

# Leveraging ODM decisions in watsonx Orchestrate.

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## Introduction

Today we'll see how IBM watsonx Orchestrate can be used to enhance call center agent productivity, increase compliance with an organization's business procedures, and reduce risk of inconsistency in the decision making process.

Using a customer service scenario, we'll see how to use watsonx Orchestrate to easily create a 'return validation' skill from an existing IBM Operational Decision Manager (ODM) application. Then, we'll see how the built-in skill flow capability can be used to sequence several skills into a single activity.

We're using a customer service example, but the same pattern can be used to leverage any existing deployed decision services across your enterprise.

Let's get started!

## 1- Reviewing the Operational Decision Manager decision

### 1.1 Introduce the customer service decision.

#### Narration

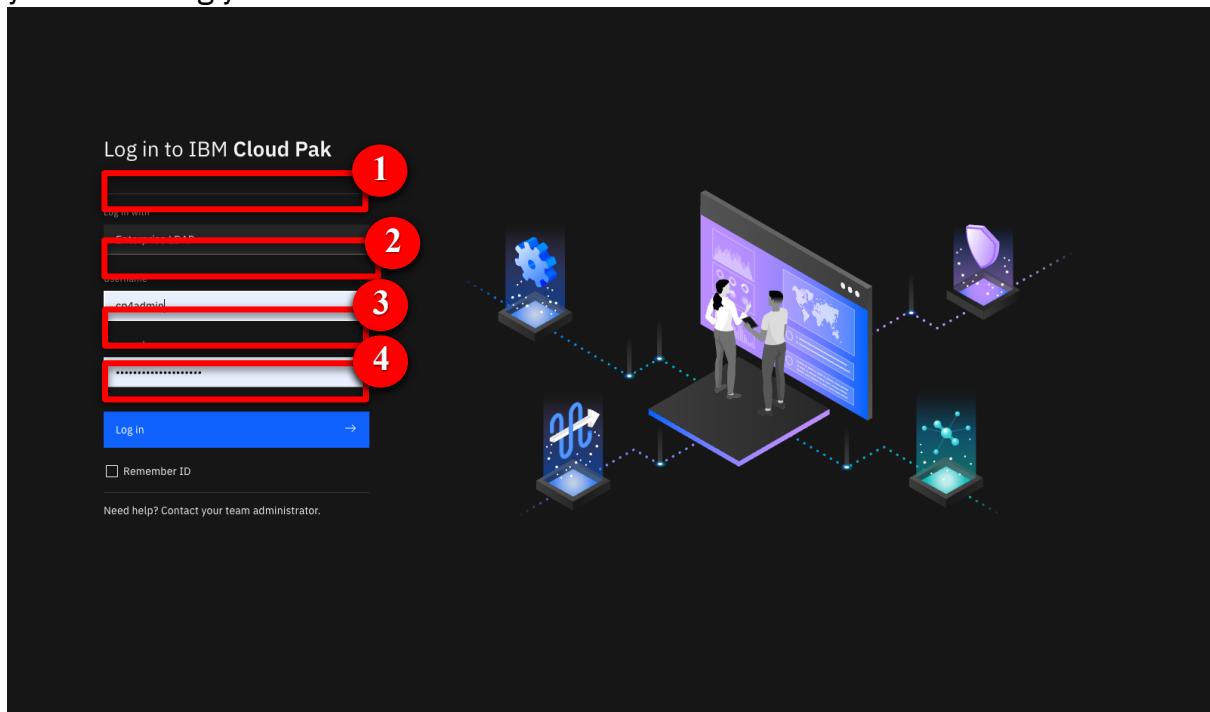
FocusCorp uses Operational Decision Manager (ODM) as a backend application to automatically validate and approve return requests from customers.

The company now wants to enable all call center agents to directly access the decision output so they can determine immediately whether a return is approved while on the phone with a customer.

Before seeing how to create such a skill in watsonx Orchestrate, let's look at the existing application in ODM.

**Action 1.1.1** Show the ODM **Business Console** screen that was opened during demo preparation. Select **Enterprise LDAP** (1), enter the Username **cp4admin** (2), enter the **password** (3) you have copied in your notebook and click **Log in** (4).

Note: The Decision Center console will start from the last page you were in when you left during your last connection.



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### Action 1.1.2 Click the **LIBRARY** tab.

The screenshot shows the IBM Operational Decision Manager (ODM) Decision Center interface. At the top, there is a navigation bar with tabs: HOME (selected), LIBRARY (highlighted with a red box), WORK, and ADMINISTRATION. Below the navigation bar, there are three main sections: 'Get Started' (with a 'Welcome to Operational Decision Manager' message), 'Followed Rules' (which says 'You have no followed rules.'), and 'Rules Recently Worked On' (which says 'You have not worked on any rules yet.'). The central area contains sections for 'Learn about the fundamentals of Decision Center' and 'Work with your decisions'.

### Narration

The return policy is managed in ODM by FocusCorp's retail business team, using a dedicated business console called Decision Center. Let's see how the return policy is implemented in ODM.

### Action 1.1.3 Click the **Customer Service** decision service.

The screenshot shows the 'Decision Services' section of the ODM Decision Center. The 'LIBRARY' tab is selected. A list of decision services is displayed, with one item highlighted: 'Customer Service'. This item has a red box around it, indicating it is the target of the action. The 'Customer Service' entry includes a small icon, the name 'Customer Service', and a note that it was 'Created by cp4admin on 22-Nov-2023'.

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### Action 1.1.4 Click the **main** branch.

The screenshot shows the IBM Decision Center interface. At the top, there are tabs for HOME, LIBRARY (which is selected), WORK, and ADMINISTRATION. Below the tabs, a navigation bar shows 'All Decision Services' and 'Customer Service'. Under 'Customer Service', there are two tabs: 'Releases' (selected) and 'Branches'. A red box highlights the 'main' branch under 'Branches'. On the right side, there is a detailed view of a 'Decision Service' named 'Customer Service'. It shows the service was created by cp4admin on Oct 23, 2023, and last changed by cp4admin on the same date. There is a 'Description' section with a placeholder 'Click to add a description to this decision service' and a 'Build Options' section.

### Action 1.1.5 Click the **Decision Artifact** tab, if you are not on that tab.

The screenshot shows the IBM Decision Center interface with the 'LIBRARY' tab selected. In the 'Customer Service' project, the 'main' branch is selected. The top navigation bar includes 'HOME', 'LIBRARY' (selected), 'WORK', and 'ADMINISTRATION'. Below the navigation, there are tabs for 'Decision Artifacts' (selected), 'Queries', 'Tests', 'Simulations', 'Deployments', 'Snapshots', and 'Model'. A red box highlights the 'Decision Artifacts' tab. On the right, there is a 'Branch' view for the 'main' branch, which was created by cp4admin on Oct 23, 2023. It includes sections for 'Goals' (with a placeholder 'Click to add goals to this branch'), 'Linked Projects', and 'More'. The central area displays a table for 'Customer Service' with columns for Name, Last Changed By, and Last Changed On. A message at the bottom of the table says 'There are no items to display'.

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**Action 1.1.6** Click the X to remove any decision artefact filter (if any).

The screenshot shows the IBM Watsonx Orchestrate Decision Center. The top navigation bar includes 'HOME', 'LIBRARY' (which is selected), 'WORK', and 'ADMINISTRATION'. Below the navigation is a toolbar with various icons for branching, merging, taking snapshots, timelines, and reports. The main area is titled 'Customer Service' and shows a table with columns 'Name', 'Last Changed By', and 'Last Changed On'. A filter bar at the top of the table allows for searching and filtering. The table displays the message 'There are no items to display'. On the right side, there are sections for 'Branch' (created by cp4admin on Oct 23, 2023) and 'Stream'. The 'Types' dropdown in the top-left corner of the main area is highlighted with a red box, showing '(7)' and an 'X' button.

**Action 1.1.7** Click Main customer service flow.

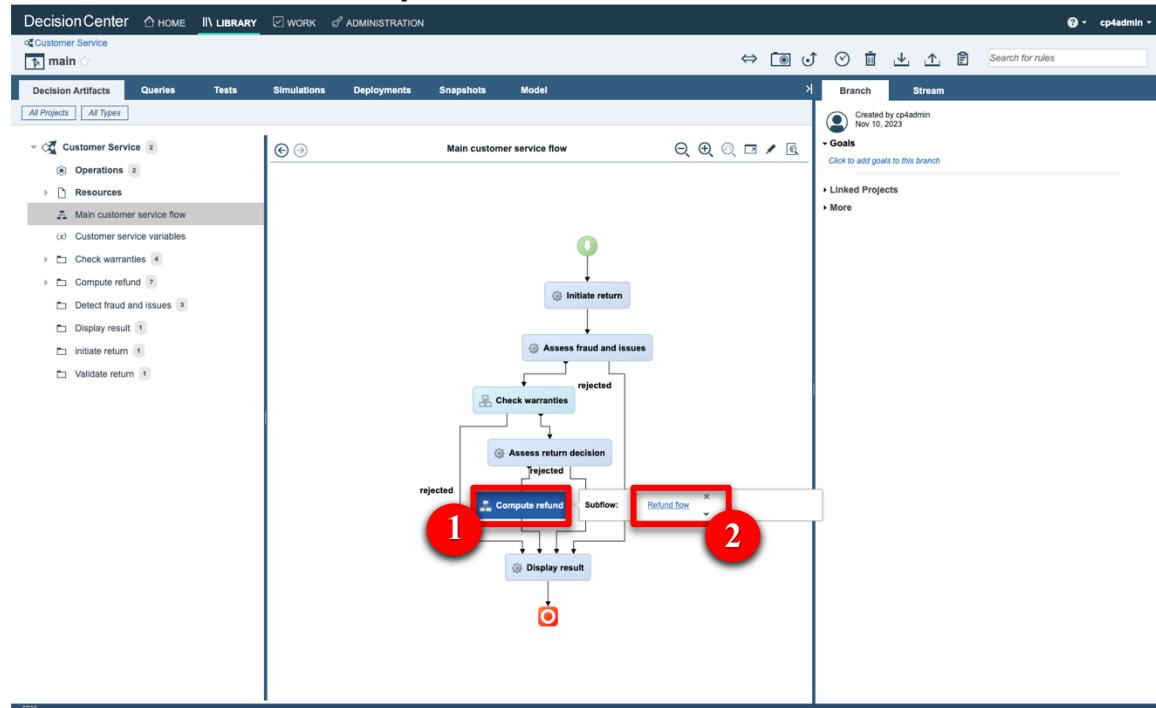
This screenshot shows the same Decision Center interface as the previous one, but now with two items listed in the table: '(x) Customer service variables' and 'Main customer service flow'. The 'Customer service variables' item is highlighted with a red box and has a checked checkbox next to it. The 'Main customer service flow' item follows it. The rest of the interface is identical to the first screenshot, including the top navigation, toolbar, and right-hand sidebar.

## 1.2 Provide an overview of the decision service.

**Narration:** The return validation policy is composed of rule artifacts including ruleflows, decision tables and business rules.

The main ruleflow is the backbone of the decision service. It synchronizes a variety of rules that cover fraud detection, warranty validation, return policy and refund conditions.

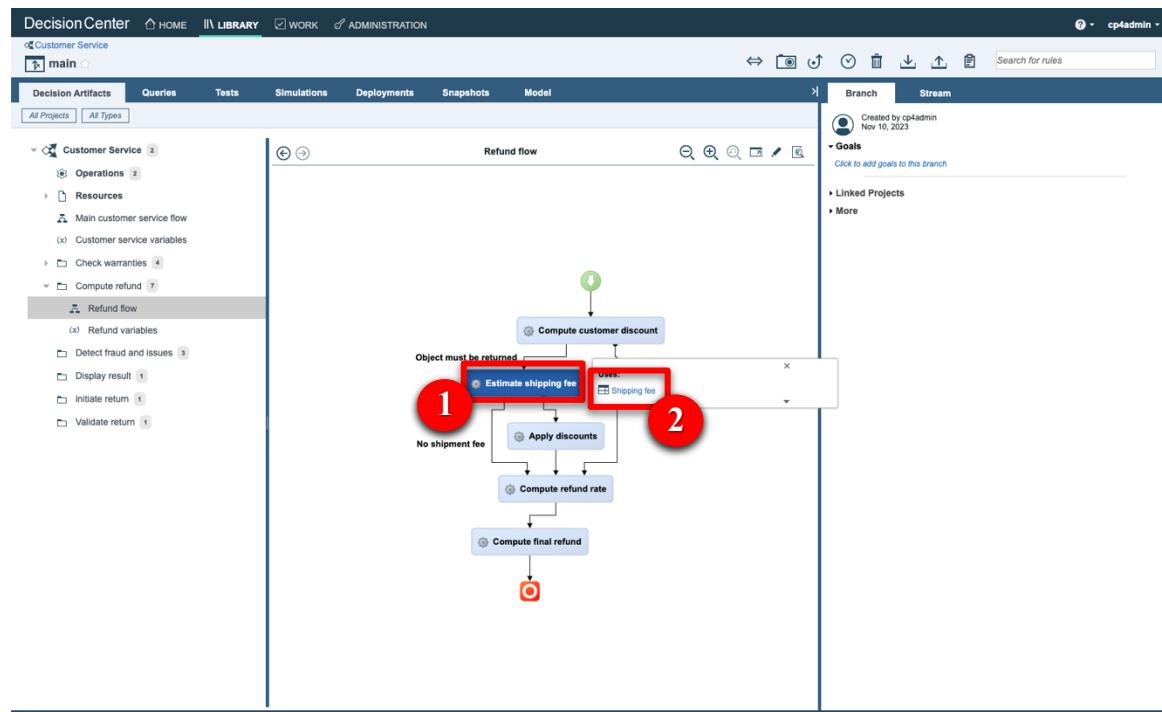
**Action 1.2.1** Click the **Compute refund** box (1) and then the **Refund flow** link (2)



**Narration:** Let's look at one of the decision artifacts. The 'Shipping fee' decision table defines the fixed return fee depending on the location of the customer and the type of item being returned.

## ODM and watsonx Orchestrate Platinum demonstration script

**Action 1.2.2** Click the **Estimate shipping fee** box (1) and then the **Shipping fee** link (2) to open the decision table.



**Narration:** Each row of the table corresponds to a specific business rule that can also be seen in natural language. In this rule, the return fee for grocery items in the United States is \$15. A message is also added to the response to document the decision.

**Action 1.2.3** Hover your cursor over the header of row 4 to display the ‘grocery’ business rule.

The screenshot shows the Decision Center interface with the 'LIBRARY' tab selected. On the left, the navigation tree shows 'Customer Service' > 'Compute refund' > 'Shipping fee'. The main canvas displays a decision table titled 'Compute refund > Shipping fee'. A red arrow points to the header of row 4. The table has columns: Country, Purchase type, Fee, and Comment. Row 4 contains: USA, Grocery, 15, -. The table has 23 rows in total.

Country	Purchase type	Fee	Comment
1 USA	Beauty, Books, Clothin...	8.5	-
2 USA	Jewelry, Pets	80	-
3 USA	Electronics, Garden...	75	-
4 USA	Grocery	15	-
5 USA	Furniture	250	-
6 Canada	Beauty, Books, Clothin...	35	-
7 Canada	Electronics, Garden	90	-
8 Canada	Jewelry	110	-
9 Canada	Otherwise	-1	-
10 Other		-1	-
11		-	-
12		-	-
13		-	-
14		-	-
15		-	-
16		-	-
17		-	-
18		-	-
19		-	-
20		-	-
21		-	-
22		-	-
23		-	-

## ODM and watsonx Orchestrate Platinum demonstration script

The screenshot shows the Decision Center interface. On the left, the navigation pane is visible with sections like Customer Service, Operations, Resources, and Compute refund. Under Compute refund, the 'Refund flow' section is selected. In the center, the 'Compute refund > Shipping fee' rule is displayed. This rule has a table titled 'Preconditions' with rows for USA purchases. The table includes columns for Country, Purchase type, Fee, and Comment. The 'Fee' column contains values 8.5, 80, 75, and 15 respectively. Below the table is the rule logic:  
**If**  
all of the following conditions are true :  
- ( the country of 'the customer' is USA )  
- ( the purchase category of 'the purchase to be returned' is one of { Grocery } ) ,  
**Then**  
set 'the shipping fee' to 15 ;  
set the comments of 'the customer service decision' to the comments of 'the customer service decision' + " - Shipping fee: " + 'the shipping fee' ;  
The right side of the screen shows a 'Branch' view with a user profile and a 'Goals' section.

### Action 1.2.4 Click Main customer service flow.

This screenshot is similar to the previous one, but the 'Main customer service flow' under the Compute refund section is highlighted with a red box. The rest of the interface and rule definition are identical to the first screenshot.

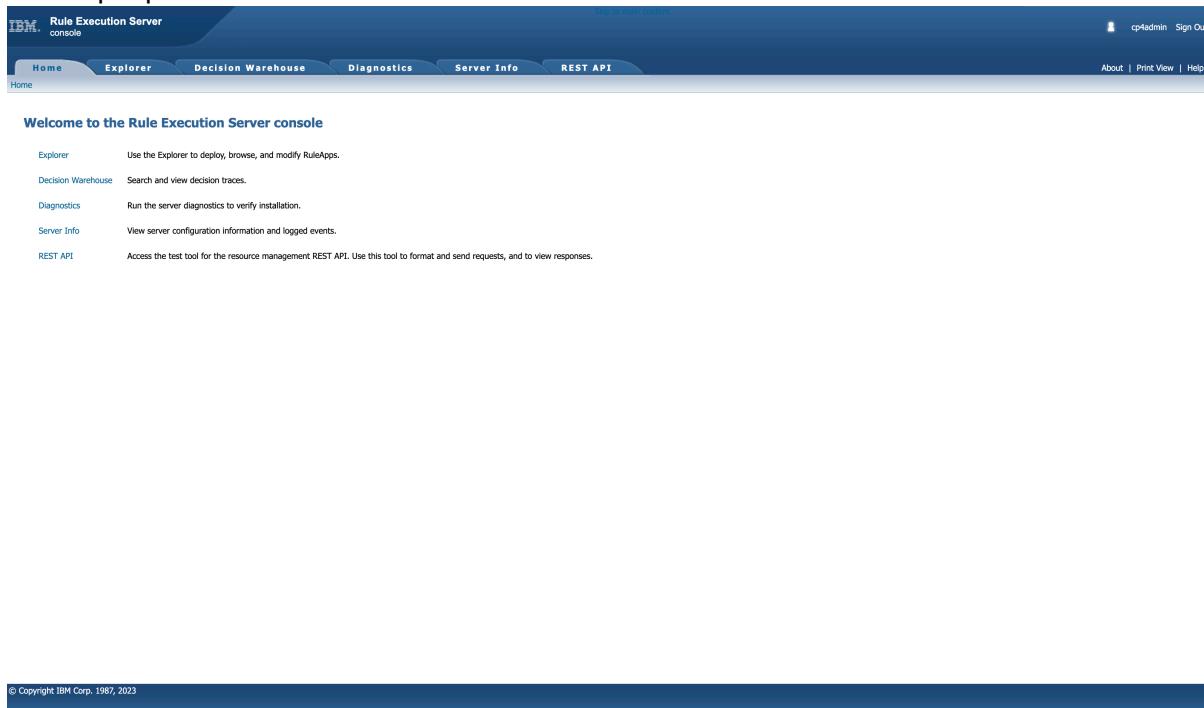
**Narration:** This decision service is deployed in a production environment and is invoked by FocusCorp's enterprise applications. Let's look at the deployment environment.

## 1.3 Introduce production Rule Execution Server.

**Narration:** The ODM Rule Execution Server is a console to monitor rule applications deployed on a given server. From this console, the rule administrator can test a rule application, trace its usage, run diagnostics, and access execution traces when required.

