

Project Development Phase

Sprint 3

Team ID	PNT2022TMID52252
Project Name	Customer Care Registry

Chatbot:

The screenshot displays the IBM Watson Assistant configuration interface for a chatbot. The interface is divided into three main sections:

- Conversation steps:** A panel on the left showing the flow of the chatbot conversation. It starts with a 'hello' message, followed by a 'Welcome to customer care registry select the type of query' message. The next step is 'Select the type of query', which has three options: 'money trans...', 'login', and '+1'. The 'login' option is selected, leading to a 'Select the type of problem' step. This step has two options: 'forgot passw...' and 'incorrect pas...'. The 'forgot passw...' option is selected, leading to a 'Select the problems in login' step. This step has two options: 'forgot passw...' and 'incorrect pas...'. The 'forgot passw...' option is selected, leading to a 'Select the problems in login' step. The 'forgot passw...' option is selected, leading to a 'Select the problems in login' step.
- Customer starts with:** A central panel for configuring the initial phrases that trigger the chatbot. It includes a text input field for 'Enter a phrase' and a 'Total: 1' indicator. The phrase 'hello' is entered in the input field.
- Preview:** A panel on the right showing a simulated chat interaction. It displays the chatbot's response to the input 'hello', which is 'hello recognized'. The chatbot then displays the welcome message: 'Welcome to customer care registry select the type of query'. Below the chatbot's response, there are two 'Error in the response' messages, each with a 'Details' link.

The interface also includes a 'New step' button at the bottom left and a 'Show all' link at the bottom right.