

# **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.

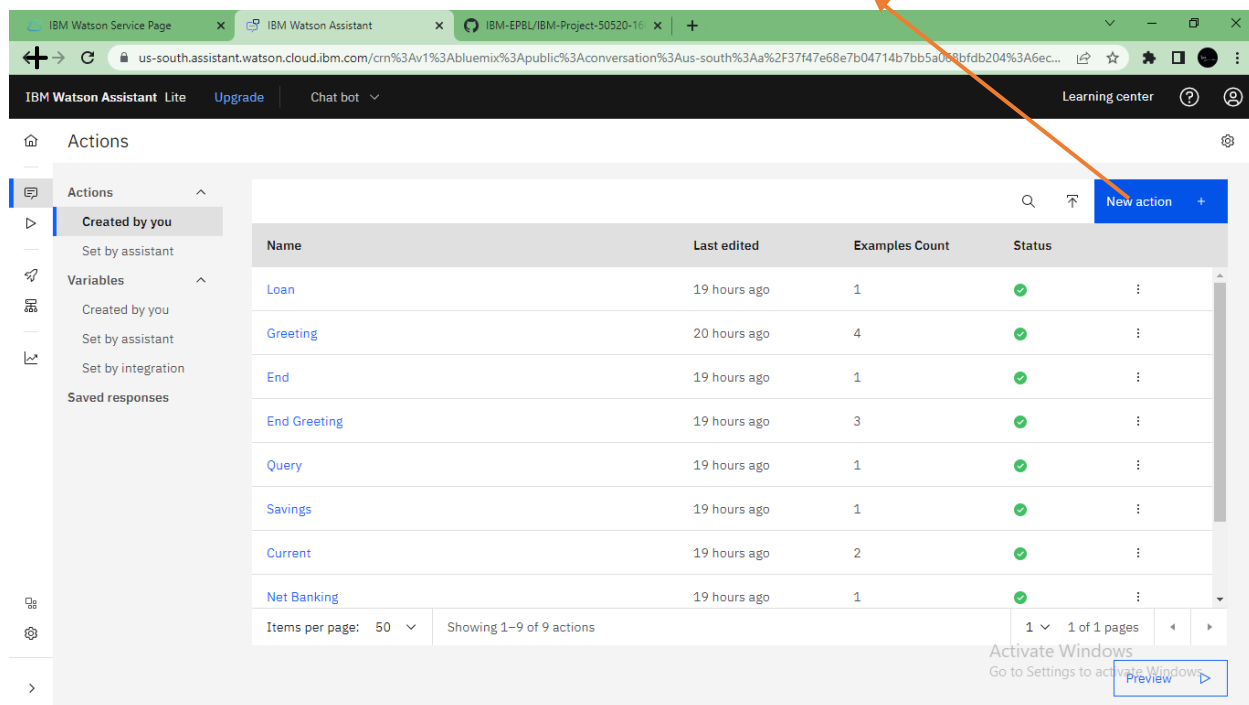
## **Creating and editing an action**

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.

