

Creating skills and assistant for Chatbot

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Creating General Query Action

The image displays two screenshots of the IBM Watson Assistant interface, illustrating the configuration of a General Query Action.

Top Screenshot: The interface shows the 'Customer starts with' section. The 'Conversation steps' panel on the left lists two steps:

- Step 1: "I can get you that information right away! Where are you based?" with input fields for "Delhi", "Kerala", and "+3".
- Step 2: "The best way to contact us in Step 1 is by calling 1-800-000-000." with input fields for "Kerala" and "Bangalore".

The 'Customer starts with' section on the right provides instructions: "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." It also includes a list of phrases to start the action, such as "Enter a phrase", "Query", and "Who can I call?". A "Preview" button is visible at the bottom right.

Bottom Screenshot: This screenshot shows the same interface but with the "Preview" button clicked. The preview window displays a chat conversation:

- Assistant: "Welcome, how can I assist you?"
- User: "how can i call"
- Assistant: "Query recognized"
- Assistant: "I can get you that information right away! Where are you based?"
- User: "chennai"

The preview window also shows a "Type something..." input field at the bottom.