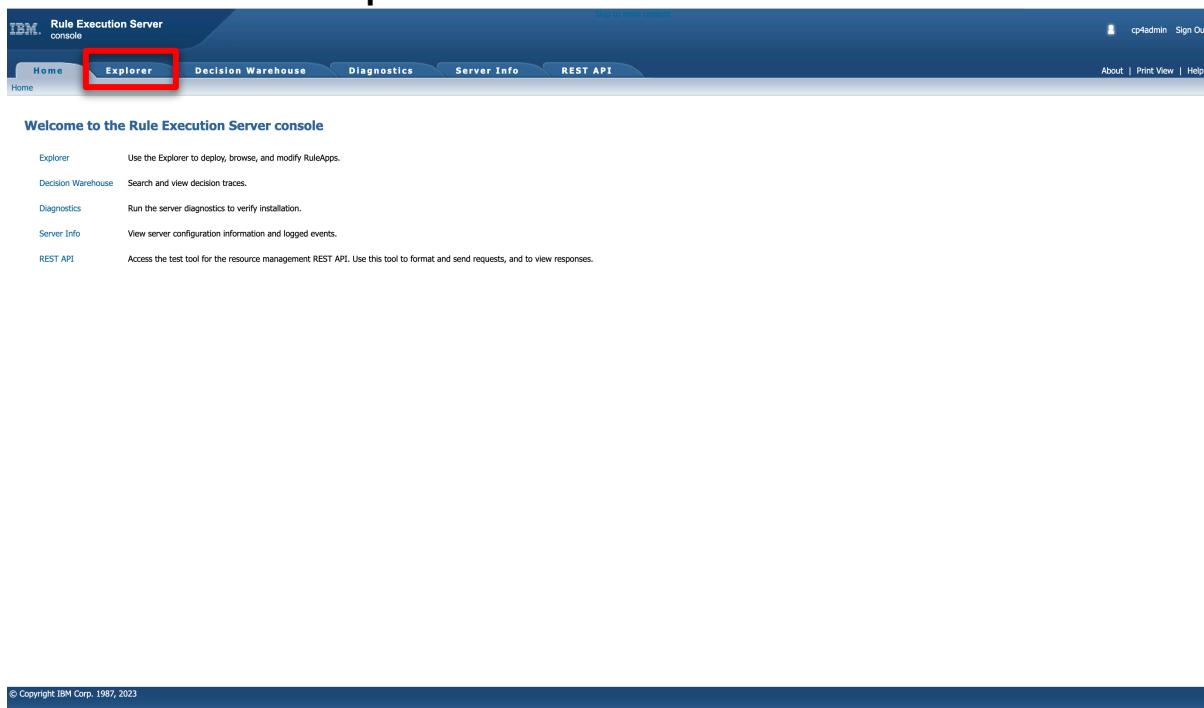
## ODM and watsonx Orchestrate Platinum demonstration script

**Action 1.3.1** Show the **ODM Rule Execution Server** screen that was opened during demo preparation.



The screenshot shows the IBM Rule Execution Server console interface. At the top, there is a navigation bar with tabs: Home, Explorer, Decision Warehouse, Diagnostics, Server Info, and REST API. The 'Home' tab is currently selected. On the left, there is a sidebar titled 'Welcome to the Rule Execution Server console' with several links: Explorer, Decision Warehouse, Diagnostics, Server Info, and REST API. Each link has a brief description. At the bottom of the page, there is a copyright notice: '© Copyright IBM Corp. 1987, 2023'.

**Action 1.3.2** Click the **Explorer** tab.



The screenshot shows the same IBM Rule Execution Server console interface as the previous one, but with the 'Explorer' tab highlighted by a red box. The rest of the interface is identical to the first screenshot.

**Narration:** Two RuleApps are deployed in this production environment. The ‘Customer Service’ RuleApp manages the return policy we just looked at in the Decision Center.

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 1.3.3 Click FocusCorp\_CustomerService RuleApp.

The screenshot shows the 'RuleApps View' page. The left sidebar has a 'Navigator' section with 'RuleApps (2)', 'Resources (3)', 'Libraries (6)', and 'Service Information'. The main area shows a table with two entries:

Select	Name	Version	Creation Date	Number of rulesets	Actions
<input type="checkbox"/>	FocusCorp_CustomerService	1.0	Oct 24, 2023, 11:57:06 AM GMT+2	1	<a href="#">Download Archive with All Rulesets</a>
<input type="checkbox"/>	FocusCorp_OtnequeusService	1.0	Oct 24, 2023, 11:55:50 AM GMT+2	1	<a href="#">Download Archive with All Rulesets</a>

A red box highlights the first row, 'FocusCorp\_CustomerService'.

### Action 1.3.4 Click FocusCorp\_Customer\_Service Ruleset.

The screenshot shows the 'RuleApp View' for 'FocusCorp\_CustomerService/1.0'. The left sidebar has a 'Navigator' section with 'RuleApps (2)', 'Resources (3)', 'Libraries (6)', and 'Service Information'. The main area shows a table with one entry:

Select	Name	Version	Ruleset Path	Creation Date	Actions
<input type="checkbox"/>	FocusCorp_Customer_Service	1.0	/FocusCorp_CustomerService/1.0/FocusCorp_Customer_Service/1.0	Oct 24, 2023, 11:57:06 AM GMT+2	<a href="#">Download</a> <a href="#">Remove</a>

A red box highlights the first row, 'FocusCorp\_Customer\_Service'.

**Narration:** The customer service application has one ruleset with two input parameters - the customer and the purchase to be returned. Both the decision service and the ruleset it contains are versioned. At execution time, a user can decide to use a specific version, or the latest deployed version of the RuleApp.

**Action 1.3.5** Point out and explain the **FocusCorp\_Customer\_Service** ruleset: The output parameter (1), the return decision (2) and the versioning(3).

The screenshot shows the 'Ruleset View' for the 'FocusCorp\_Customer\_Service/1.0' ruleset. The main summary section displays the following details:

Name	FocusCorp_Customer_Service
Version	1.0
Creation Date	Oct 24, 2023, 11:57:06 AM GMT+2
Display Name	FocusCorp_CustomerService
Description	
Rule engine	Decision Engine - 1.60.0
Status	<input checked="" type="checkbox"/> enabled
Debug	<input type="checkbox"/> disabled

Below this, the 'Ruleset Parameters' table lists three parameters:

Direction	Name	Kind	XOM Type
purchase		native	wxJavaModel.Purchase
customer		native	wxJavaModel.Customer
decision		native	wxJavaModel.Decision

Red numbered circles indicate specific points of interest:

- Circle 1: Points to the 'purchase' row in the Ruleset Parameters table.
- Circle 2: Points to the 'decision' row in the Ruleset Parameters table.
- Circle 3: Points to the '1.0' version number in the main summary section.

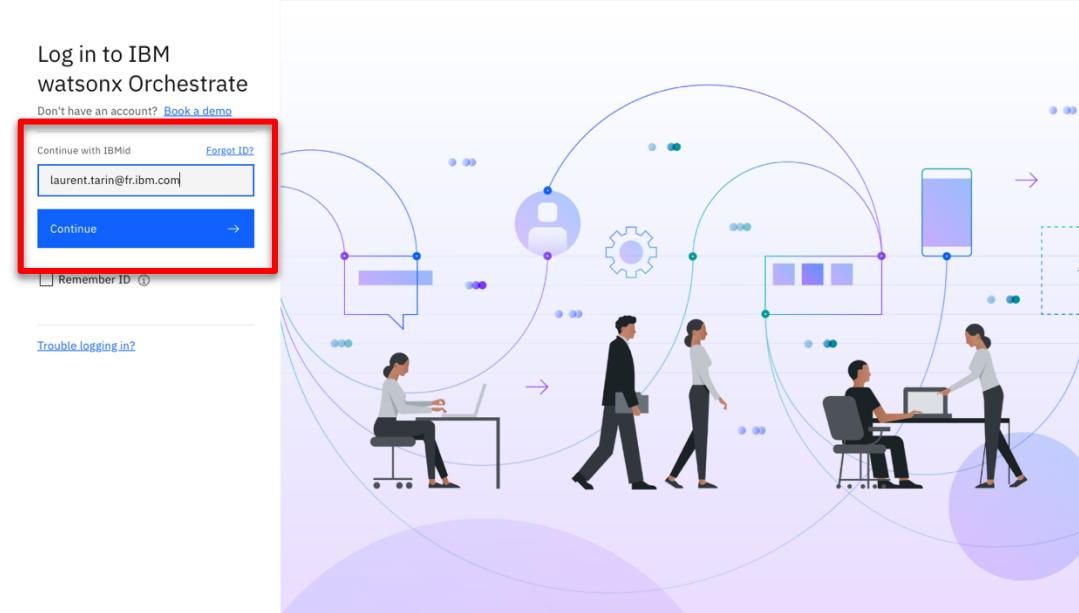
**Narration:** Let's now see how to leverage these deployed decisions using watsonx Orchestrate to make these return decisions visible to call center agents.

## 2- Creating of a new skill in watsonx Orchestrate

### 2.1 Connect the discovery service to the ODM Rule Execution Server

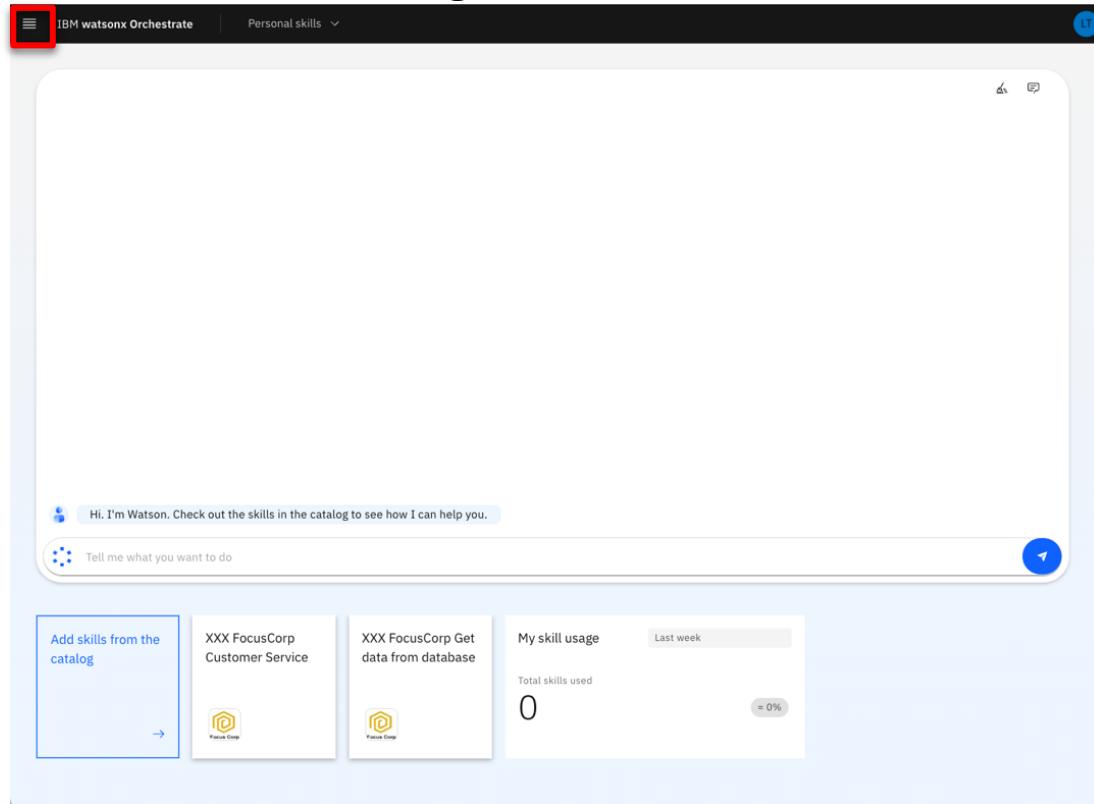
**Narration:** Let's now log in to watsonx Orchestrate with the 'Builder' profile. This profile enables us to create, enrich and publish skills.

**Action 2.1.1** Log in to your watsonx Orchestrate instance.

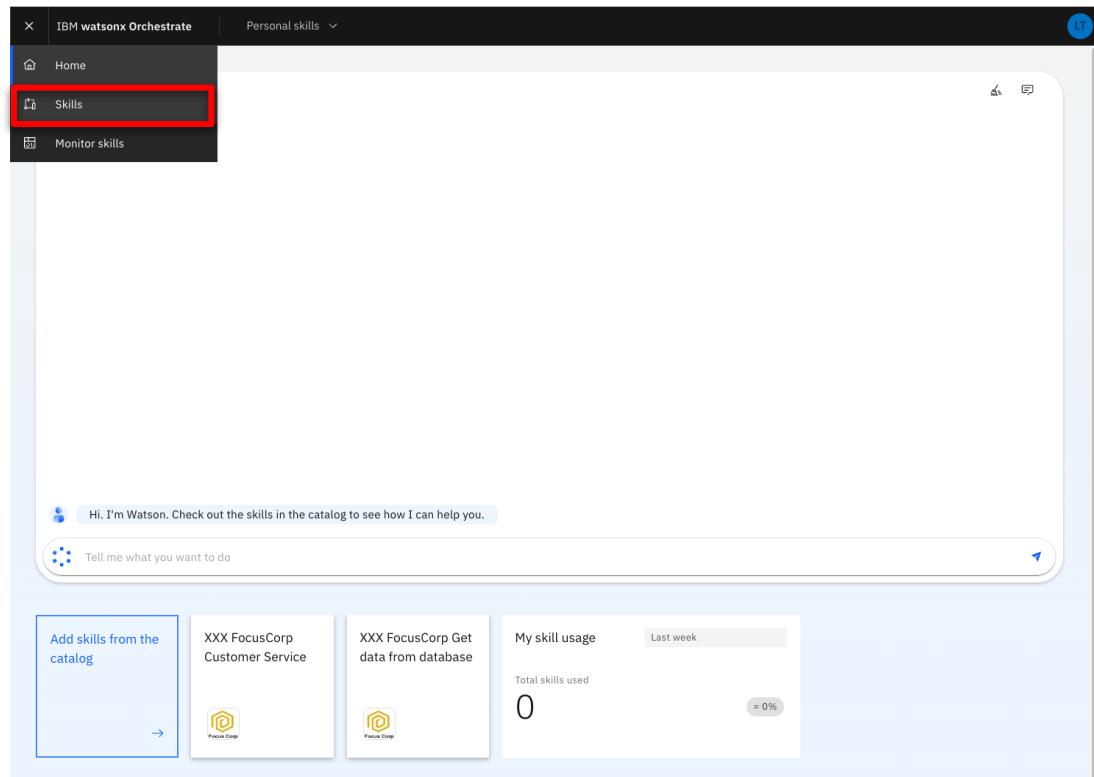


## ODM and watsonx Orchestrate Platinum demonstration script

### Action 2.1.2 Click the hamburger icon.



### Action 2.1.3 Click Skills.



**Narration:** watsonx Orchestrate offers a wide variety of skills that can be added for a single individual (personal skill) or the whole team. Let's create a new personal skill.

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 2.1.4 Click Add skills.

The screenshot shows the 'Skills and apps' section of the IBM Watsonx Orchestrate interface. At the top right, there is a blue button labeled 'Add skills' with a red rectangular box around it. Below the button is a search bar with the placeholder 'Find a skill'. The main area displays a table titled 'Skills' with columns: Name, Description, Step in the process, Status, Skill type, and an ellipsis icon. The table lists five skills: 'Post Job to LinkedIn BL', 'Alice Watson', 'Get job requisitions', 'Update job requisition', and 'Tag a candidate for a specific job'. Each skill row has a small downward arrow icon next to the name.

**Narration:** There are various ways to create a skill in watsonx Orchestrate. One of them is to use a discovery service to create new skills from IBM Cloud Pak for Business Automation that are deployed on SaaS or on premises, or from RPA SaaS. The automation service we want to leverage are deployed on a containerized version of ODM on premises.

### Action 2.1.5 Click the IBM Cloud Pak for Business Automation – On premises tile.

The screenshot shows the 'Add skills' dialog box. At the top left, there are two tabs: 'Choose the source' (selected) and 'Select the skills'. Below the tabs, there is a heading 'Choose the source' with the sub-instruction 'To discover new skills, connect to an app or refer to an OpenAPI file.' Underneath, there are three buttons: 'From apps' (selected), 'From files', and 'OpenAPI builder (exp...)'.

On the left, there is a red rectangular box around the 'IBM Cloud Pak for Business Automation - On premises' tile. This tile contains the following text: 'IBM Cloud Pak for Business Automation - On premises', 'Automation Decision Services', 'Business Automation Workflow', and 'Operational Decision Manager'. To the right of this are two other tiles: 'IBM Cloud Pak for Business Automation - SaaS' (with 'Business Automation Workflow' and 'Operational Decision Manager') and 'IBM RPA'.

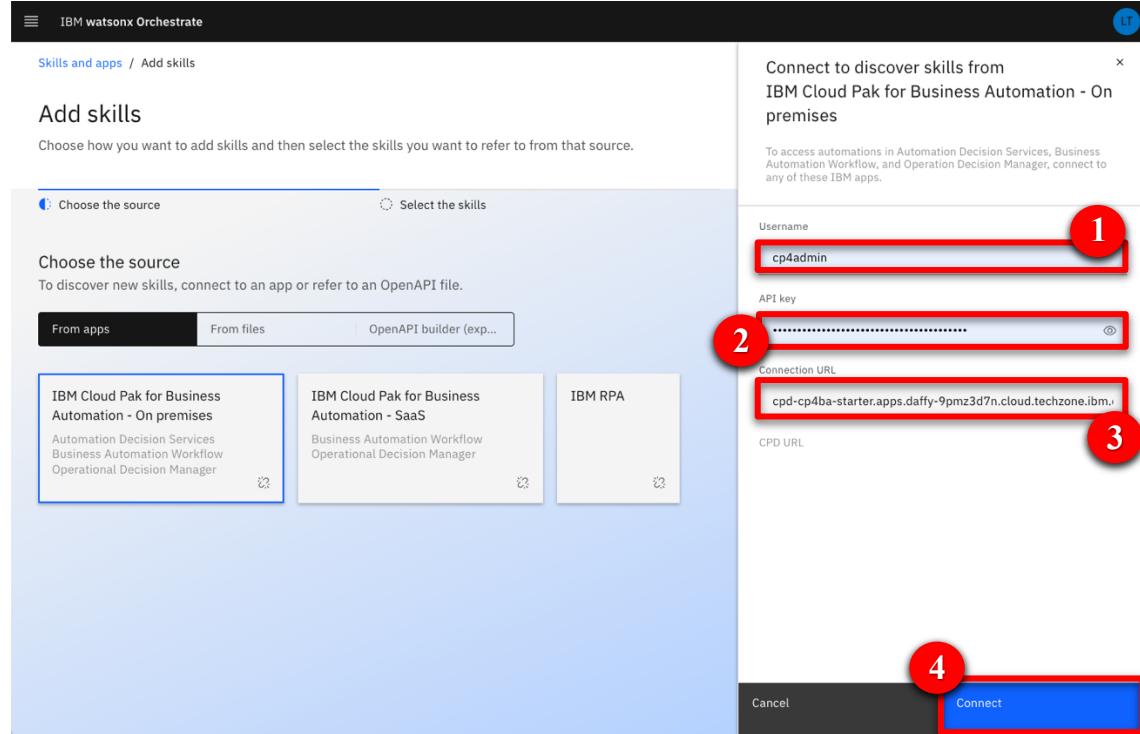
At the bottom right of the dialog box is a 'Cancel' button.

Note: If you are using a SaaS environment, click the **IBM Cloud Pak for Business Automation – SaaS** tile and use the basic authentication credentials provided by your SaaS admin.

