

Creating skills and assistant for Chatbot

Creating General Query Action

The image displays two screenshots of the IBM Watson Assistant interface, illustrating the process of creating a General Query Action.

Top Screenshot: The interface shows the "Customer starts with:" section with the prompt "Can I text you a question?". Below this, the "Conversation steps" are defined:

- Step 1: "I can get you that information right away! Where are you based?" with input fields for "Delhi", "Kerala", and "+ 3".
- Step 2: "The best way to contact us in Step 1 is by calling 1-800-000-000." with input fields for "Kerala" and "Bangalore".

The "Customer starts with:" section also includes a list of phrases your customer might use to start this action, such as "Enter a phrase", "Query", and "Who can I call?". A "Preview" button is visible.

Bottom Screenshot: This screenshot shows the same interface but with a "Preview" window open. The preview window displays a chat conversation:

- Assistant: "Welcome, how can I assist you?"
- User: "how can i call"
- Assistant: "Query recognized. I can get you that information right away! Where are you based?"
- User: "chennai"
- Assistant: "chennai"

The "Preview" window also includes a "Type something..." input field and a "Send" button.