

# 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

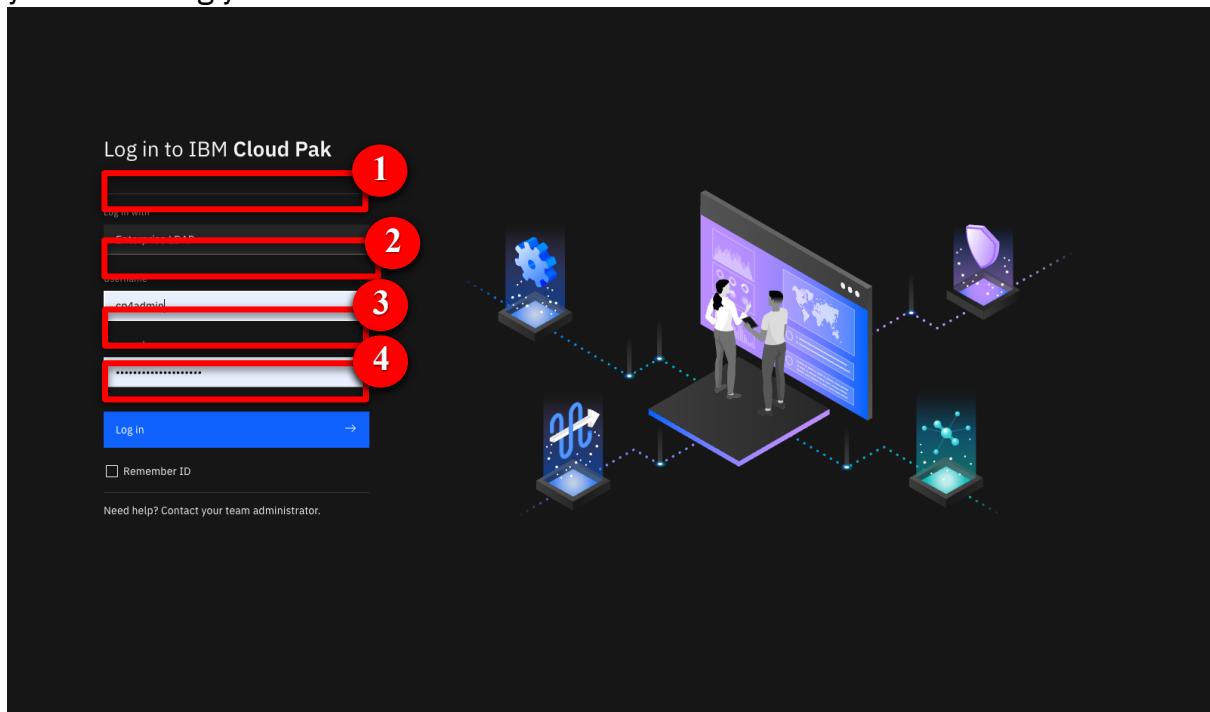
FocusCorp uses Operational Decision Manager (ODM) as a backend application to automatically validate and approve return requests from customers.

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 green progress bar), 'Recent Activities', and 'Stream'. On the right side, there are two panels: 'Followed Rules' (empty) and 'Rules Recently Worked On' (empty). The central area displays a welcome message: 'Welcome to Operational Decision Manager' and 'Learn about the fundamentals of Decision Center'. It also includes links for 'Get Started', 'Recent Activities', 'Stream', 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' page within the Decision Center. The top navigation bar has the 'LIBRARY' tab selected (highlighted with a red box). The main content area is titled 'Decision Services' and contains a table with one row. The row shows a small icon, the name 'Customer Service', and a timestamp 'Created by cp4admin on 22-Nov-2023'. A red box highlights the 'Customer Service' link. The table has columns for 'Date' and 'Name', and a 'Filter:' input field at the top right.

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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, the navigation path is "All Decision Services > Customer Service". Under "Customer Service", there are two tabs: "Releases" and "Branches" (which is selected). A red box highlights the "main" branch under the "Branches" tab. On the right side, there is a detailed view of the "Decision Service" for the "Customer Service" branch, showing its creation date (Oct 23, 2023) and last changed by (cp4admin). There is also 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. The navigation path is "All Projects > Customer Service > main". The main content area has tabs for "Decision Artifacts" (which is selected and highlighted with a red box), "Queries", "Tests", "Simulations", "Deployments", "Snapshots", and "Model". The "Decision Artifacts" tab 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". On the right side, there is a sidebar with sections for "Branch" (selected), "Stream", "Goals" (with a note to "Click to add goals to this branch"), "Linked Projects", and "More".

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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 message at the bottom of the table says 'There are no items to display'. The left sidebar shows 'All Projects' and 'Customer Service'. The right sidebar shows 'Branch' and 'Stream' sections, with a note to 'Click to add goals to this branch'.

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

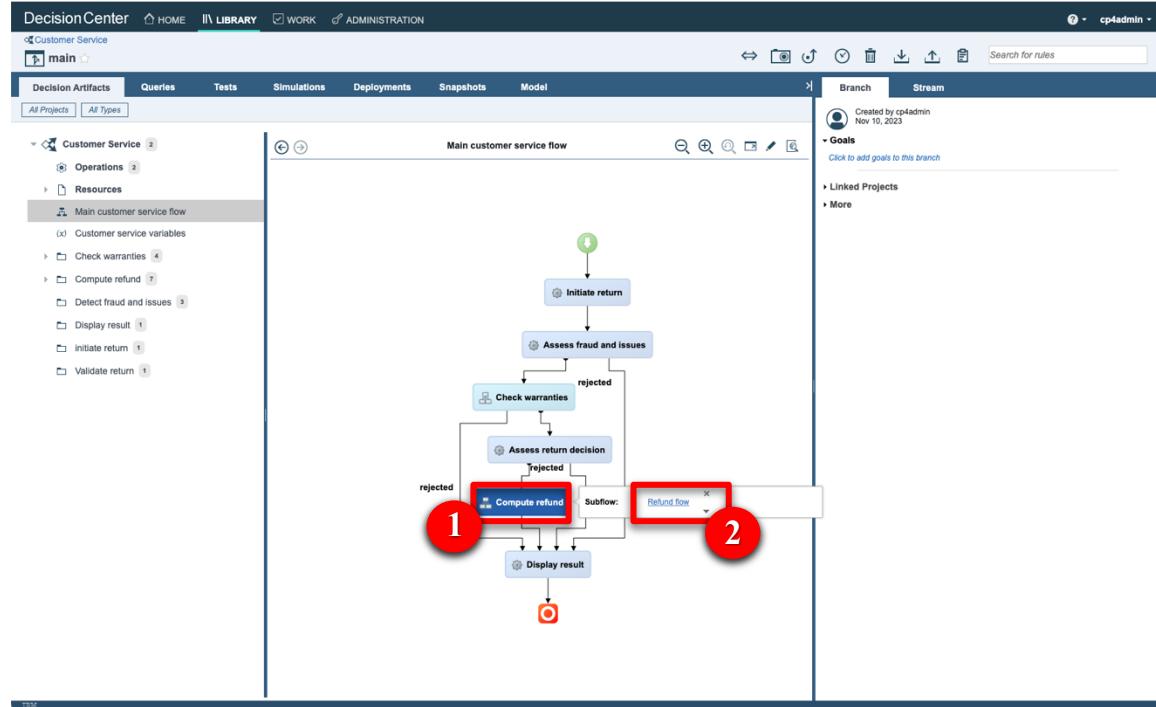
This screenshot shows the same Decision Center interface as the previous one, but now the 'Customer Service' project is selected. The 'Customer Service' list view shows two items: '(x) Customer service variables' and 'Main customer service flow'. The 'Main customer service flow' item is highlighted with a red box. The rest of the interface is identical to the first screenshot.

## 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.

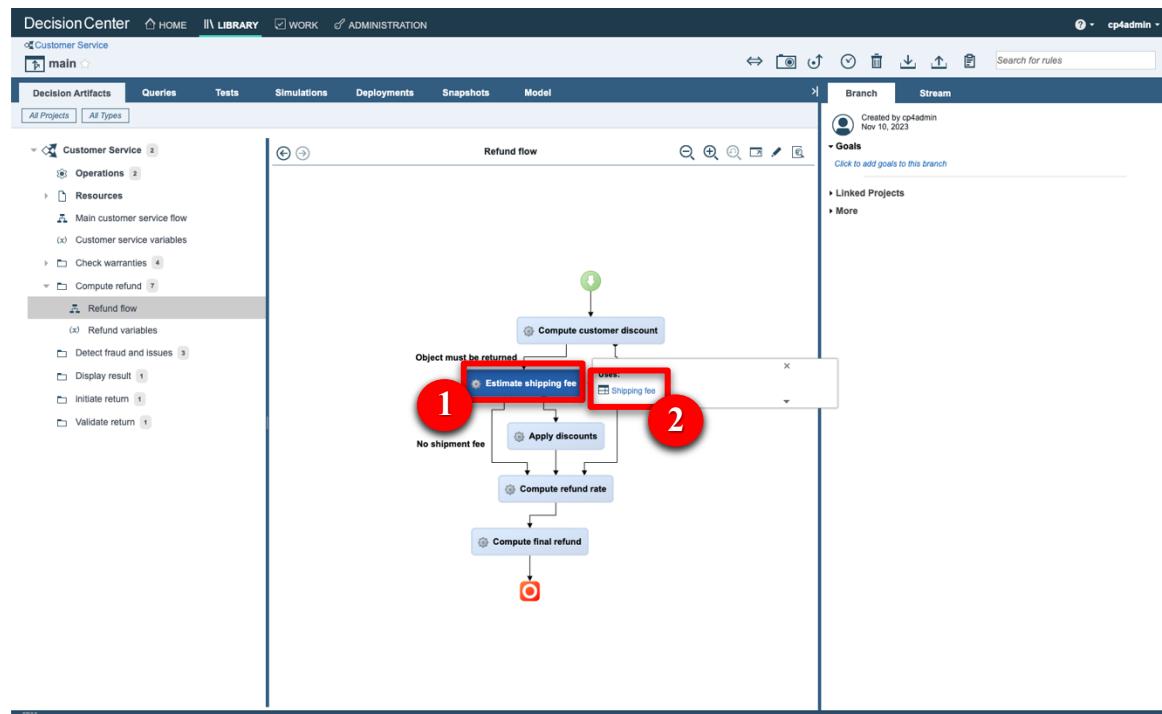
**Action 1.2.1** Click the **Compute refund** box (1) and then the **Refund flow** link (2)



**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.

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**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 IBM 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, a rule named 'Compute refund > Shipping fee' is displayed. The rule has a table titled 'Preconditions' with four rows:

Country	Purchase type	Fee	Comment
1 USA	Beauty, Books, Clothin...	8.5	-
2 USA	Jewelry, Pets	80	-
3 USA	Electronics, Garden....	75	-

Below the table, the rule logic is shown in IF-THEN format:

```
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' item in the navigation tree under 'Compute refund' is highlighted with a red box. The rest of the interface, including the rule definition and the right-hand branch view, remains the same.

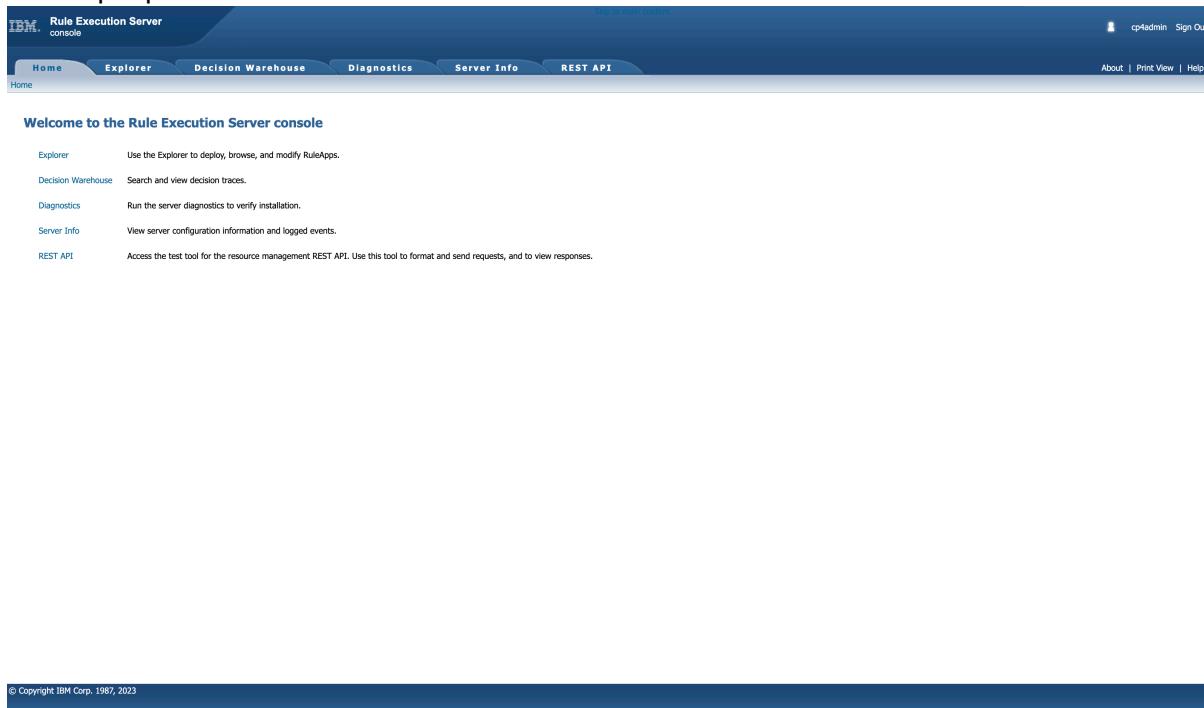
**Narration:** This decision service is deployed in a production environment and is invoked by FocusCorp's enterprise applications. Let's look at the deployment environment.

## 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.

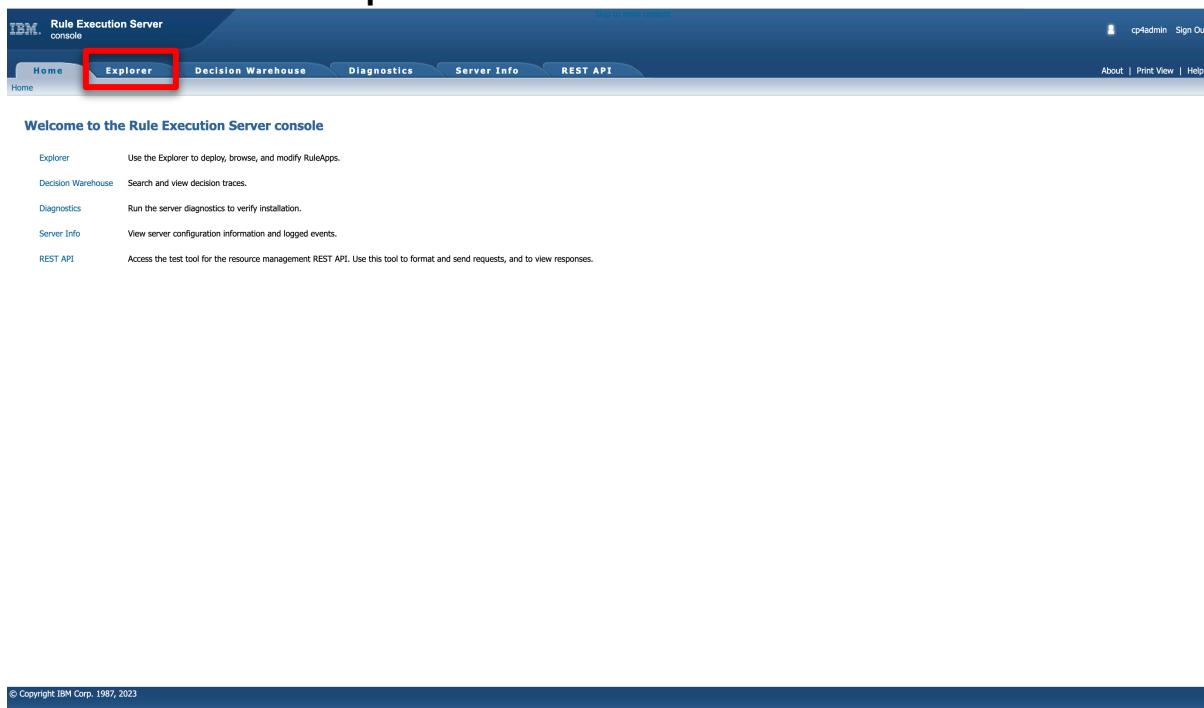
## ODM and watsonx Orchestrate Platinum demonstration script

**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_OrehequesService	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 header displays the ruleset name and version (1.0). The left sidebar shows navigation links for RuleApps, Resources, Libraries, and Service Information. The central content area displays the 'Ruleset Parameters' table:

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

Below the table are several buttons: 'Show Managed URIs (1)', 'Show Properties (15)', 'Show Decision Warehouse Options (tracing currently disabled)', 'Show HTDS Options', and 'Show Archive Content'. A red circle labeled '1' points to the 'purchase' row, '2' points to the 'decision' row, and '3' points to the '1.0' version number.