## ODM and watsonx Orchestrate Platinum demonstration script

**Narration:** To access the automation environment, an API key has been generated by the Cloud Pak for Business Automation administrator. With this API key and the cluster URL, we can set up the discovery service and let it access all the automation services deployed in this environment.

**Action 2.1.6** Enter your **Username** (1), **API key** (2) and **Connection URL** (3) you stored in your notebook in the preparation phase. Click **Connect** (4).



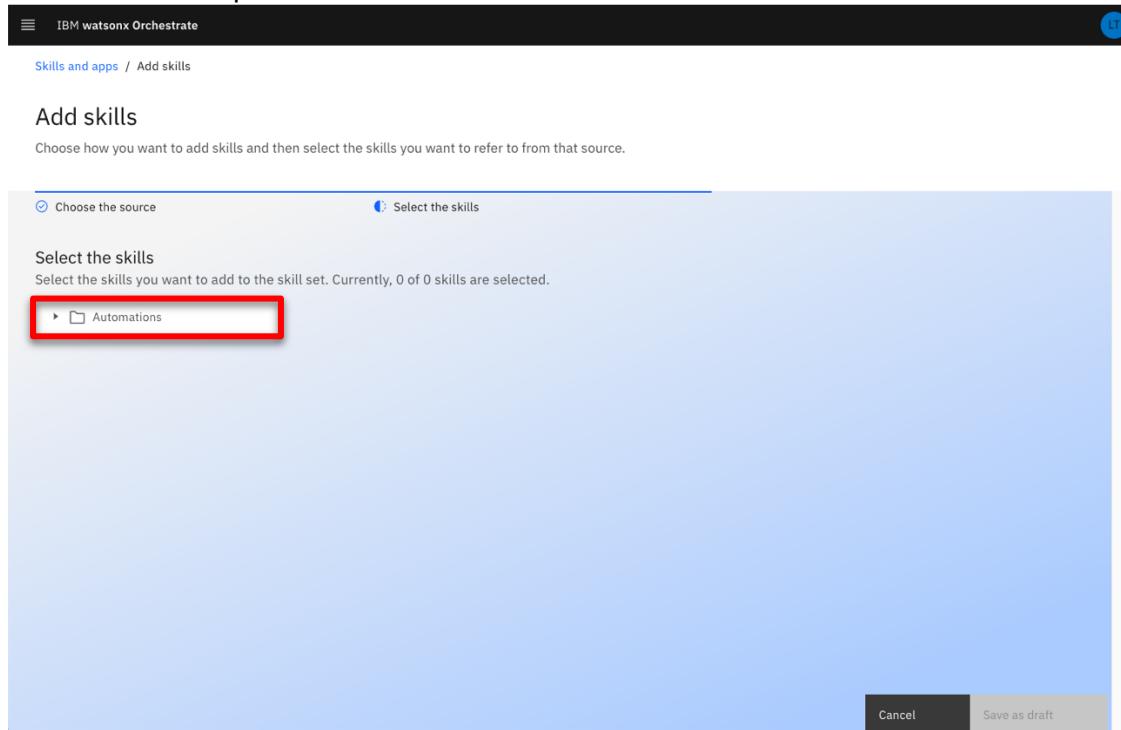
Note: If you are using the SaaS discovery service, the connection URL will be depending on the environment (Dev or Prod) the decision service is deployed on. To find the right connection URL, open your Decision Server console its copy the corresponding highlighted URL from your browser navigation bar(ie: <https://odm-dev-demo-emea-10.automationcloud.ibm.com/res/protected/home.jsf>).

## 2.2 Create the customer service skill from the ODM Ruleapp

**Narration:** The discovery service lets us see all the deployed business automation that we can leverage to create a new skill.

## ODM and watsonx Orchestrate Platinum demonstration script

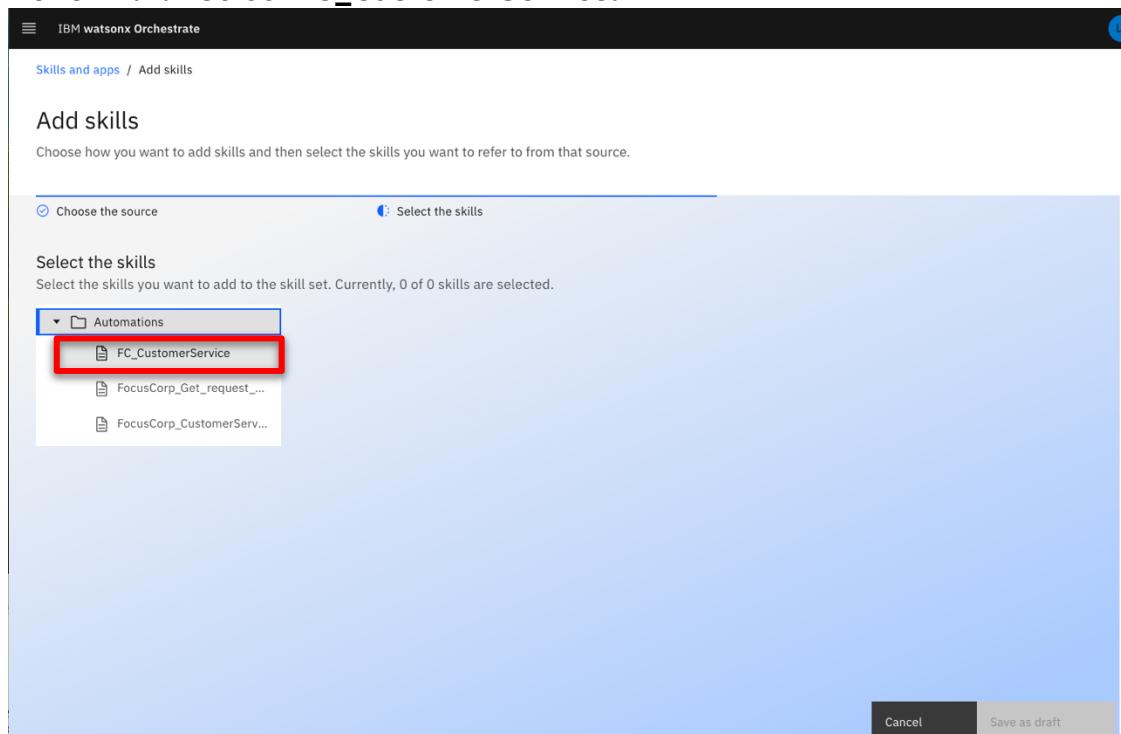
### Action 2.2.1 Expend the Automations folder.



The screenshot shows the 'Add skills' interface in IBM Watsonx Orchestrate. At the top, there are two tabs: 'Choose the source' (selected) and 'Select the skills'. Below the tabs, a section titled 'Select the skills' displays a message: 'Select the skills you want to add to the skill set. Currently, 0 of 0 skills are selected.' A tree view shows a single folder named 'Automations', which is highlighted with a red box. At the bottom right, there are 'Cancel' and 'Save as draft' buttons.

**Narration:** ‘FC\_CustomerService’ is one of the deployed ODM applications we can leverage. The new skill we are about to create will execute the business rules deployed on the rule execution server that we saw earlier.

### Action 2.2.2 Select FC\_CustomerService.



The screenshot shows the 'Add skills' interface in IBM Watsonx Orchestrate. The 'Select the skills' tab is selected. Under 'Choose the source', the 'Automations' folder is expanded, revealing three skills: 'FC\_CustomerService' (highlighted with a red box), 'FocusCorp\_Get\_request...', and 'FocusCorp\_CustomerServ...'. At the bottom right, there are 'Cancel' and 'Save as draft' buttons.

**Narration:** Now we'll create a new skill in watsonx Orchestrate. Let's search for our recently added skill.

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 2.2.3 Select the ‘Invokes the execution..’ skill (1) and click Save as draft (2).

The screenshot shows the 'Add skills' interface in IBM Watsonx Orchestrate. At the top, there are two tabs: 'Choose the source' (selected) and 'Select the skills'. Below this, a section titled 'Select the skills' displays a list of skills under the category 'Automations'. One skill, 'Invokes the execution of the d...', is selected, indicated by a checked checkbox. A red circle labeled '1' is placed over the checkbox. At the bottom right of the interface, there is a 'Save as draft' button, which is also highlighted with a red circle labeled '2'.

**Narration:** Next, we'll configure the skill to define how it asks for the input and displays the output. We'll also train the natural language processing (NLP) engine on the phrases that can be used to invoke the skill.

### Action 2.2.4 Search for ‘FC’ to access the recently imported skill.

The screenshot shows the 'Skills and apps' interface in IBM Watsonx Orchestrate. At the top, there is a search bar with the text 'Fc' entered. To the right of the search bar, a green success message box appears, stating '1 skill successfully imported' with a timestamp of '13:55:59'. Below the search bar, the interface lists various skills in a table. The first skill listed is 'Post Job to LinkedIn BL'. A red box highlights the search bar.

## ODM and watsonx Orchestrate Platinum demonstration script

**Narration:** The discovery service has created a version of the skill that is not yet published. As we can see, it is now ready to be published in the skills catalog.

**Action 2.2.5** Expand the **Invokes the execution of the decision service operation XXX\_FC\_CustomerService** skill (XXX being your initials used during the demo prep).

Note: The **Step in the process** for this skill should read '**Just 1 step away to be ready**'. The **Status** for this skill should read '**Ready to publish**'.

Name	Description	Step in the process	Status	Skill type
Invokes the execution of the decision service operation XXX...	Executes the decision service operation XXX...	Just 1 step away to be ready	Ready to publish	Imported

**Action 2.2.6** Make sure you are on the right skill checking you are the author of the skill.

Name	Description	Step in the process	Status	Skill type
Invokes the execution of the decision service operation XXX_FC_CustomerService	Executes the decision service operation XXX_FC_CustomerService with the path /FC_CustomerService/1.0/XXX_FC_CustomerService/1.0.	Just 1 step away to be ready	Ready to publish	Imported

**Name:** Invokes the execution of the decision service operation XXX\_FC\_CustomerService.  
**Description:** Executes the decision service operation XXX\_FC\_CustomerService with the path /FC\_CustomerService/1.0/XXX\_FC\_CustomerService/1.0.  
**Added on:** 03 January 2024, 01:55 PM CET  
**Updated on:** 03 January 2024, 01:55 PM CET  
**Author:** laurent.tarin@fr.ibm.com

**Narration:** We can now define the way users will interact with our skill. This is required before publishing the skill.

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 2.2.7 Click the corresponding ellipsis icon.

The screenshot shows the 'Skills and apps' section of the IBM Watsonx Orchestrate interface. A specific skill card is selected, displaying its details. The 'Skill type' column contains an ellipsis icon (three dots) which is highlighted with a red box. The skill card includes fields for Name, Description, Step in the process, Status, Skill type, and a detailed description of the skill's purpose and configuration.

### Action 2.2.8 Click Enhance this skill.

The screenshot shows the same 'Skills and apps' section. The skill card from the previous step now has a context menu open. The 'Enhance this skill' option is highlighted with a red box. Other options visible in the menu include 'Export this skill' and 'Delete this skill'.

## 2.3 Publish the customer service skill to your personal skills

**Narration:** The first thing we'll customize is the title of the skill. On the right we see how the skill will be displayed to users. As this demo environment is shared across various users, we'll add initials to easily find the skill in the catalog.

## ODM and WatsonX Orchestrate Platinum demonstration script

**Action 2.3.1** Enter an easy-to-find skill name (e.g., ‘**New XXX FocusCorp customer service.**’ – XXX being your own initials)

The screenshot shows the 'Enhance this skill' page in IBM WatsonX Orchestrate. The 'Name' tab is selected, displaying the skill's name 'New XXX FocusCorp customer service.' in the input field, which is highlighted with a red box. Other tabs visible include 'Input', 'Output', 'Security', 'Phrases', and 'Next best skills'. On the right, there are 'Preview' and 'Skill set' sections showing how the skill will appear in the catalog and skill set respectively. At the bottom are 'Cancel', 'Publish', and 'Save as draft' buttons.

**Narration:** We can customize how the inputs will be displayed and edit a specific label for each entry. We can also specify what attributes will be required to invoke the skill.

**Action 2.3.2** Click the **Input** tab.

The screenshot shows the 'Enhance this skill' page in IBM WatsonX Orchestrate. The 'Input' tab is selected, highlighted with a blue box. The 'Name' tab is also visible above it. The skill's name 'New XXX FocusCorp customer service.' is entered in the 'Name' field. Other tabs include 'Output', 'Security', 'Phrases', and 'Next best skills'. The 'Preview' and 'Skill set' sections on the right show the skill's appearance. At the bottom are 'Cancel', 'Publish', and 'Save as draft' buttons.

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 2.3.3 Scroll down to the **customer.name** field.

The screenshot shows the 'Input' tab of the 'Enhance this skill' interface. It includes sections for 'customer.name' and 'customer.country'. The 'customer.name' section has a label input field containing 'Customer name' and a required checkbox. The 'customer.country' section has a label input field containing 'Provide the Label for input parameter customer.country' and a dropdown menu with 'USA', 'Canada', and 'Other' options. At the bottom are 'Cancel', 'Publish', and 'Save as draft' buttons.

### Action 2.3.4 Enter 'Customer name' in the **customer.name** field.

The screenshot shows the 'Input' tab of the 'Enhance this skill' interface. The 'customer.name' field is highlighted with a red box and contains the text 'Customer name'. The 'customer.country' section is also visible. At the bottom are 'Cancel', 'Publish', and 'Save as draft' buttons.

**Narration:** The same procedure is applied for the remaining fields. The output parameters are also customized in the same way.

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 2.3.5 Click the **Output** tab.

The screenshot shows the IBM Watsonx Orchestrate interface for enhancing a skill. The top navigation bar includes 'Skills and apps' and 'Enhance this skill'. The main area displays the 'Output' tab, which is highlighted with a red box. Below the tabs are sections for 'customer.name' and 'customer.country'. The 'customer.name' section contains a 'Customer name' input field with a blue border, labeled as required. The 'customer.country' section contains a 'Provide the Label for input parameter customer.country' input field and a dropdown menu with 'USA', 'Canada', and 'Other' options. At the bottom right are 'Cancel', 'Publish', and 'Save as draft' buttons.

**Narration:** In this scenario, we only need to specify the column headers of the table that contains the decision fields returned by ODM.

### Action 2.3.6 Click **Edit response**.

The screenshot shows the IBM Watsonx Orchestrate interface for enhancing a skill. The top navigation bar includes 'Skills and apps' and 'Enhance this skill'. The main area displays the 'Output' tab, which is highlighted with a red box. Below the tabs is a note: 'Watson responds with information that corresponds to the provided input.' Under the note, there is a section titled 'Watson says' with a sub-section 'Response for the execution of the decision service operation'. It details the invocation of 'XXX\_FC\_CustomerService' with path '/FC\_CustomerService/1.0/XXX\_FC\_CustomerService/1.0.'. A table is shown with columns labeled 'title' (repeated six times). Below the table is an 'Edit response' button, which is highlighted with a red box. At the bottom right are 'Cancel', 'Publish', and 'Save as draft' buttons.

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 2.3.7 Type 'Return decision' in the **decision.returnStatus** header field.

The screenshot shows the 'Output' tab of the skill configuration screen. At the top, there's a summary of the skill's purpose: "Invokes the execution of the decision service operation XXX\_FC\_CustomerService. Executes the decision service operation XXX\_FC\_CustomerService with the path /FC\_CustomerService/1.0/XXX\_FC\_CustomerService/1.0." Below this, the 'Edit response' section is visible, where the 'Return decision' input field is highlighted with a red box. The 'Output' tab is selected, indicated by a blue underline. Other tabs like 'Name', 'Input', 'Security', 'Phrases', and 'Next best skills' are also present.

**Narration:** The same procedure is applied for the remaining output fields. We have already prepared a fully configured skill that we'll see in a couple of minutes.

### Action 2.3.8 Click the **Phrases** tab.

The screenshot shows the 'Phrases' tab of the skill configuration screen. The 'Phrases' tab is highlighted with a red box. The 'Output' tab is also visible below it. The 'Watson says' section contains the text: "Response for the execution of the decision service operation. Contains notably the output parameters that are returned by". Below this, the skill's purpose is summarized: "Invokes the execution of the decision service operation XXX\_FC\_CustomerService. Executes the decision service operation XXX\_FC\_CustomerService with the path /FC\_CustomerService/1.0/XXX\_FC\_CustomerService/1.0." The 'Output' tab is selected, indicated by a blue underline. Other tabs like 'Name', 'Input', 'Security', 'Phrases', and 'Next best skills' are also present.

## ODM and watsonx Orchestrate Platinum demonstration script

**Action 2.3.9** Type ‘register a claim’ as a new phrase. Press the enter/return key on your keyboard to save the new phrase.

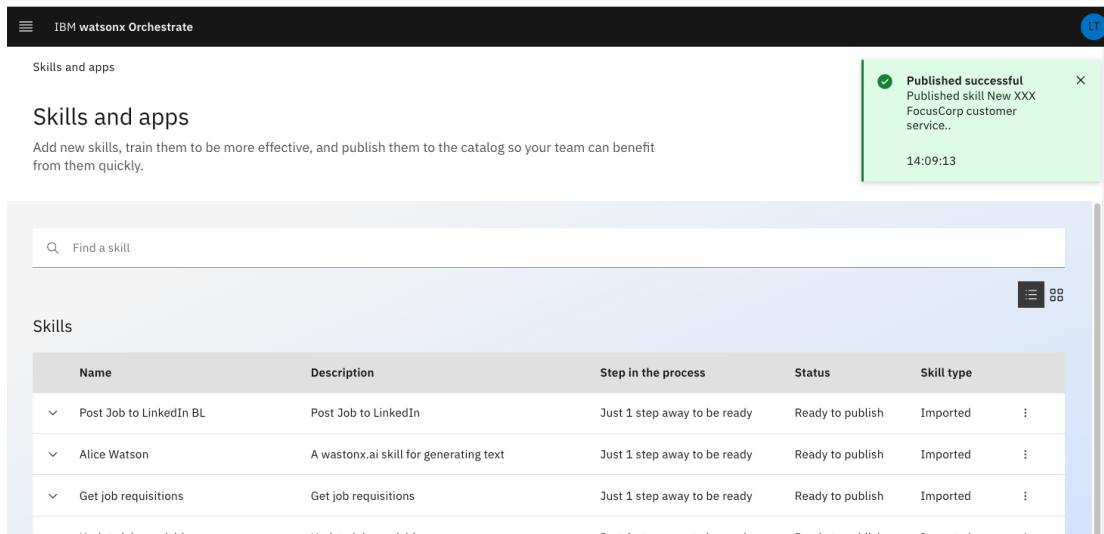
The screenshot shows the 'Phrases' tab of the IBM Watsonx Orchestrate interface. The 'register a claim' phrase is highlighted with a red box. The interface includes tabs for Name, Input, Output, Security, Phrases, and Next best skills. Below the tabs is a note about phrases being text typed in the chat box. There are four entries listed: 'Invokes the execution of the decision s', 'Executes the decision service operator', 'register a claim' (highlighted), and 'Auto-generate phrases (Experimental)'. At the bottom are buttons for Cancel, Publish (which is highlighted with a red box), and Save as draft.

**Narration:** Our skill is now published in the watsonx Orchestrate catalog. Users are now able to add it to their personal skill sets.

**Action 2.3.10** Click Publish.

This screenshot is identical to the previous one, showing the 'Phrases' tab with the 'register a claim' entry highlighted. The Publish button at the bottom is highlighted with a red box, indicating the next step in the process.