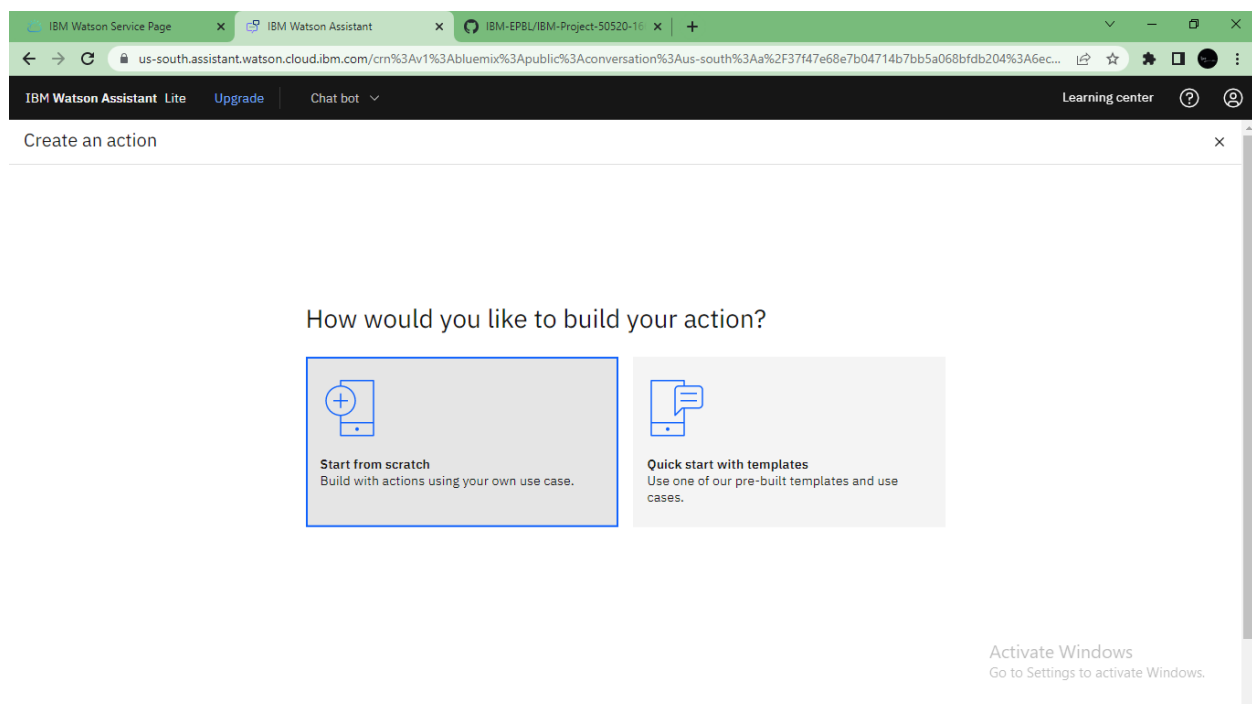
### STEP 1: Click the new action to create a action.



The screenshot shows the IBM Watson Assistant interface. On the left is a sidebar with navigation options: Actions, Variables, and Saved responses. The main area displays a table of existing actions. A blue button labeled 'New action' with a plus icon is located in the top right of the table area. An orange arrow points to this button.

