

CREATING CHATBOT SKILLS

Overview: Editing actions

Like a human personal assistant, the assistant you build will help your customers perform tasks and answer questions. To accomplish this, you define actions for the assistant. An action represents a discrete outcome you want your assistant to be able to accomplish in response to a user's request. An action comprises the interaction between a customer and the assistant about a particular question or request. This interaction begins with the user input that starts the action (for example, I want to withdraw money). It might then include additional exchanges as the assistant gathers more information, and it ends when the assistant carries out the request or answers the customer's question.

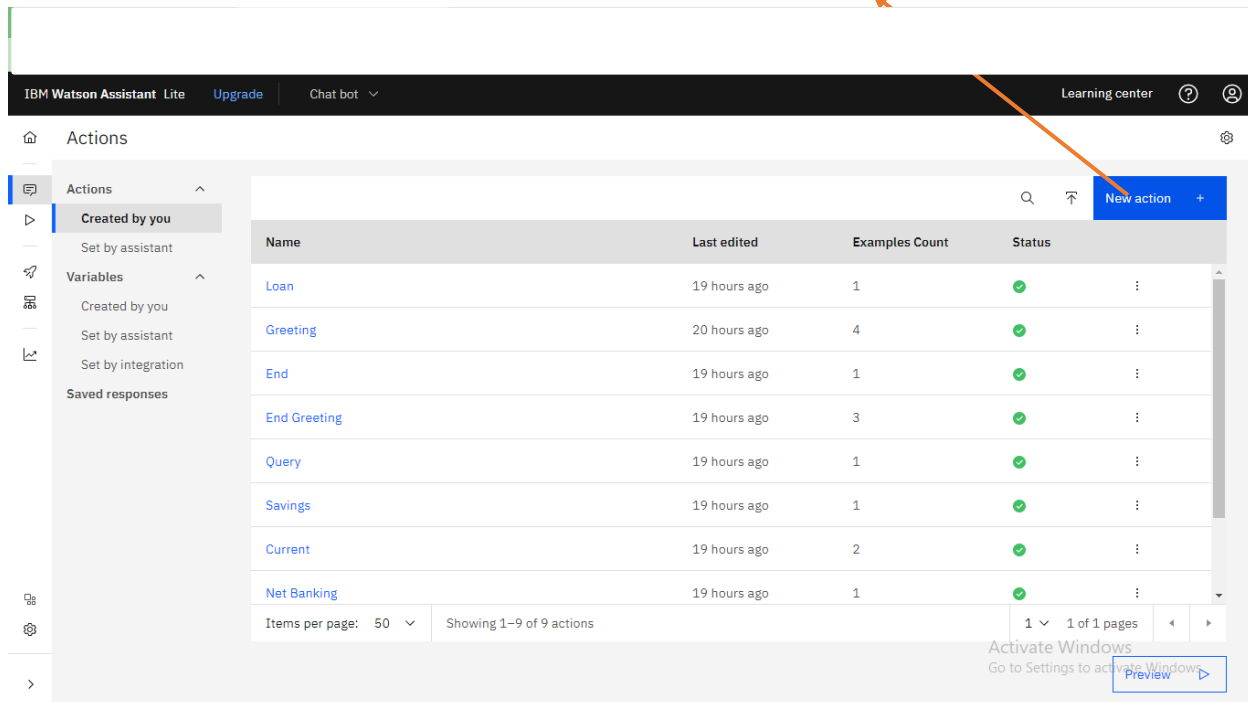
Creating and editing an action

To see how actions work and how you build one, let's go through an example. When you create a new action from scratch, Watson Assistant prompts you for an example of the customer input that starts the action. This text is also used as the default name for the action, but you can edit the action name later.

EXAMPLE FOR CREATING ACTIONS AND SKILLS:

In our example we create one action Welcome for withdraw and checking balance from the bank.

