

Creating skills and assistant for Chatbot

Chatbot Skills Creation

Date	10 November 2022
Team ID	PNT2022TMID39276
Project Name	AI Based Discourse For Banking Industry

Greetings

IBM Watson Assistant Lite Upgrade Banking Chatbot Learning center

Greetings

Customer starts with:

Hi

Conversation steps

1

Good to see you!!

Action complete

2

How can I help you?

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: 5

Enter a phrase

Greeting

Welcome

Preview ▶

IBM Watson Assistant Lite Upgrade Banking Chatbot Learning center

Greetings

Customer starts with: Hi

Conversation steps

- 1 Good to see you!!
Continue to next step
- 2 How can I help you?
Continue to next step

New step +

Step 1 is taken without conditions

Assistant says

Good to see you!!

Define customer response

And then

Continue to next step

Preview

Greet customer [default]

Welcome, how can I assist you?

hey

Greetings recognized

Good to see you!!

How can I help you?

There are no additional steps for this action. Add a new step or end the action.

Type something...

Fall Back

IBM Watson Assistant Lite Upgrade Banking Chatbot Learning center

Fallback

Customer starts with: Call agent

Conversation steps

- 1 Fallback reason is Step validation fail...
I'm afraid I don't understand. I can connect you to an agent.
Connect to agent
- 2 Fallback reason is Agent requested
Sorry I couldn't assist you. I will connect you to an agent right away.
Connect to agent

New step +

Assistant says

I'm afraid I don't understand. I can connect you to an agent.

Define customer response

And then

Connect to agent (action ends)

If online Let's send you to an available agent.

Preview

IBM Watson Assistant LiteUpgradeBanking ChatbotLearning center

Fallback

Customer starts with:
Call agent

Conversation steps

Fallback reason is Step validation fail...
1 I'm afraid I don't understand. I can connect you to an agent.
Connect to agent

Fallback reason is Agent requested
2 Sorry I couldn't assist you. I will connect you to an agent right away.
Connect to agent

New step +

Action starts

When your customer:

- Requests to connect to agent
- Fails step validation within an action
- Reaches the limit for No action matches

Use the assistant's default action or customize it.

Additional training examples for connecting to an agent

Tip: Add examples here to train your assistant on how your customer requests an agent.

Enter phrases your customer might use to start this action

Preview

Fallback recognized

Sorry I couldn't assist you. I will connect you to an agent right away.

Connect to an agent

Live agent support

Let's send you to an available agent.

Request agent →

Type something...

End Greetings

IBM Watson Assistant LiteUpgradeBanking ChatbotLearning center

End Greetings

Customer starts with:
End Greetings

Conversation steps

1 Hope we answered all your queries and you liked our service!!
Action complete

New step +

Step 1 is taken without conditions

Assistant says

Hope we answered all your queries and you liked our service!!

Define customer response

And then

End the action

Preview

End Greetings

Customer starts with:

End Greetings

Conversation steps

1

Hope we answered all your queries and you liked our service!!

Action complete

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 action

Enter a phrase

End Greetings

Preview

Chennai

The best way to contact us in chennai is by emailing us at ourshop@shop.com

The best way to contact us from chennai is by calling our global toll-free number at **+1 (833) 000-000**.

[go to End Greetings](#)

Hope we answered all your queries and you liked our service!!

There are no additional steps for this action. Add a new step or end the action.

Query ended

Use the up arrow for prior messages