

Creating skills and assistant for Chatbot

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Creating General Query Action

The screenshot shows the IBM Watson Assistant interface for a 'Banking Chatbot'. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Banking Chatbot', and 'Learning center'. The main area is titled 'Query' and contains a 'Customer starts with:' section with a dropdown menu. 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'.

On the right, the 'Customer starts with:' section provides instructions: '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.' Below this, there are input fields for 'Enter a phrase', 'Query', and 'Who can I call?'. A 'Preview' button is visible at the bottom right.

This screenshot shows the same IBM Watson Assistant interface, but with the 'Preview' window open. The 'Preview' window displays a simulated conversation:

- Assistant: 'Welcome, how can I assist you?' (in a purple bubble)
- User: 'how can i call' (in a white bubble)
- Assistant: 'I can get you that information right away! Where are you based?' (in a purple bubble)
- User: 'chennai' (in a white bubble)
- Assistant: 'chennai' (in a purple bubble)

The 'Preview' window also includes a 'Query recognized' section and a 'Type something...' input field at the bottom.