

SKILLS AND JOB RECOMMENDER

DEVELOPING A CHATBOT

Date	9 November 2022
Team ID	PNT2022TMID44197
Project Name	Skills/ Job Recommender Application

Build the Chatbot

IBM Watson Assistant Life Upgrade support

Create a support ticket

Customer starts with: Create a support ticket

Conversation steps

1. Sorry to hear that. Let's get a support ticket created. How can we best contact you?
by email by phone
Continue to next step
2. Great. What's your email address?
Regex
Continue to next step
3. Great. What's your phone number?
Regex
Continue to next step
4. And finally, can you describe your problem in more detail? I'll use this information to submit a ticket to o...
Free text
Continue to next step

Step 2 is taken with conditions

Conditions

If All of this is true:

- 1. Sorry to hear that. Let's get a su... is by email

and Add condition +

New condition group +

Assistant says

Great. What's your email address?

Assistant recognizes pattern in user's text

Edit response Edit validation

And then

Continue to next step

Preview

IBM Watson Assistant Life Upgrade support

System is training...

Actions

Created by you

Name	Last edited	Examples Count	Status
help	a few seconds ago	10	

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

1 1 of 1 pages

Preview



Preview assistant

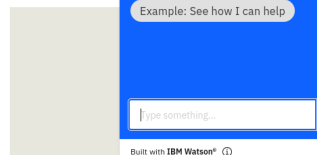
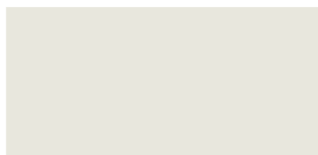
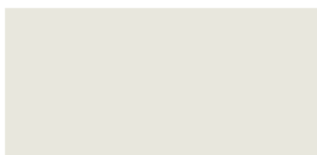
Copy link to share

Change background

Customize web chat



Sample website



Hi! I'm a virtual assistant.
How can I help you today?

Example: Find nearby location

Example: Check account balance

Example: See how I can help

Built with IBM Watson®