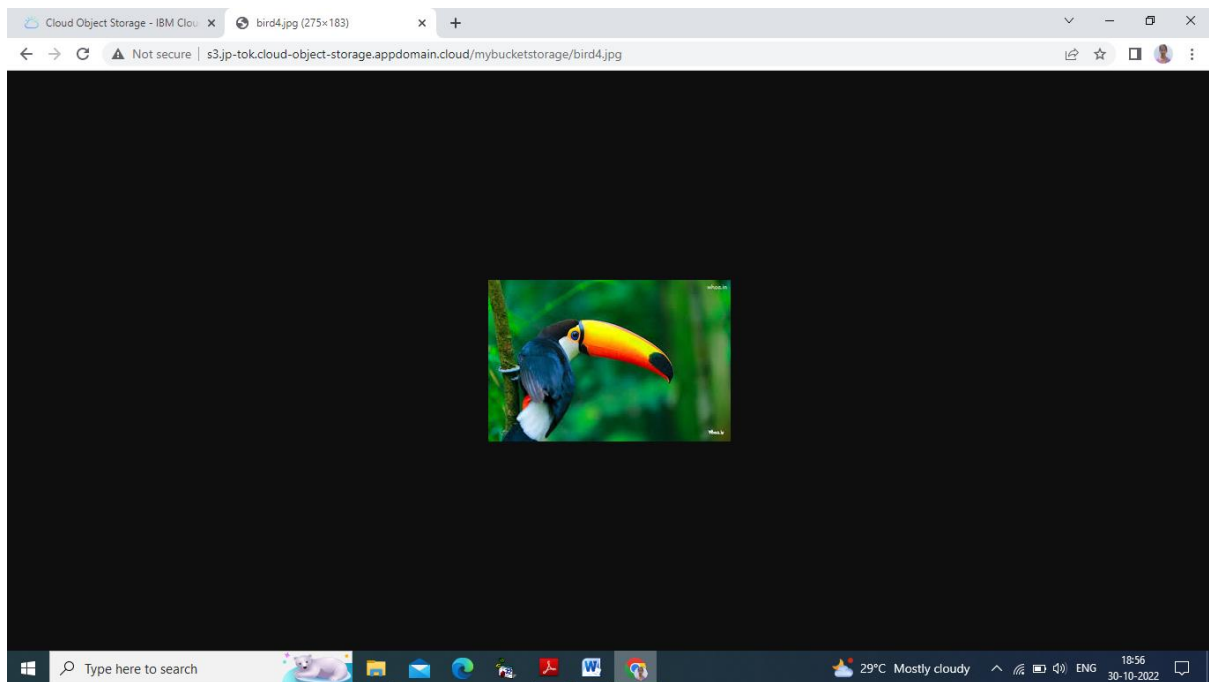
<https://s3.jp-tok.cloud-object-storage.appdomain.cloud/mybucketstorage/bird2.jpg>