## ODM and watsonx Orchestrate Platinum demonstration script



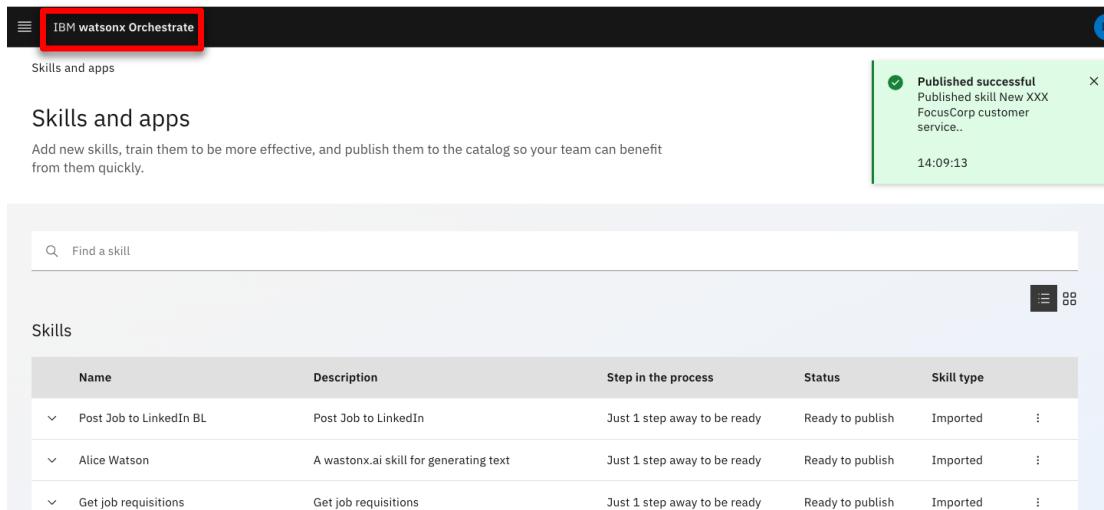
The screenshot shows the IBM Watsonx Orchestrate interface. At the top, there's a navigation bar with the title 'IBM Watsonx Orchestrate' and a user icon. Below the title, a banner says 'Skills and apps'. A sub-section titled 'Skills and apps' with the subtitle 'Add new skills, train them to be more effective, and publish them to the catalog so your team can benefit from them quickly.' is visible. On the right, a green success message box displays 'Published successful' with the details 'Published skill New XXX FocusCorp customer service..' and the timestamp '14:09:13'. The main area shows a table of skills:

Name	Description	Step in the process	Status	Skill type
Post Job to LinkedIn BL	Post Job to LinkedIn	Just 1 step away to be ready	Ready to publish	Imported
Alice Watson	A wastonx.ai skill for generating text	Just 1 step away to be ready	Ready to publish	Imported
Get job requisitions	Get job requisitions	Just 1 step away to be ready	Ready to publish	Imported

## 2.4 Add the customer service skill to your personal skills

**Narration:** We can now add this new skill into our personal catalog.

### Action 2.4.1 Click IBM Watson Orchestrate

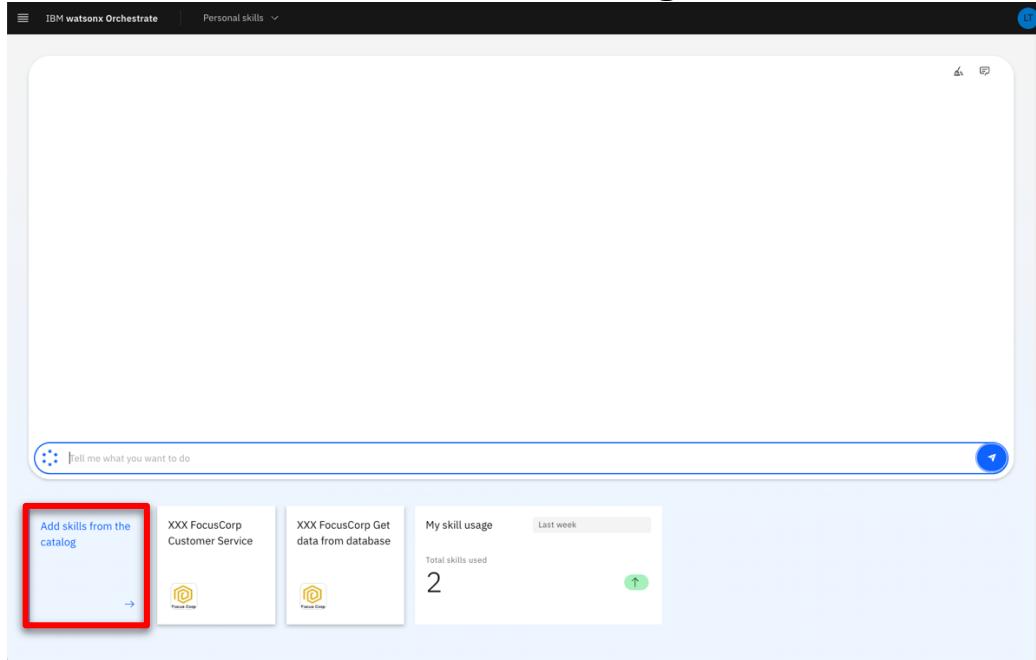


The screenshot shows the IBM Watsonx Orchestrate interface. The 'IBM Watsonx Orchestrate' button in the top navigation bar is highlighted with a red box. Below it, the 'Skills and apps' section is visible. A green success message box on the right says 'Published successful' with the details 'Published skill New XXX FocusCorp customer service..' and the timestamp '14:09:13'. The main area shows a table of skills:

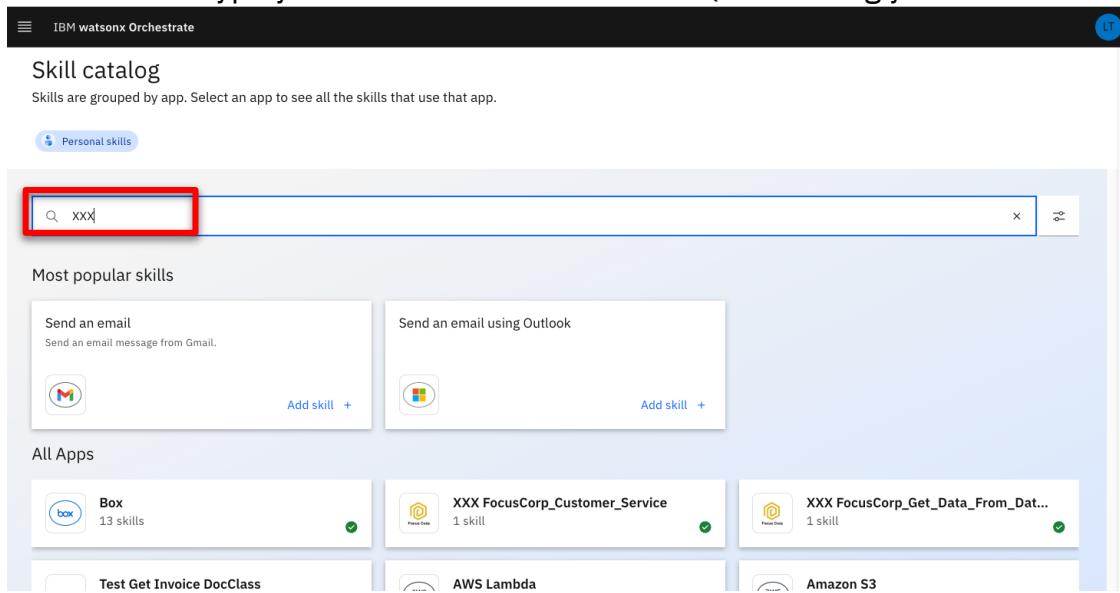
Name	Description	Step in the process	Status	Skill type
Post Job to LinkedIn BL	Post Job to LinkedIn	Just 1 step away to be ready	Ready to publish	Imported
Alice Watson	A wastonx.ai skill for generating text	Just 1 step away to be ready	Ready to publish	Imported
Get job requisitions	Get job requisitions	Just 1 step away to be ready	Ready to publish	Imported

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 2.4.2 Click Add skills from the catalog.

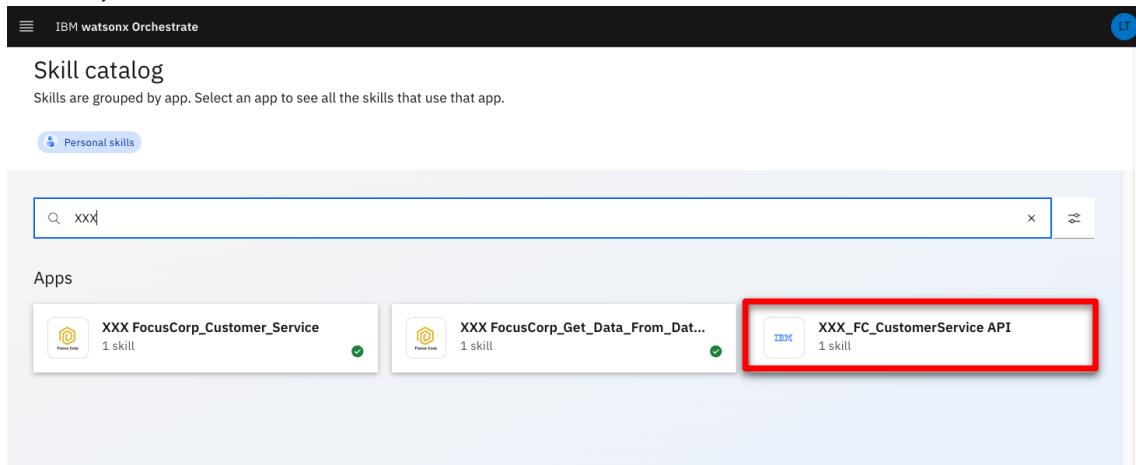


### Action 2.4.3 Type your 'XXX' in the search field ('XXX' being your own initials).



## ODM and watsonx Orchestrate Platinum demonstration script

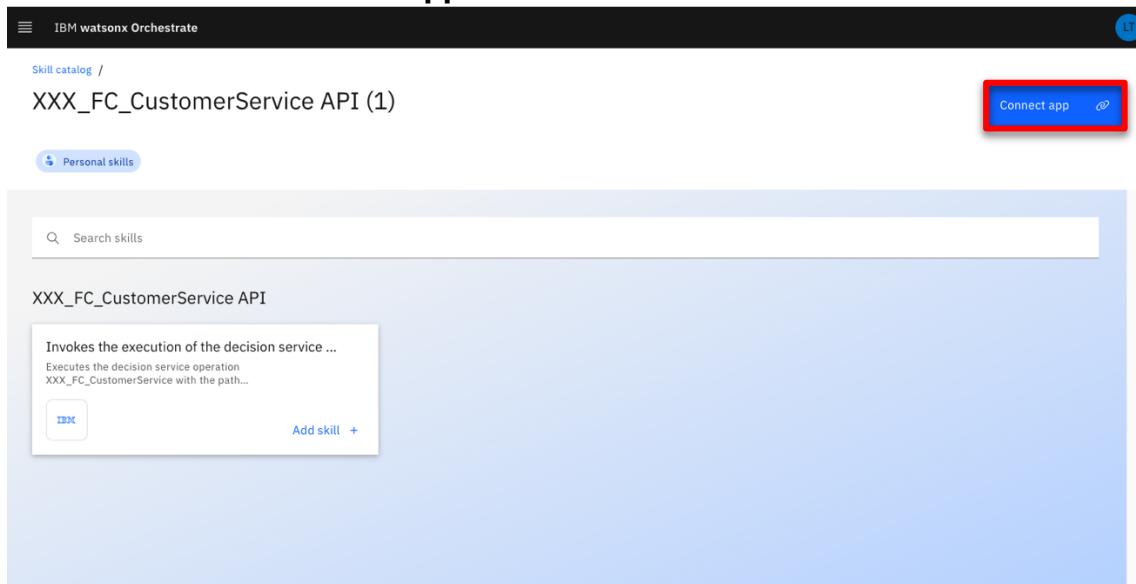
**Action 2.4.4** Click your ‘**XXX\_FC\_CustomerService\_API**’ (‘XXX’ being your own initials).



The screenshot shows the 'Skill catalog' interface. At the top, there's a search bar with the placeholder 'xxx'. Below it, under 'Apps', there are three items: 'XXX FocusCorp\_Customer\_Service' (1 skill), 'XXX FocusCorp\_Get\_Data\_From\_Dat...' (1 skill), and 'XXX\_FC\_CustomerService API' (1 skill). The third item is highlighted with a red box.

**Narration:** Next, we'll connect the skill to the Rule Execution Server. We'll use the ZEN API key that was provided by our ODM administrator to connect to the deployed rule service.

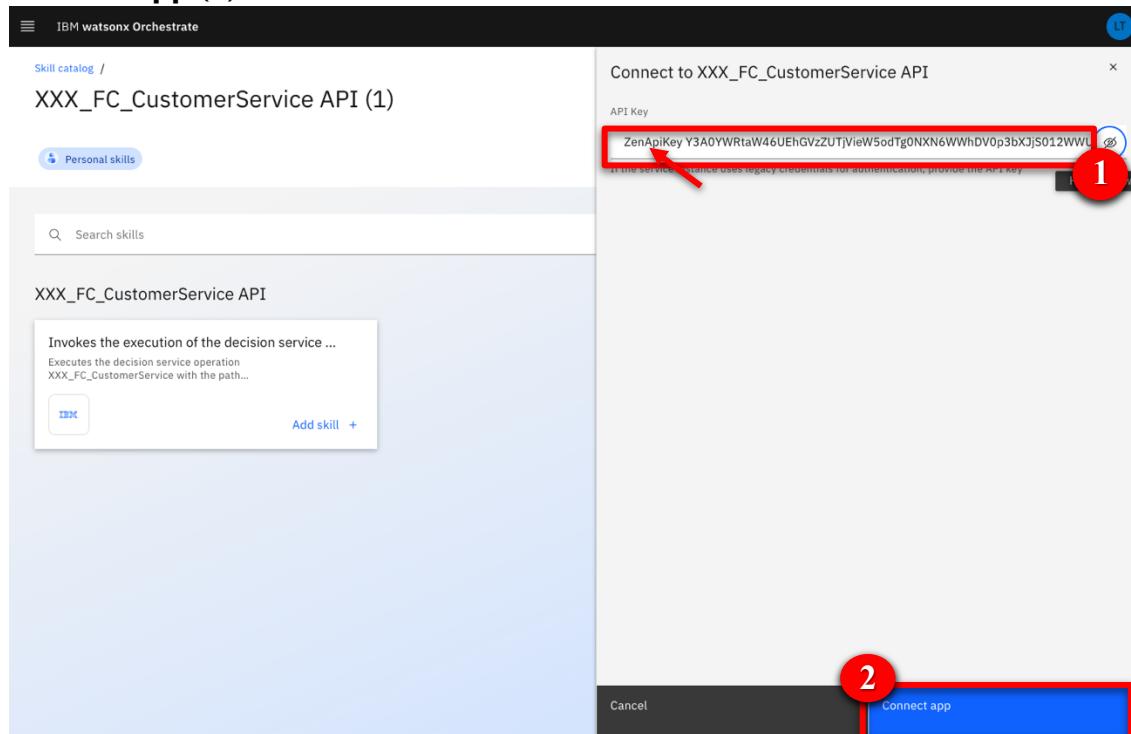
**Action 2.4.5** Click **Connect app**.



The screenshot shows the details page for the 'XXX\_FC\_CustomerService API' skill. At the top, it says 'Skill catalog / XXX\_FC\_CustomerService API (1)'. There's a 'Connect app' button with a red box around it. Below that, there's a search bar and a detailed description of the skill: 'Invokes the execution of the decision service ... Executes the decision service operation XXX\_FC\_CustomerService with the path...'. At the bottom, there's an 'IBM' logo and an 'Add skill +' button.

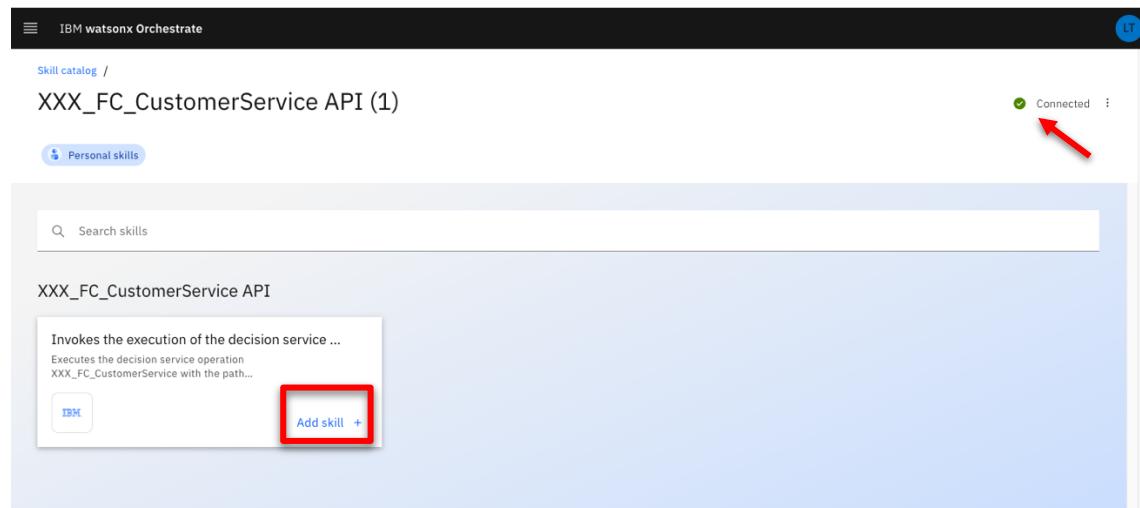
## ODM and watsonx Orchestrate Platinum demonstration script

**Action 2.4.6** Enter the **ZEN API KEY** (1) you copied in your notebook - click **Connect app** (2).



**Narration:** The skill is connected, and we can now add it into our personal catalog.

**Action 2.4.7** Click **Add skill +**.



## ODM and watsonx Orchestrate Platinum demonstration script

### Action 2.4.8 Check that your skill is added.

The screenshot shows the IBM Watsonx Orchestrate interface. At the top, there's a navigation bar with 'Skill catalog /' and 'Connected'. Below it, a search bar says 'Search skills'. A card for 'XXX\_FC\_CustomerService API (1)' is displayed, which includes a description: 'Invokes the execution of the decision service ... Executes the decision service operation XXX\_FC\_CustomerService with the path...'. To the right of the card, the word 'Added' is followed by a blue checkmark icon with a downward arrow. A red arrow points to this 'Added' status indicator.

