

# CREATING SKILLS AND ASSISTANT FOR CHATBOT

<b>TEAM ID</b>	PNT2022TMID44746
<b>PROJECT NAME</b>	AI Based Discourse for Banking Industry
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## 1.Creating Savings Account Action

The screenshot displays the IBM Watson Assistant interface for configuring a skill named 'Create an account'. The interface is divided into several sections:

- Customer starts with:** A dropdown menu showing 'How to create account'.
- Conversation steps:** A list of four steps for the skill:
  - Step 1: 'I can help you with that! To create an account, we will need a few pieces of information. Let me guide...' with a 'Confirmation' button.
  - Step 2: 'First, please provide your first name.' with a 'Free text' input field.
  - Step 3: 'Thanks! Now, enter your last name.' with a 'Free text' input field.
  - Step 4: 'Awesome, I'll also need an email address associated with your new account. We will need to...' with a 'Regex' input field.
- Customer starts with:** A section for defining phrases that trigger the skill. It includes instructions: 'Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has. The more phrases you enter, the better your assistant can recognize what the customer wants.' Below this is a list of example phrases:
  - Where do I register for this?
  - Where do I find guidance on signing up?
  - Where does a first time visitor sign up?
  - Where can I register?
  - What is the process to making an account?
  - What is required to get signed up here?
  - What do I need to do to start an account with your company?
- Preview:** A button to preview the skill.

The interface also shows a 'New step' button at the bottom left and a 'Stop sharing' button at the bottom right. The browser's address bar shows the URL: `us-south.assistant.watson.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F51b3e95662424692b19abc1c264d069b%3Ad6b5d18-45b8-4aa...`

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Create an account

3 Thanks! Now, enter your last name. [Free text](#)

Continue to next step

4 Awesome, I'll also need an email address associated with your new account. We will need to do so... [Regex](#)

Continue to next step

5 For added security, we can also add a phone number to your account. Would you like to do so?

[No, my email...](#) [Yes, I'd like to...](#)

Continue to next step

5 is Yes, I'd like to add a phone number.

6 Okay, please enter your phone number below. [Regex](#)

Continue to next step

5 is No, my email will do just fine.

7 No problem, let's keep going!

Continue to next step

New step +

Preview

Step 5 is taken without conditions

Assistant says

For added security, we can also add a phone number to your account. Would you like to do so?

[Yes, I'd like to add a phone number.](#) [No, my email will do just fine.](#)

Edit response Edit validation

And then

Continue to next step

Type here to search

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Create an account

Continue to next step

5 is No, my email will do just fine.

7 No problem, let's keep going!

Continue to next step

8 Finally, I'll also need your date of birth in MMDDYYYY format. This will also serve as your B... [Date](#)

Continue to next step

6 is Defined

5 is Yes, I'd like to add a phone number.

9 Thanks! Does the following information look correct? If so, I will proceed with creating your... [Confirmation](#)

Continue to next step

6 is not Defined

5 is No, my email will do just fine.

10 Thanks! Does the following information look correct? If so, I will proceed with creating your... [Confirmation](#)

Continue to next step

9 is No 10 is No

11 Sorry about that. Let's try this again.

New step +

Preview

Step 9 is taken with conditions

Conditions

2 conditions

If Any of this is true:

6. Okay, please enter your \*\*phon... is defined

or 5. For added security, we can also ... is Yes, I'd like to add a phone number.

or Add condition +

New condition group +

Assistant says

Thanks! Does the following information look correct? If so, I will proceed with creating your account.

- Name: 3. Thanks! Now, enter your \*\*last name., 2. First, please provide your \*\*first name
- Email Address: 4. Awesome. I'll also need an email addi
- Phone Number: 6. Okay, please enter your \*\*phone\*\* \*\*
- Birthday: 8. Finally, I'll also need your \*\*date of bi

[Yes](#) [No](#)

View response Edit validation

And then

Preview

Type here to search

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IBM Watson Assistant

us-south.assistant.watson.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F51b3e95662424692b19abc1c264d069b%3Aad6b5d18-45b8-4aa...

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Create an account

8

Continue to next step

6 is Defined

5 is Yes, I'd like to add a phone number.

9 Thanks! Does the following information look correct? If so, I will proceed with creating your...

Confirmation

Continue to next step

6 is not Defined

5 is No, my email will do just fine.

10 Thanks! Does the following information look correct? If so, I will proceed with creating your...

Confirmation

Continue to next step

9 is No

10 is No

11 Sorry about that. Let's try this again.

Re-ask previous step(s)

9 is Yes

10 is Yes

12 You did it! Your new account is being created and you will receive an email confirmation shortly. <...>

Free text

Action complete

New step

Step 12 is taken with conditions

Conditions 2 conditions

If Any of this is true:

9. Thanks! Does the following info... is Yes

10. Thanks! Does the following inf... is Yes

Add condition

New condition group

Assistant says

B I @ % & ' " , . : ;

You did it! Your new account is being created and you will receive an email confirmation shortly.

Welcome!

User enters free text

Edit response Edit validation

And then

End the action

Preview

Type here to search

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