Skills

Skills contain the training to respond to your customer queries. Add
skills to your assistant and then deploy to your channels.

Create skill   **2**

1

About skills

A skill is a container for your interaction patterns. As you continue to add data, the skill builds
machine learning models to better recognize requests from users and target the correct response.

When you've finished building your skill, add it to an assistant and then deploy to your chosen
messaging platforms.

Click **Create skill** to get started. Learn more

Create a skill

Skills can be combined to improve your assistant's capabilities. Learn more

1

Actions skill   ✓

Have an assistant ready to chat in less time. Compose step-by-step flows for any range of simple or complex conversations. Made so that anybody can build.

Dialog skill

Dialog offers all the smarts, power, and flexibility you've come to trust. Select to keep building with the tools you know and love.

Search skill Plus

Create Q&A experiences in minutes. Sync with websites and data sources for always up-to-date answers. Handle even complex questions with inclusive, contextual responses.
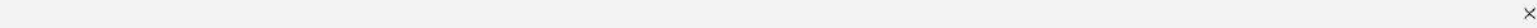
Actions: Build conversations easier than ever   Learn more

⚙ IBM **Watson**

Building better with actions

▶ 00:35   ⚙ ⛶

Activate Windows
Go to Settings to activate Windows.

Next   **2**

Create an Actions skill

Skills can be combined to improve your assistant's capabilities. Learn more

Create skill   Use sample skill   Upload skill

Name   1

Bot

Name your skill; for example, Account application or Personal banking.

Description (optional)

Add a description for this skill

Language ⓘ

English (US)   ⌄
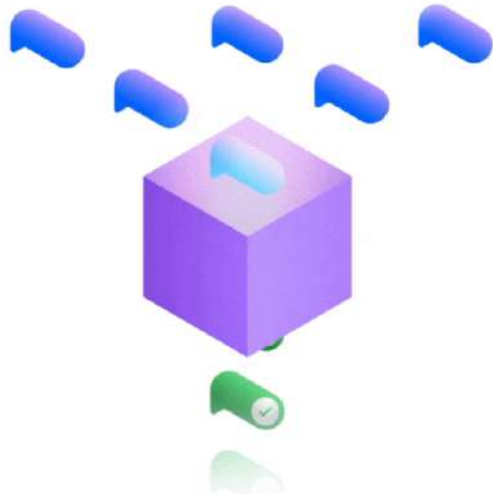
Create skill   2

Bot   System is trained

Actions   ∧

Created by you

Set by assistant

Variables   ∧

Created by you

Set by assistant

Set by integration

Saved responses

Create your first action

With actions, you can help your customers
accomplish their goals.

Create a new action   +

Index

Customer starts with:
Index

Conversation steps

How can I help you?

1   Savings acco...   Current acco...   + 3

↓ Continue to next step

2   1   =   Savings account

This step has no content

⇄ Go to subaction   🗑

New step   +

Step 2 is taken   with conditions ⌄   *fx*

Conditions   1 condition ⌃

1.   All ⌄   of this is true:

If   1. How can I help you?   is   Savings account   ✕

and   Add condition +

2.   New group +

Assistant says

B   *I*   🔗   🔡   ⟨/⟩

For example: Please select from the following options:

👤 Define customer response ⌄

And then

⇄ Go to another action ⌄

Goes to action   Savings

Preview   ↻ —

Greeting recognized

Good to see you.

Index recognized

How can I help you?

Savings account ⌄

Savings account

Savings recognized

Which type of savings account do you want to create?

Regular savings Account

Kids savings Account

Zero Balance savings Account

Type something...   ➤

Chatbot

Actions ^

Created by you

Set by assistant

Variables ^

Created by you

Set by assistant

Set by integration

Saved responses

New action +

Name	Last edited	Status
Loan	36 minutes ago	
Net Banking	5 minutes ago	
Savings	38 minutes ago	
Greeting	2 hours ago	
End	an hour ago	
Index	4 minutes ago	
Current	38 minutes ago	
Query	18 minutes ago	
End greeting	2 minutes ago	

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

Preview

2. Pan card

End recognized

Do you want to know about some other services?

Yes   No

No

Thank you. Have a nice day.

Greeting recognized

There are no additional steps for this action. Add a new step or end the action.

thanks

End greeting recognized

Action complete

Use the up arrow for prior messages

Learning center

Watch later   Share

No action matches

Customer starts with:
Example: Can I have a sandwich?

Conversation steps

1
- ⇄ No action matches count ≤ **3**
- I'm afraid I don't understand. Please rephrase your question.
- ⊘ Action complete 🗑

2
- ⇄ No action matches count > **3**
- This step has no content!
- ⇄ Go to subaction

Step 1 is taken   with conditions ⌄ f_x

Conditions   1 condition ⌃

1.   All ⌄   of this is true:

If   ⇄ No action matches count   <=   3   ×

and   Add condition +

2.   New group +

Assistant says

B *I* @ ⅔   </>

I'm afraid I don't understand. Please rephrase your question.

🔵

👤 Define customer response   ⌄

And then

⊘ End the action   ⌄

New step +

Preview   ↻ —

Topup loan

To be eligible for a top-up loan please contact our bank service providers with all existing loan details.

End recognized

Do you want to know about some other services?

Yes **No**

No

| Thank you. Have a nice day.

Loan recognized

⊘ There are no additional steps for this action. Add a new step or end the action.

Type something...   ➤

⏸ 🔊 10:15 / 11:18   CC ⚙ YouTube ⊡

Learning center

Watch later   Share

Assistants

Skills

New action   +

Name	Last edited	Status	
Loan	42 minutes ago	✓	⋮
Net Banking	11 minutes ago	✓	⋮
Savings	44 minutes ago	✓	⋮
Greeting	2 hours ago	✓	⋮
End	4 minutes ago	✓	⋮
Index	10 minutes ago	✓	⋮
Current	44 minutes ago	✓	⋮
Query	24 minutes ago	✓	⋮
End greeting	8 minutes ago	✓	⋮

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

10:54

Preview   ▷

11:13 / 11:18

YouTube