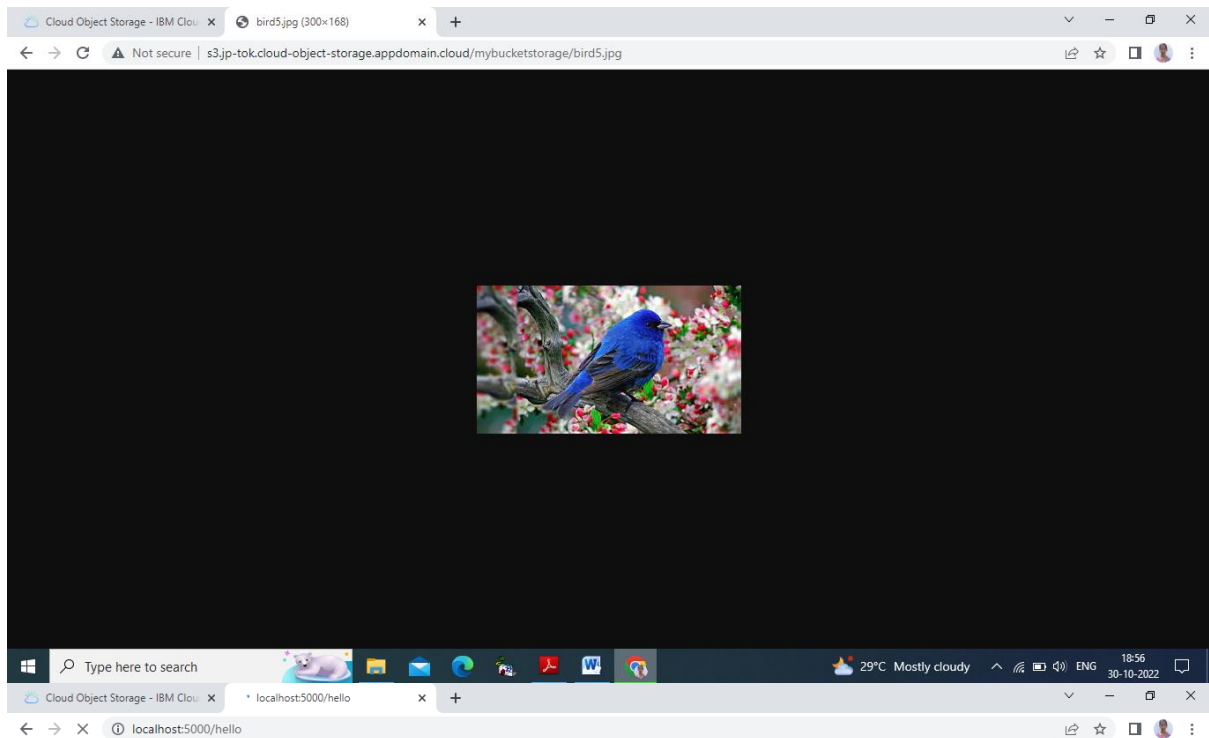
<http://s3.jp-tok.cloud-object-storage.appdomain.cloud/mybucketstorage/bird3.jpg>



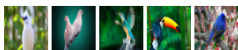
<http://s3.jp-tok.cloud-object-storage.appdomain.cloud/mybucketstorage/bird4.jpg>



<http://s3.jp-tok.cloud-object-storage.appdomain.cloud/mybucketstorage/bird5.jpg>



BIRDS



3. Upload a CSS page to the object storage and use the same page in your HTML code

FLASK CODE:

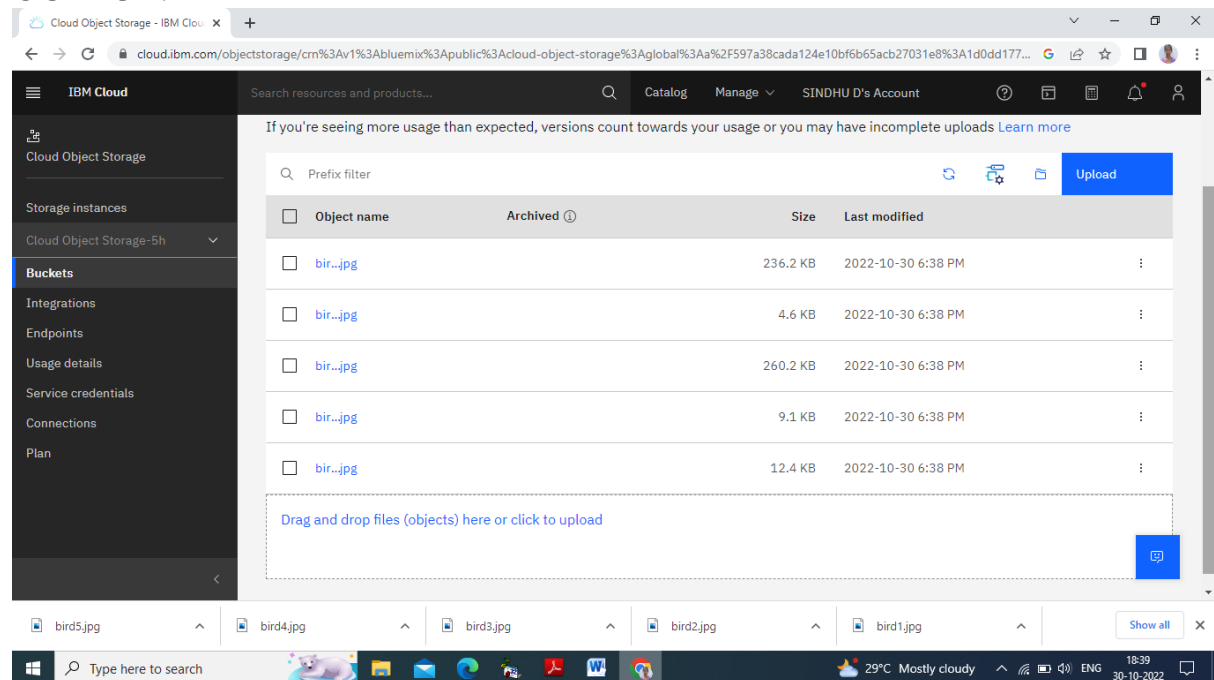
```
from flask import Flask,url_for,redirect,render_template,request
app=Flask(__name__)
@app.route('/hello')
def welcome():
    return render_template("sanctuary.html")
```