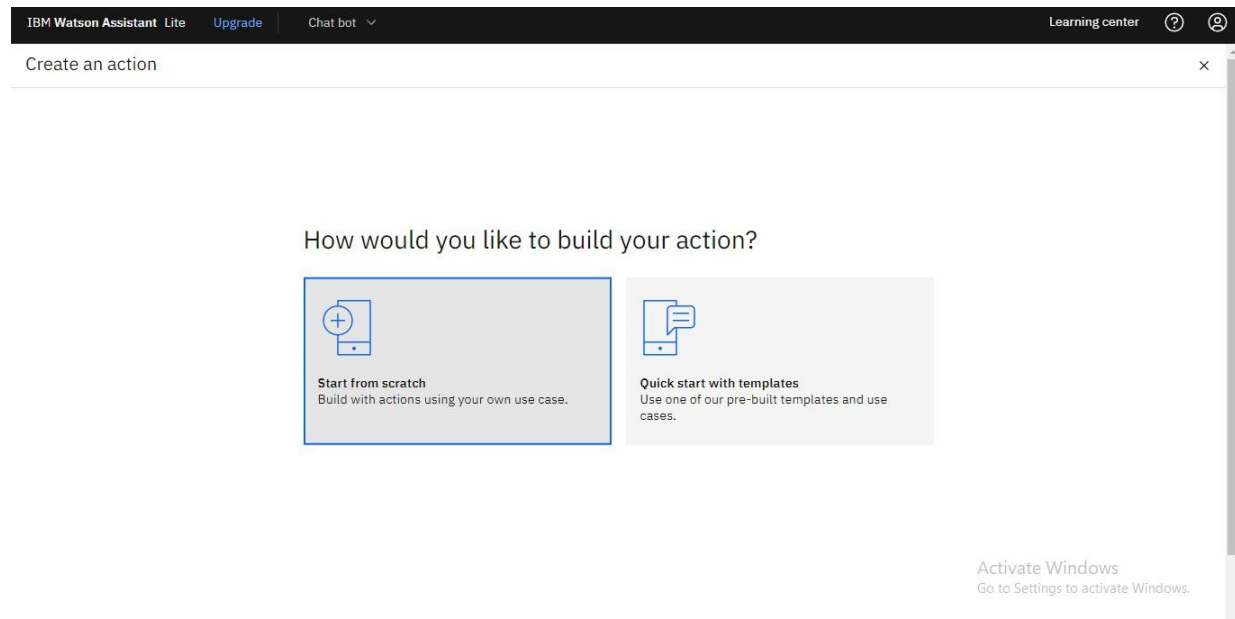
STEP 1: Click the new action to create an action.



The screenshot shows the 'Actions' page in the IBM Watson Assistant interface. The page has a dark header with 'IBM Watson Assistant Lite', 'Upgrade', 'Chat bot', 'Learning center', and user icons. A left sidebar contains navigation options: 'Actions' (selected), 'Variables', and 'Saved responses'. The main area displays a table of actions. A red arrow points to the 'New action +' button in the top right of the table.

Name	Last edited	Examples Count	Status
Loan	19 hours ago	1	✓
Greeting	20 hours ago	4	✓
End	19 hours ago	1	✓
End Greeting	19 hours ago	3	✓
Query	19 hours ago	1	✓
Savings	19 hours ago	1	✓
Current	19 hours ago	2	✓
Net Banking	19 hours ago	1	✓

