

## Creating skills and assistant for Chatbot

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### Creating Current Account Action

The screenshot displays the IBM Watson Assistant interface for configuring a skill named 'Create an account'. The top navigation bar includes 'IBM Watson Assistant', 'Life', 'Upgrade', 'Banking Chatbot', and 'Learning center'. The main workspace is divided into two panels. The left panel, titled 'Create an account', shows a 'Conversation steps' list with three steps: 1. 'I can help you with that! To create an account, we will need a few pieces of information. Let me gui...' with a 'Continue to next step' button; 2. 'First, please provide your first name.' with a 'Ty Free text' input field and a 'Continue to next step' button; 3. 'Thanks! Now, enter your last name.' with a 'Ty Free text' input field and a 'Continue to next step' button. A 'New step +' button is at the bottom. The right panel, titled 'Customer starts with:', provides instructions on how to define the skill's triggers. It includes a text area for 'Enter phrases that a customer types or says to start the conversation about a specific topic...' and a list of phrases under 'Enter phrases your customer might use to start this action'. The phrases are 'Account Creation', 'Where do I register for this?', 'Where do I find guidance on signing up?', and 'Where does a first time visitor sign up?'. A 'Preview' button is located at the bottom right of the right panel. The bottom of the screen shows a Windows taskbar with various application icons and a system tray with the date and time.

Create an account

Customer starts with:  
Begin account

Conversation steps

1

I can help you with that! To create an account, we will need a few pieces of information. Let me guide you through this process!

Continue to next step

2

First, please provide your first name.

Free text

Continue to next step

3

Thanks! Now, enter your last name.

Free text

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 this Total: 20

Enter a phrase

or joining here:

Create account

Could you explain how to create a fresh account?

Can you show me where to register for the program?

Preview

Greet customer [default]

Welcome, how can I assist you?

Account creation

Create an account recognized

I can help you with that! To create an account, we will need a few pieces of information. Let me guide you through this process!

First, please provide your first name.

Indhumathi

Thanks! Now, enter your last name.

Type something...