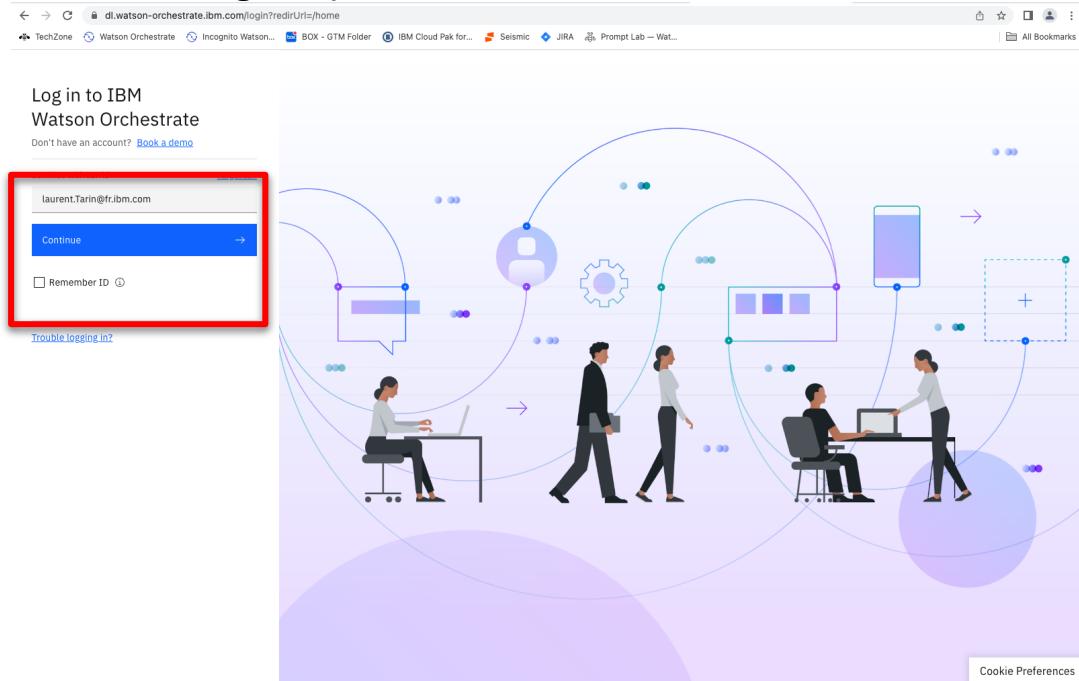
**Narration:** Let's now see how to leverage these deployed decisions using watsonx Orchestrate to make these return decisions visible to call center agents.

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

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

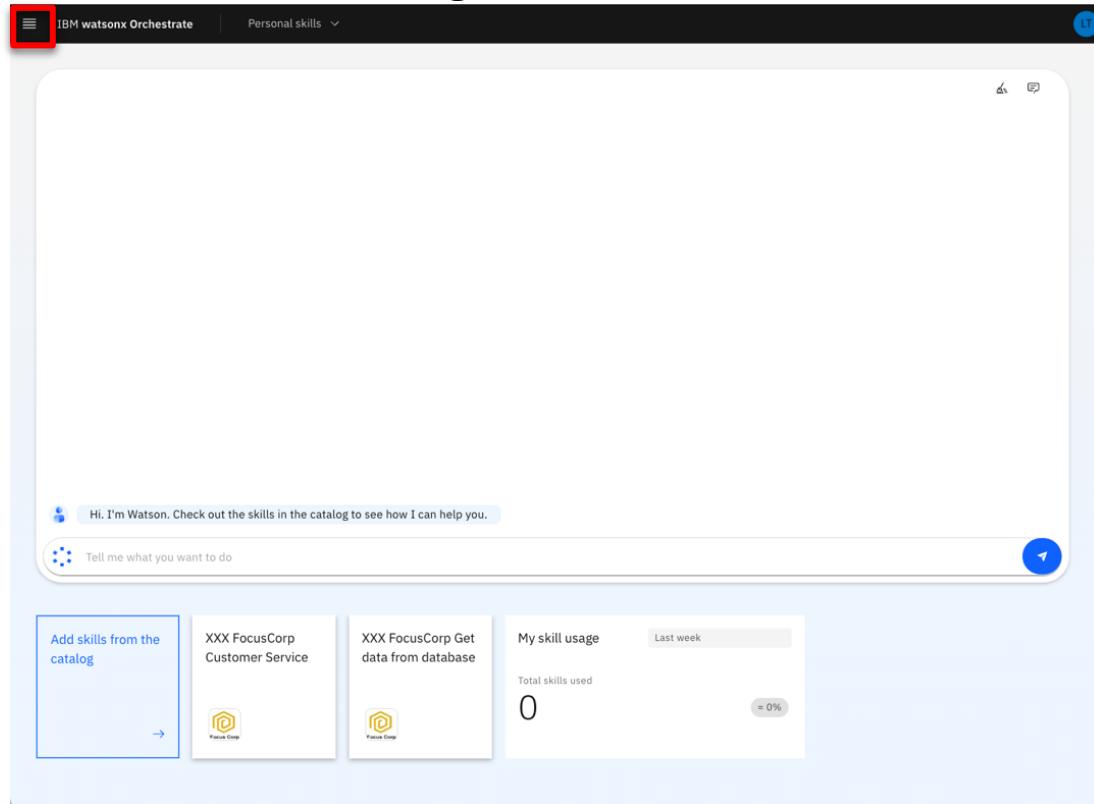
**Narration:** Let's now log in to watsonx Orchestrate with the 'Builder' profile. This profile enables us to create, enrich and publish skills.

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

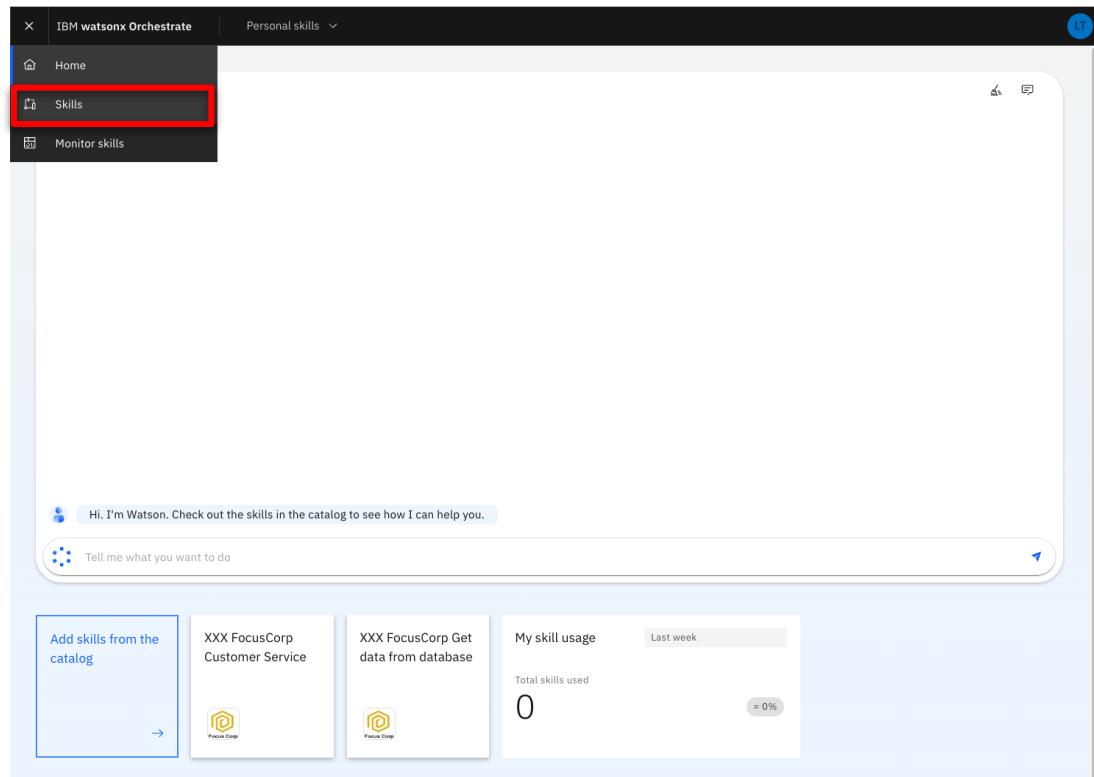


## ODM and watsonx Orchestrate Platinum demonstration script

### 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 Watson Orchestrate interface. At the top right, there is a blue button labeled 'Add skills' with a red box drawn around it. Below the button is a search bar with the placeholder 'Find a skill'. The main area displays a table of skills with columns: Name, Description, Step in the process, Status, Skill type, and an ellipsis column. The skills listed include various automation and composite components, such as 'CT Execute MAH-Recommend-produ...', 'Execute retention-offer', and 'Sales company status'. Each skill row has a small dropdown arrow icon to its left.

**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, there are two tabs: 'Choose the source' (selected) and 'Select the skills'. Below the tabs, there is a section titled 'Choose the source' with the sub-instruction 'To discover new skills, connect to an app or import an OpenAPI file or a skill package.' Underneath this, there are two buttons: 'From apps' (selected) and 'From files'. A list of sources is displayed, including 'IBM Cloud Pak for Business Automation - SaaS' (with sub-options 'Business Automation Workflow' and 'Operational Decision Manager'), 'IBM Cloud Pak for Business Automation - On premises' (with sub-options 'Automation Decision Services', 'Business Automation Workflow', and 'Operational Decision Manager'), and 'IBM RPA'. The 'IBM Cloud Pak for Business Automation - On premises' tile is highlighted with a red box. At the bottom right of the dialog box is a 'Cancel' button.

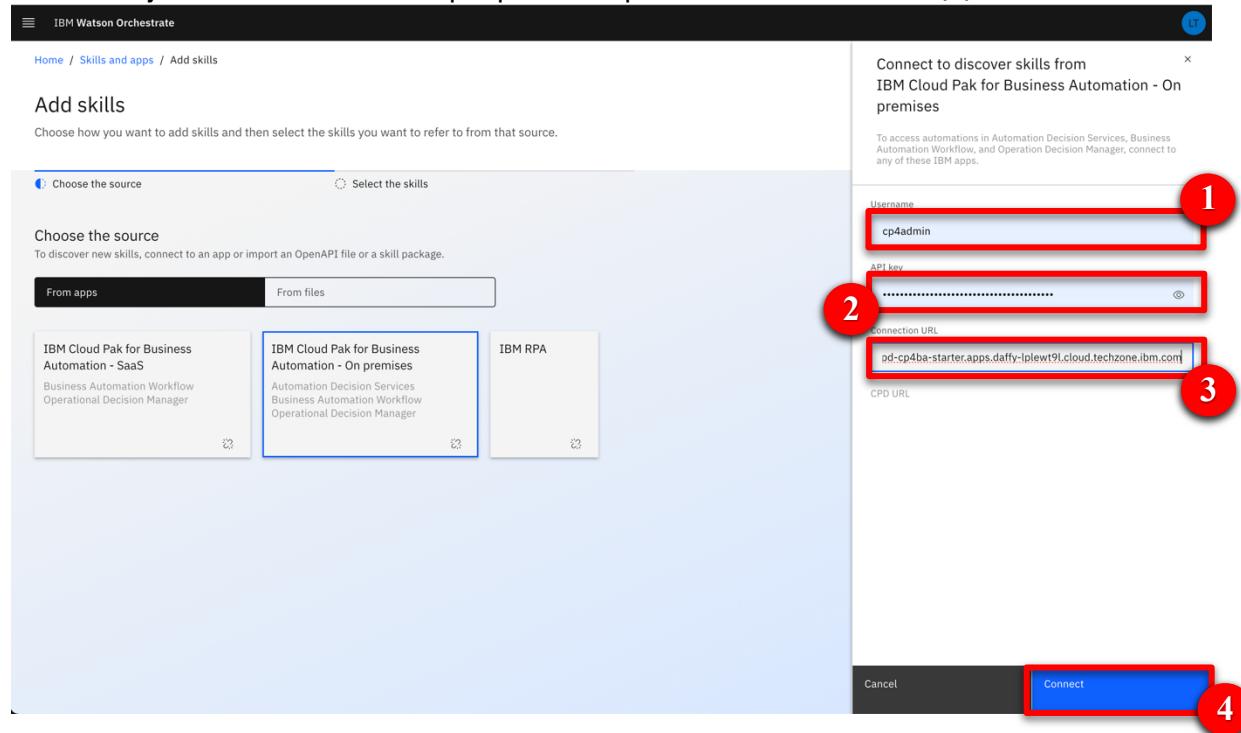
Note: If you are using a SaaS environment, click the **IBM Cloud Pak for Business**

## ODM and watsonx Orchestrate Platinum demonstration script

**Automation – SaaS** tile and use the basic authentication credentials provided by your SaaS admin.