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



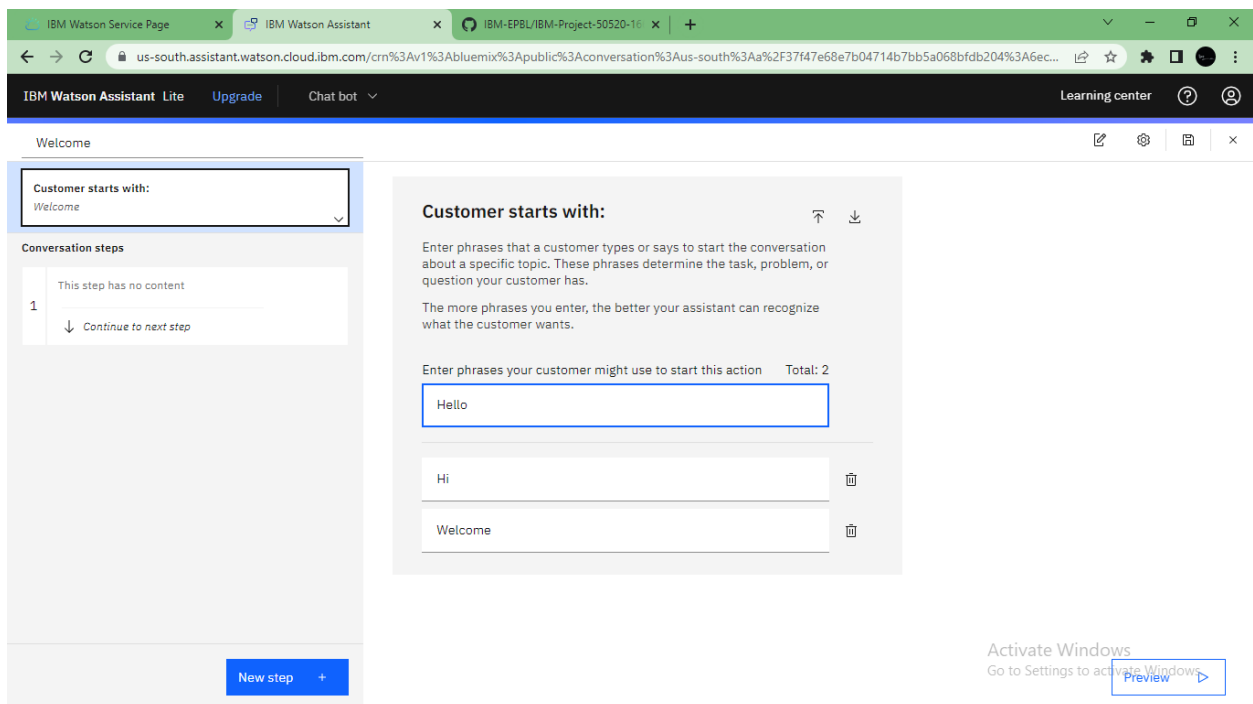
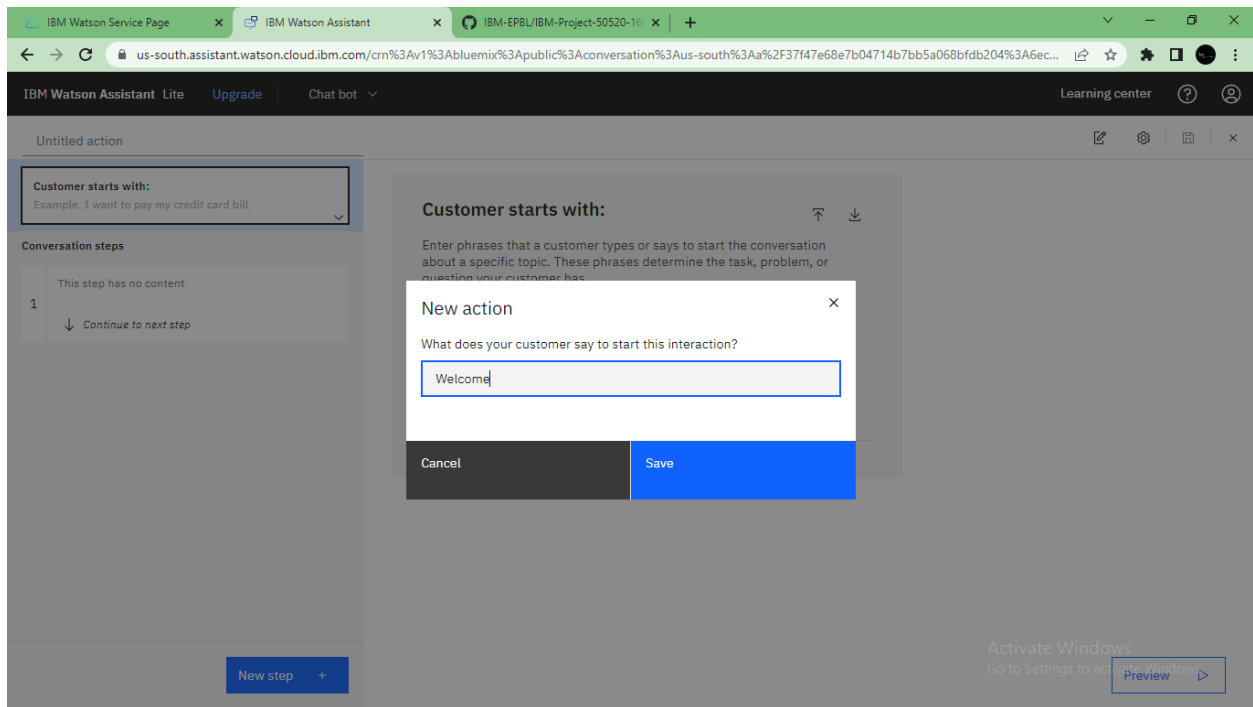
The screenshot shows the 'Create an action' dialog box. It asks 'How would you like to build your action?' and offers two choices. The first choice, 'Start from scratch', is highlighted with a blue border and includes the text 'Build with actions using your own use case.' The second choice is 'Quick start with templates', which includes the text 'Use one of our pre-built templates and use cases.'

How would you like to build your action?

**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.

## STEP 2: Give a name for the action



## STEP 3: Creating steps for the conditions

IBM Watson Assistant interface showing the configuration for Step 3. The left pane displays the conversation flow, and the right pane shows the configuration for Step 3, which is taken "with conditions".

**Step 3 is taken** with conditions

Conditions: 1 condition

If All of this is true:

- 2. Withdraw fr... is Savings

and Add condition +

New condition group +

**Assistant says**

How much amount you want to withdraw?

IBM Watson Assistant interface showing the configuration for Step 4. The left pane displays the conversation flow, and the right pane shows the configuration for Step 4, which is taken "And then".

**Step 4 is taken** And then

**Assistant says**

Please enter the PIN to check the Bank Balance.

