

ASSIGNMENT – 3

Date	15 November 2022
Name	HARIHARAN S
Team ID	PNT2022TMID21628
Roll No	142219104036

4. Create a chatbot (Watson Assistant)

Link: https://au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F50a97a2b3f364c72a03f8d656f8a3db8%3Af8dbec14-4e38-4b71-b4ee-9a4212777d83%3A%3A/assistants/1ae9a2ba-b309-4d3e-b496-58b7ade9c57c/actions/actions/custom/edit/action_1205#step_200

The screenshot displays the IBM Watson Assistant interface for configuring a chatbot. The browser address bar shows the URL: https://au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F50a97a2b3f364c72a03f8d656f8a3db8%3Af8dbec14-4e38-4b71-b4ee-9a4212777d83%3A%3A/assistants/1ae9a2ba-b309-4d3e-b496-58b7ade9c57c/actions/actions/custom/edit/action_1205#step_200.

The interface is titled "Confirm an appointment" and shows the configuration for a custom action. The left sidebar lists the conversation steps:

- Step 1: "what do you want?" with options "Hospital", "College", and "+1".
- Step 2: "Thanks. I've found you in our system!
 You currently have an appointment scheduled for..." with options "No, I'd like to..." and "Yes, confirm...".
- Step 3: "What change would you like to make?" with options "Change this a..." and "Cancel this a...".
- Step 4: "2 is Yes, confirm this appointment" with the message "Great! You're all set. We'll see you at your upcoming..." and a "New step +" button.

The main area shows the configuration for Step 2, which is "with conditions". The conditions are set to "If All of this is true:" and include the condition "1. what do you ... is Hospital". The assistant's response for Step 2 is:

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Thanks. I've found you in our system!

You currently have an appointment scheduled for Current date at Current time.

Would you like to confirm this appointment?

Yes, confirm this appointment No, I'd like to make a modification
  
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The right sidebar shows a preview of the chatbot's interaction, including the greeting "Welcome, how can I assist you?" and the confirmation message "Thanks. I've found you in our system! You currently have an appointment scheduled for Oct 21, 2022 at 9:25:13 AM. Would you like to confirm this appointment?".

IBM

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IBM Watson Service Page

IBM Watson Assistant

IBM Watson Assistant

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IBM Watson Assistant Lite Upgrade watson-gowtham

Learning center

Confirm an appointment

1 what do you want?

Hospital

College

+ 1

Continue to next step

1 is Hospital

Thanks. I've found you in our system!
 You currently have an appointment scheduled for...

2

No, I'd like to...

Yes, confirm ...

Continue to next step

2 is No, I'd like to make a modification

What change would you like to make?

3

Change this a...

Cancel this a...

Continue to next step

2 is Yes, confirm this appointment

Great! You're all set. We'll see you at your upcoming appointment!

4

Tr Free text

Action complete

New step +

Step 4 is taken with conditions

Conditions 1 condition

If All of this is true:

2. Thanks. I've f... is Yes, confirm this appointment

and Add condition +

New condition group +

Assistant says

Great! You're all set. We'll see you at your upcoming appointment!

User enters free text

Edit response Edit validation

Preview

Thanks. I've found you in our system!

You currently have an appointment scheduled for **Oct 21, 2022 at 9:25:13 AM.**

Would you like to **confirm** this appointment?

Yes, confirm this appointment

No, I'd like to make a modification

Yes, confirm this appointment

Great! You're all set. We'll see you at your upcoming appointment!

ok

Confirm an appointment recognized

Action complete

Use the up arrow for prior messages