**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).

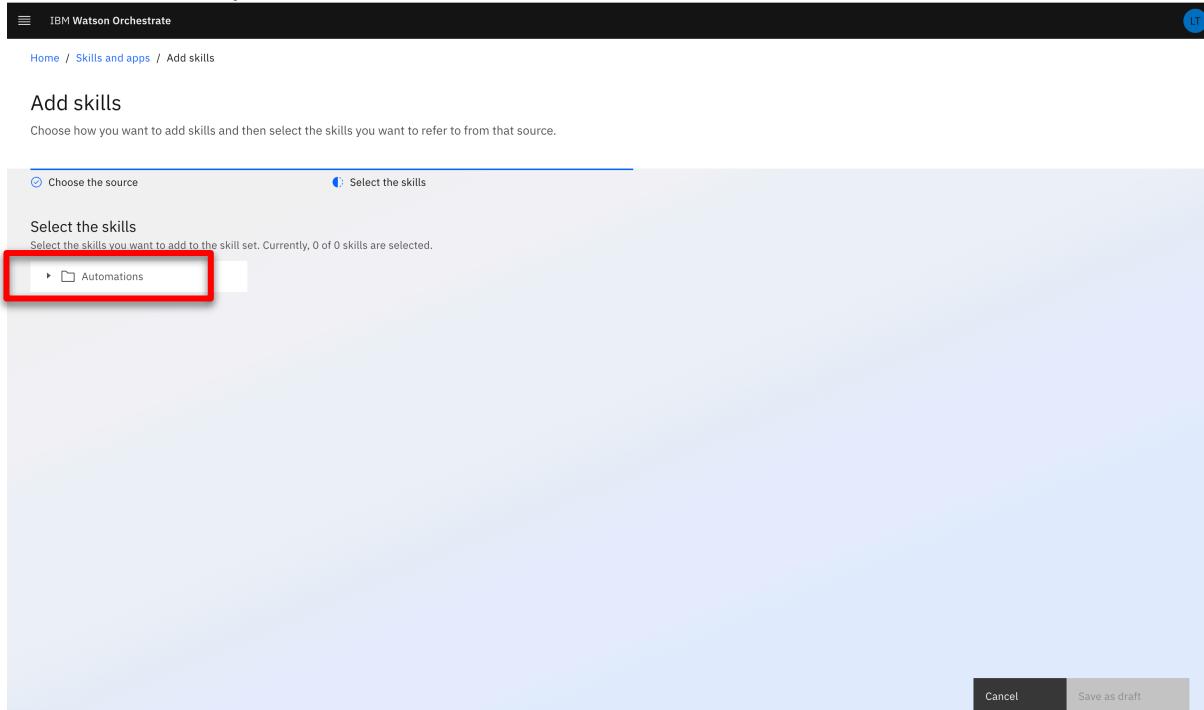


## 2.2 Create the customer service skill from the ODM Ruleapp

**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

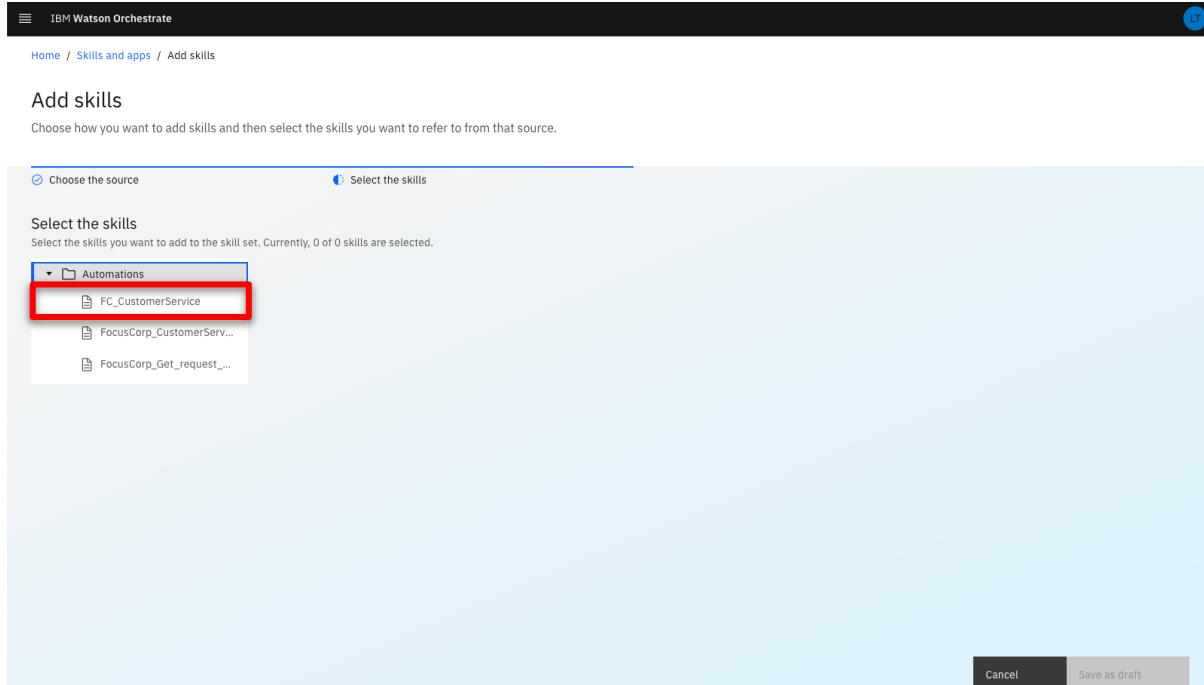
### Action 2.2.1 Expend the Automations folder.



The screenshot shows the 'Add skills' page in IBM Watson Orchestrate. At the top, there are two tabs: 'Choose the source' (selected) and 'Select the skills'. Below these, a section titled 'Select the skills' contains the 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' with a red box drawn around it. At the bottom right 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' page in IBM Watson Orchestrate. The 'Select the skills' section is visible. Under 'Select the skills', it says 'Select the skills you want to add to the skill set. Currently, 0 of 0 skills are selected.' The 'Automations' folder is expanded, showing three items: 'FC\_CustomerService' (highlighted with a red box), 'FocusCorp\_CustomerServ...', and 'FocusCorp\_Get\_request...'. At the bottom right 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 Watson Orchestrate. On the left, there's a sidebar with 'Choose the source' (radio button selected) and 'Select the skills' (radio button selected). Below this, under 'Select the skills', it says 'Select the skills you want to add to the skill set. Currently, 1 of 1 skills are selected.' A list of skills is shown in a table:

Skill	Description	Status
Invokes the execution of the d...	Executes the decision service ...	Ready to add

A red circle labeled '1' is drawn around the checkbox next to the first skill in the list. A red circle labeled '2' is drawn around the 'Save as draft' button at the bottom right of the screen.

**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 Watson Orchestrate. At the top, there's a search bar with 'Fc' typed into it, which is highlighted with a red box. To the right, a green notification bar says '1 skill successfully imported SUCCESS 11:35:57'. The main area is a table of skills:

Name	Description	Step in the process	Status	Skill type
Watson translator	Translates text from one langu...	Just 1 step away to be ready	Ready to publish	Imported
CT Execute MAH-Recommend-produ...	CT Execute MAH-Recommend-produ...	Ready to use	Published	Automation
Execute retention-offer	Execute retention-offer	Ready to use	Published	Automation
Composite with decision	Composite with decision	Ready to use	Published	Composite
HelloWorldLCT	HelloWorldLCT	Ready to use	Published	Imported
ODM CP4BA OnPrem Invokes the e...	Executes the decision service ...	Ready to use	Published	Imported
Vacation approval	Vacation approval	Ready to use	Published	Imported
alice skill flow from cluster		Just 1 step away to be ready	Ready to publish	Composite
Draft - Vacation Evaluation	Eligibility to evaluate the va...	Ready to use	Published	Composite

A red box highlights the 'ODM CP4BA OnPrem Invokes the e...' skill in the list. The status for this skill is 'Ready to use'.

**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 d...	Executes the decision service ...	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 d...	Executes the decision service ...	Just 1 step away to be ready	Ready to publish	Imported

**Description:** Executes the decision service operation XXX\_FC\_CustomerService with the path /FC\_CustomerService/1.0/XXX\_FC\_CustomerService/1.0.

**Added on:** Fri Oct 27 2023 11:52:24 GMT+0200 (Central European Summer Time)

**Updated on:** Fri Oct 27 2023 11:52:24 GMT+0200 (Central European Summer Time)

**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 Watson Orchestrate interface. A specific skill card is highlighted, showing its details: Name (Invokes the execution of the d...), Description (Executes the decision service ...), Step in the process (Just 1 step away to be ready), Status (Ready to publish), and Skill type (Imported). An ellipsis icon (three vertical dots) is located at the end of the row, which is highlighted with a red box.

### Action 2.2.8 Click Enhance this skill.

The screenshot shows the same 'Skills and apps' section. The same skill card is selected. A context menu has been opened next to the ellipsis icon, with the 'Enhance this skill' option highlighted by a red box. Other options in the menu include 'Delete this skill' and 'Export 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' interface. The 'Name' tab is selected, displaying a text input field containing 'New XXX FocusCorp customer service.' This input field is highlighted with a red rectangle. Below it, there's a 'Description' section with a text area containing 'Executes the decision service operation XXX\_FC\_CustomerService with the path /FC\_CustomerService/1.0/XXX\_FC\_CustomerService/1.0.' To the right, there are two preview sections: 'Preview' (showing how the skill will look in the catalog) and 'The skill will look like this in the skill set.' At the bottom right 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' interface with the 'Input' tab selected, indicated by a red rectangle around the tab title. Under the 'Request body' section, there are two entries: one for '\_\_\_DecisionID\_\_\_' with a 'Required' checkbox unchecked, and another for 'customer.name' with a 'Required' checkbox also unchecked. Both entries have 'Edit response' dropdown menus. At the bottom right 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 skill enhancement interface. It lists three input parameters: 'customer.name', 'customer.country', and 'customer.yearsAsCustomer'. The 'customer.name' field is highlighted with a red arrow. Each field has a label input field below it. The 'customer.name' label field contains 'Provide the Label for input parameter customer.name'. The 'customer.country' label field contains 'Provide the Label for input parameter customer.country'. The 'customer.yearsAsCustomer' label field contains 'Provide the Label for input parameter customer.yearsAsCustomer'. There are 'Edit response' buttons for each field. At the bottom right 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 skill enhancement interface. The 'customer.name' field now contains the value 'Customer name', which is highlighted with a red box. The other fields ('customer.country' and 'customer.yearsAsCustomer') remain unmodified. The 'Edit response' buttons are visible below each field. At the bottom right 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 'Enhance the "New XXX FocusCorp customer service." skill' page. The 'Output' tab is highlighted with a red box. Below it, there are three sections: 'purchase.warrantyType' (containing 'Warranty' and 'Basic'), 'purchase.returnReason' (containing 'Return reason' and a list of reasons like 'Arrived\_damaged', 'Arrived\_late', etc.), and 'purchase.condition' (containing 'Item condition' and a list of conditions like 'Opened', 'Used', etc.). Each section has an 'Edit response' dropdown. 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 'Enhance the "New XXX FocusCorp customer service." skill' page with the 'Output' tab selected. The 'Edit response' dropdown is highlighted with a red box. It displays a table header with columns: title, title, title, title, title, title, title. Below the header, there is a row with values: DecisionID, decision.returnStatus, decision.refundAmount, decision.comments, decision.fee, decision.action, decision.requestDate. 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 'Enhance this skill' interface in IBM Watson Orchestrate. The 'Output' tab is selected. In the 'Edit response' section, under the 'Table' tab, there is a row with three columns. The first column has a dropdown menu with 'Add header'. The second column has a text input field containing 'Return decision', which is highlighted with a red box. The third column has a dropdown menu with 'decision.returnStatus'. At the bottom right of the interface are 'Cancel', 'Publish', and 'Save as draft' buttons.

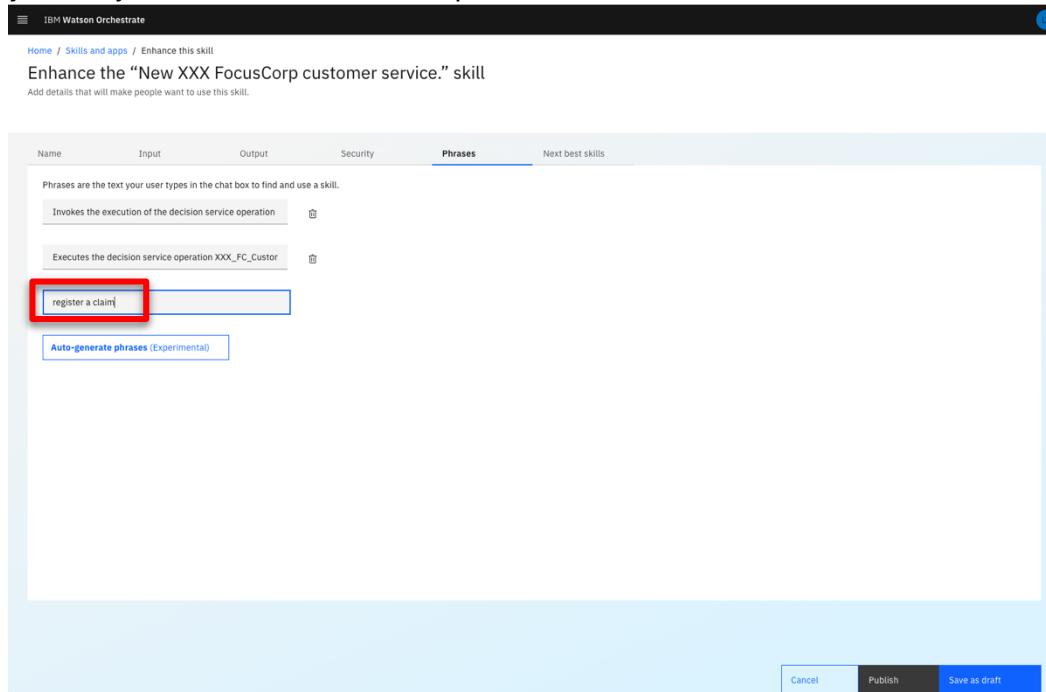
**Narration:** The same procedure is applied for the remaining output fields. We have already prepared a fully configured skill that we'll see in a couple of minutes.

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

The screenshot shows the 'Enhance this skill' interface in IBM Watson Orchestrate. The 'Phrases' tab is selected in the top navigation bar. In the 'Edit response' section, under the 'Table' tab, there is a row with three columns. The first column has a dropdown menu with 'Shipment fee'. The second column has a dropdown menu with 'Next action'. The third column has a dropdown menu with 'Decision date'. At the bottom right of the interface are 'Cancel', 'Publish', and 'Save as draft' buttons.

## ODM and watsonx Orchestrate Platinum demonstration script

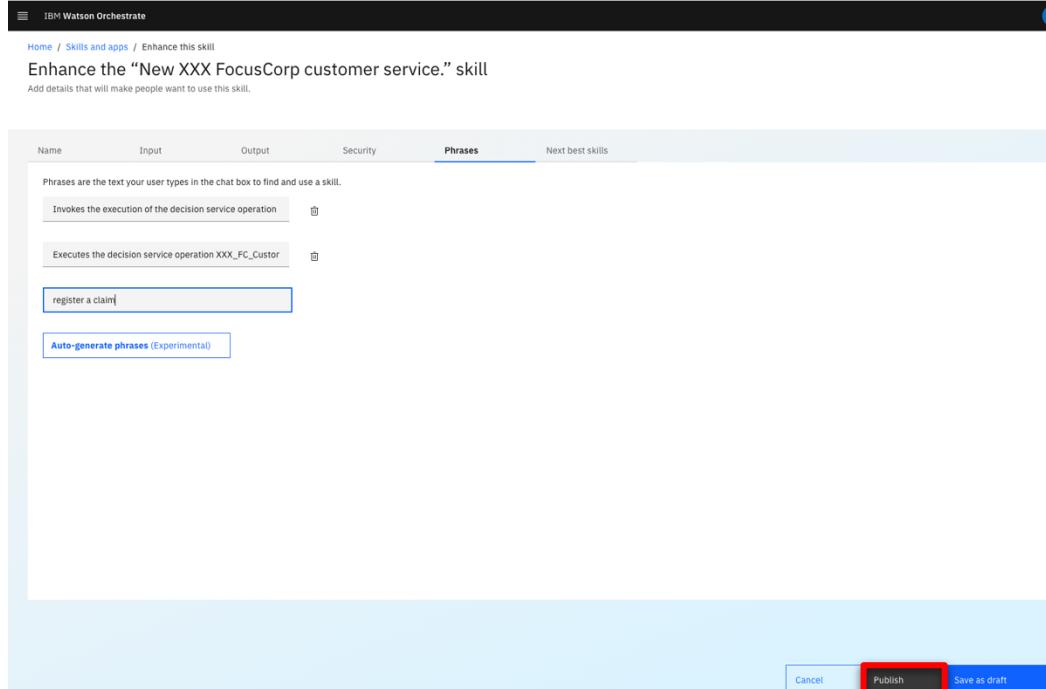
**Action 2.3.9** Type ‘register a claim’ as a new phrase. Press the enter/return key on your keyboard to save the new phrase.



The screenshot shows the 'Phrases' tab of the IBM Watson Orchestrate interface. A red box highlights the input field containing the phrase 'register a claim'. Below the input field is a button labeled 'Auto-generate phrases (Experimental)'. At the bottom right of the screen are three buttons: '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 one above, showing the 'Phrases' tab with the 'register a claim' phrase entered. The 'Publish' button at the bottom right is highlighted with a red box, indicating it is the next step to be taken.