### Action 2.4.9 Click IBM watsonx Orchestrate.

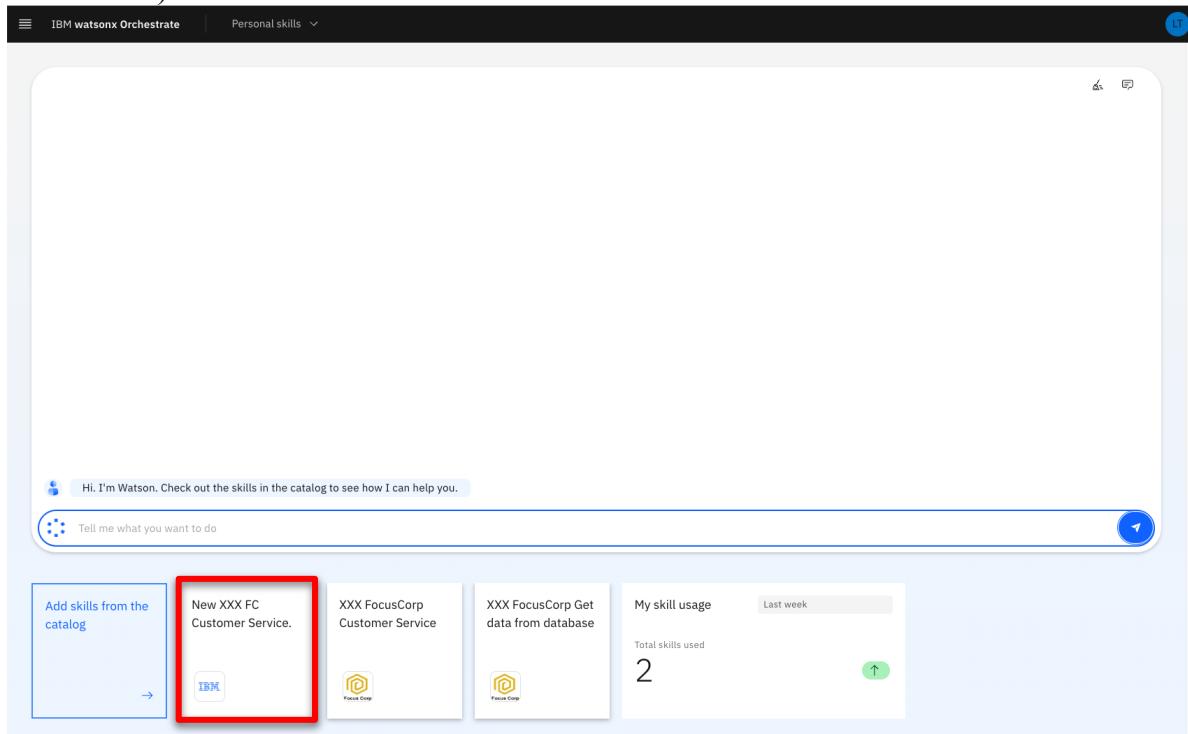
This screenshot is identical to the one above, showing the same skill card for 'XXX\_FC\_CustomerService API (1)'. The 'Added' status with the blue checkmark and downward arrow is clearly visible on the right side of the card.

## 2.5 Show the customer service skill

**Narration:** The new skill is now listed in our personal skills list. In one click, we can invoke it.

## ODM and watsonx Orchestrate Platinum demonstration script

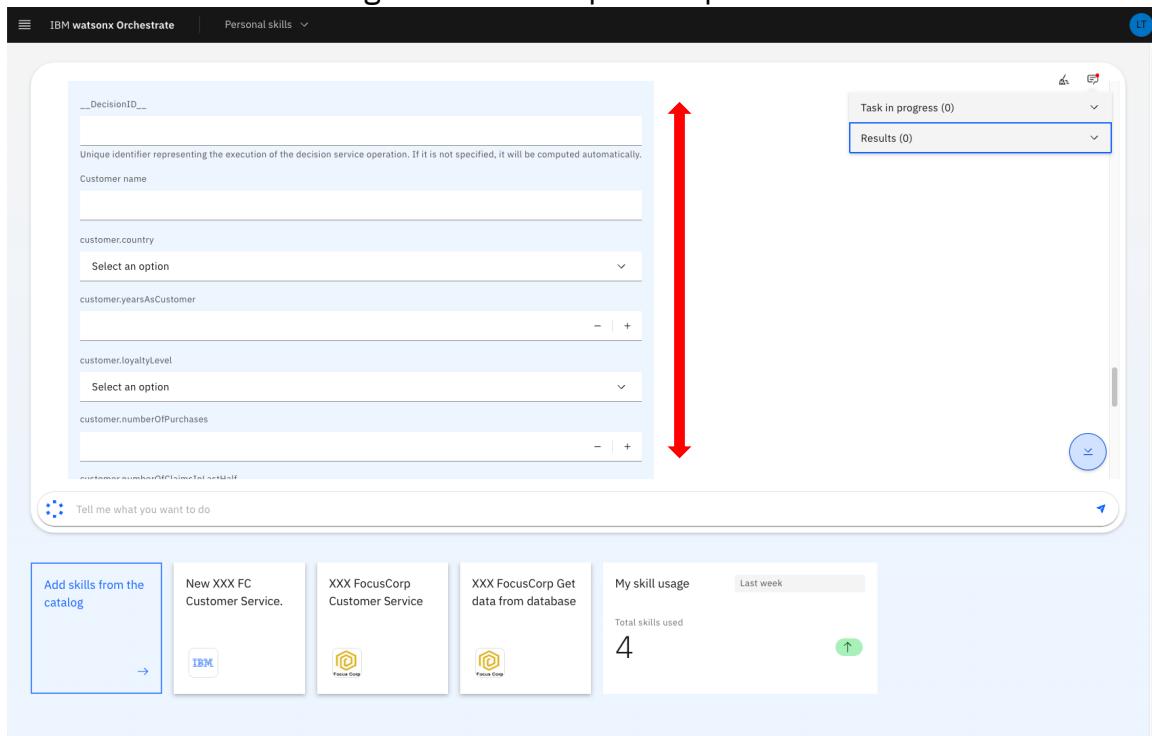
**Action 2.5.1** Click the **New XXX FocusCorp customer service** tile ('XXX' being your own initials).



### Narration:

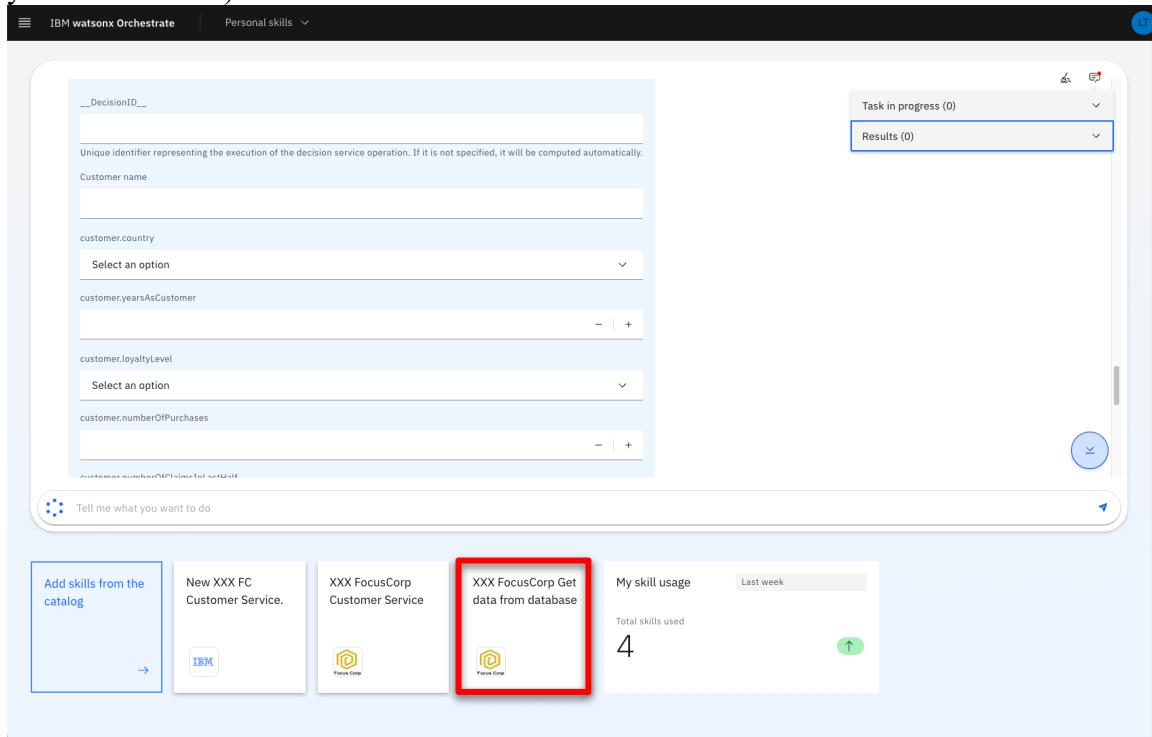
The decision service requires multiple pieces of data to process the return. Instead of requesting the agent to input this data manually, we'll query the FocusCorp database to retrieve the data automatically using another skill.

**Action 2.5.2** Scroll through the set of required inputs.



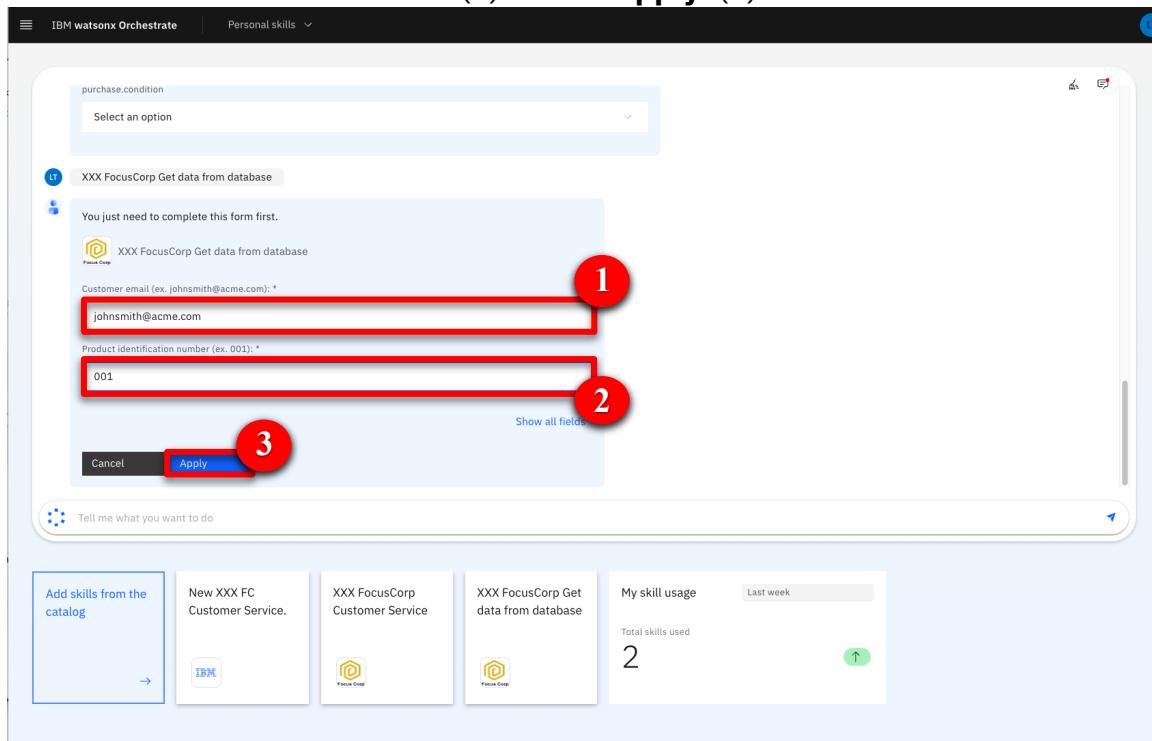
## ODM and watsonx Orchestrate Platinum demonstration script

**Action 2.5.3** Click the **XXX FocusCorp Get data from database** skill ('XXX' being your own initials).



**Narration:** Let's use a customer email and product identification number, just like a call center agent would do.

**Action 2.5.4** Enter '**johnsmith@acme.com**' as **Customer email** (1)- Enter '**001**' as **Product identification number**(2)- Click '**Apply**' (3).



## ODM and watsonx Orchestrate Platinum demonstration script

**Narration:** The database skill has returned the customer and item details from the FocusCorp database. We can now use the database skill to feed the decision skill. To do so, we will create a skill flow.

**Action 2.5.5** Scroll through the result to show the data recovered from the back-end system.

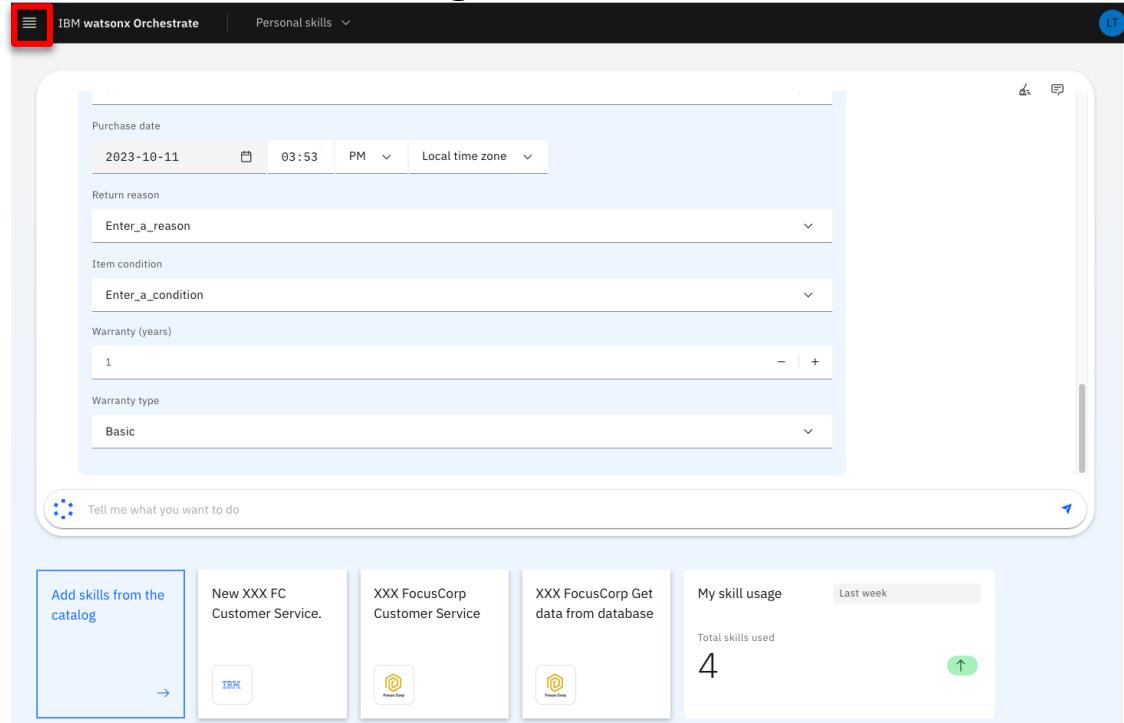
The screenshot shows the IBM Watsonx Orchestrate Platinum interface. On the left, there is a form for a return request with fields for Price (80), Purchase date (2023-10-11), Return reason (Enter\_a\_reason), Item condition (Enter\_a\_condition), Warranty (years) (1), and Warranty type (Basic). A red arrow points down the right side of the screen, indicating where to scroll. On the right, there is a sidebar with sections for Task in progress (0) and Results (0). At the bottom, there is a navigation bar with icons for Add skills from the catalog, New XXX FC Customer Service, XXX FocusCorp Customer Service, XXX FocusCorp Get data from database, My skill usage (Last week, Total skills used 5), and a search bar labeled Tell me what you want to do.

## 3- Sequencing skills into a skill flow

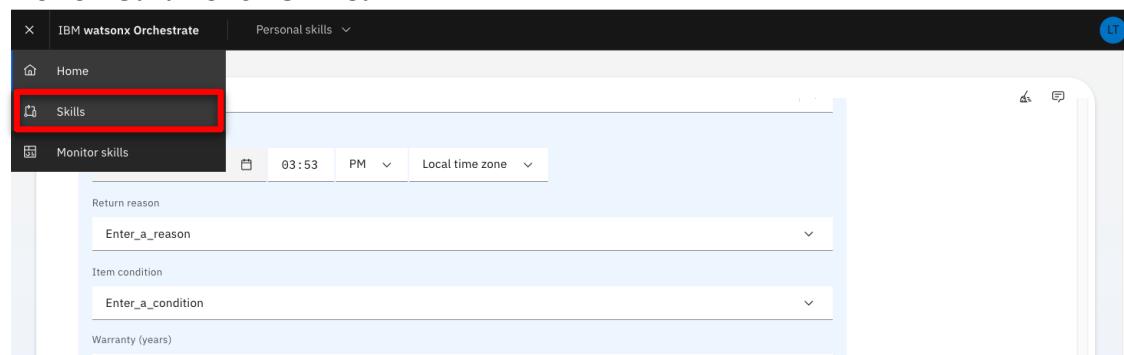
### 3.1 Create the customer service skill flow

**Narration:** Let's now work on this skill flow. As an automation builder, we can sequence multiple skills.

**Action 3.1.1** Click the hamburger icon.

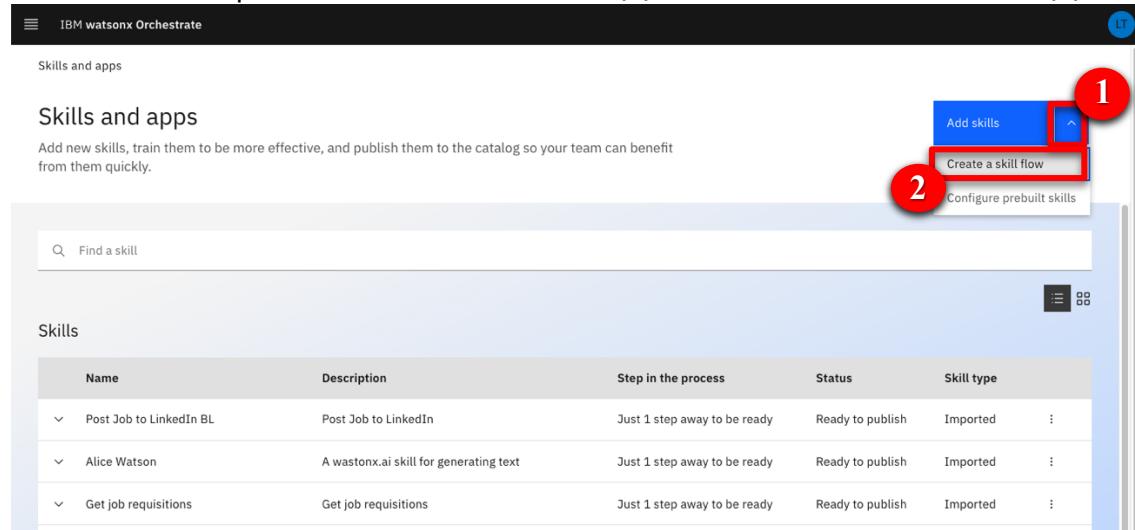


**Action 3.1.2** Click Skills.



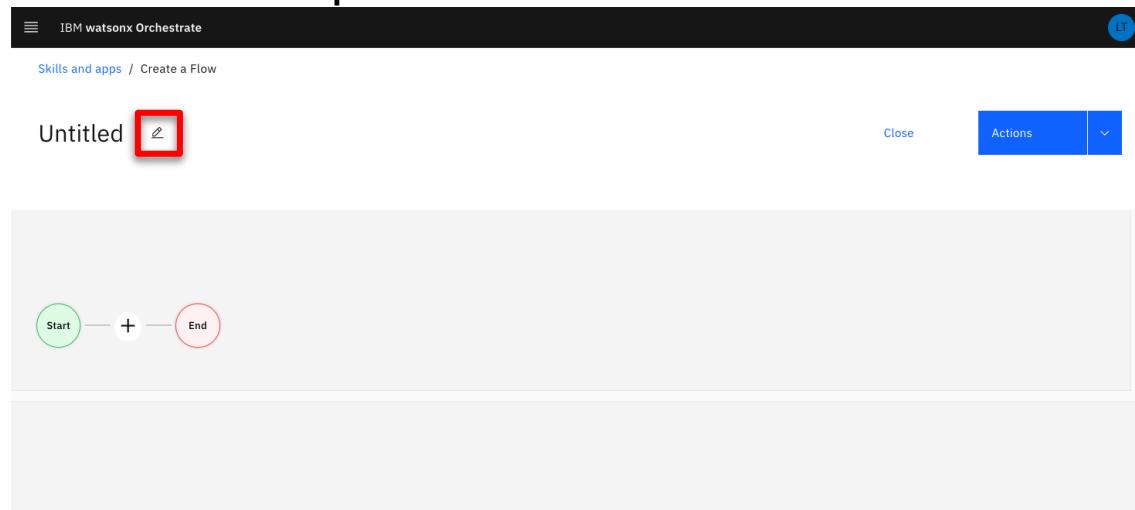
## ODM and watsonx Orchestrate Platinum demonstration script

### Action 3.1.3 Expand the **Add skills** menu (1). Click ‘Create a skill flow’ (2)



Narration: The first step is to give a name and description to the skills so that users can easily recognize it in the catalog.

