

ASSIGNMENT – 3

Date	15 November 2022
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4. Create a chatbot (Watson Assistant)

Link:

https://ausyd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2Fc42e27c2641e458791df4bba54f53282%3A93687571-aef3-4221-aca1-2d52a25cfea8%3A%3A/assistants/62b3a205-9419-4782-b020-222e42eac90a/actions/actions/custom/edit/action_9367#step_837

The screenshot displays the IBM Watson Assistant web interface. At the top, the browser address bar shows the URL: `au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2Fc42e27c2641e458791df4bba54f53282%3A93687571-aef3-4221-aca1-2d52a25cfea8%3A%3A/assistants/62b3a205-9419-4782-b020-222e42eac90a/actions/actions/custom/edit/action_9367#step_837`. The interface includes a header with "IBM Watson Assistant Lite", an "Upgrade" button, and a "Hospital bot" dropdown. Below the header, there's a "Connect to a live agent" button. The main workspace is divided into two panels. The left panel, titled "Conversation steps", shows a list of steps. Step 1 is selected and highlighted with a blue border; it contains the text "I will let you know the branches of this hospital" and a "Continue to next step" button. Step 2 is partially visible below it, containing the text "I'd be happy to connect you to an agent.
 Before we get started, I need to collect...". The right panel, titled "Step 1 is taken", shows the configuration for the selected step. It includes a "without conditions" dropdown, a "fx" button, and a "Define customer response" section. The response text area contains the same text as Step 1: "I will let you know the branches of this hospital". Below the response area, there's a "Define customer response" dropdown and a "Preview" button.

← → ↻

au-syd.assistant.watson.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2Fc42e27c2641e458791df4bba54f53282%3A...

☆

IBM Watson Assistant Lite Upgrade Hospital bot

Connect to a live agent

Customer starts with:

Agent

Conversation steps

1

I will let you know the branches of this hospital

↓ Continue to next step

2

I'd be happy to connect you to an agent.
 Before we get started, I need to collect...

Free text

↓ Continue to next step

New step +

Define customer response

And then

↓ Continue to next step

Continue to next step

Re-ask previous step(s)

Go to another action

Use an extension

Search for the answer

Connect to agent

End the action

Go to another action

Switch conversation flow to another action to perform a certain task

Preview ▶