## ODM and watsonx Orchestrate Platinum demonstration script

The screenshot shows the IBM Watson Orchestrate interface. At the top, there's a navigation bar with 'IBM Watson Orchestrate' and a user icon. Below it, a breadcrumb navigation shows 'Home / Skills and apps'. A green success message box in the top right corner says 'Published successful Published skill! 12:11:59'. The main area is titled 'Skills and apps' with a sub-instruction: 'Add new skills, train them to be more effective, and publish them to the catalog so your team can benefit from them quickly.' Below this is a search bar with placeholder text 'Find a skill'. A 'Skills' section contains a table with columns: Name, Description, Step in the process, Status, and Skill type. Three items are listed:

Name	Description	Step in the process	Status	Skill type
Watson translator	Translates text from one langu...	Just 1 step away to be ready	Ready to publish	Imported
CT Execute MAH-Recommend-produ...	CT Execute MAH-Recommend-produ...	Ready to use	Published	Automation
Execute retention-offer	Execute retention-offer	Ready to use	Published	Automation

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

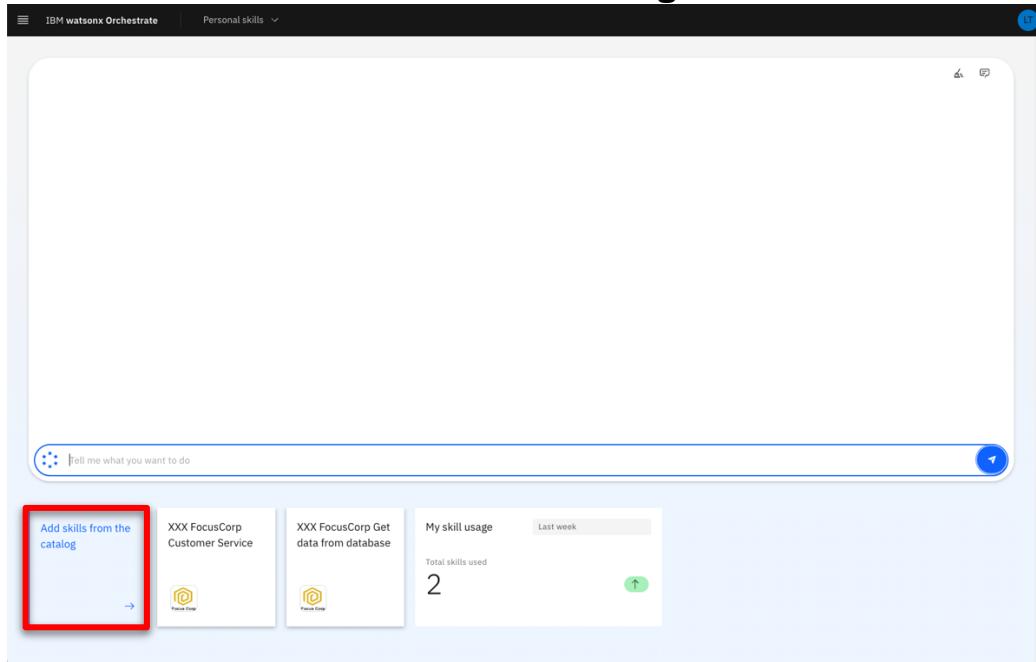
**Narration:** We can now add this new skill into our personal catalog.

### Action 2.4.1 Click IBM Watson Orchestrate

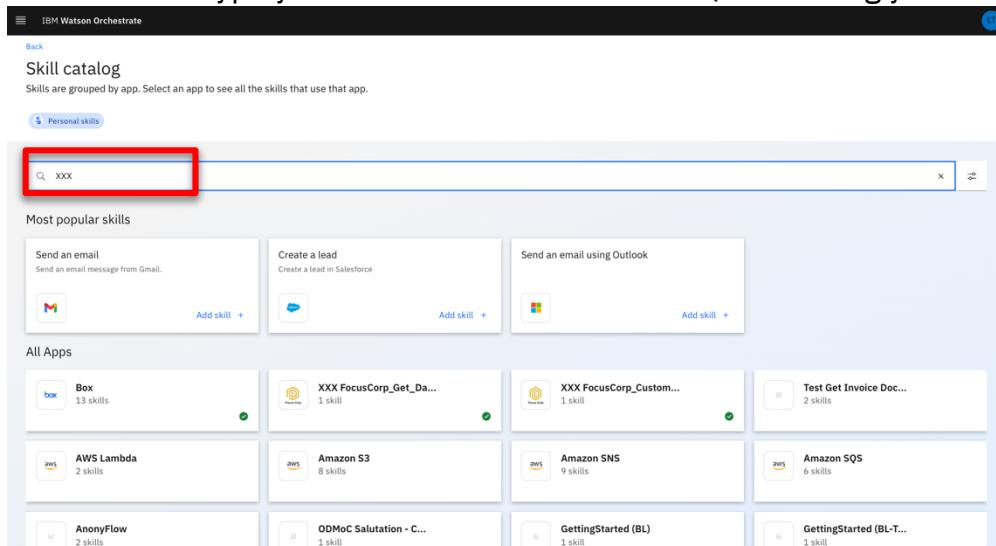
This screenshot is identical to the one above, showing the 'Skills and apps' page of IBM Watson Orchestrate. The 'IBM Watson Orchestrate' button in the top navigation bar is highlighted with a red box. The rest of the interface, including the skill list and the success message, remains the same.

## 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' page in IBM Watson Orchestrate. At the top, there's a search bar with 'XXX' typed into it. Below the search bar, there's a section titled 'Apps' containing three items: 'XXX FocusCorp\_Get\_Data\_Fro...', 'XXX FocusCorp\_Customer\_Ser...', and 'XXX\_FC\_CustomerService API'. The third item, 'XXX\_FC\_CustomerService API', is highlighted with a red box. A 'Personal skills' button is visible at the top left.

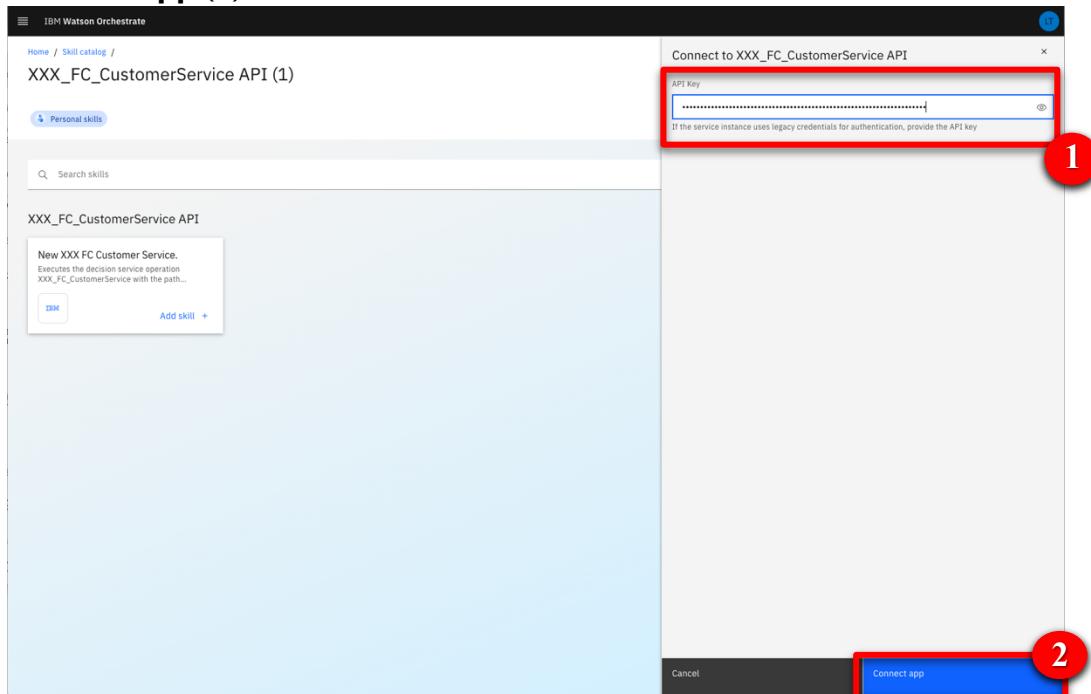
**Narration:** Next, we'll connect the skill to the Rule Execution Server. We'll use the ZEN API key that was provided by our ODM administrator to connect to the deployed rule service.

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

The screenshot shows the details page for the 'XXX\_FC\_CustomerService API (1)' skill. At the top, there's a breadcrumb navigation: 'Home / Skill catalog / XXX\_FC\_CustomerService API (1)'. Below the breadcrumb, there's a 'Personal skills' button. On the right side of the page, there's a large blue button labeled 'Connect app' with a red box around it. The main content area displays a summary of the skill: 'New XXX FC Customer Service. Executes the decision service operation XXX\_FC\_CustomerService with the path...'. There are also 'IBM' and 'Add skill +' buttons.

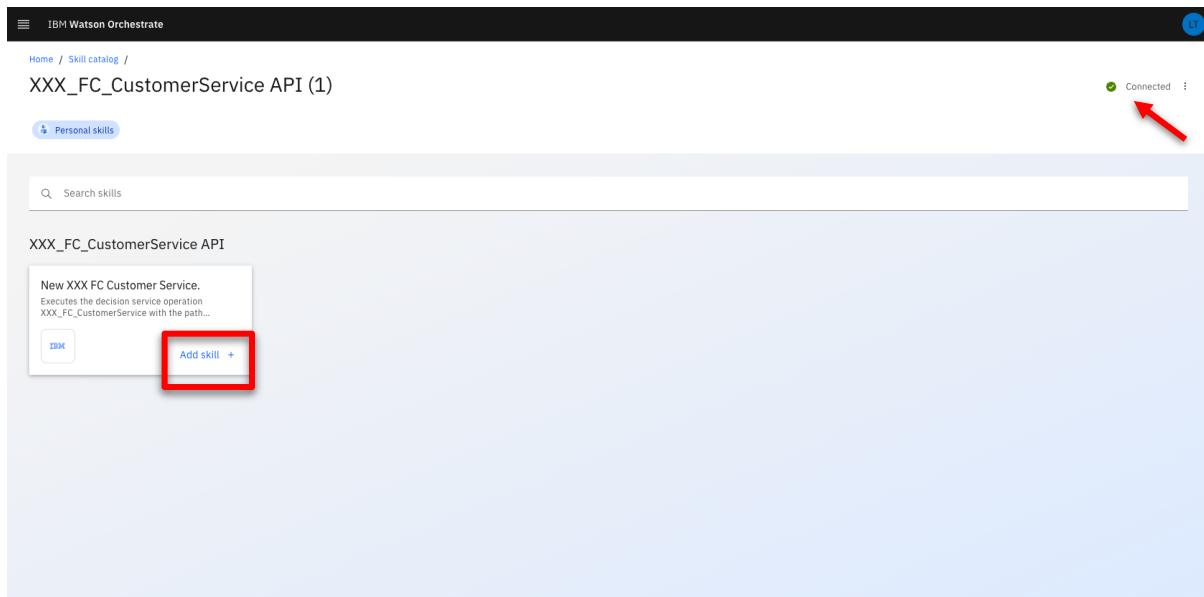
## ODM and watsonx Orchestrate Platinum demonstration script

**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 Watson Orchestrate interface. In the top navigation bar, 'IBM Watson Orchestrate' is highlighted with a red box. Below it, the 'Skill catalog' section displays a single skill entry: 'XXX\_FC\_CustomerService API (1)'. Underneath the skill name is a search bar labeled 'Search skills'. The skill card itself has a light gray background and contains the following information:

- XXX\_FC\_CustomerService API**
- New XXX FC Customer Service.  
Executes the decision service operation  
XXX\_FC\_CustomerService with the path...
- IBM icon
- Added ✓** (with a red arrow pointing to this button)

### Action 2.4.9 Click IBM Watsonx Orchestrate.

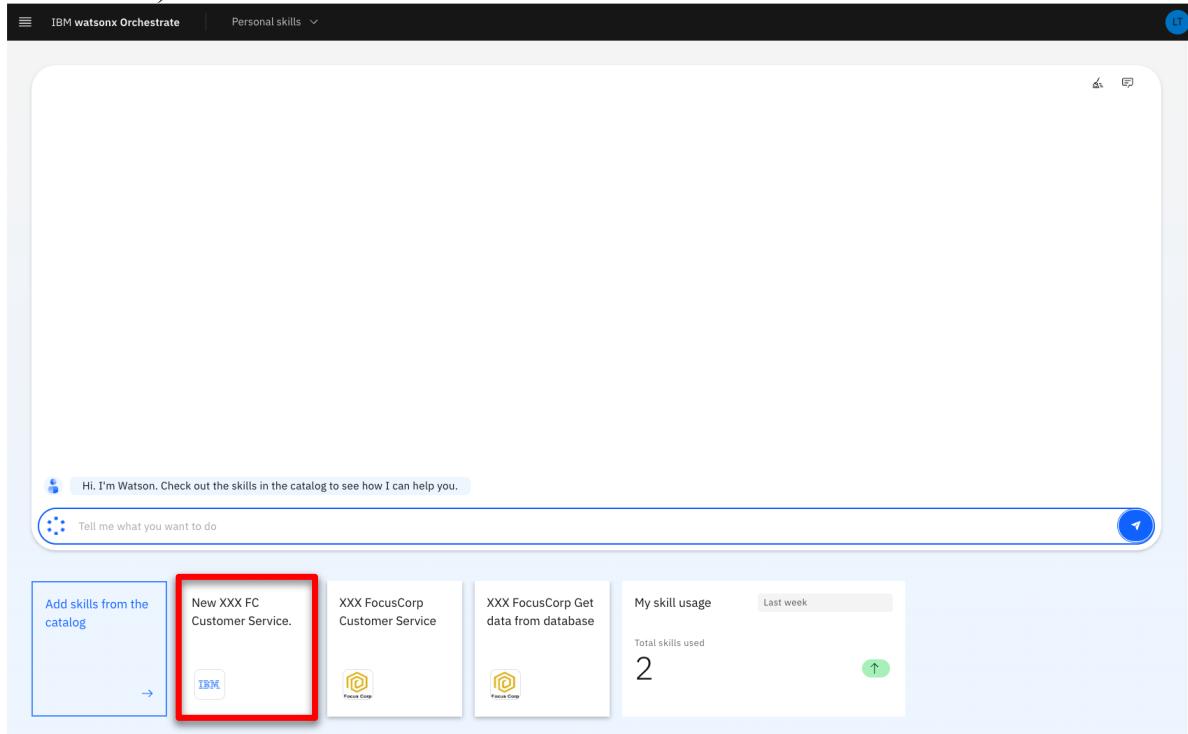
This screenshot is identical to the one above, showing the 'Skill catalog' section of the IBM Watson Orchestrate interface. The 'IBM Watson Orchestrate' navigation item is again highlighted with a red box. The skill entry 'XXX\_FC\_CustomerService API (1)' is displayed, along with its details and the 'Added ✓' status indicator.