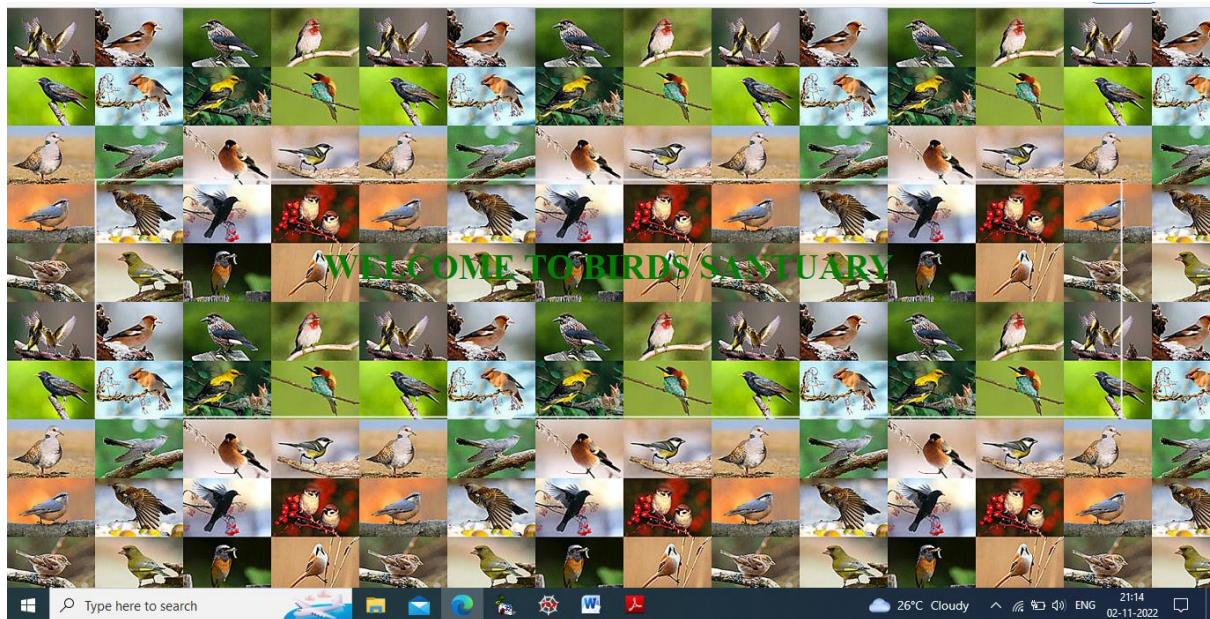
```
if __name__=='__main__':  
    app.run(debug=True)
```