Items per page: 50 Showing 1-9 of 9 actions 1 1 of 1 pages

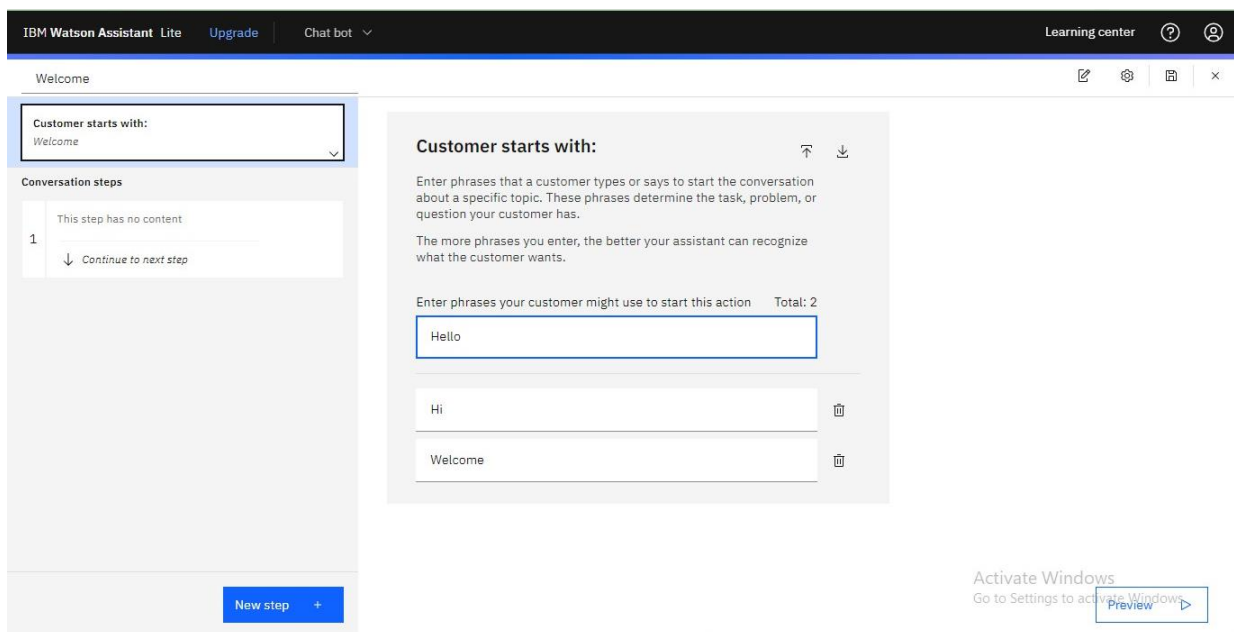
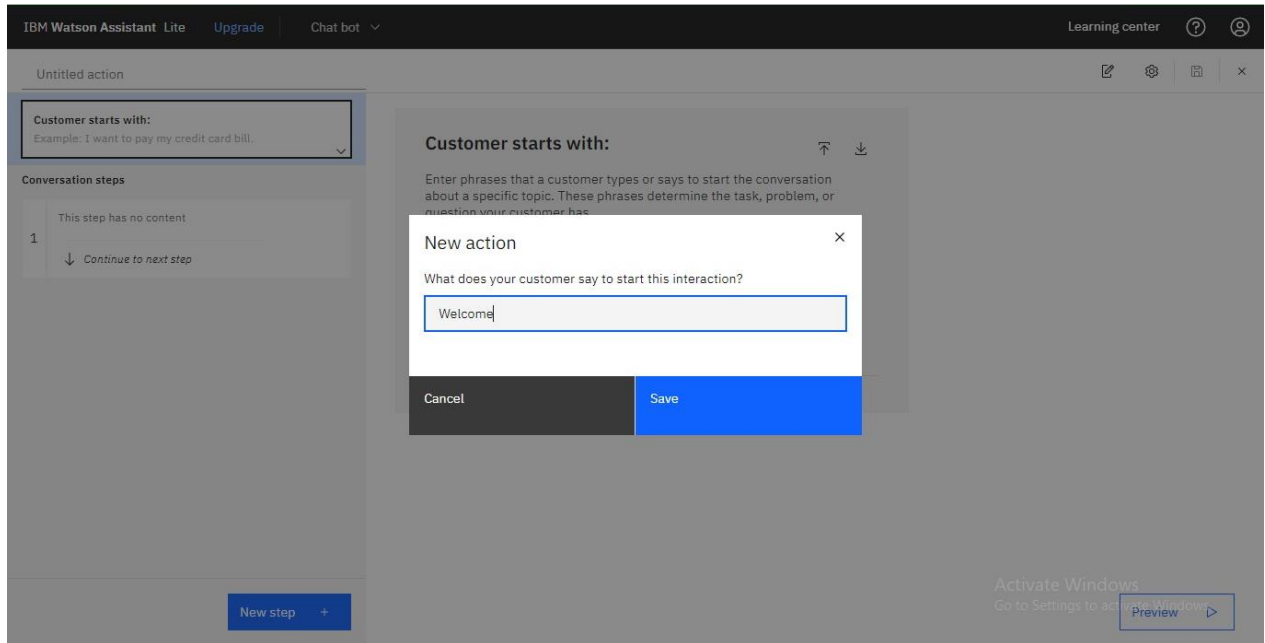