## 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

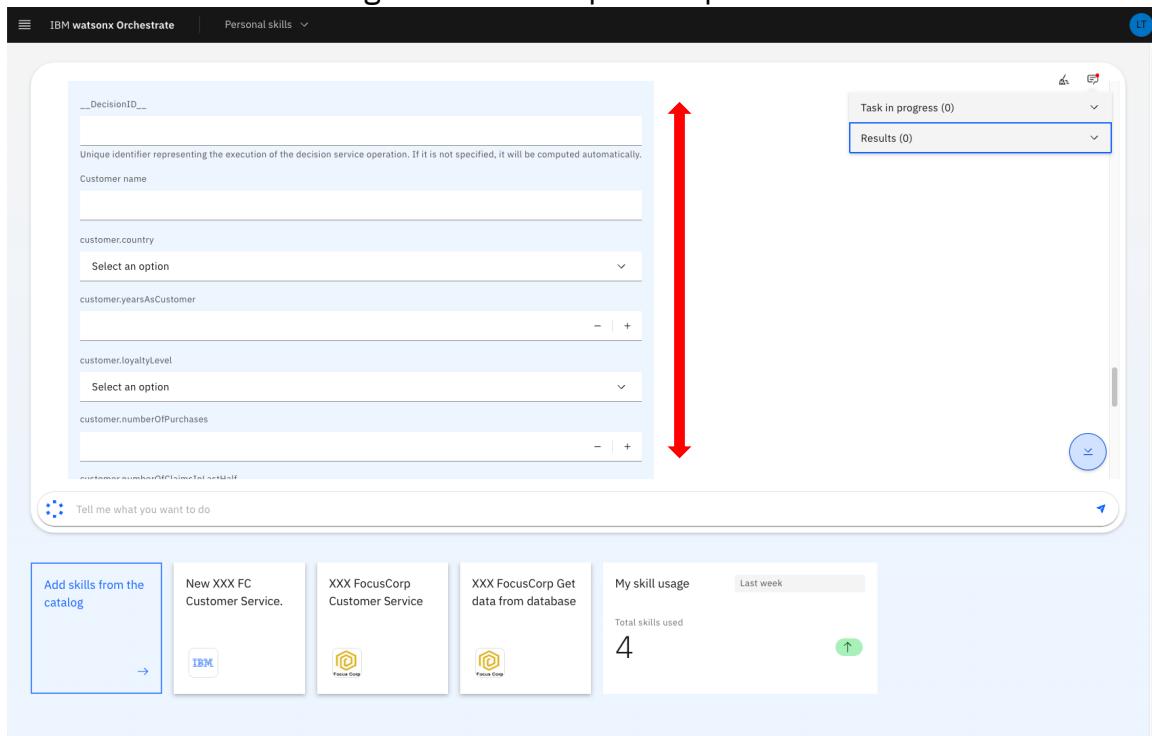
**Action 2.5.1** Click the **New XXX FocusCorp customer service** tile ('XXX' being your own initials).



### Narration:

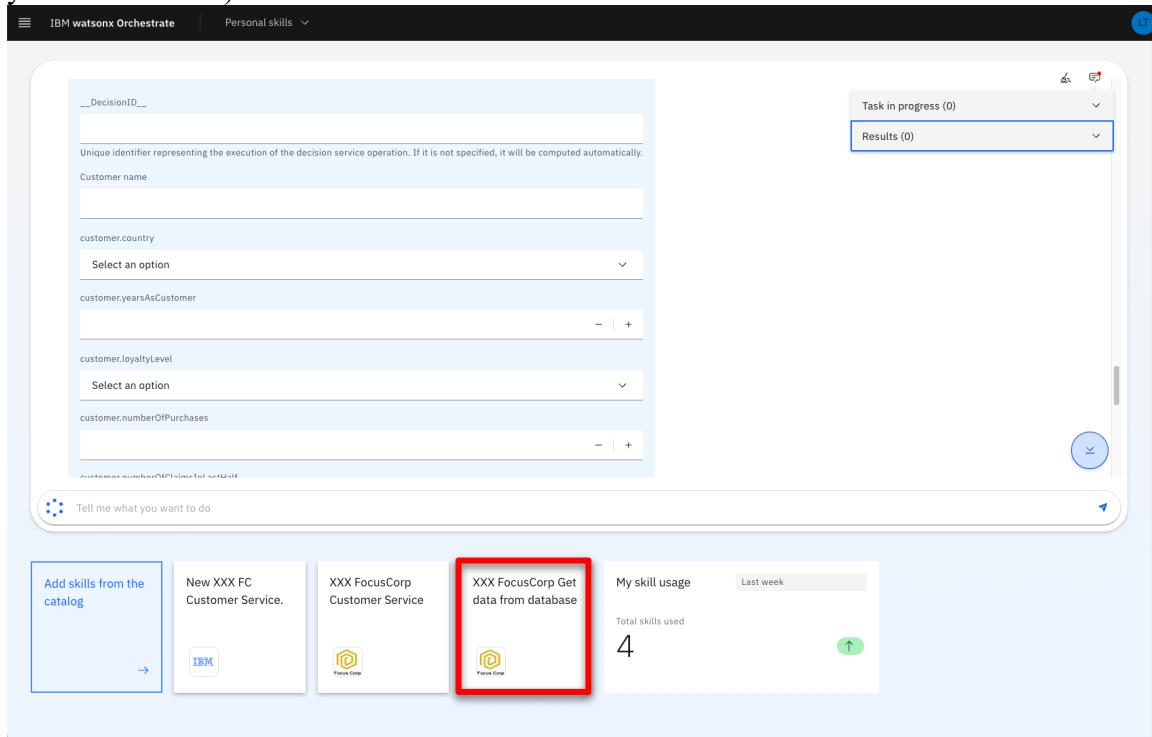
The decision service requires multiple pieces of data to process the return. Instead of requesting the agent to input this data manually, we'll query the FocusCorp database to retrieve the data automatically using another skill.

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



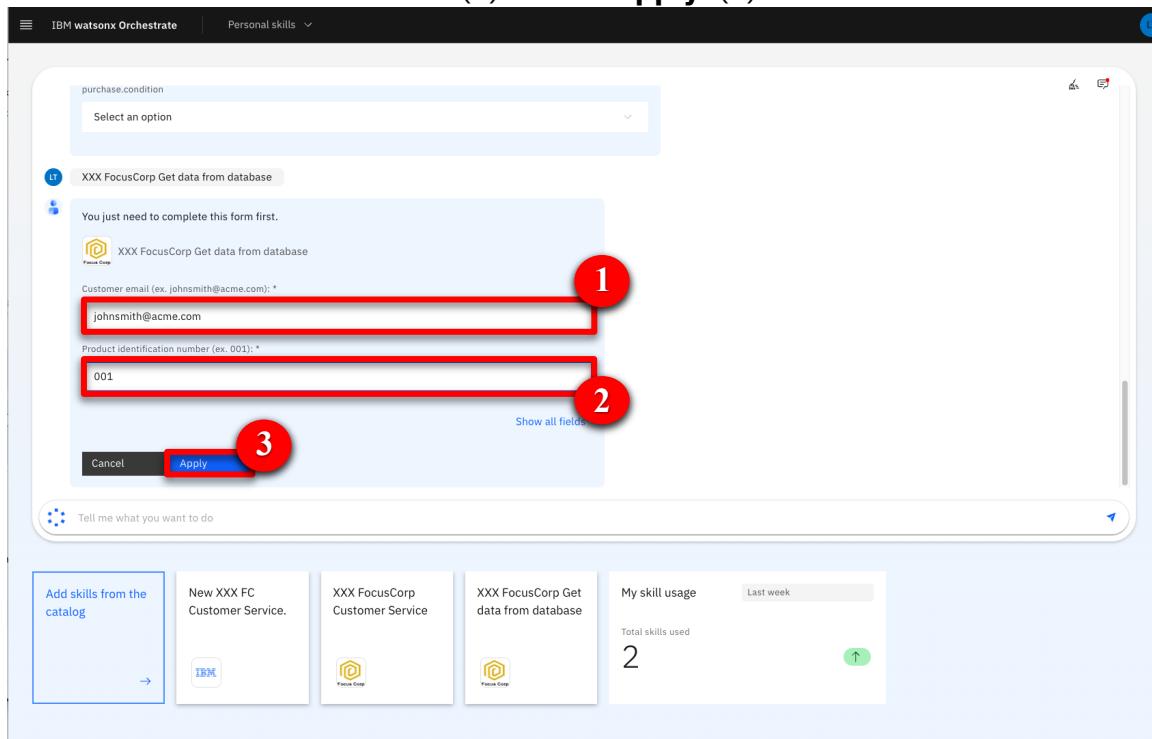
## ODM and watsonx Orchestrate Platinum demonstration script

**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.

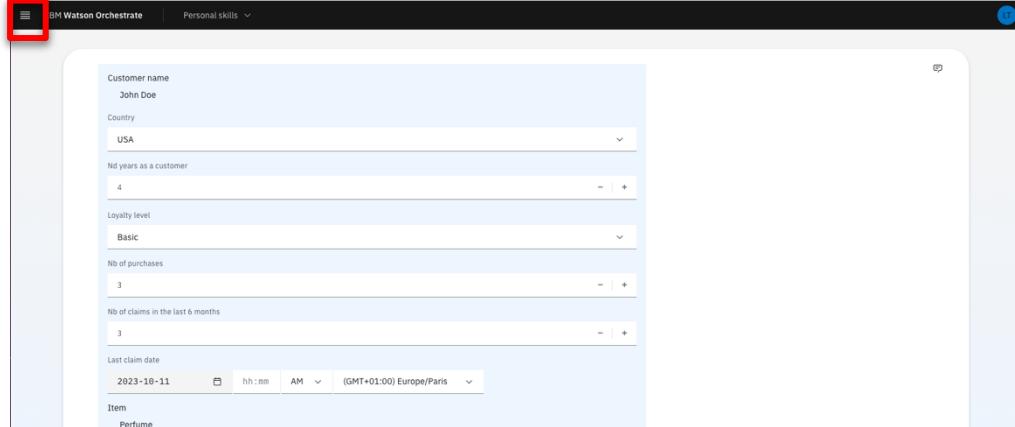
The screenshot shows the IBM Watsonx Orchestrate Platinum interface. On the left, there is a form for a return request with fields for Price (80), Purchase date (2023-10-11), Return reason (Enter\_a\_reason), Item condition (Enter\_a\_condition), Warranty (years) (1), and Warranty type (Basic). A red arrow points down from the top of the page towards the results section. On the right, there is a sidebar with sections for Task in progress (0) and Results (0). Below the form, there is a "Tell me what you want to do" input field and a "My skill usage" summary showing 5 total skills used last week. At the bottom, there is a catalog of skills: New XXX FC Customer Service, XXX FocusCorp Customer Service, and XXX FocusCorp Get data from database, each with an IBM logo icon.

## 3- Sequencing skills into a skill flow

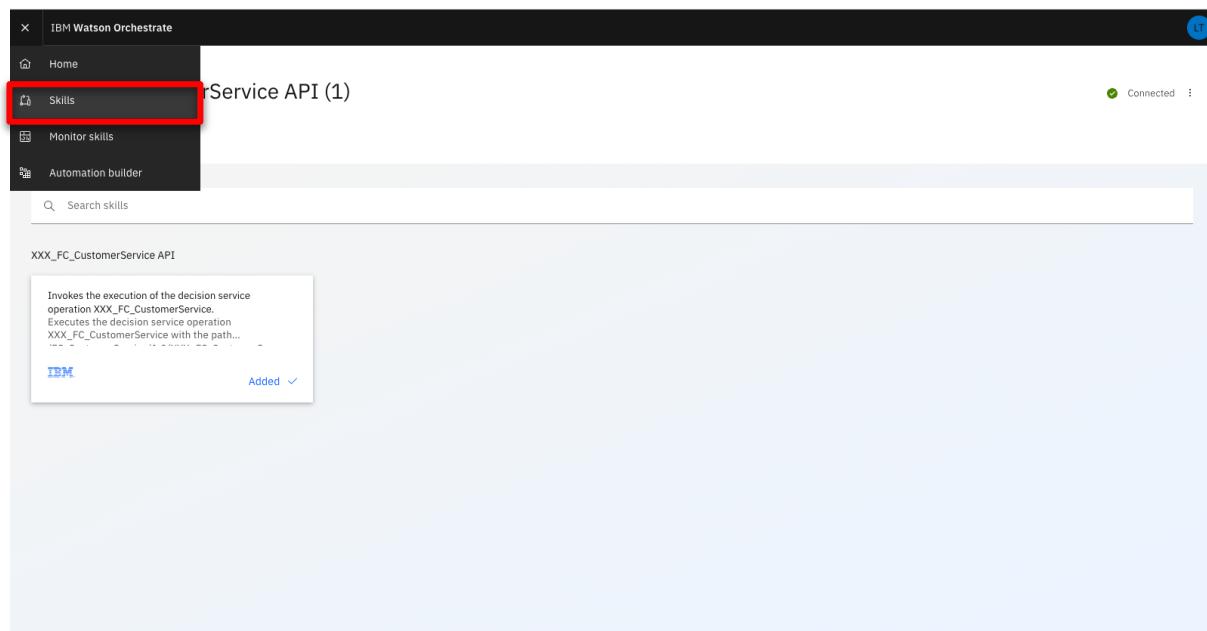
### 3.1 Create the customer service skill flow

**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.

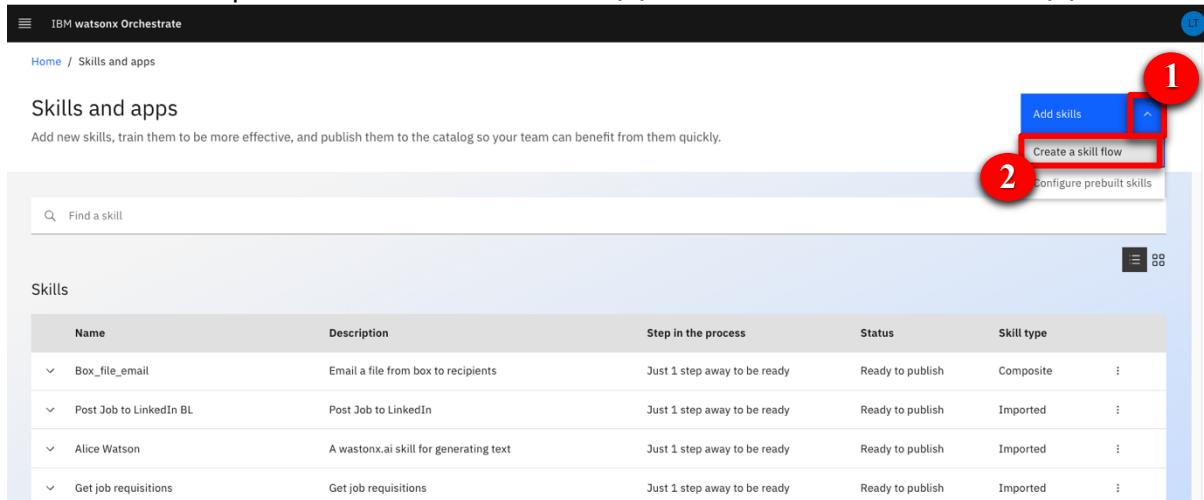