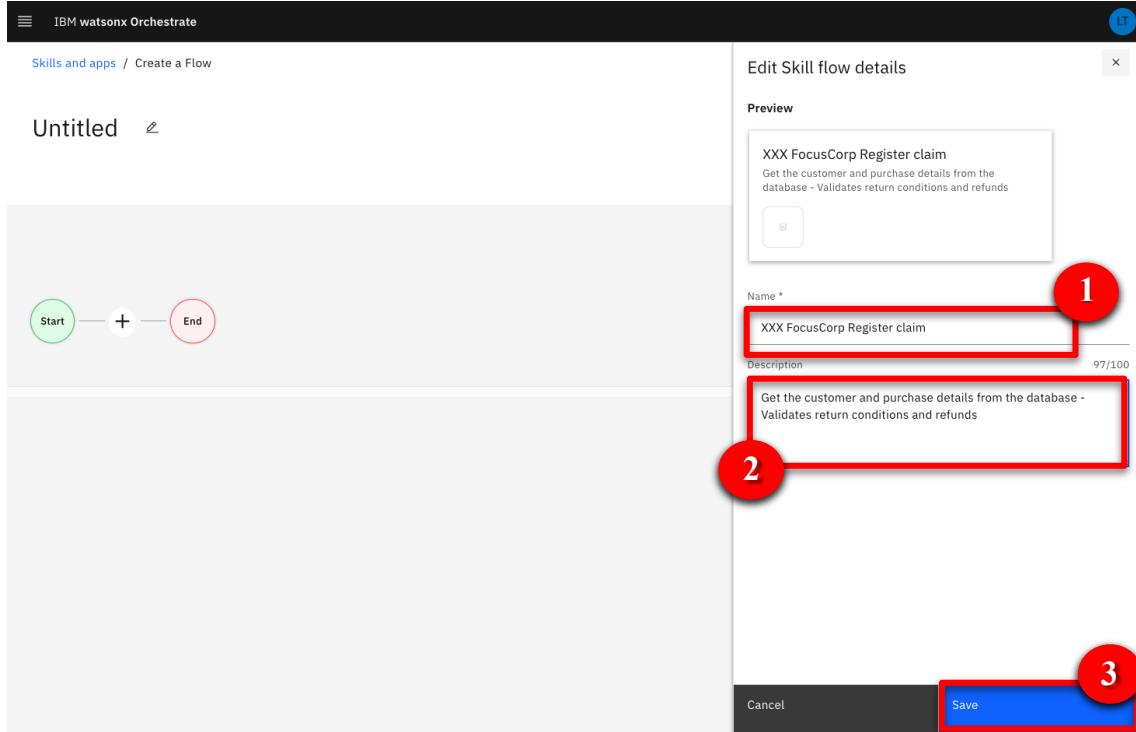
### Action 3.1.4 Click the **pencil** icon to name the skill flow.



Narration: The description will help users to understand the actions performed by the skill flow.

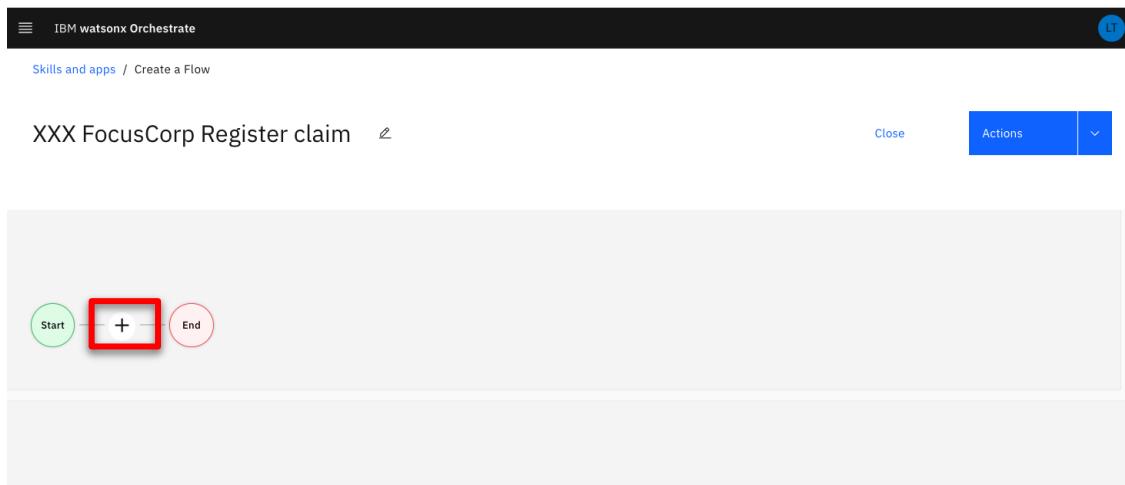
## ODM and watsonx Orchestrate Platinum demonstration script

**Action 3.1.5** Enter a skill name that contains your ‘XXX’ initials(e.g. ‘**XXX FocusCorp Register claim**’) (1). In the description field, enter ‘**Get the customer and purchase details from the database - Validates return conditions and refunds**’ (2). Click **Save** (3).



**Narration:** Next, we must add the two skills we need for this flow. The first one will collect the data from the database. The second one, which we created from ODM, will analyze the data and return a decision.

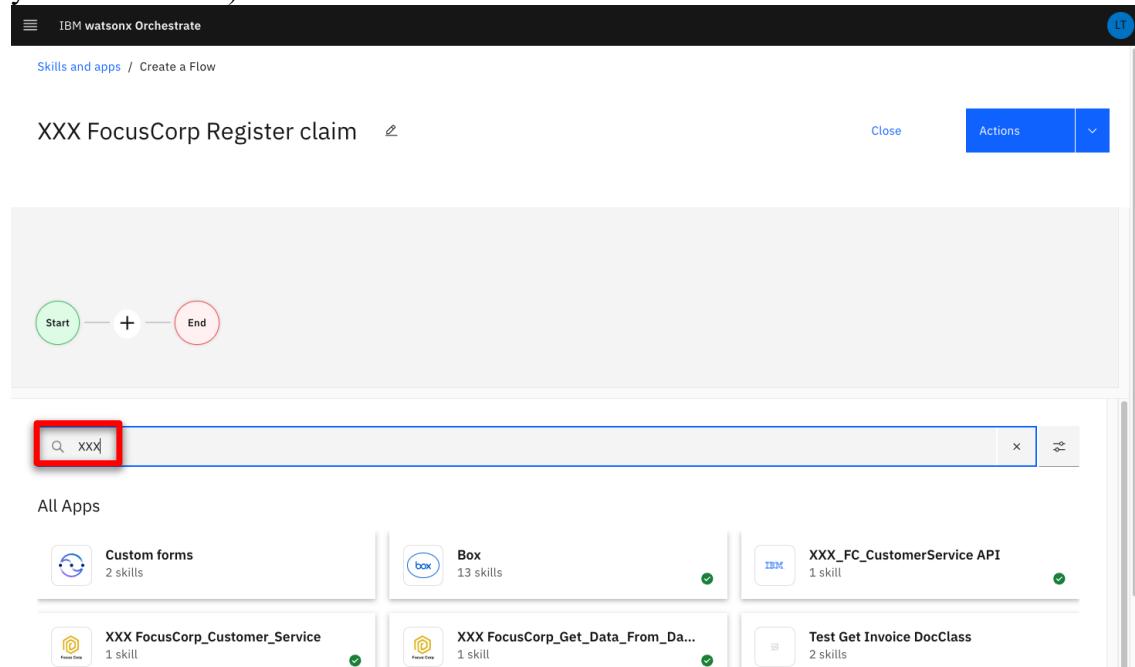
**Action 3.1.6** Click the + button.



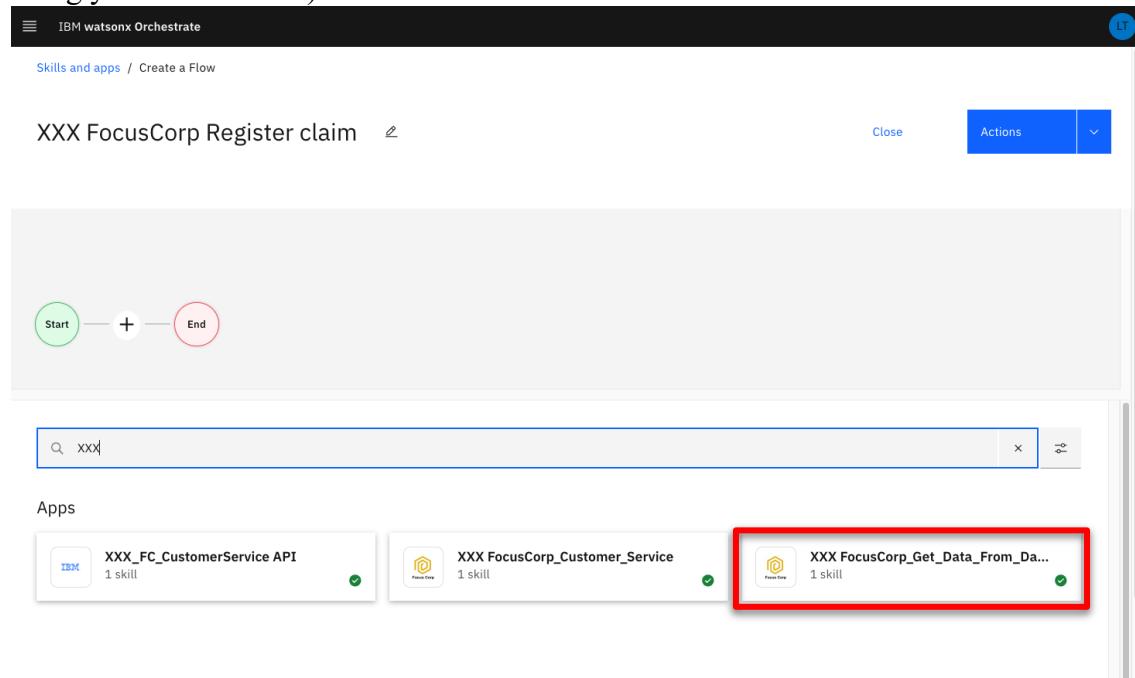
**Narration:** Let's search for the skills we have added in our personal skills.

## ODM and watsonx Orchestrate Platinum demonstration script

**Action 3.1.7** Search for ‘XXX’ to find all your skills from the catalog (‘XXX’ being your own initials)



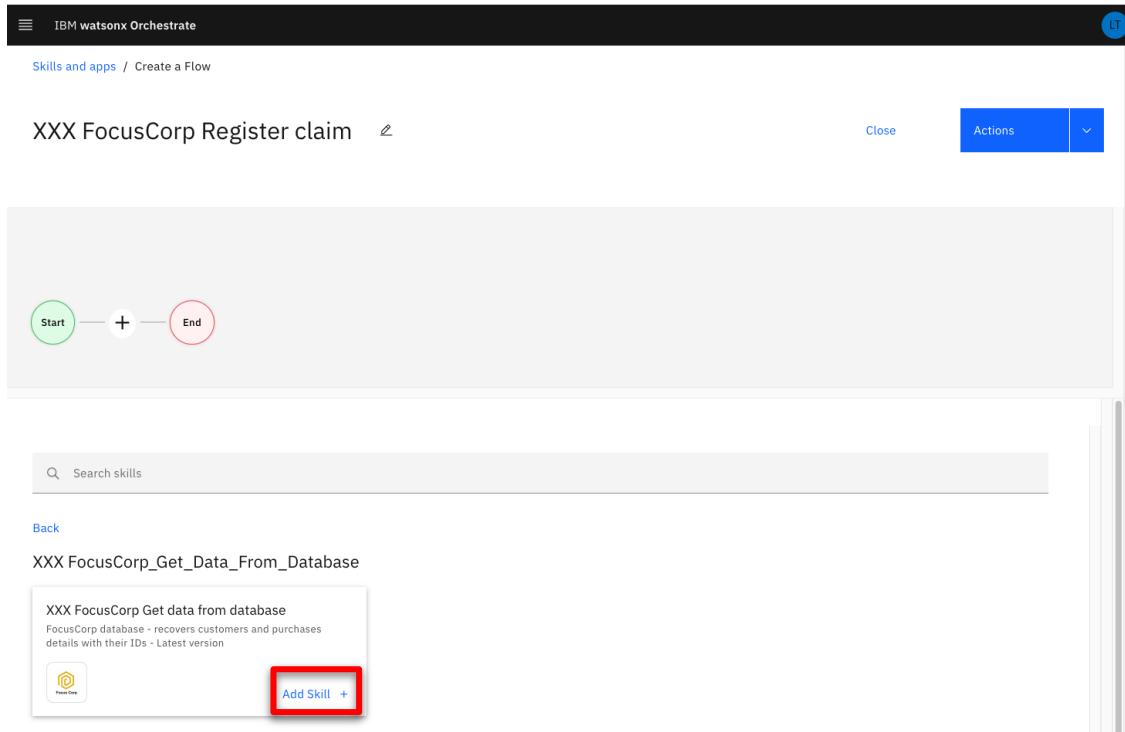
**Action 3.1.8** Click the **XXX FocusCorp\_Get\_Data\_from\_database** skill (‘XXX’ being your own initials).



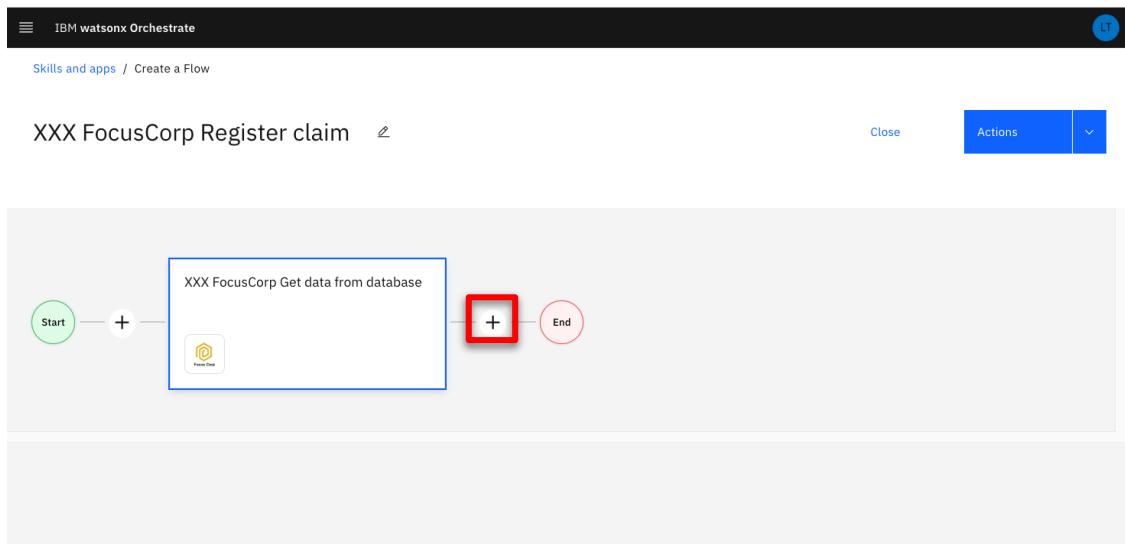
**Narration:** We can add the database skill to the flow.

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 3.1.9 Click the Add skill +.



### Action 3.1.10 Click + button.



**Narration:** Next, let's search for the decision skill.

## ODM and watsonx Orchestrate Platinum demonstration script

**Action 3.1.11** Search for ‘XXX’ to find all your skills from the catalog (‘XXX’ being your own initials).

The screenshot shows the IBM Watsonx Orchestrate interface. At the top, there's a navigation bar with 'IBM Watsonx Orchestrate' and a user icon. Below it, a breadcrumb navigation shows 'Skills and apps / Create a Flow'. The main area displays a flow diagram with a green 'Start' node, a blue rounded rectangle labeled 'XXX FocusCorp Get data from database' containing a yellow Focus Corp logo, and a red 'End' node. A search bar at the bottom of the screen contains the text 'xxx' with a red border around it. Below the search bar is a section titled 'All Apps' displaying several app cards:

- Custom forms: 2 skills
- Box: 13 skills
- XXX\_FC\_CustomerService API: 1 skill
- XXX FocusCorp\_Customer\_Service: 1 skill (highlighted with a red border)
- Test Get Invoice DocClass: 2 skills

**Narration:** To save time, we will use a pre-configured version of the decision skill.

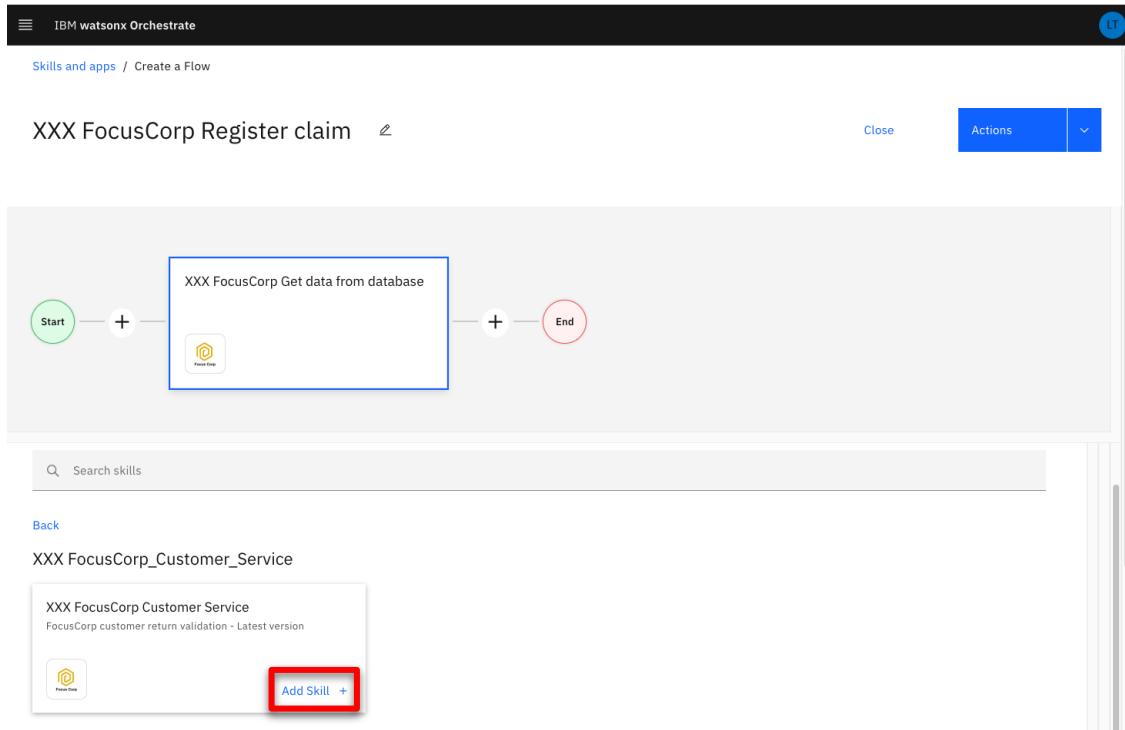
**Action 3.1.12** Click the ‘XXX FocusCorp\_Customer\_Service’ skill (‘XXX’ being your own initials).