SANTUARY.html

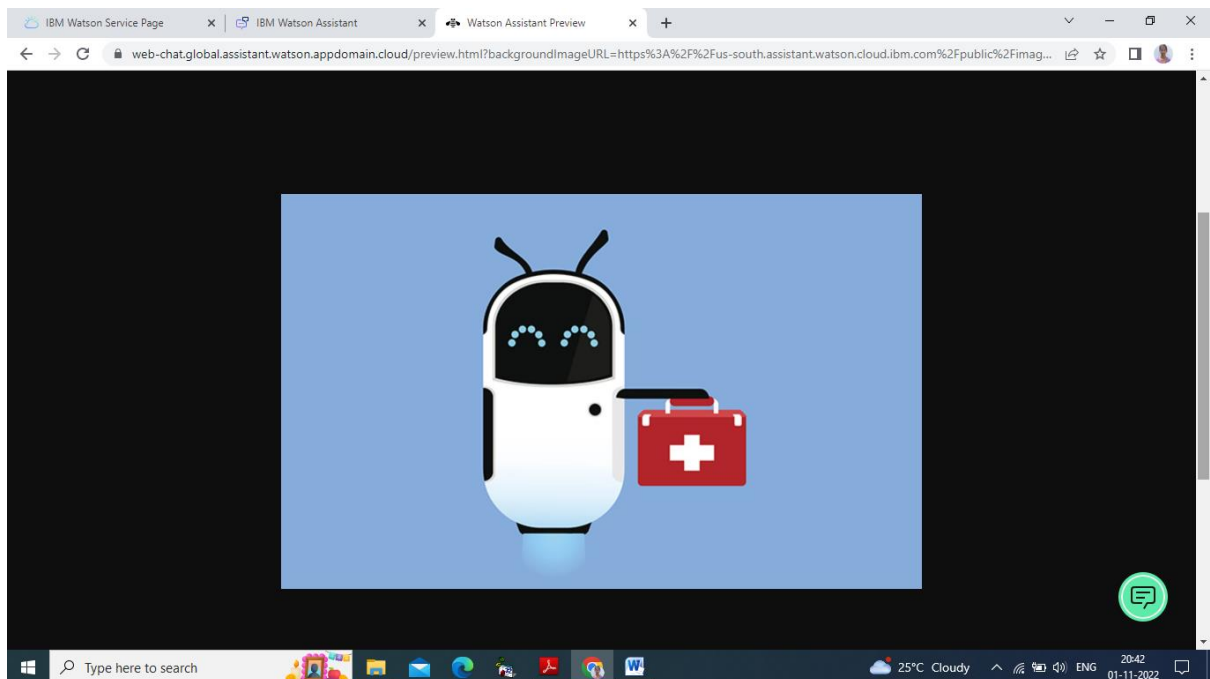
```
<!DOCTYPE html>  
<html>  
<head>  
<meta charset="UTF-8">  
<meta name="viewport" content="width=device-width,initial-scale=1">  
<title>BIRDS</title>  
<link rel="stylesheet" href="https://mybucketstorage.s3.jp-tok.cloud-object-  
storage.appdomain.cloud/hello.css">  
</head>  
<body>  
<div class="page">  
</div>  
<div class="title">  
<p style="color:green;font-size:60">WELCOME TO BIRDS SANTUARY</p>  
</div>  
</body>  
</html>
```

OUTPUT:





4. Design a chat bot using IBM Watson assistant for hospital. (User comes with query to know the branches for that hospital in your city.



IBM Watson Assistant Lite Upgrade Hospital chatbot... Learning center

hello hospitobot

Customer starts with:
hello hospitobot

Conversation steps

- Welcome to Hospitobot. How can I help you?
I have fever. ... I want to me...
Continue to next step
- At what time do you prefer?
Tomorrow Ev... Tomorrow M...
Continue to next step
- Ok I have booked your appointment successfully.
Thank You
Continue to next step

New step +

Step 3 is taken without conditions

Assistant says

Ok I have booked your appointment successfully.