Define customer response

Go to another action

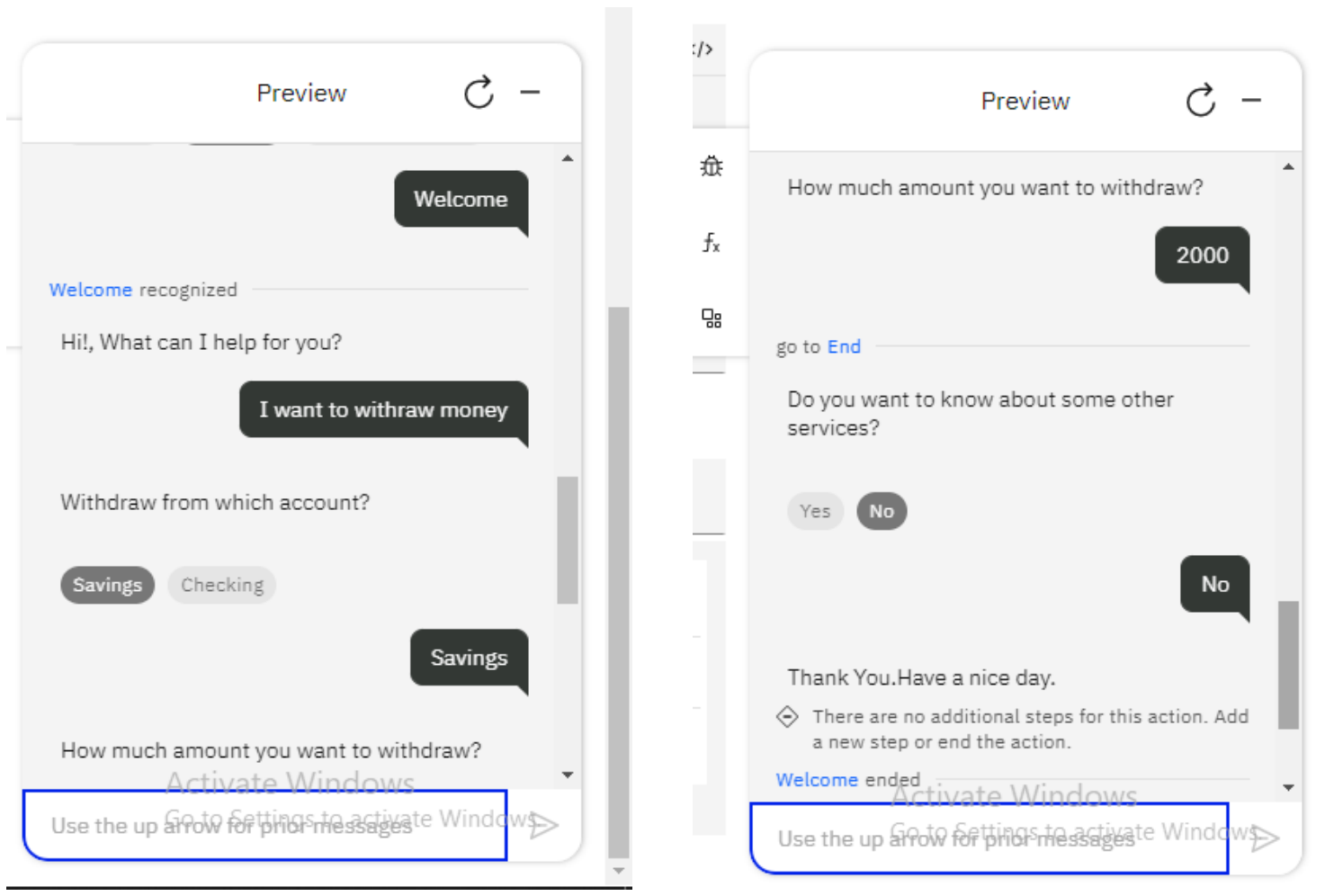
Goes to action End

Pass values

Upon return Continue

Edit settings Edit passed values

## OUTPUT:



## THESE ARE THE ACTIONS THAT ARE REQUIRED FOR MY PROJECT

The screenshot shows the 'Actions' tab in the IBM Watson Assistant interface. A table lists actions created by the user, including 'Loan', 'Greeting', 'End', 'End Greeting', 'Query', 'Savings', 'Current', and 'Net Banking'. Each row shows the action name, last edited time, examples count, and status. A 'New action' button is visible in the top right corner 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	✓

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