The screenshot shows the IBM Watsonx Orchestrate interface. At the top, there's a navigation bar with 'IBM Watsonx Orchestrate' and a user icon. Below it, a breadcrumb navigation shows 'Skills and apps / Create a Flow'. The main area displays a flow diagram with a green 'Start' node, a blue rounded rectangle labeled 'XXX FocusCorp Get data from database' containing a yellow Focus Corp logo, and a red 'End' node. A search bar at the bottom of the screen contains the text 'xxx'. Below the search bar is a section titled 'Apps' displaying several app cards:

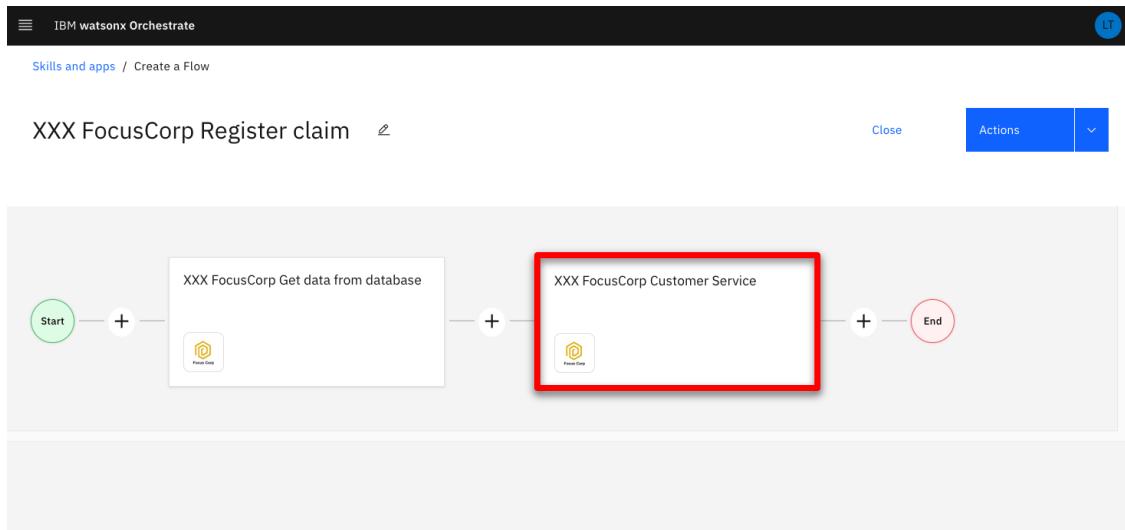
- XXX\_FC\_CustomerService API: 1 skill
- XXX FocusCorp\_Customer\_Service: 1 skill (highlighted with a red border)
- XXX FocusCorp\_Get\_Data\_From\_Da...: 1 skill

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 3.1.13 Click Add skill +.



### Action 3.1.14 Click second skill in the flow.



**Narration:** The two skills are now sequenced in the flow. Next, we must map the output parameters of the database skill to the input fields of the decision skill. This operation can be automated using watsonx Orchestrate's intelligent mapping capability. Orchestrate is able to suggest a mapping based on attributes, names and types.

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 3.1.15 Click **Generate mapping suggestions**.

The screenshot shows the IBM Watsonx Orchestrate interface. At the top, there's a navigation bar with 'Skills and apps' and 'Create a Flow'. Below it is a flow diagram titled 'XXX FocusCorp Register claim' with three main nodes: 'Start', 'XXX FocusCorp Get data from database', and 'XXX FocusCorp Customer Service', followed by an 'End' node. In the center, a detailed view of the 'XXX FocusCorp Customer Service' skill is shown. It includes sections for 'Input' (with 'customer.name' listed), 'Output' (with 'customer.country'), and a button labeled 'Generate mapping suggestions' which is highlighted with a red box. Other buttons like 'Repeat this skill', 'Clear all mappings', and 'Hide this form from the user' are also visible.

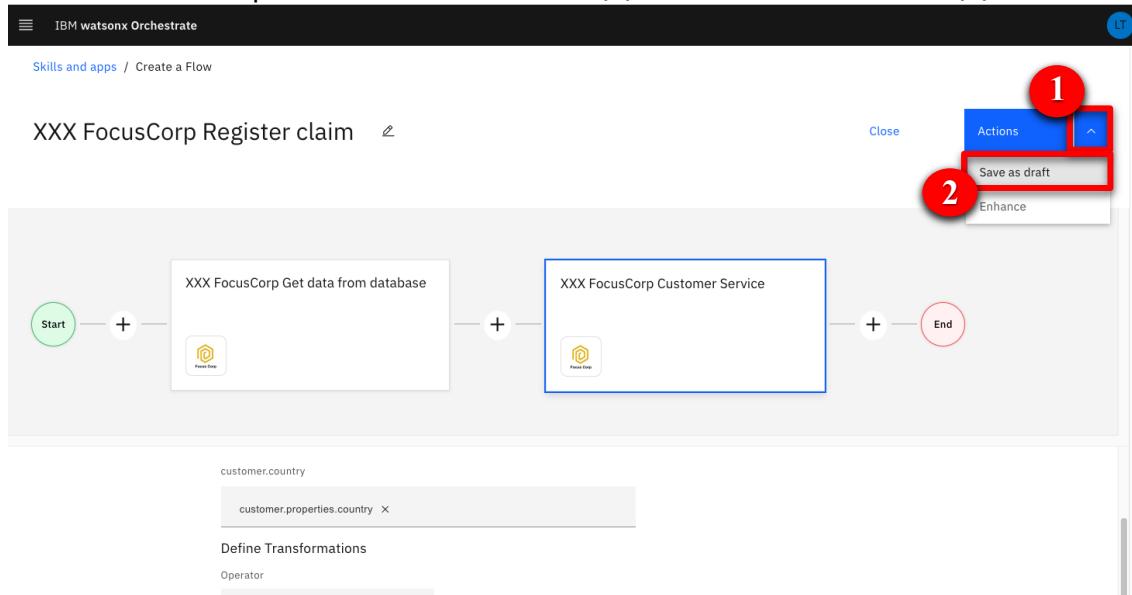
**Narration:** We can see all the attributes are correctly mapped between the two skills in just a single click. No additional action is required. We can now save the skill to add it to the catalog, as well as publish it to users.

### Action 3.1.16 Point out the mapping.

This screenshot continues from the previous one. A green success message box is displayed in the top right corner stating 'Success Mapping suggestions found for the skill.' The 'Generate mapping suggestions' button is no longer highlighted. Instead, the 'Input' section of the skill configuration is shown with arrows pointing to the 'customer.name' field and the 'customer.properties.name' field. The 'customer.properties.name' field has a red 'X' icon next to it, indicating it is a mapped attribute. The 'Input' tab is selected, while the 'Output' tab and other buttons are visible below.

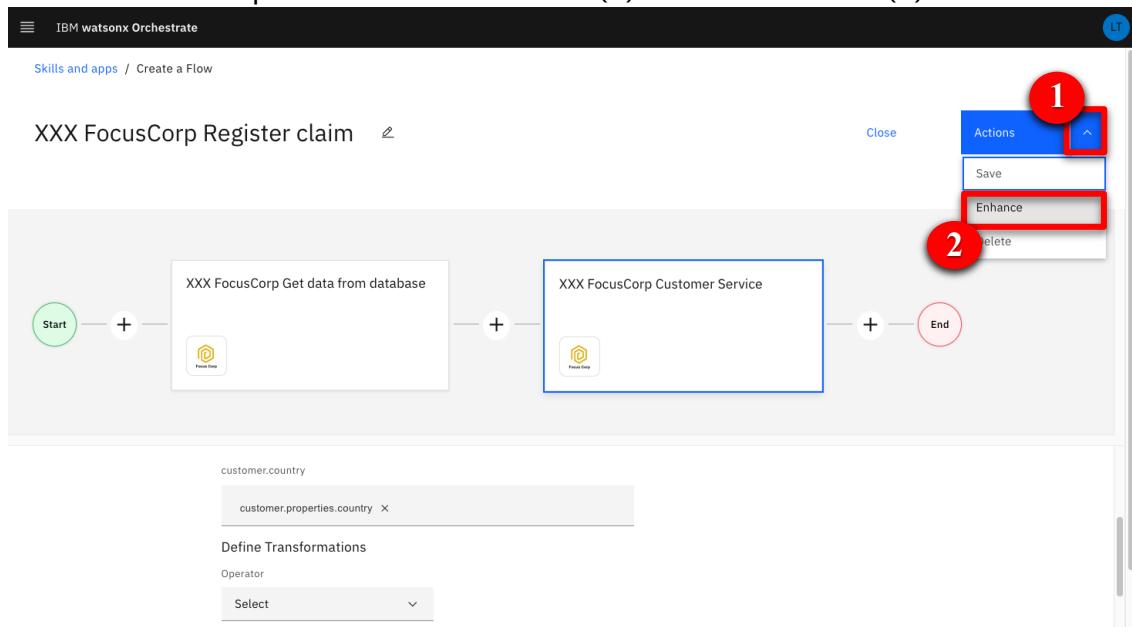
## ODM and watsonx Orchestrate Platinum demonstration script

### Action 3.1.17 Expand the Actions menu (1) – Click Save as draft (2)



**Narration:** Let's now enhance the skill flow by adding some phrases that will be used to invoke the skill in the chat interface of watsonx Orchestrate.

### Action 3.1.18 Expand the Actions menu (1) – Click Enhance (2)



## ODM and watsonx Orchestrate Platinum demonstration script

### Action 3.1.19 Click Phrases.

The screenshot shows the 'Enhance this skill' interface for the 'XXX FocusCorp Register claim' skill. The 'Phrases' tab is highlighted with a red box. The 'Name' field contains 'XXX FocusCorp Register claim'. The 'Description' field is empty. The 'API version\*' field is set to '1.0.0'. The 'Categories' field has a placeholder 'Add categories'. The 'App' section is empty. On the right, there's a 'Preview' section showing how the skill will look in the catalog and a skill set, both featuring the skill name and a small icon. At the bottom are 'Cancel', 'Publish' (disabled), and 'Save as draft' buttons.

**Narration:** Let's add 'return a product' to the training set. Many more phrases can be added to improve the NLP training.

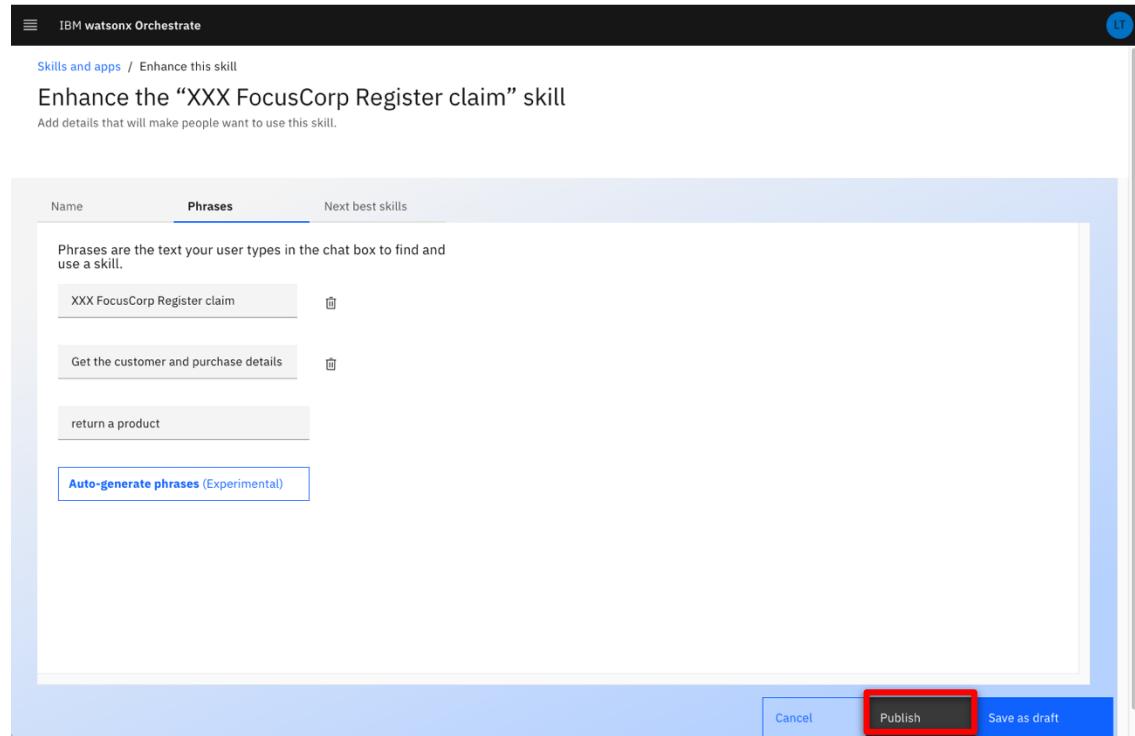
### Action 3.1.20 Type 'return a product'.

The screenshot shows the 'Enhance this skill' interface for the 'XXX FocusCorp Register claim' skill. The 'Phrases' tab is selected. The 'Phrases' section lists three entries: 'XXX FocusCorp Register claim', 'Get the customer and purchase details', and 'return a product', with the last one highlighted by a red box. Below this is a button labeled 'Auto-generate phrases (Experimental)'. On the right, there's a preview of the skill card and at the bottom are 'Cancel', 'Publish' (disabled), and 'Save as draft' buttons.

**Narration:** Our skill flow is ready to be published. Just by entering 'return a product' in the chat interface, watsonx Orchestrate will understand that this skill should be used.

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 3.1.21 Click Publish.



### Action 3.1.22 Click IBM watsonx Orchestrate.

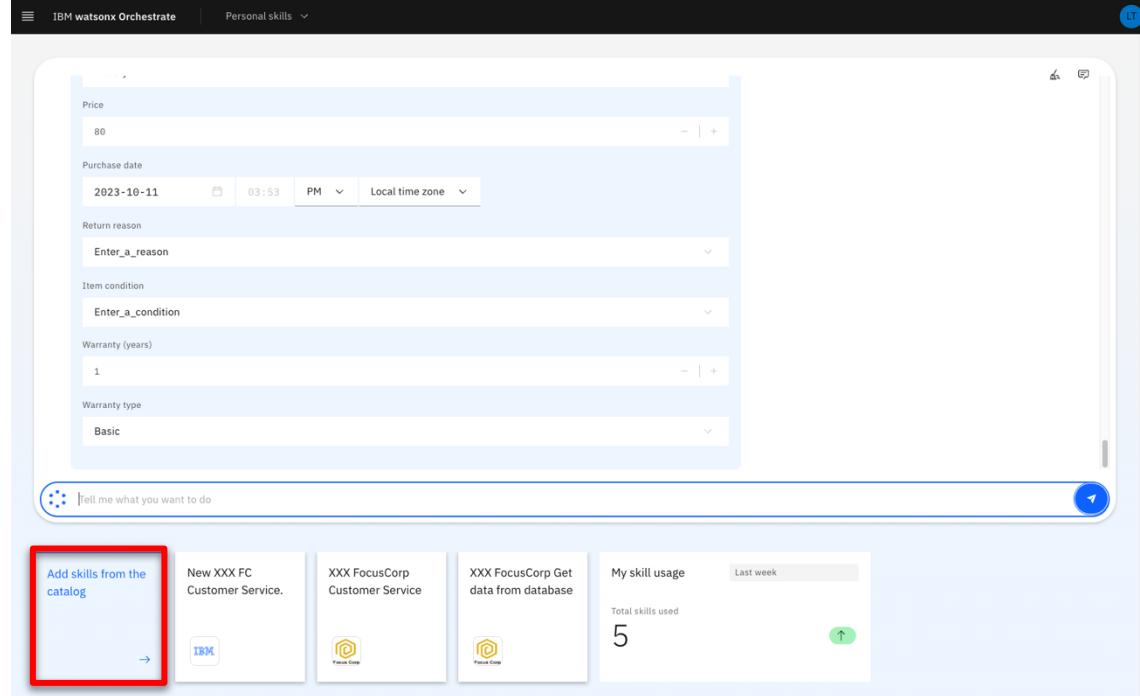
The screenshot shows the 'Skills and apps' catalog in Watsonx Orchestrate. The 'Skills' tab is selected. A list of skills is displayed in a table format, including 'test upload file', 'Watson translator', 'CT Execute MAH-Recommend-product', 'Execute retention-offer', 'HelloWorldLCT', 'Generate new hire email', 'time', 'Execute Sales company status', and 'Sales discount'. To the right of the table, a green notification box displays the message 'Published successful Published skill.' with a timestamp '15:09:31'.

## 4- Using the skill flow in the call center

### 4.1 Add the customer service skill flow

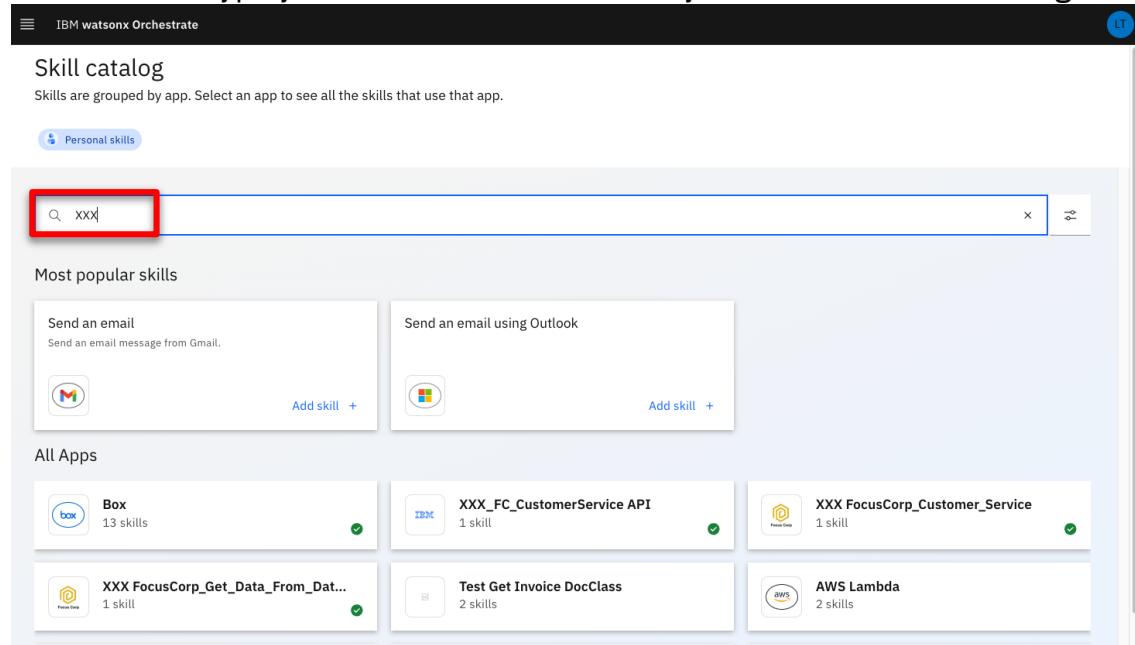
**Narration:** Since we are using a shared environment for this demonstration, we'll need to add the skill flow to our personal skillset. In a real life situation, the skill would be added to the team skillset so that any call center agent could easily access it.

#### Action 4.1.1 Click Add skills from the catalog.



The screenshot shows the 'Personal skills' tab in the IBM Watsonx Orchestrate interface. At the top, there are fields for 'Price' (80), 'Purchase date' (2023-10-11, 03:53 PM, Local time zone), 'Return reason' (Enter\_a\_reason), 'Item condition' (Enter\_a\_condition), 'Warranty (years)' (1), and 'Warranty type' (Basic). Below these fields is a search bar with the placeholder 'Tell me what you want to do'. In the bottom-left corner of the main content area, there is a red box highlighting the 'Add skills from the catalog' button. To the right of this button, there are three skill cards: 'New XXX FC Customer Service' (IBM icon), 'XXX FocusCorp Customer Service' (FocusCorp icon), and 'XXX FocusCorp Get data from database' (FocusCorp icon). On the right side of the screen, there is a 'My skill usage' section showing 'Last week' and 'Total skills used' (5).

