

Creating skills and assistant for Chatbot

Creating Loan Account Action

The screenshot displays the IBM Watson Assistant interface for configuring a skill named 'Loan'. The interface is divided into three main sections:

- Conversation steps:** This panel on the left outlines the flow of the conversation. It starts with a welcome message, followed by a question about the type of loan (Home Loan or personal loan), and then a confirmation step for the 'Home Loan' choice. A 'New step' button is visible at the bottom.
- Customer starts with:** This central panel allows you to define the initial phrases a customer might use to start the conversation. It includes a list of phrases like 'personal loan', 'How to apply loan', 'Home loan', and 'Loan', each with a trash icon for removal. A 'Preview' button is located at the bottom right of this panel.
- Preview:** This panel on the right provides a simulated chat environment to test the skill. It shows a user inputting 'Loan' and the assistant responding with the welcome message. A 'Preview' button is also present at the top of this panel.