

## Creating skills and assistant for Chatbot

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### Creating Current Account Action

The screenshot displays the IBM Watson Assistant interface for configuring a skill named 'Create an account'. The top navigation bar includes 'IBM Watson Assistant', 'Life', 'Upgrade', 'Banking Chatbot', and 'Learning center'. The main workspace is divided into three panels:

- Left Panel (Conversation steps):** Shows a sequence of three steps for the skill.
  - Step 1:** 'Customer starts with: Begin account'. The action is 'I can help you with that! To create an account, we will need a few pieces of information. Let me gui...'. A 'Continue to next step' button is present.
  - Step 2:** 'First, please provide your first name.' The action is 'Ty Free text'. A 'Continue to next step' button is present.
  - Step 3:** 'Thanks! Now, enter your last name.' The action is 'Ty Free text'. A 'Continue to next step' button is present.A 'New step' button is at the bottom of this panel.
- Right Panel (Customer starts with):** Shows the initial trigger phrases for the skill.
  - Customer starts with:** A section with 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. 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:** A list of phrases with a 'Total: 19' count. The first phrase is 'Account Creation'. Below it are three phrases: 'Where do I register for this?', 'Where do I find guidance on signing up?', and 'Where does a first time visitor sign up?'. Each phrase has a delete icon.
- Bottom Panel:** A 'Preview' button with a play icon.

The Windows taskbar at the bottom shows the search bar, task view, and various application icons. The system clock indicates 10:17 on 07-11-2022.

IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center

Create an account

Customer starts with:  
Begin account

Conversation steps

1

I can help you with that! To create an account, we will need a few pieces of information. Let me guide you through this process!

Continue to next step

2

First, please provide your first name.

Try Free text

Continue to next step

3

Thanks! Now, enter your last name.

Try Free text

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

Total: 20

Enter a phrase

or joining new phrases

Create account

Could you explain how to create a fresh account?

Can you show me where to register for the program?

Preview

Greet customer [default]

Welcome, how can I assist you?

Account creation

Create an account recognized

I can help you with that! To create an account, we will need a few pieces of information. Let me guide you through this process!

First, please provide your first name.

Indhumathi

Thanks! Now, enter your last name.

Type something...