#### Action 3.1.2 Click Skills.



## ODM and watsonx Orchestrate Platinum demonstration script

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

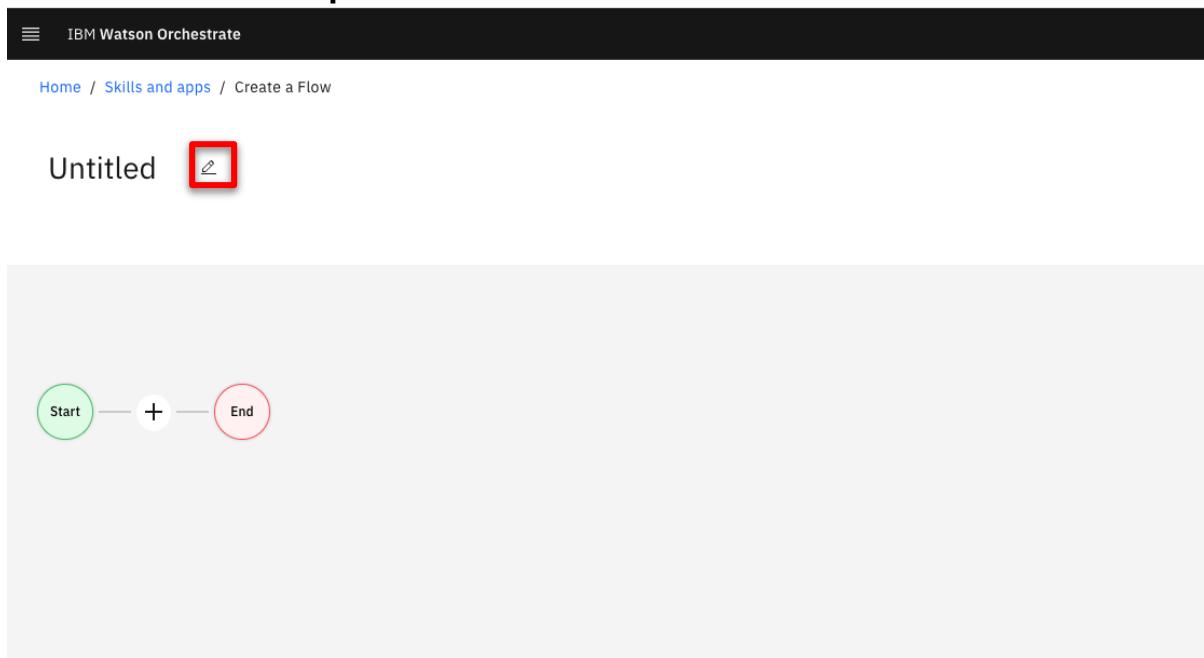


The screenshot shows the 'Skills and apps' section of the IBM Watson Orchestrate interface. At the top, there's a navigation bar with 'Home / Skills and apps'. Below it is a search bar with 'Find a skill'. The main area is titled 'Skills' and contains a table with four rows of skill information:

Name	Description	Step in the process	Status	Skill type	⋮
Box_file_email	Email a file from box to recipients	Just 1 step away to be ready	Ready to publish	Composite	⋮
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	⋮

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

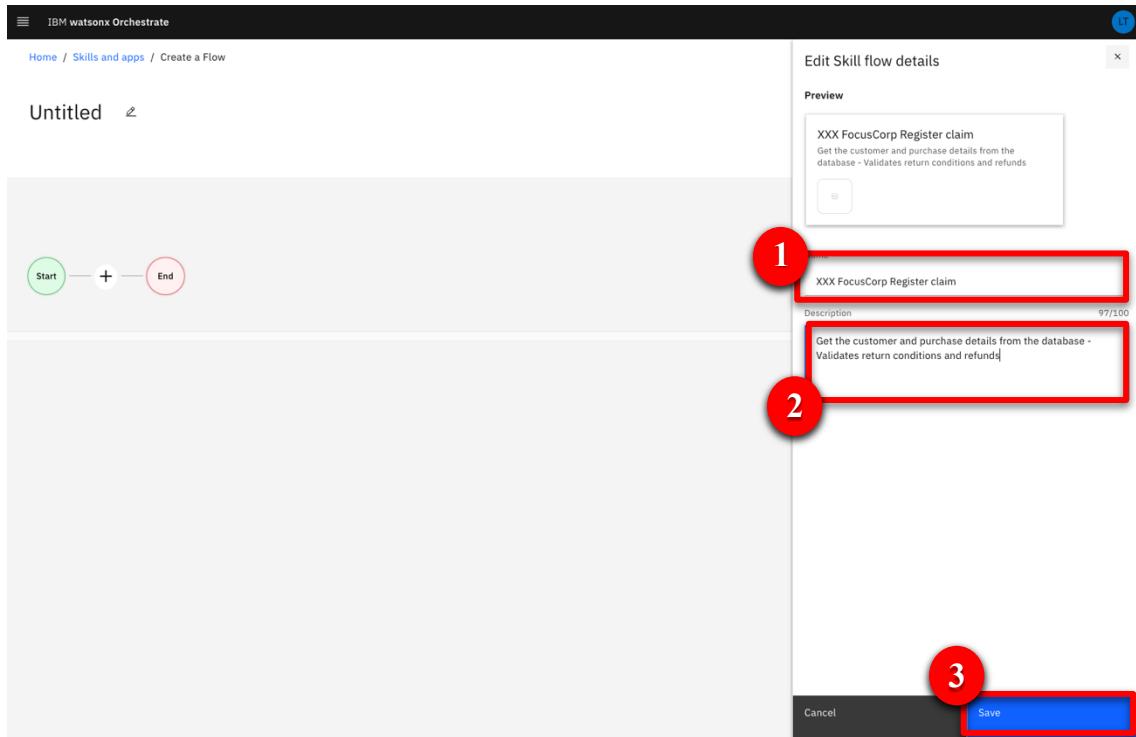
### Action 3.1.4 Click the **pencil** icon to name the skill flow.



The screenshot shows the 'Create a Flow' screen. At the top, it says 'Untitled' with a pencil icon to its right, which is highlighted with a red box. Below this, the interface displays a simple flow diagram consisting of two nodes: a green oval labeled 'Start' and a red oval labeled 'End', connected by a horizontal line with a plus sign in the center.

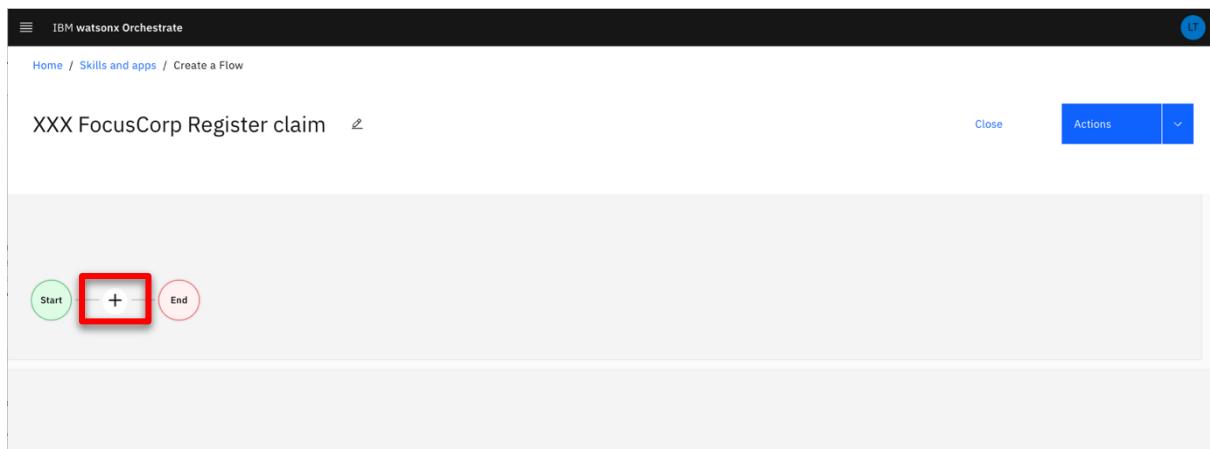
Narration: The description will help users to understand the actions performed by the skill flow.

**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.

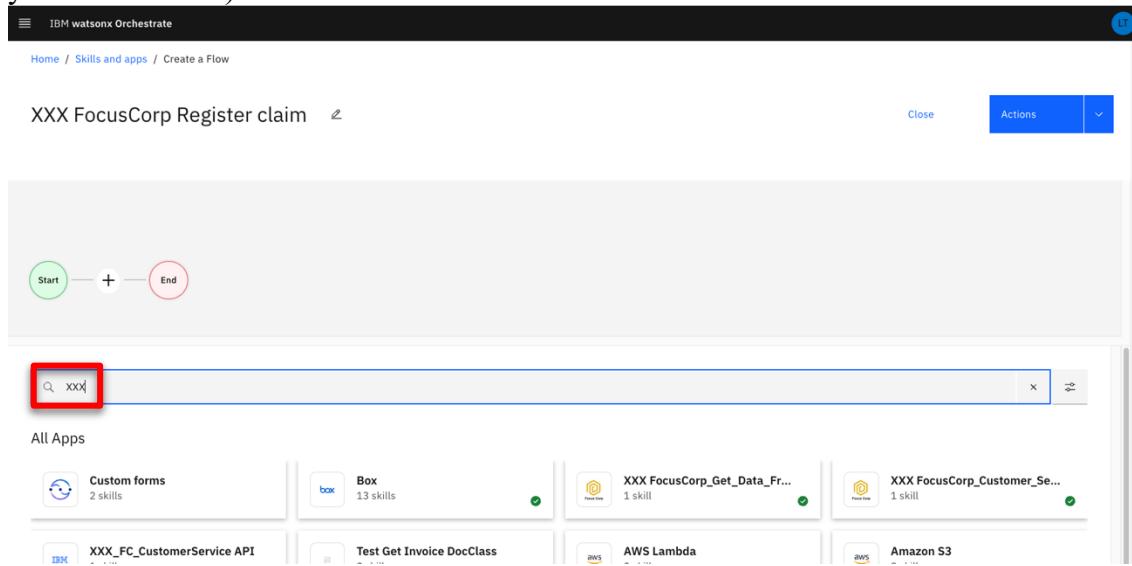
**Action 3.1.6** Click the + button.



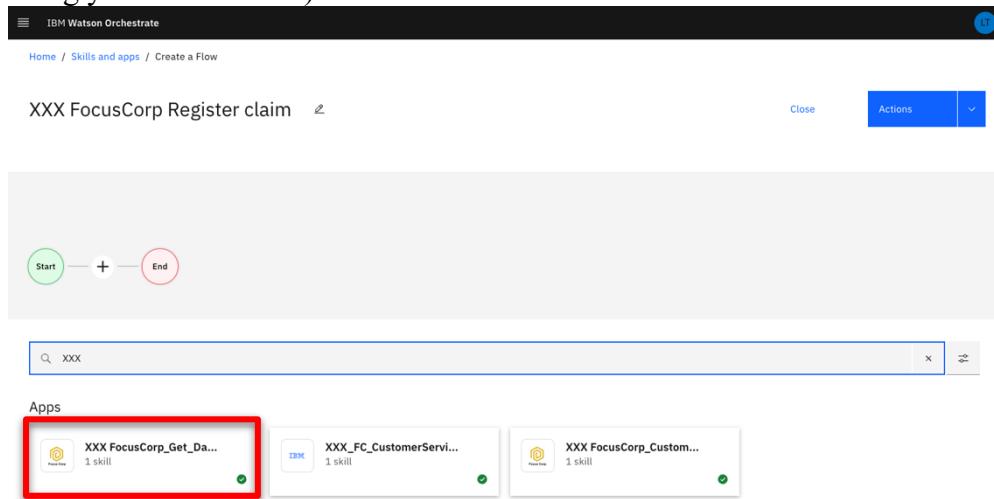
**Narration:** Let’s search for the skills we have added in our personal skills.

## 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)



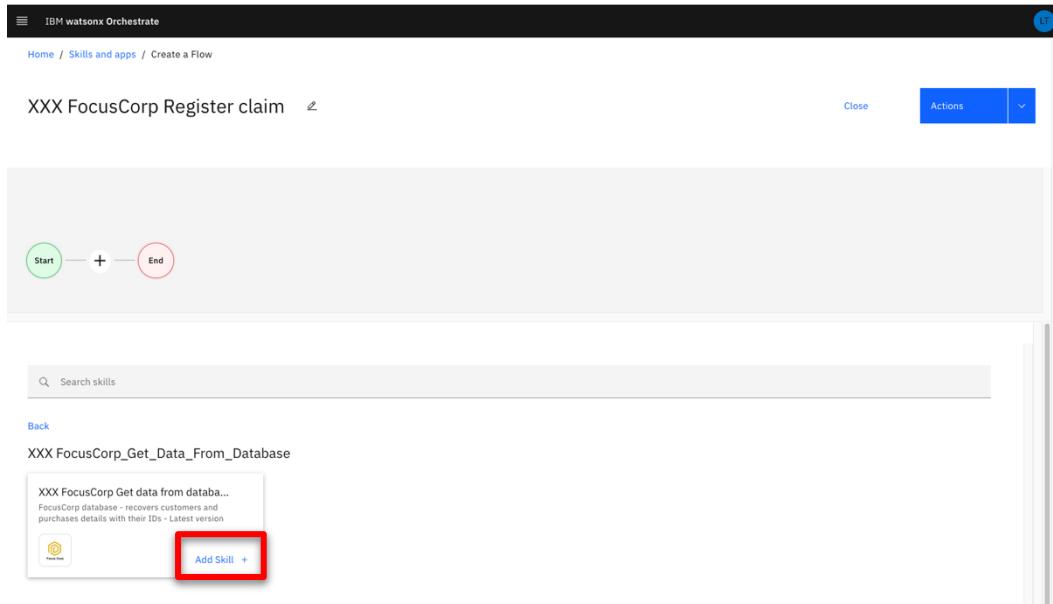
**Action 3.1.8** Click the **XXX FocusCorp\_Get\_Data\_from\_database** skill ('XXX' being your own initials).



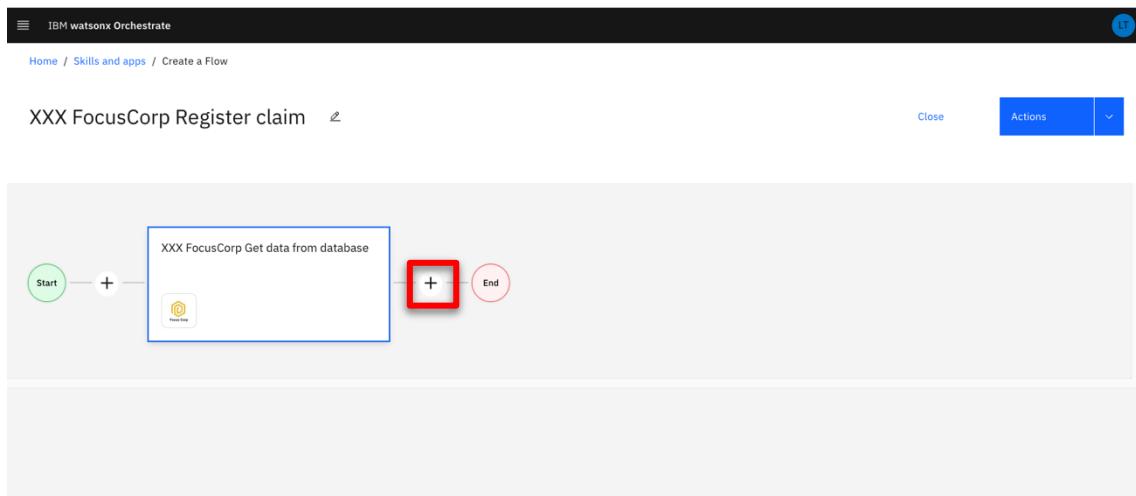
**Narration:** We can add the database skill to the flow.

## ODM and watsonx Orchestrate Platinum demonstration script

### Action 3.1.9 Click the Add skill +.