#### Action 4.1.2 Type your 'XXX' initials to find all your skills from the catalog.



The screenshot shows the 'Skill catalog' interface in the IBM Watsonx Orchestrate interface. At the top, there is a search bar with the text 'xxx' typed into it. Below the search bar, there is a 'Most popular skills' section with two cards: 'Send an email' (Gmail icon) and 'Send an email using Outlook' (Outlook icon). Both cards have an 'Add skill +' button. Below this section is an 'All Apps' section with several cards: 'Box' (Box icon, 13 skills), 'XXX\_FC\_CustomerService API' (IBM icon, 1 skill), 'XXX FocusCorp\_Customer\_Service' (FocusCorp icon, 1 skill), 'XXX FocusCorp\_Get\_Data\_From\_Dat...' (FocusCorp icon, 1 skill), 'Test Get Invoice DocClass' (DocClass icon, 2 skills), and 'AWS Lambda' (AWS icon, 2 skills). Each card has a green checkmark icon in the bottom right corner.

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 4.1.3 Click the **Skill flows** tile.

The screenshot shows the 'Skill catalog' page in IBM Watsonx Orchestrate. At the top, there is a search bar with the placeholder 'Skills are grouped by app. Select an app to see all the skills that use that app.' Below the search bar, there is a 'Personal skills' button. The main area is titled 'Apps' and contains four skill cards:

- XXX\_FC\_CustomerService API**: 1 skill
- XXX FocusCorp\_Customer\_Service**: 1 skill
- XXX FocusCorp\_Get\_Data\_From\_Dat...**: 1 skill
- Skill flows**: 1 skill (this card is highlighted with a red box)

### Action 4.1.4 Search for 'XXX' ('XXX' being your own initials).

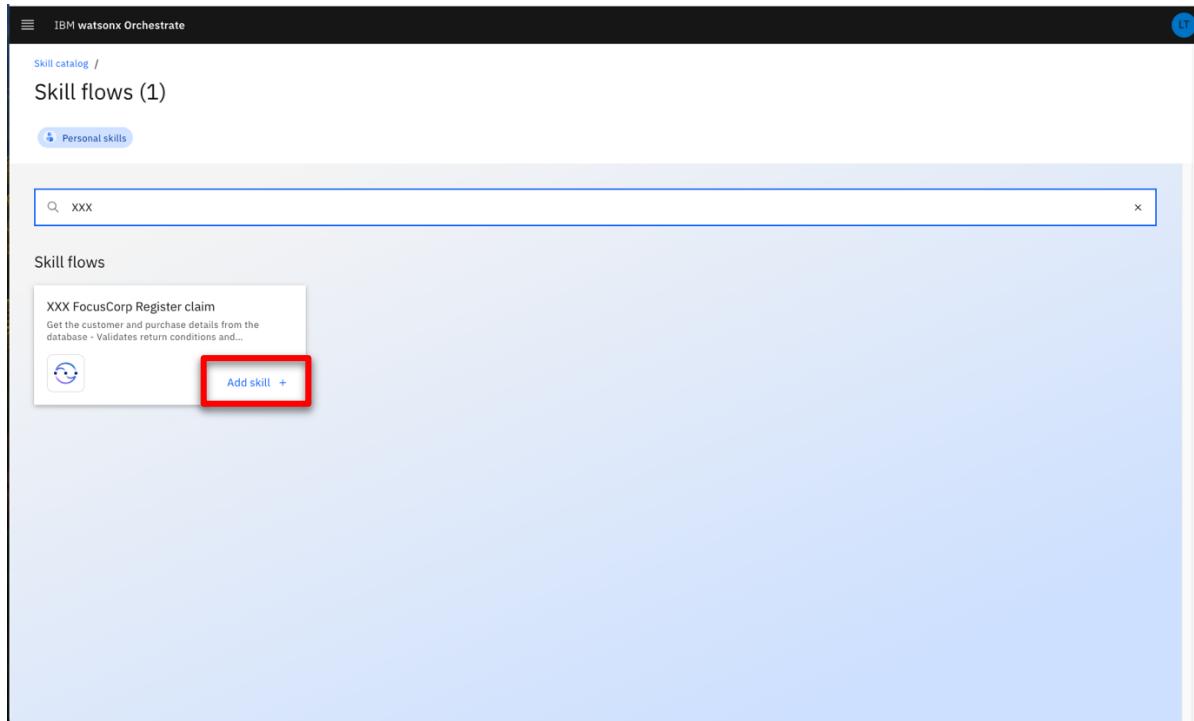
The screenshot shows the 'Skill flows' search results page. The search bar at the top contains the text 'xxx'. Below the search bar, the title 'Skill flows (99)' is displayed. The main area is titled 'Skill flows' and contains a grid of 12 skill flow cards:

tecsa Onboarding flow tecsa Onboarding flow for new hire	_SN_Job requisition and send for app... Job requisition and send for approval	Kyle's Generate and Email content Test skill flow for watson orchestrate testing, created by Kyle Eli from the testing instruction...	Stellaonboardprocess this is test onboard
ywsComposite Test 4 on July 17th	Composite BAW, RPA, Decision - CT Composite BAW, RPA, Decision - CT	Lu onboarding flow Frank Lu on-boarding flow for new hire	ViewCandidatesLocation-Ray this is test onboard
Satya-Composite-3	Get lists from Trello board and email ... trello board integration	test skill with & char test skill with & char	Composite BAW and RPA - Andy Choi

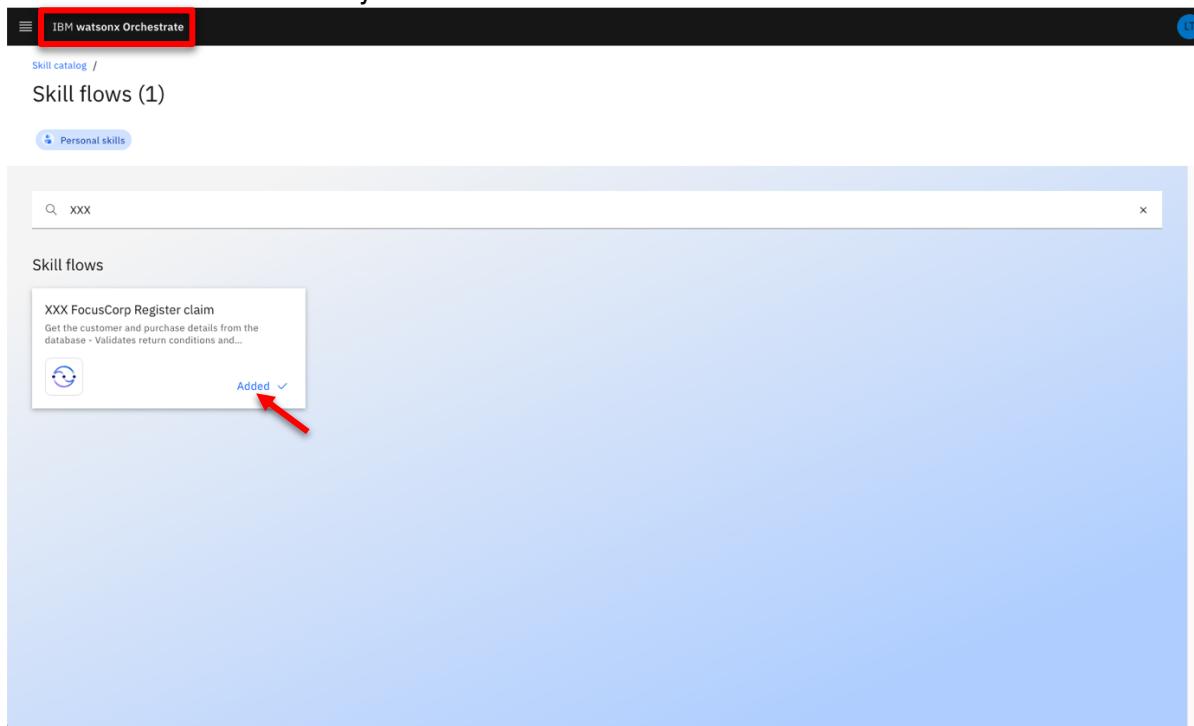
Total skills: 99. Viewing section 1 of 2

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### Action 4.1.5 Click Add skill +.



### Action 4.1.6 Check that your skill is added. Click IBM watsonx Orchestrate.



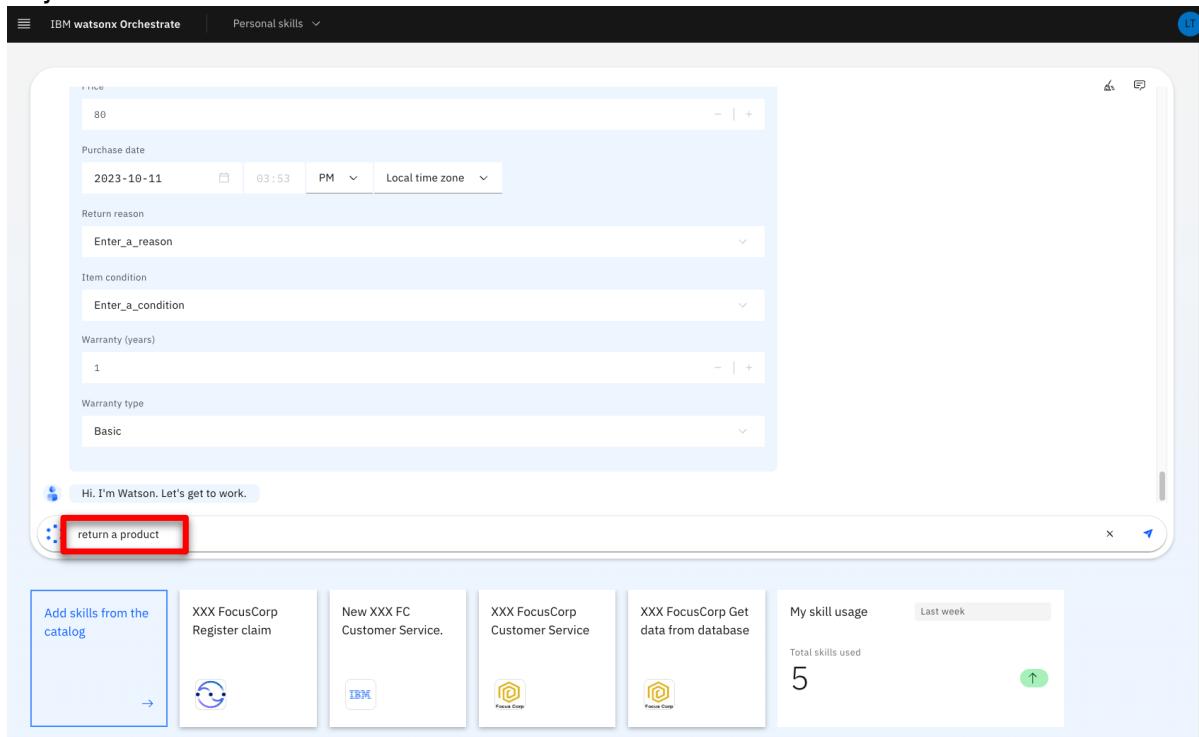
## 4.2 Use the customer service skill flow

**Narration:** We're now ready to use the skill flow.

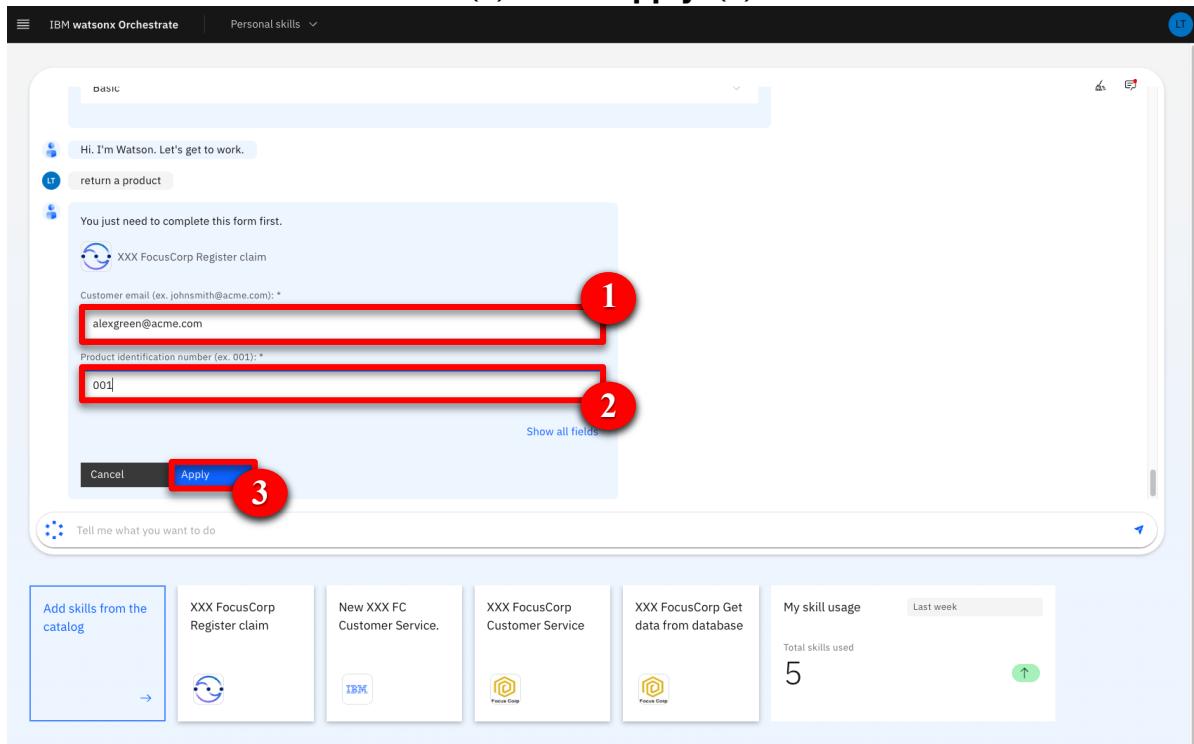
Let's now assume the role of a customer service agent who receives a call from a customer. We'll ask for their customer email and the product ID of the item they want to return.

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**Action 4.2.1** Type ‘return a product’ and press the enter/return key on your keyboard.



**Action 4.2.2** Enter ‘alexgreen@acme.com’ as **Customer email** (1). Enter ‘001’ as **Product identification number** (2). Click ‘Apply’ (3).



**Narration:** The customer tells us they're returning the product because it arrived late.

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**Action 4.2.3** For the **Return reason** field, select **Arrived\_late** (1). For the **Item condition** field, select **Opened** (2). Click **Show all fields** (3).

The screenshot shows the IBM Watsonx Orchestrate interface. A modal window is open, prompting the user to "complete this form first". Inside the modal, there are two dropdown menus: "Return reason" set to "Arrived\_late" (marked with a red circle labeled 1) and "Item condition" set to "Opened" (marked with a red circle labeled 2). Below these is a blue "Show all fields" button (marked with a red circle labeled 3). At the bottom of the modal are "Cancel" and "Apply" buttons.

**Narration:** All the other required fields have been automatically pre-filled, saving us a lot of time.

**Action 4.2.4** Point out the other pre-field fields .

The screenshot shows the IBM Watsonx Orchestrate interface. A modal window displays a form for "Alex Green". Several input fields are pre-filled and highlighted with red arrows: "Nb of years as customer" is set to "10", and "Total nb of purchases" is set to "30". Other visible fields include "Country" (USA), "Loyalty level" (Gold), "Nb of claims in the past 6 months" (2), and "Last claim date" (2023-08-09). At the bottom of the modal is a "Tell me what you want to do" search bar.

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### Action 4.2.5 Scroll down and click 'Show fewer fields'.

The screenshot shows a product configuration interface. At the top, there are dropdowns for 'Category' (set to 'Beauty'), 'Price' (set to '80'), and 'Purchase date' (set to '2023-10-11'). Below these are fields for 'Warranty (in years)' (set to '1') and 'Warranty type' (set to 'Basic'). At the bottom of the configuration area is a blue 'Show fewer fields' button, which is highlighted with a red box. Below this are 'Cancel' and 'Apply' buttons. The main content area displays several cards: 'Add skills from the catalog' (with a blue arrow icon), 'XXX FocusCorp Register claim' (with a smiley face icon), 'New XXX FC Customer Service.' (with an IBM logo), 'XXX FocusCorp Customer Service' (with a Focus Corp logo), 'XXX FocusCorp Get data from database' (with a Focus Corp logo), and 'My skill usage Last week' (showing '5' total skills used, with a green upward arrow icon). A search bar at the bottom says 'Tell me what you want to do'.

### Action 4.2.6 Click Apply.

The screenshot shows the same product configuration interface after the 'Show fewer fields' button was clicked. The configuration fields now include 'Warranty type' (set to 'Basic'). A message box appears stating 'You just need to complete this form first.' with a link to 'XXX FocusCorp Register claim'. Below this are dropdowns for 'Return reason' (set to 'Arrived\_late') and 'Item condition' (set to 'Opened'). At the bottom of the configuration area is a blue 'Show all fields' button, which is highlighted with a red box. Below this are 'Cancel' and 'Apply' buttons, with the 'Apply' button highlighted with a red box. The main content area displays the same set of cards as the previous screenshot. A search bar at the bottom says 'Tell me what you want to do'.

**Narration:** In one click, the ODM decision service returns a decision and additional information, such as the refund amount or any required shipping fees. All these results have been dynamically calculated by the rules we saw at the beginning of this scenario.

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Note: You can execute the demonstration with different combination of users (e.g. The other emails bellow) and items (See highlighted product numbers bellow) to show the different decision outcomes.

Customer email ↑↓	Name ↑↓	Country ↑↓	Years as customer ↑↓	Loyalty ↑↓	NB Purchase ↑↓	NB Claims ↑↓	Last return date ↑↓
johnsmith@acme.com	John Smith	USA	4	Basic	3	3	Oct 11, 2023
mikebrown@acme.com	Mike Brown	Canada	6	Gold	6	5	Aug 3, 2023
lisacarter@acme.com	Lisa Carter	USA	1	Basic	10	9	Oct 17, 2023
alexgreen@acme.com	Alex Green	USA	10	Gold	30	2	Aug 9, 2023
marymiller@acme.com	Mary Miller	Other	2	Platinum	100	5	Oct 12, 2023
Otherwise	Jane Doe	Other	10	Platinum	5	0	Oct 12, 2023

Product number ↑↓	Description ↑↓	Price ↑↓	Category ↑↓	Purchase date ↑↓	Item condition ↑↓	Return reason ↑↓	Warranty type ↑↓	Warranty duration ↑↓
001	Perfume	80	Beauty	Oct 11, 2023	Enter a condition	Enter a reason	Basic	1
002	The Little Prince	50	Books	Sep 4, 2020	Enter a condition	Enter a reason	Basic	2
003	T-Shirt-BLUE-XL	100	Clothing	May 19, 2023	Enter a condition	Enter a reason	Lifetime	2
004	Fish and chips	500	Grocery	Oct 20, 2018	Enter a condition	Enter a reason	Basic	0
005	Work bench	1,500	Tools	Jul 13, 2023	Enter a condition	Enter a reason	Extended	3
Otherwise	Other Purchase	1,000	Tools	Oct 4, 2023	Enter a condition	Enter a reason	Basic	5

### Action 4.2.7 Point out the decision results.

## Summary

In this demo, we saw how a company uses IBM watsonx Orchestrate to leverage and expose existing ODM Decision Services in new ways.

We used the Discovery Service to create a new skill that invokes rule-based decisions managed by ODM. We then created a skill flow that orchestrates a sequence of skills, mapping their respective inputs and outputs automatically. Finally, we used watsonx Orchestrate NLP to invoke this skill flow using a chat interface.

Thank you for attending today's presentation.