Thank You

Edit response Edit validation

And then

Continue to next step

Preview

Type here to search

IBM Watson Assistant Preview

web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageUrl=https%3A%2F%2Fus-south.assistant.watson.cloud.ibm.com%2Fpublic%2Fimag...

hospitobot

hello hospitobot

Welcome to Hospitobot. How can I help you?

I have fever. So I need to consult with physician.

I want to meet cardiologist to check my heartbeat rate.

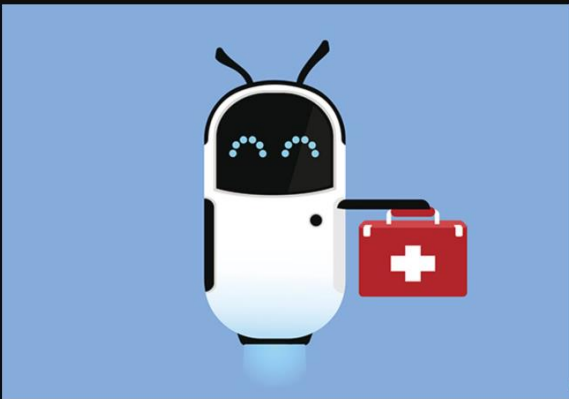
I have fever. So I need to consult with physician.

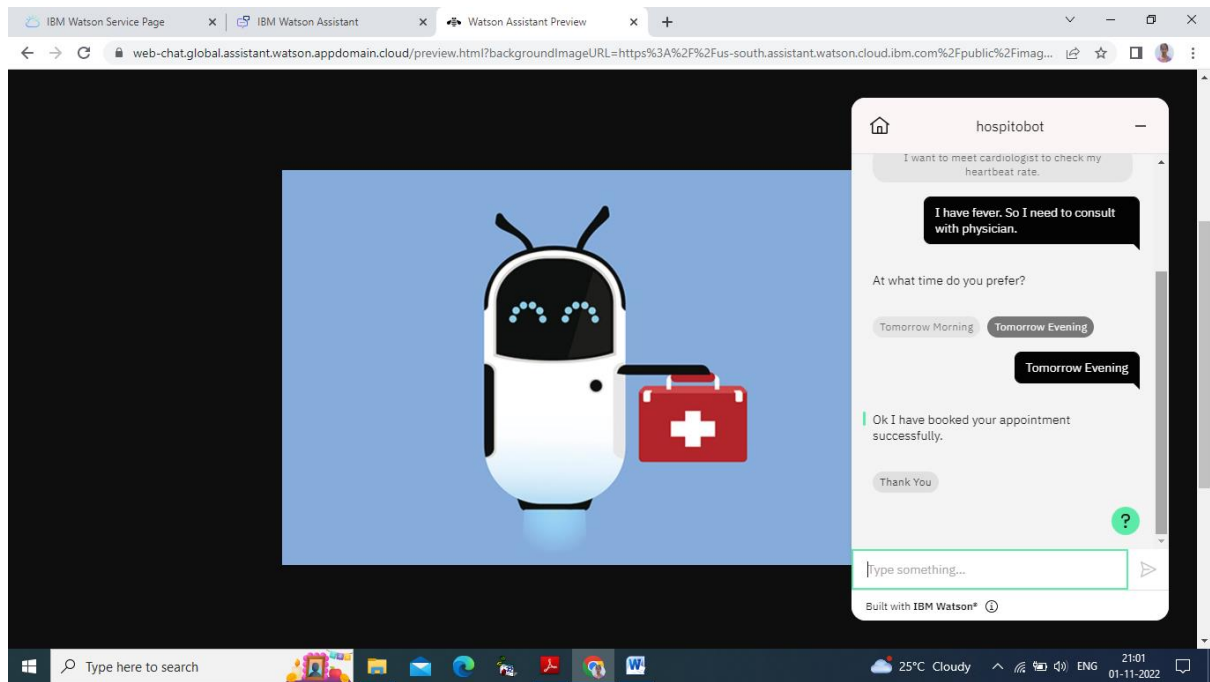
At what time do you prefer?