The screenshot shows the 'Create an action' dialog box. The title bar says 'Create an action'. The main text asks 'How would you like to build your action?'. There are two options:

- Start from scratch**: Build with actions using your own use case.
- Quick start with templates**: Use one of our pre-built templates and use cases.

At the bottom right, there is a watermark: 'Activate Windows Go to Settings to activate Windows.'

STEP 2: Give a name for the action

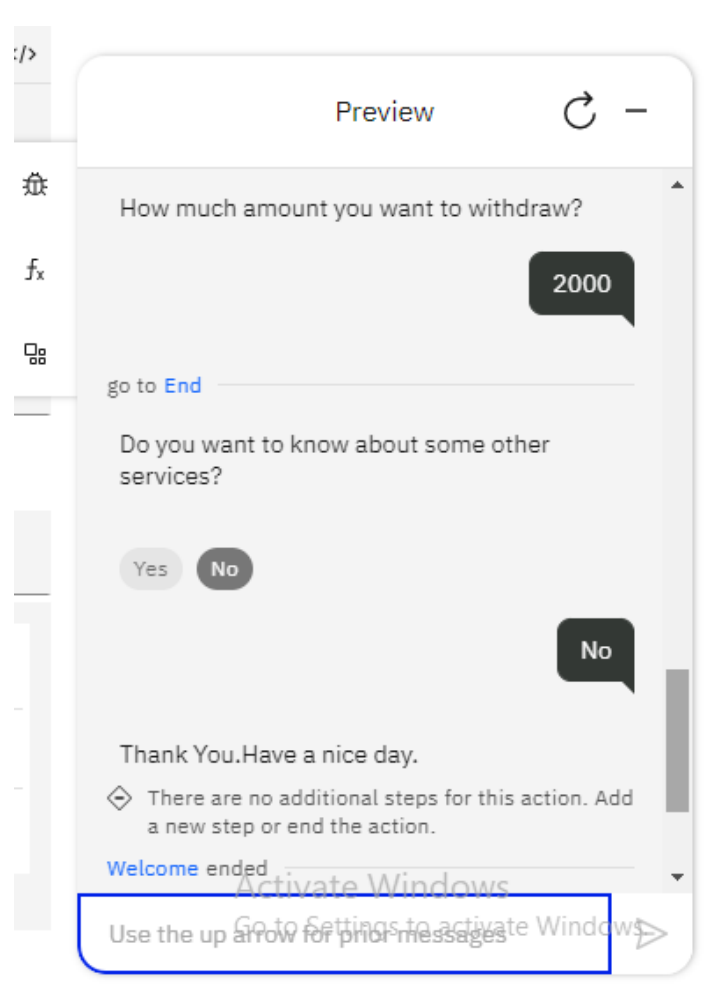
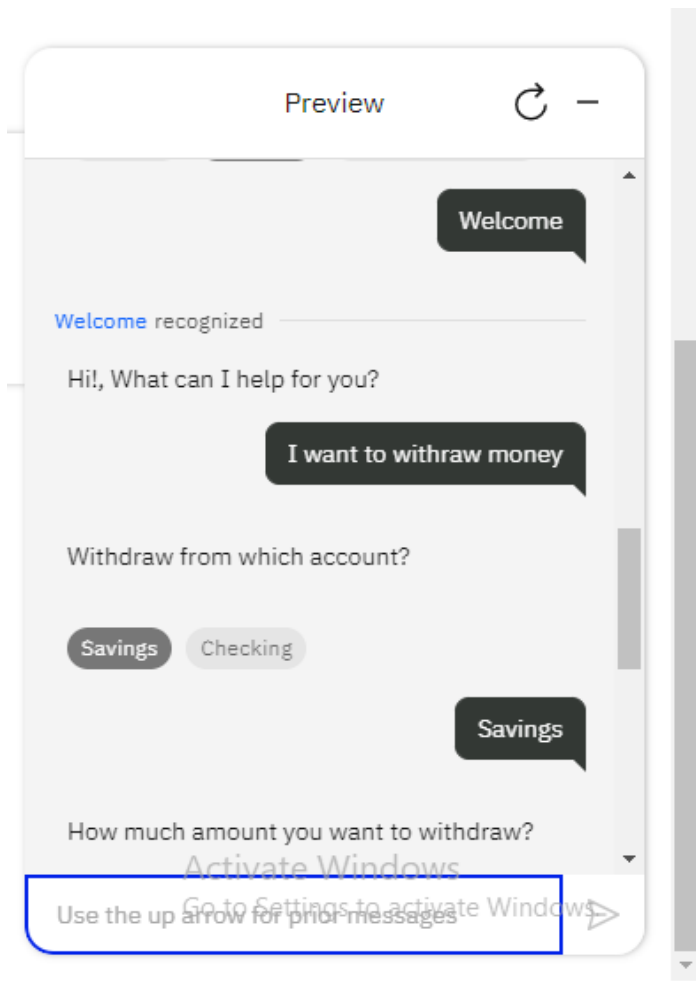