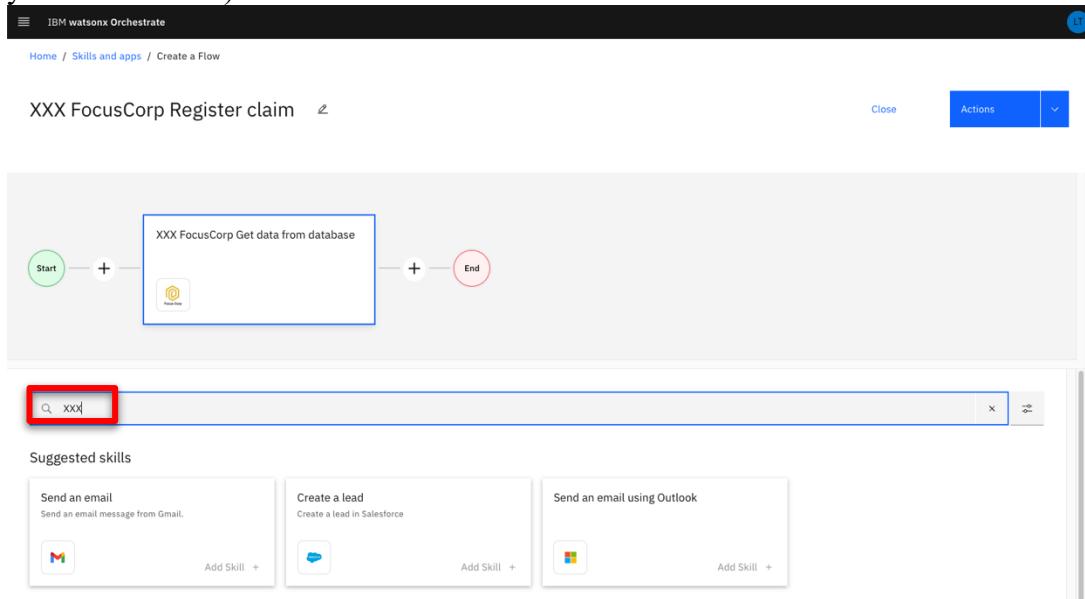
### Action 3.1.10 Click + button.



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

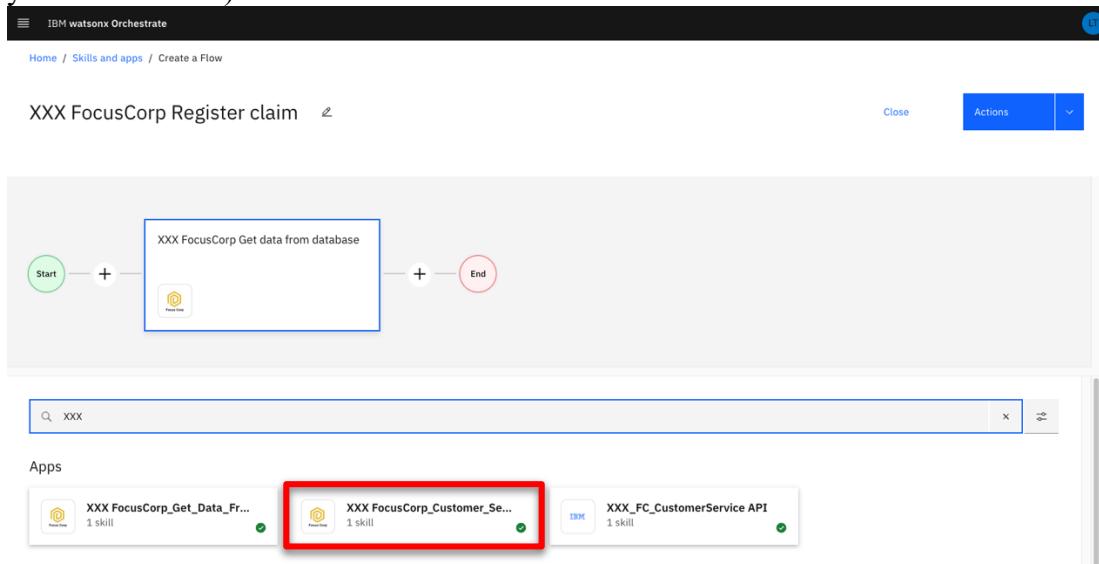
## ODM and watsonx Orchestrate Platinum demonstration script

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



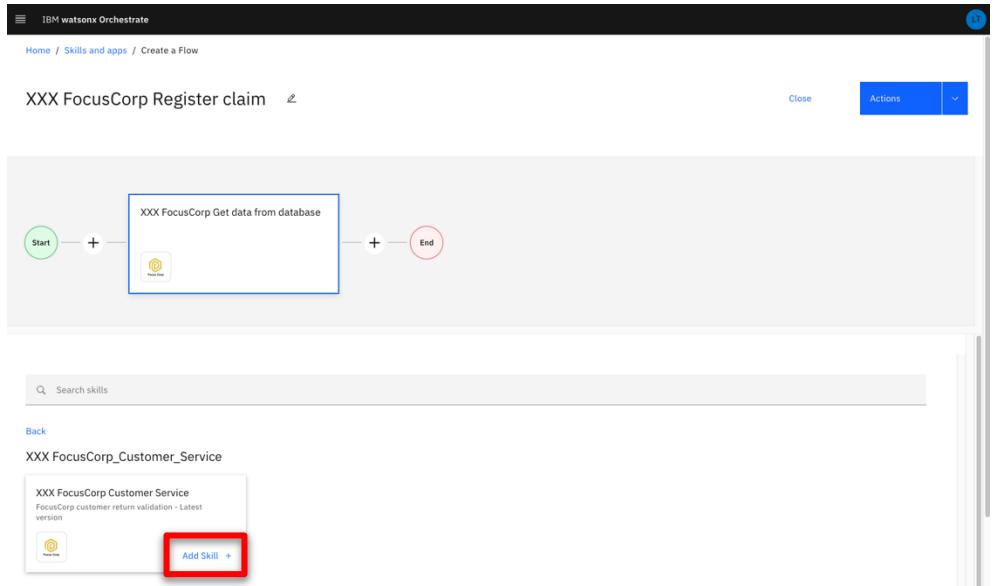
**Narration:** To save time, we will use a pre-configured version of the decision skill.

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

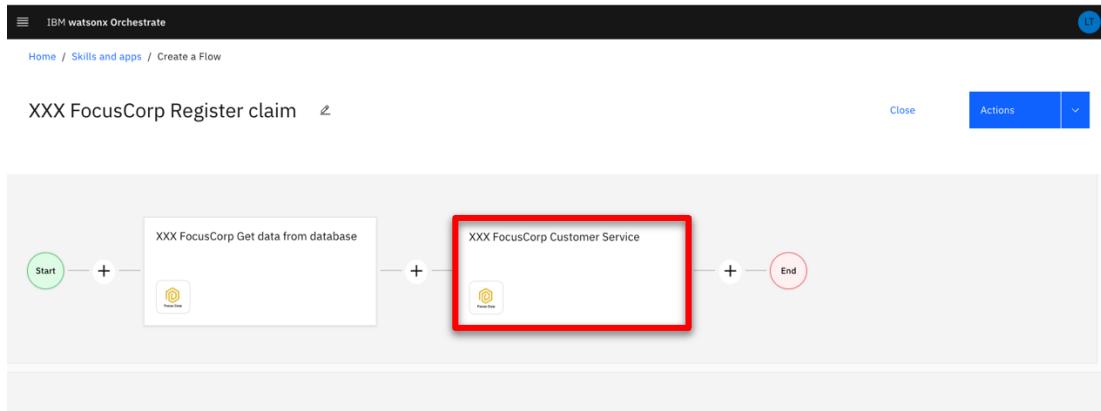


## ODM and watsonx Orchestrate Platinum demonstration script

### 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 'IBM Watsonx Orchestrate' and a 'Create a Flow' button. Below the navigation is a flow diagram titled 'XXX FocusCorp Register claim'. The flow consists of a 'Start' node connected to a 'XXX FocusCorp Get data from database' skill, which then connects to a 'XXX FocusCorp Customer Service' skill, and finally to an 'End' node. The 'XXX FocusCorp Customer Service' skill is highlighted with a blue border. Below the flow, there's a detailed mapping configuration for the 'XXX FocusCorp\_Customer\_Service' skill. It shows two input fields: 'customer.name' and 'customer.country'. Underneath each field is a red box containing a red arrow pointing to the 'Generate mapping suggestions' button. The button is located in a row with other options like 'Repeat this skill', 'Input', 'Output', 'Clear all mappings', and 'Hide this form from the user'.

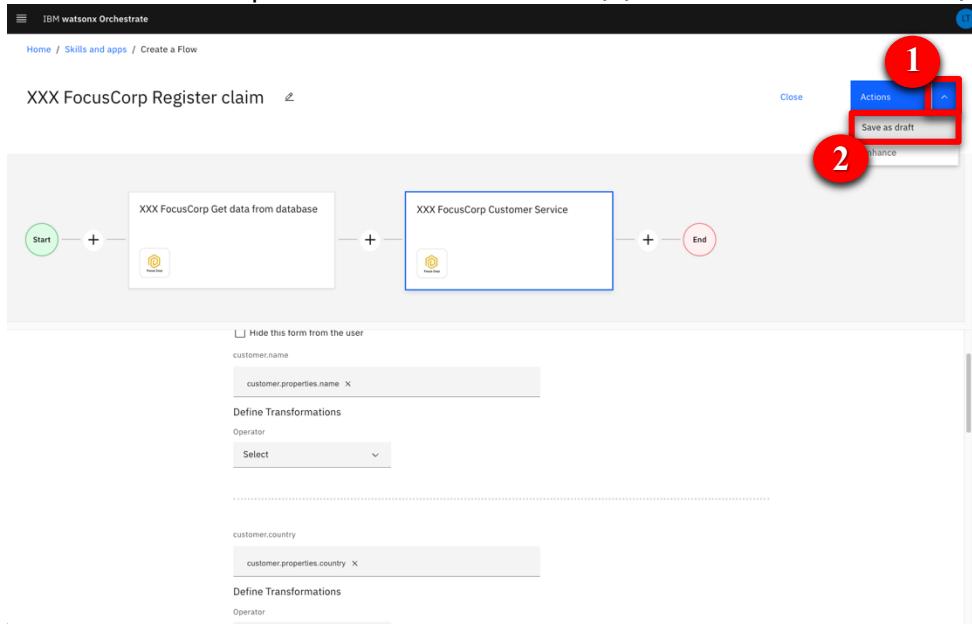
**Narration:** We can see all the attributes are correctly mapped between the two skills in just a single click. No additional action is required. We can now save the skill to add it to the catalog, as well as publish it to users.

### Action 3.1.16 Point out the mapping.

This screenshot shows the same 'XXX FocusCorp Register claim' flow as the previous one. The 'XXX FocusCorp Customer Service' skill is again highlighted with a blue border. The mapping configuration for 'customer.name' and 'customer.country' is shown, with red arrows pointing to the 'customer.properties.name' and 'customer.properties.country' fields respectively. A green success message box is visible in the top right corner, stating 'Success: Mapping suggestions found for the skill.'.

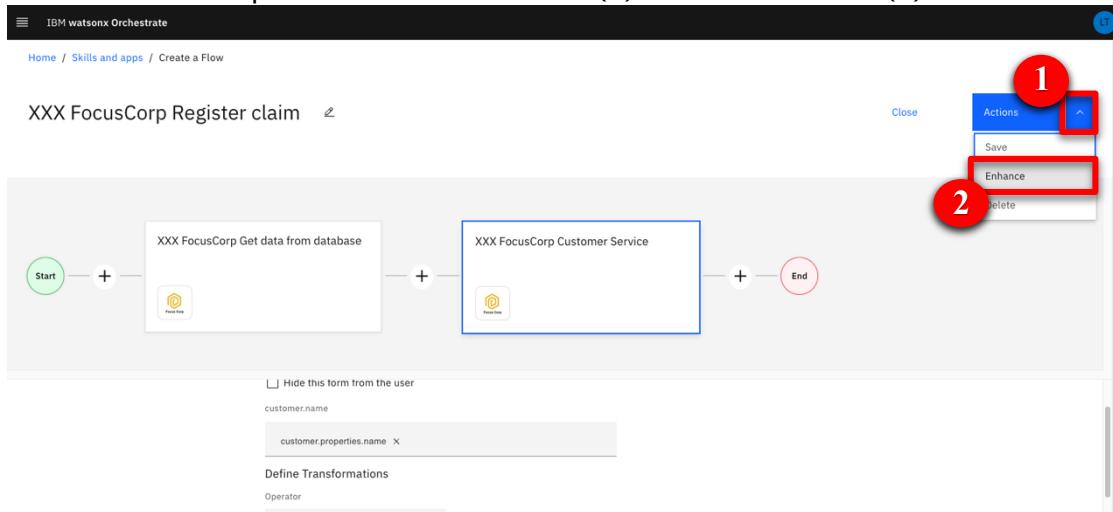
## ODM and watsonx Orchestrate Platinum demonstration script

### 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 the "XXX FocusCorp Register claim" skill' page. The 'Phrases' tab is highlighted with a red box. The 'Name' field contains 'XXX FocusCorp Register claim'. The 'Description' field contains 'Get the customer and purchase details from the CRM - Validates de return conditions and refunds'. The 'API version\*' field is set to '1.0.0'. The 'Categories' section has a button 'Add categories'. On the right, there are two preview sections: 'Preview' showing how it will look in the catalog, and 'The skill will look like this in the skill set.' showing how it will appear in a skill set.

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

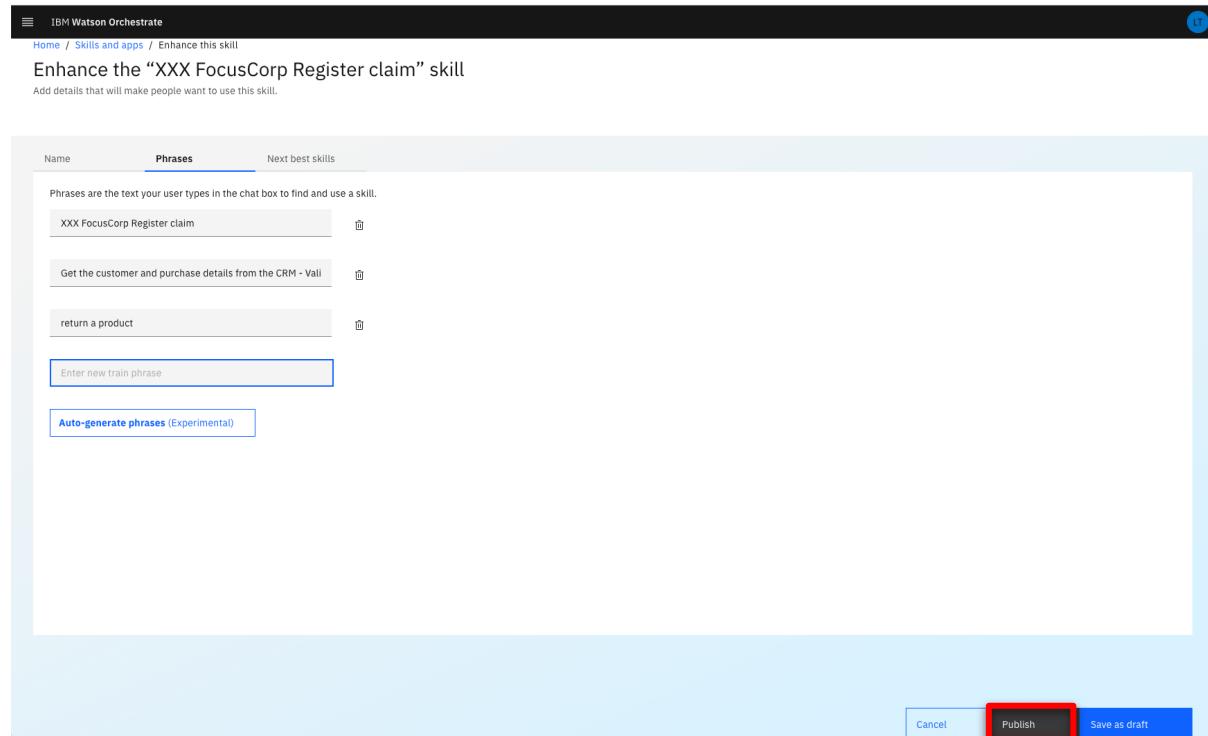
### Action 3.1.20 Type 'return a product'.

The screenshot shows the same 'Enhance the "XXX FocusCorp Register claim" skill' page. The 'Phrases' tab is selected. In the input field under 'Phrases', the text 'return a product' is typed and highlighted with a red box. Below the input field is a button 'Auto-generate phrases (Experimental)'.

**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.

Skills and apps

Add new skills, train them to be more effective, and publish them to the catalog so your team can benefit from them quickly.

Published successful

Published skill.

