

## Creating skills and assistant for Chatbot

### Chatbot Skills Creation

The image displays two screenshots of the IBM Watson Assistant interface, specifically the 'Greetings' skill configuration page.

**Top Screenshot:** The 'Customer starts with' section is highlighted. It shows a list of conversation steps:

- 1. Good to see you!!  
Action complete
- 2. How can I help you?  
Continue to next step

The 'Assistant says' section is also visible, showing a list of phrases to start the conversation:

- Enter a phrase
- Greeting
- Welcome

The 'Total: 5 this action' is displayed. A 'Preview' button is visible at the bottom right.

**Bottom Screenshot:** The 'Assistant says' section is highlighted. It shows the 'Step 1 is taken' status. The 'Assistant says' section displays the response: 'Good to see you!!'. Below this, there is a 'Define customer response' button. The 'And then' section shows the next step: 'Continue to next step'. A 'Preview' window is open on the right, showing a chatbot conversation:

- Customer: hey
- Assistant: Greetings recognized
- Assistant: Good to see you!!
- Assistant: How can I help you?
- Assistant: There are no additional steps for this action. Add a new step or end the action.

### Fall Back

IBM Watson Assistant LiteUpgradeBanking ChatbotLearning center

Fallback

Customer starts with:  
Call agent

Conversation steps

1

Fallback reason is Step validation fail...

I'm afraid I don't understand. I can connect you to an agent.

Connect to agent

2

Fallback reason is Agent requested

Sorry I couldn't assist you. I will connect you to an agent right away.

Connect to agent

New step +

Assistant says

B I @ % & \* </>

I'm afraid I don't understand. I can connect you to an agent.

Define customer response

And then

Connect to agent (action ends)

If onlineLet's send you to an available agent.

Preview

IBM Watson Assistant LiteUpgradeBanking ChatbotLearning center

Fallback

Customer starts with:  
Call agent

Conversation steps

1

Fallback reason is Step validation fail...

I'm afraid I don't understand. I can connect you to an agent.

Connect to agent

2

Fallback reason is Agent requested

Sorry I couldn't assist you. I will connect you to an agent right away.

Connect to agent

New step +

Action starts

When your customer:

- Requests to connect to agent
- Fails step validation within an action
- Reaches the limit for No action matches

Use the assistant's default action or customize it.

Additional training examples for connecting to an agent

Tip: Add examples here to train your assistant on how your customer requests an agent.

Enter phrases your customer might use to start this action

Total

Preview

Fallback recognized

Sorry I couldn't assist you. I will connect you to an agent right away.

Connect to an agent

Live agent support

Let's send you to an available agent.

Request agent →

Type something...

## End Greetings

IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center

End Greetings

Customer starts with:  
End Greetings

Conversation steps

1

Hope we answered all your queries and you liked our service!!

Action complete

New step +

Step 1 is takenwithout conditions

f<sub>x</sub>

Assistant says

B I

Hope we answered all your queries and you liked our service!!

Define customer response

And then

End the action

Preview

IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center

End Greetings

Customer starts with:  
End Greetings

Conversation steps

1

Hope we answered all your queries and you liked our service!!

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 this actionTotal: 1 action

Enter a phrase

End Greetings

Preview

The best way to contact us in chennai is by emailing us at [ourshop@shop.com](mailto:ourshop@shop.com)

The best way to contact us from chennai is by calling our global toll-free number at **+1 (833) 000-000**.

go to End Greetings

Hope we answered all your queries and you liked our service!!

There are no additional steps for this action. Add a new step or end the action.

Query ended

Use the up arrow for prior messages