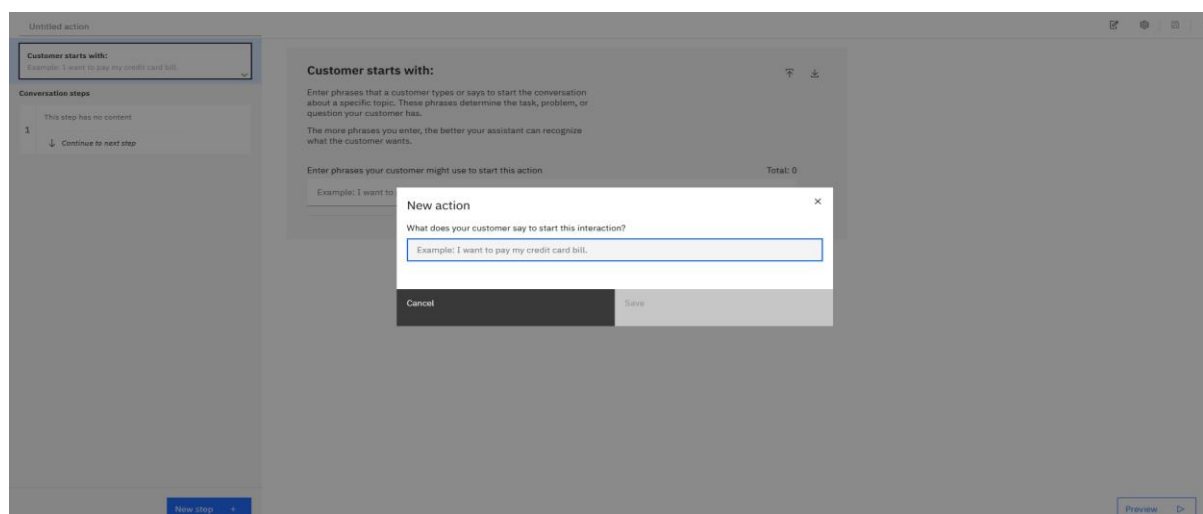
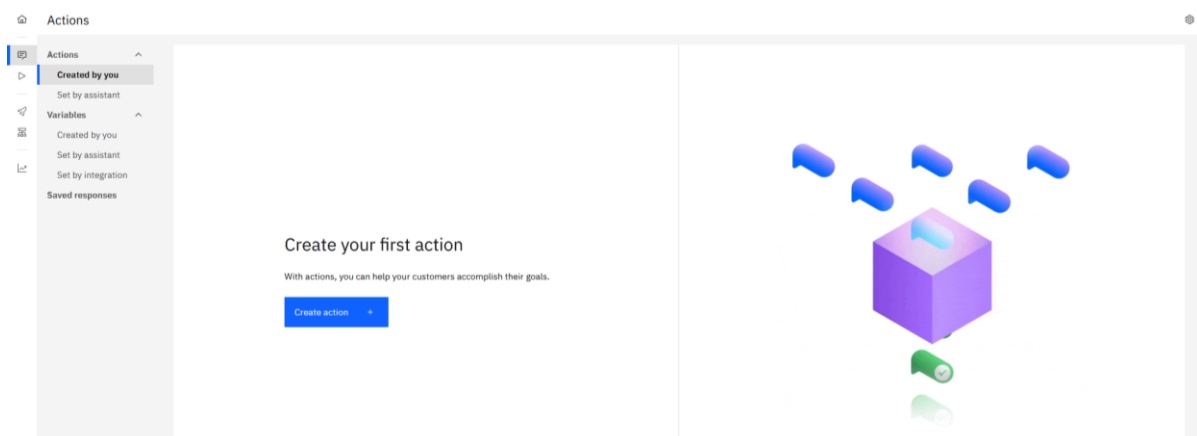


Overview: Editing actions

Like a human personal assistant, the assistant you build will help your customers perform tasks and answer questions. To accomplish this, you define actions for the assistant.

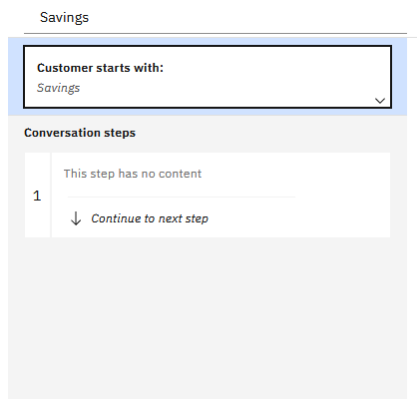
Creating and editing an action

To see how actions work and how you build one, let's go through an example. When you create a new action from scratch, Watson Assistant prompts you for an example of the customer input that starts the action. This text is also used as the default name for the action, but you can edit the action name later.



Using the action editor

After you create the action, the action editor opens.



The editor window shows the parts of an action:

- The Customer starts with: tile shows the customer input that starts the action. You can click this tile to edit the example text or add more examples, but we'll leave it as is for now.
- Under Conversation steps, you can see the steps that make up the action. A step is an interaction between the assistant and the customer; steps are executed in order, from first to last. You can reorder the steps in an action by clicking and dragging steps in the list.
- The Preview button opens a pane that shows you how the assistant responds to customer input. You can preview the assistant at any time to see the effect of changes you have made.

Editing a step

Within a step, you define the following things:

- Any conditions that determine whether the step is processed at run time. (By default, a step is always processed if matching user input is received.)
- What the assistant says to the customer when the step is

processed.

- Rules for how the customer can reply to what the assistant says (if any response is expected).
- What to do after the step finishes.

Step 1 is taken without conditions fx

Assistant says

B I

hi

[Define customer response](#)

And then

[Continue to next step](#)

Preview

[Greet customer](#) [default]

Welcome, how can I assist you?

hello

[Savings](#) recognized

good to see you

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

Use the up arrow for prior messages