STEP 3: Creating steps for the conditions

The screenshot shows the IBM Watson Assistant Lite interface. The top navigation bar includes "IBM Watson Assistant Lite", "Upgrade", "Chat bot", and "Learning center". The main workspace is divided into two panels. The left panel, titled "Conversation steps", shows a sequence of steps: Step 1 (Welcome), Step 2 (Withdraw from which account?), and Step 3 (How much amount you want to withdraw?). Step 3 is highlighted with a blue border. The right panel, titled "Step 3 is taken", shows the configuration for Step 3. It includes a "Conditions" section with a dropdown menu set to "with conditions". Below this, a condition is defined: "If All of this is true: 2. Withdraw fr... is Savings". The "Assistant says" section shows the text "How much amount you want to withdraw?". A "Preview" button is visible in the bottom right corner.

The screenshot shows the IBM Watson Assistant Lite interface with Step 4 configured. The left panel, titled "Conversation steps", shows a sequence of steps: Step 1 (Welcome), Step 2 (Withdraw from which account?), Step 3 (How much amount you want to withdraw?), and Step 4 (Please enter the PIN to check the Bank Balance.). Step 4 is highlighted with a blue border. The right panel, titled "Step 4 is taken", shows the configuration for Step 4. It includes a "Conditions" section with a dropdown menu set to "with conditions". Below this, a condition is defined: "If All of this is true: 2. Withdraw fr... is Checking". The "Assistant says" section shows the text "Please enter the PIN to check the Bank Balance.". A "Preview" button is visible in the bottom right corner. A "Preview" window is open on the right, showing a chat flow with a user input of "2000" and a response of "Do you want to know about some other services?".

OUTPUT:



THESE ARE THE ACTIONS THAT ARE REQUIRED FOR MY PROJECT

IBM Watson Assistant LiteUpgradeChat bot

Learning centerSystem is training...

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Examples Count	Status
Loan	19 hours ago	1	✓
Greeting	20 hours ago	4	✓
End	19 hours ago	1	✓
End Greeting	19 hours ago	3	✓
Query	19 hours ago	1	✓
Savings	19 hours ago	1	✓
Current	19 hours ago	2	✓
Net Banking	19 hours ago	1	✓

Items per page: 50Showing 1–9 of 9 actions

New action

11 of 1 pagesPreview

Activate WindowsGo to Settings to activate Windows