

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 interface is divided into several sections:

- Customer starts with:** A dropdown menu showing 'Begin account'.
- Conversation steps:** A list of three steps for the conversation flow:
 - Step 1: "I can help you with that! To create an account, we will need a few pieces of information. Let me gui..." with a "Continue to next step" button.
 - Step 2: "First, please provide your first name." with a "Try Free text" button and a "Continue to next step" button.
 - Step 3: "Thanks! Now, enter your last name." with a "Try Free text" button and a "Continue to next step" button.
- Customer starts with:** A section for defining phrases that trigger the skill. It includes a text area for "Enter phrases that a customer types or says to start the conversation about a specific topic..." and a list of phrases to start the action:
 - Account Creation
 - Where do I register for this?
 - Where do I find guidance on signing up?
 - Where does a first time visitor sign up?
- Buttons:** A "New step +" button at the bottom left and a "Preview" button at the bottom right.

The interface is running in a web browser, and the Windows taskbar is visible at the bottom.

IBM Watson Assistant LiteUpgradeBanking ChatbotLearning 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.

Free text

Continue to next step

3

Thanks! Now, enter your last name.

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

Go to next step

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...

Type here to search