

BUILDING CUSTOMER SUPPORT USING IBM WATSON

Date	1 Nov 2022
Team ID	PNT2022TMID26520
Project Name	Inventory Management System

Process

The screenshot shows the IBM Cloud Watson Assistant console. The 'Manage' tab is selected, displaying options to 'Launch Watson Assistant', 'Getting started tutorial', and 'API reference'. The 'Credentials' section shows the API key and URL for the assistant instance.

The screenshot shows the 'Web chat' configuration page in the IBM Watson Assistant console. The 'Embed' tab is selected, displaying a code snippet for embedding the chat on a website. The code is as follows:

```
<script>
window.watsonAssistantChatOptions = {
  integrationID: "f9e97c06-1702-4449-93a9-4eb0cc0876f", // The ID of this integration.
  region: "au-syd", // The region your integration is hosted in.
  serviceInstanceID: "1a401eda-4d05-453b-9315-00404cfa22a8", // 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 ?
    document.head.appendChild(t);
  });
</script>
```

The page also includes a 'Show more' link and a 'Close' button.

au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F2f2b181720447efb7f0f68b210b239%3A1a401eda-4d05-453b-9315-00404da...

IBM Watson Assistant Lite Upgrade customer care e...

Actions

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
Where can i update stock details ?	10 minutes ago	3	✓
Where can i see the stock details ?	34 minutes ago	3	✓
what type of categories available ?	an hour ago	2	✓
How to add new stock?	41 minutes ago	4	✓
Where can i contact support ?	a few seconds ago	3	✓

Items per page: 50 Showing 1–5 of 5 actions

1 1 of 1 pages

Preview

127.0.0.1:5000/dashboard

Inventory Management system - Dash Board

PRODUCTNAME	CATEGORY	AVAILA
redmi tv	ELECTRONICS	
iphone 13 pro max	MOBILES	
mohan	MOBILES	
mixer grinder	APPLIANCES	

Customer care assistant

support

You can contact 211719106061@smartinternz.com for any support.

update

You can update your stocks by clicking this link

stock

You can add new stock by clicking this link and fill out the Name, Category, Quantity of the stock

click here

stock details

You can see the stock details by clicking this link

Type something...

Built with IBM Watson