

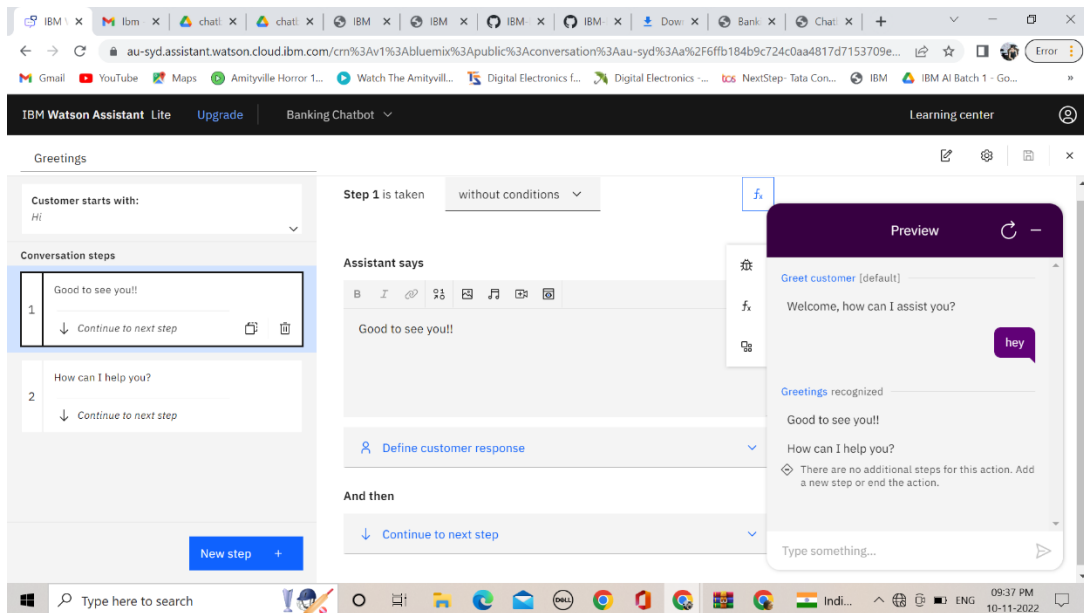
Creating skills and assistant for Chatbot

Chatbot Skills Creation

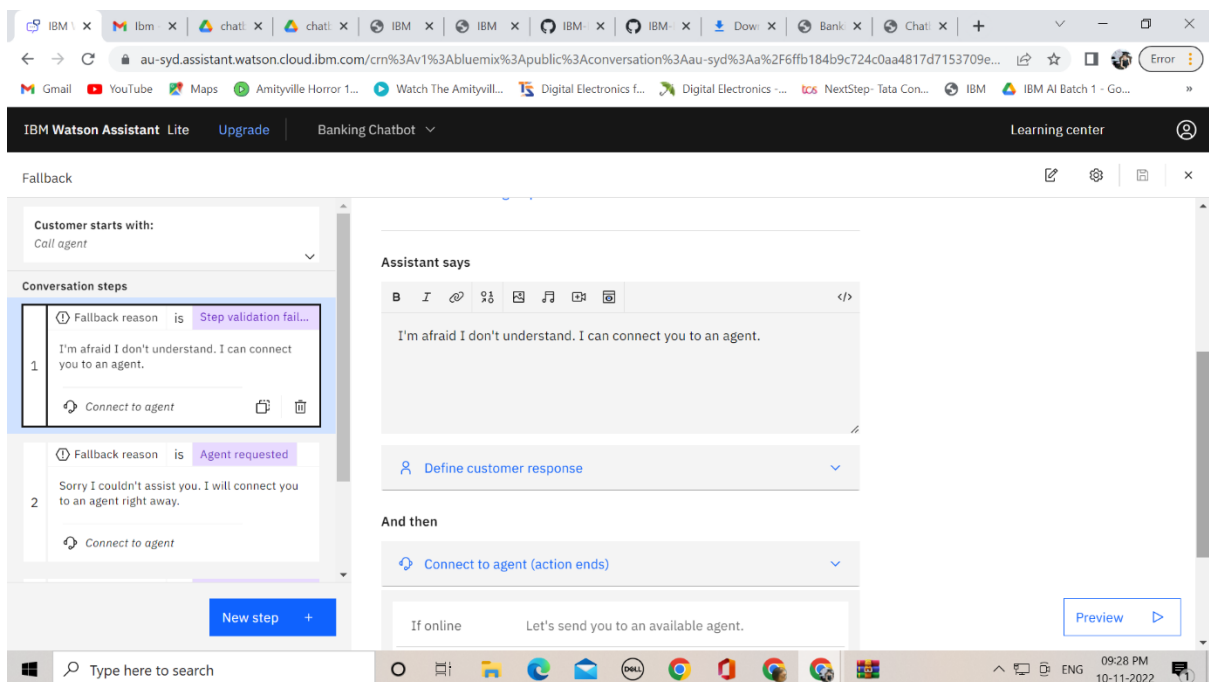
Date	10 November 2022
Team ID	PNT2022TMID07052
Project Name	AI Based Discourse for Banking Industry

Greetings

The screenshot displays the IBM Watson Assistant interface for configuring a 'Greetings' skill. The browser address bar shows the URL: `au-syd.assistant.watson.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F6ffb184b9c724c0aa4817d7153709e...`. The interface includes a top navigation bar with 'IBM Watson Assistant Lite', 'Upgrade', 'Banking Chatbot', and 'Learning center'. The main content area is titled 'Greetings' and features a 'Customer starts with:' dropdown menu set to 'Hi'. Below this, the 'Conversation steps' section shows two steps: Step 1 with the text 'Good to see you!!' and 'Action complete', and Step 2 with the text 'How can I help you?' and 'Continue to next step'. A 'New step +' button is located at the bottom of the steps list. The right-hand panel, titled 'Customer starts with:', provides instructions on entering phrases to start the conversation. It includes a text input field 'Enter a phrase' and a list of phrases: 'Greeting' and 'Welcome'. A 'Preview' button with a play icon is at the bottom right of this panel. The Windows taskbar at the bottom shows the search bar, task view, and various application icons, along with system information like temperature (26°C) and time (09:36 PM, 10-11-2022).



Fall Back



IBM Watson Assistant interface showing a conversation flow for "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

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 interface showing a conversation flow for "End Greetings".

Customer starts with: End Greetings

Conversation steps:

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

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

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au-syd.assistant.watson.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F6ffb184b9c724c0aa4817d7153709e... Error

Gmail YouTube Maps Amityville Horror 1... Watch The Amityvill... Digital Electronics f... Digital Electronics -... NextStep- Tata Con... IBM IBM AI Batch 1 - Go...

IBM Watson Assistant Life Upgrade Banking Chatbot Learning 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 +

Customer starts with:

Enter phrases that a customer types or says to start the conversal about a specific topic. These phrases determine the task, problem question your customer has.
The more phrases you enter, the better your assistant can recogni what the customer wants.
Enter phrases your customer might use to start this action Total: 1 action
Enter a phrase
End Greetings

Preview

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

Type here to search

09:28 PM 10-11-2022