DEVELOPING A CHATBOT

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BUILDING CHATBOT AND INTEGRATE TO APPLICATION
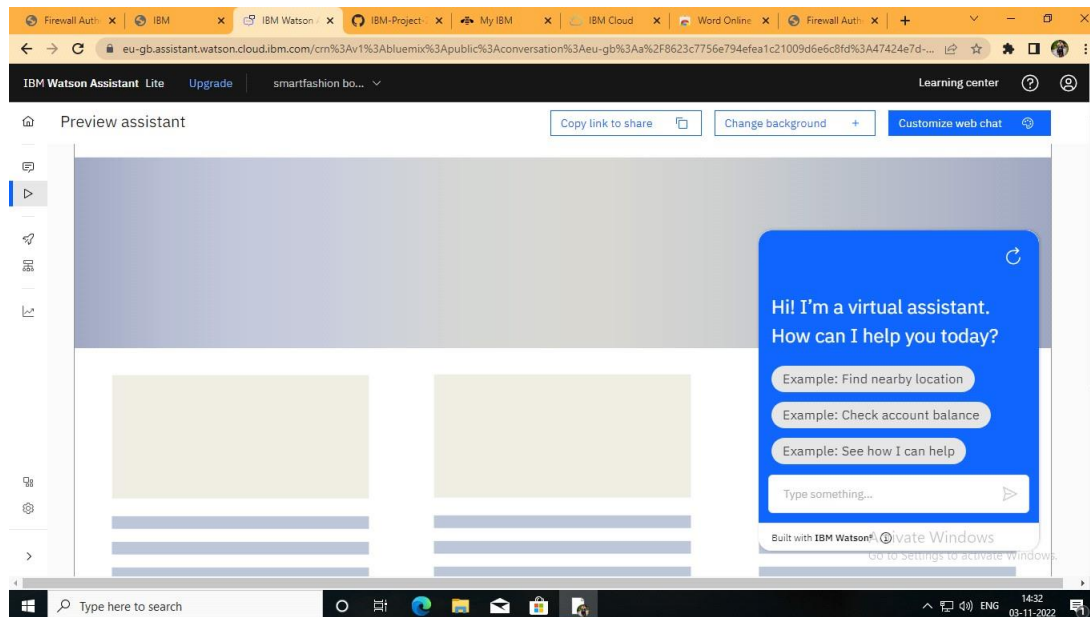
IBM **Watson Assistant** Lite   Upgrade   smartfashion bo... ⌄   Learning center   ⍰   ⍟

Connect to a live agent   ✎   ⚙   💾   ✕

Customer starts with:
Agent

Conversation steps

1   I'd be happy to connect you to an agent.
     Before we get started, I need to collect some...
                                              T⊤ Free text

     ↓ *Continue to next step*

2   Thanks! What's your last name?
                                              T⊤ Free text

     ↓ *Continue to next step*

3   Thanks Step 1 !
 Next, what's the best
     email address we can use to reach you in case...
                                              ⌘ Regex

New step   +

Customer starts with: ⤒   ⤓

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.

Enter phrases your customer might use to start this   Total: 50

| Enter a phrase |

| Can I speak to a human please? | 🗑 |

| Can I connect to an agent? | 🗑 |

| Call agent | 🗑 |

| A real agent, please. | 🗑 |

Preview   ↻   —

Greet customer [default]

Welcome, how can I assist you?
                                              hi

Connect to a live agent recognized

I'd be happy to connect you to an agent.

Before we get started, I need to collect some
basic information. First up, what's your **first
name**?

Type something...   ▷