Tomorrow Morning Tomorrow Evening

Type something...

Built with IBM Watson®





**5. Create Watson assistant service with 10 steps and use 3 conditions in it.
Load that script in HTML page
FLASK CODE:**

Chatbot.py

```
from flask import Flask, url_for, redirect, render_template, request
app = Flask(__name__)
@app.route('/chat')
def spot():
    return render_template("chat.html")
if __name__ == '__main__':
    app.run(debug=True)
```

chat.html

```
<html>
<head>
<title>Library</title>
<style>
body{
background:url("https://images.adsttc.com/media/images/5ca2/aa13/284d/d1df/
0c00/00f9/newsletter/%E9%87%8D%E5%BA%86%E9%92%9F%E4%B9%A6
%E9%98%81_00011.jpg?1554164190")
}
h1{
color: white;
font-family: algerian;
```

```
font-style: bold;
font-size: 60px;
}
</style>
</head>
<body>
<h1 style="color:white;font-family:algerian;"><center>VIRTUAL
LIBRARY</center></h1>
<script>
  window.watsonAssistantChatOptions = {
    integrationID: "1ff1a994-b5de-4ab0-b9c7-3c16e1fe4559", // The ID of this
integration.
    region: "us-south", // The region your integration is hosted in.
    serviceInstanceID: "ec845cab-2e09-4b50-b858-8068005a48c0", // 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.clientVersion || 'latest') +
"/WatsonAssistantChatEntry.js";
    document.head.appendChild(t);
  });
</script>
</body>
</html>
```

OUTPUT:

The image displays two screenshots of the IBM Watson Assistant interface, showing the configuration of conversation steps for a library assistant. The interface includes a browser window with the URL `us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F597a38cada124e10bf6b65acb27031e8%3Aec845cab...` and the IBM Watson Assistant Lite header.

Top Screenshot: The "Conversation steps" panel shows three steps:

- Step 1:** "Hello. Welcome to Library. How can I help you?" with two initial phrases: "I want to ret..." and "I want to ren..." (Total: +1).
- Step 2:** "What kind of book you need to borrow from?" with two phrases: "Study books" and "Story" (Total: +1).
- Step 3:** "What kind of book you need to return?" with two phrases: "Study books" and "Story" (Total: +1).

The "Customer starts with:" panel on the right shows the initial phrase "hello librarian" and a "Preview" button.

Bottom Screenshot: The "Conversation steps" panel shows three steps:

- Step 1:** "What kind of book you need to return?" with two phrases: "Study books" and "Story" (Total: +1).
- Step 2:** "What kind of book you need to renewal?" with two phrases: "Story" and "Magazine" (Total: +1).
- Step 3:** "Book name please?" with two phrases: "Jane Eyre" and "The Secret G..." (Total: +2).

The "Customer starts with:" panel on the right shows the initial phrase "hello librarian" and a "Preview" button.

IBM Watson Assistant

Library

us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F597a38cada124e10bf6b65acb27031e8%3Aec845cab...

IBM Watson Assistant Lite Upgrade library Learning center

hello librarian

5 Book name please?
Jane Eyre The Secret G... +2
Continue to next step

2 is Story
6 Book name please?
Jane Eyre Sleeping Bea... +2
Continue to next step

5 is Sleeping Beauty In Th , Jane Eyre
The Great Gatsby , The Secret Garden
7 Thank You. Here is your book.
Sleeping Bea... Jane Eyre +2
Continue to next step

2 is Study books
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
hello librarian

Preview

IBM Watson Assistant

Library

us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F597a38cada124e10bf6b65acb27031e8%3Aec845cab...

IBM Watson Assistant Lite Upgrade library Learning center

hello librarian

Continue to next step

2 is Study books
8 Studybooks name please to borrow?
Science Maths
Continue to next step

8 is Science , Maths
9 Thank You. Here is your book.
Maths Science
Continue to next step

8 is Science , Maths
10 Thank You. Here is your book.
Maths Science
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 action Total: 1
Enter a phrase
hello librarian

Preview

