

Creating skills and assistant for Chatbot

Creating Saving Account Action

The screenshot shows the IBM Watson Assistant Lite interface for creating a new skill named "Saving Account". The top navigation bar includes "IBM Watson Assistant Lite", "Upgrade", "Banking Chatbot", and "Learning center".

Customer starts with: Saving Account

Statistics: 11 total steps, 1 end step, 0 re-ask steps.

Conversation steps:

- Step 1:** "Looks like you are interested in availing banking services from us! 😊😊 May I know your exact preference?" with buttons for "Fixed deposits" and "Recurring de...".
- Step 2:** "Enter your Full name" with a "Try Free text" input field.
- Step 3:** "To process your application, we would require some personal information" with a "Try Free text" input field.

Assistant says: The assistant's response for Step 1 is: "Looks like you are interested in availing banking services from us! 😊😊 May I know your exact preference?". Below the response are buttons for "Fixed deposits" and "Recurring deposits", and links for "Edit response" and "Edit validation".

And then: The action is "Continue to next step".

A "Preview" button is located at the bottom right.

This screenshot shows the same IBM Watson Assistant Lite interface, but with a "Preview" window open on the right side. The "Preview" window displays a simulated chat conversation:

- Greet customer (default):** "Welcome, how can I assist you?"
- Customer input:** "saving account" (highlighted in a purple bubble).
- Saving Account recognized:** The skill is triggered.
- Assistant response:** "Looks like you are interested in availing banking services from us! 😊😊 May I know your exact preference?"
- Buttons:** "Fixed deposits" and "Recurring deposits" are shown below the response.
- Customer input:** "Fixed deposits" (highlighted in a purple bubble).
- Input field:** "Type something..." is visible at the bottom of the preview window.

The main interface on the left remains the same, showing the skill configuration steps.