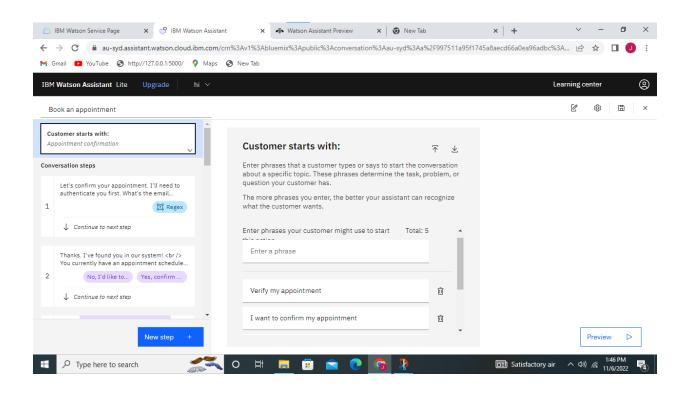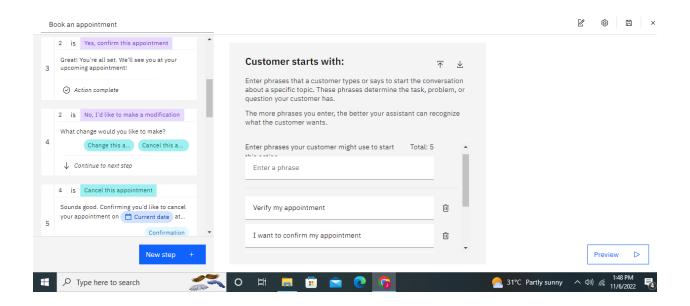# Create Watson assistant service by using IBM watson :

Chatbox for 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   +

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   🗑

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   +

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   🗑

IBM **Watson Assistant** Lite   Upgrade   hi ⌄

Book an appointment

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

11

[Yes that's right] [Not quite]

↓ Continue to next step

---

11   is   [Not quite]

12   Sorry about that. Let's try again.

↻ Re-ask previous step(s)

---

11   is   [Yes that's right]

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

⊘ Action complete

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   🗑

🔍 Type here to search   O ⊞ 📁 📅 ✉ 🌐 🔴 ✂   ☀ 31°C Par