

Create Watson assistant service by using IBM watson :

Chatbox for Book an appointment

IBM Watson Assistant Lite Upgrade hi Learning center

Book an appointment

Customer starts with:
Appointment confirmation

Conversation steps

1 Let's confirm your appointment. I'll need to authenticate you first. What's the email...
Continue to next step

2 Thanks. I've found you in our system!
 You currently have an appointment schedule...
No, I'd like to... Yes, confirm ...
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 Total: 5

Enter a phrase

Verify my appointment

I want to confirm my appointment

Preview

Book an appointment

2 is Yes, confirm this appointment

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

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

4 What change would you like to make?
Change this a... Cancel this a...
Continue to next step

4 is Cancel this appointment

5 Sounds good. Confirming you'd like to cancel your appointment on Current date at...
Confirmation

New step +

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Verify my appointment

I want to confirm my appointment

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Book an appointment

6

Your appointment has been cancelled.
 Have a nice day!

ⓧ Action complete

5

is No

7

Not a problem!

↶ Re-ask previous step(s)

4

is Change this appointment

8

Alright, let's get your appointment updated.
 How long would you like to meet for?

1 hour 30 minutes + 1

↓ Continue to next step

New step +

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Verify my appointment 🗑

I want to confirm my appointment 🗑

Windows Taskbar

Type here to search

Taskbar Icons

3

IBM Watson Assistant Lite Upgrade hi ▾

Book an appointment

9

What day works best for you?

📅 Date

↓ Continue to next step

10

What time works best for you on Step 9 ?

🕒 Time

↓ Continue to next step

11

Great. Just to confirm, you'd like to book an appointment on Step 9 at Step 10 for...

Yes that's right Not quite

↓ Continue to next step

New step +

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Type here to search

Taskbar Icons

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Book an appointment

11

Great. Just to confirm, you'd like to book an appointment on **Step 9** at **Step 10** for...

Yes that's right

Not quite

↓ Continue to next step

12

11 is **Not quite**

Sorry about that. Let's try again.

↶ Re-ask previous step(s)

13

11 is **Yes that's right**

You're all set. I've sent the calendar invite to your email at **Step 1**
 Enjoy the res...

🕒 Action complete

New step +

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Enter phrases your customer might use to start this action Total: 5

Enter a phrase

Verify my appointment

I want to confirm my appointment