15:09:31

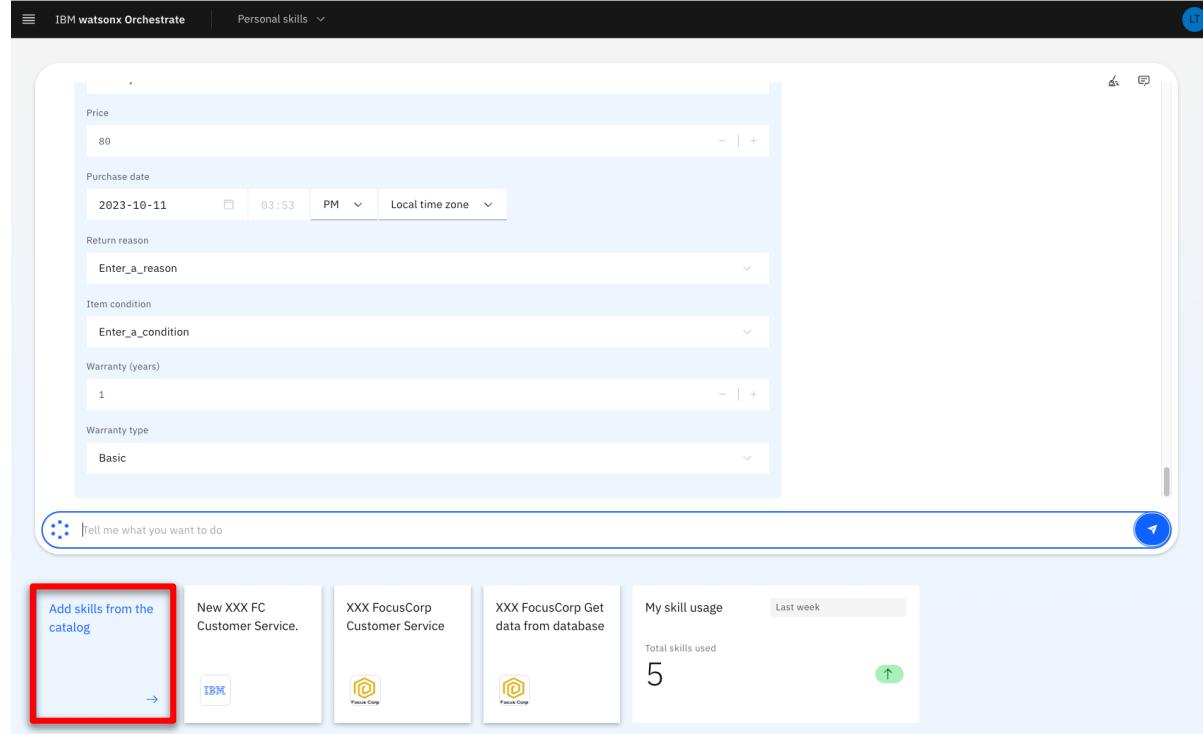
Name	Description	Step in the process	Status	Skill type
test upload file	Upload a file and then save it in box	Ready to use	Published	Skill flow
Watson translator	Translates text from one language to another	Just 1 step away to be ready	Ready to publish	Imported
CT Execute MAH-Recommend-product	CT Execute MAH-Recommend-product	Ready to use	Published	Automation
Execute retention-offer	Execute retention-offer	Ready to use	Published	Automation
HelloWorldLCT	HelloWorldLCT	Ready to use	Published	Imported
Generate new hire email	Your mom will be so proud!	Ready to use	Published	Skill flow
time		Just 1 step away to be ready	Ready to publish	Skill flow
Execute Sales company status	Execute Sales company status	Ready to use	Published	Automation
Sales discount	Sales discount	Ready to use	Published	Automation

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

### 4.1 Add the customer service skill flow

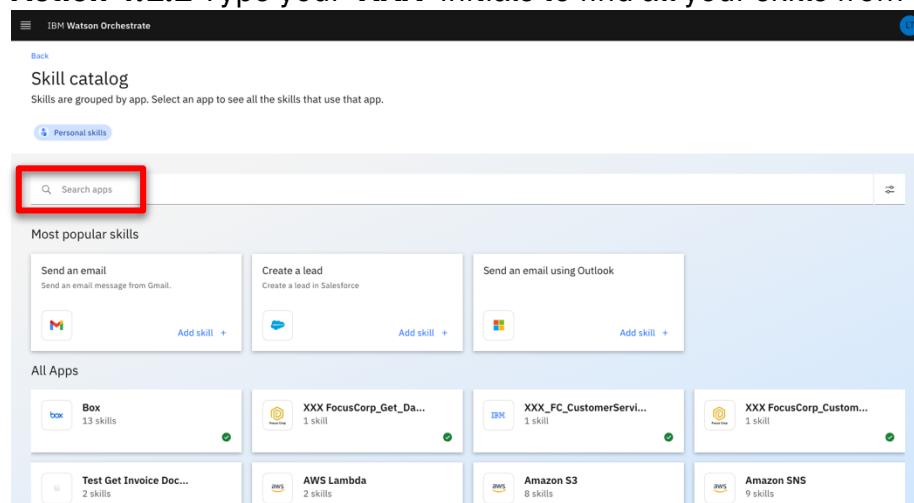
**Narration:** Since we are using a shared environment for this demonstration, we'll need to add the skill flow to our personal skillset. In a real life situation, the skill would be added to the team skillset so that any call center agent could easily access it.

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



The screenshot shows the 'Personal skills' tab in the IBM Watson Orchestrate interface. The main area displays various input fields for managing items, such as Price (80), Purchase date (2023-10-11), Return reason (Enter\_a\_reason), Item condition (Enter\_a\_condition), Warranty (years) (1), and Warranty type (Basic). Below these fields is a text input field with placeholder text 'Tell me what you want to do'. At the bottom of the screen, there is a navigation bar with several icons and a search bar labeled 'Search apps'.

#### 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 Watson Orchestrate interface. It displays a search bar at the top with the placeholder 'Search apps'. Below the search bar, there are sections for 'Most popular skills' and 'All Apps'. The 'Most popular skills' section shows three cards: 'Send an email' (using Gmail), 'Create a lead' (using Salesforce), and 'Send an email using Outlook'. The 'All Apps' section lists several applications with their skill counts: Box (13 skills), XXX FocusCorp\_Get\_Da... (1 skill), XXX\_FC\_CustomerServ... (1 skill), XXX FocusCorp\_Custom... (1 skill), Test Get Invoice Doc... (2 skills), AWS Lambda (2 skills), Amazon S3 (8 skills), and Amazon SNS (9 skills).

## ODM and watsonx Orchestrate Platinum demonstration script

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

The screenshot shows the 'Skill catalog' interface. In the 'Apps' section, there are three items: 'XXX FocusCorp\_Customer\_Se...' (1 skill), 'XXX FocusCorp\_Get\_Data\_Fr...' (1 skill), and 'Skill flows' (1 skill). The 'Skill flows' tile is highlighted with a red box.

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

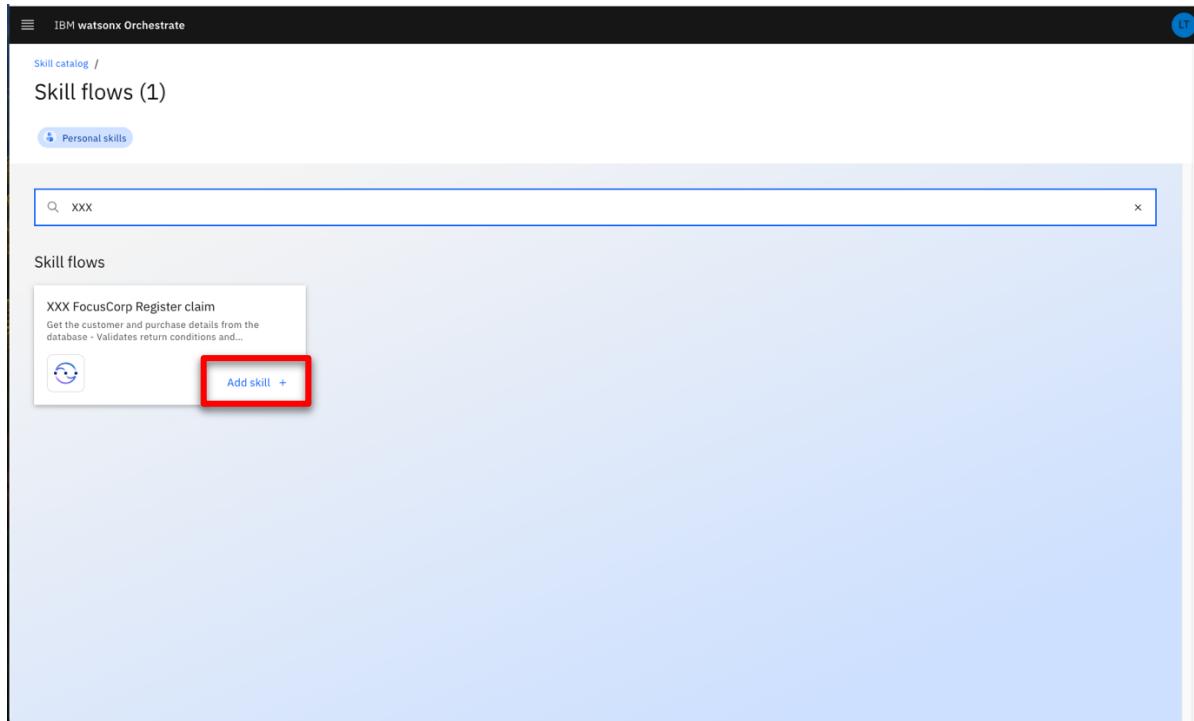
The screenshot shows the 'Skill flows' search results. The search bar at the top has 'xxx' entered. Below it, the results are displayed in a grid:

- tecra Onboarding flow (Add skill +)
- \_SN\_Job requisition and send for app... (Add skill +)
- Kyle's Generate and Email content (Add skill +)
- Stellaonboardprocess (Add skill +)
- ywsComposite (Add skill +)
- Composite BAW, RPA, Decision - CT (Add skill +)
- Lu onboarding flow (Add skill +)
- ViewCandidatesLocation-Ray (Add skill +)
- Satya-Composite-3 (Add skill +)
- Get lists from Trello board and email ... (Add skill +)
- test skill with & char (Add skill +)
- Composite BAW and RPA - Andy Choi (Add skill +)

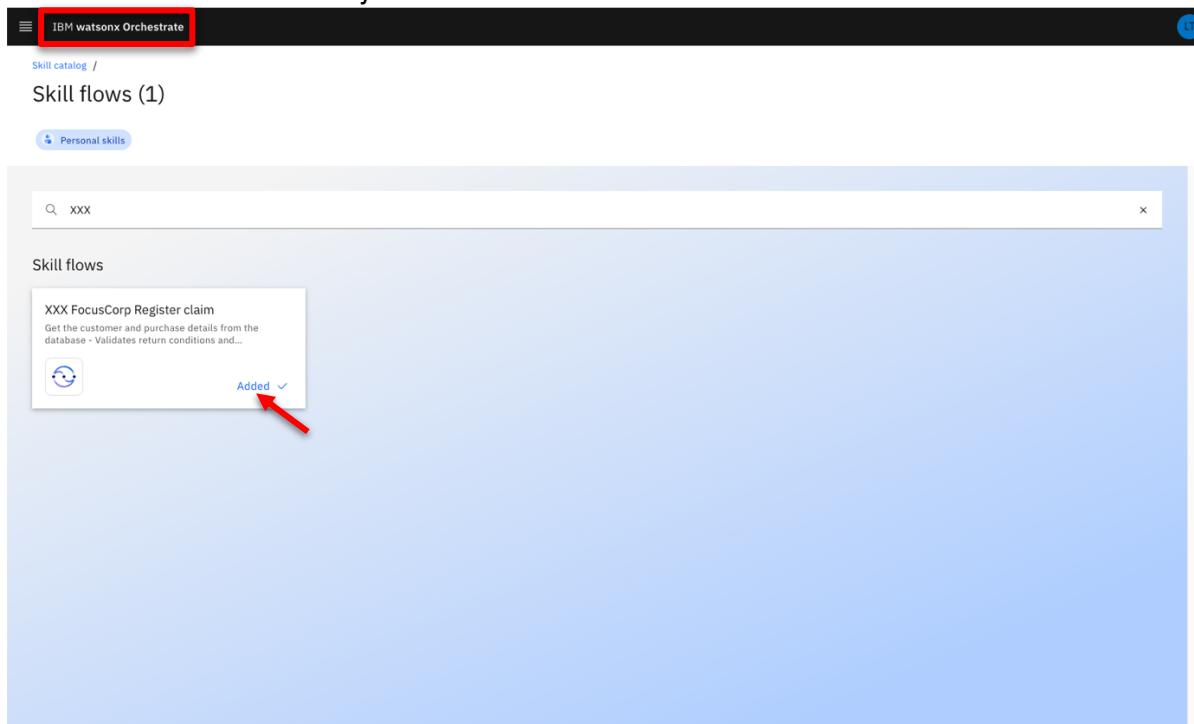
Total skills: 99. Viewing section 1 of 2

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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

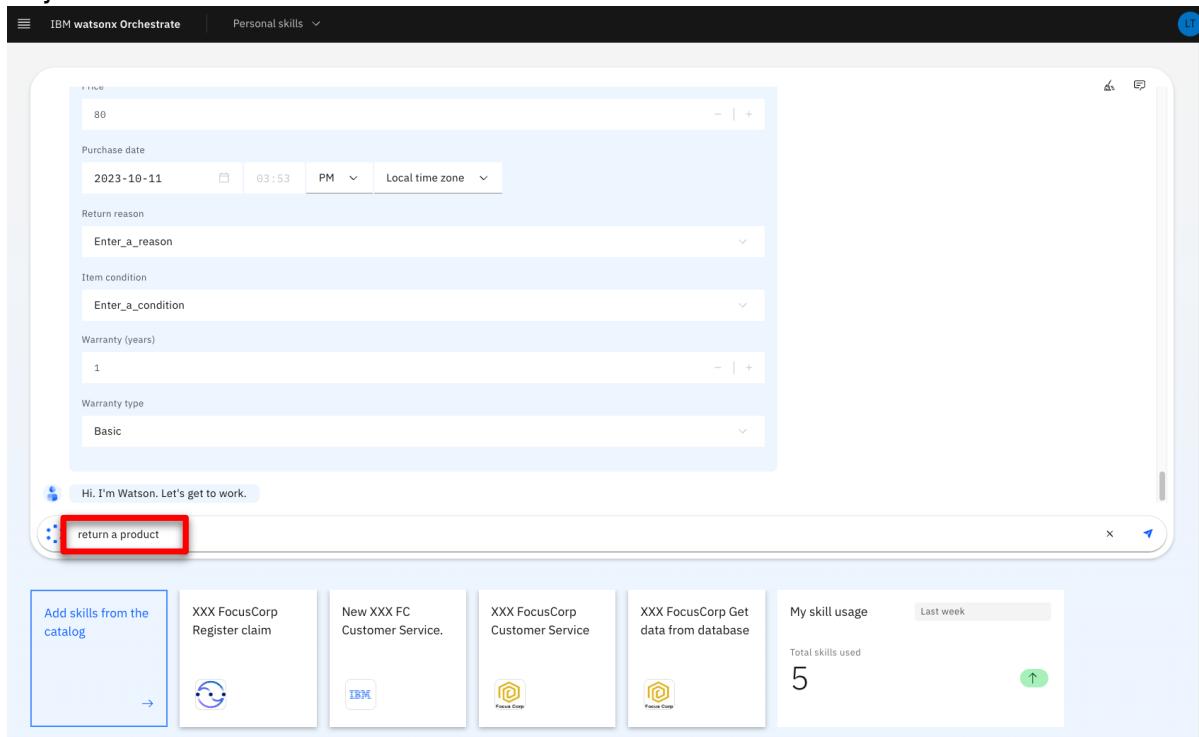
**Narration:** We're now ready to use the skill flow.

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.

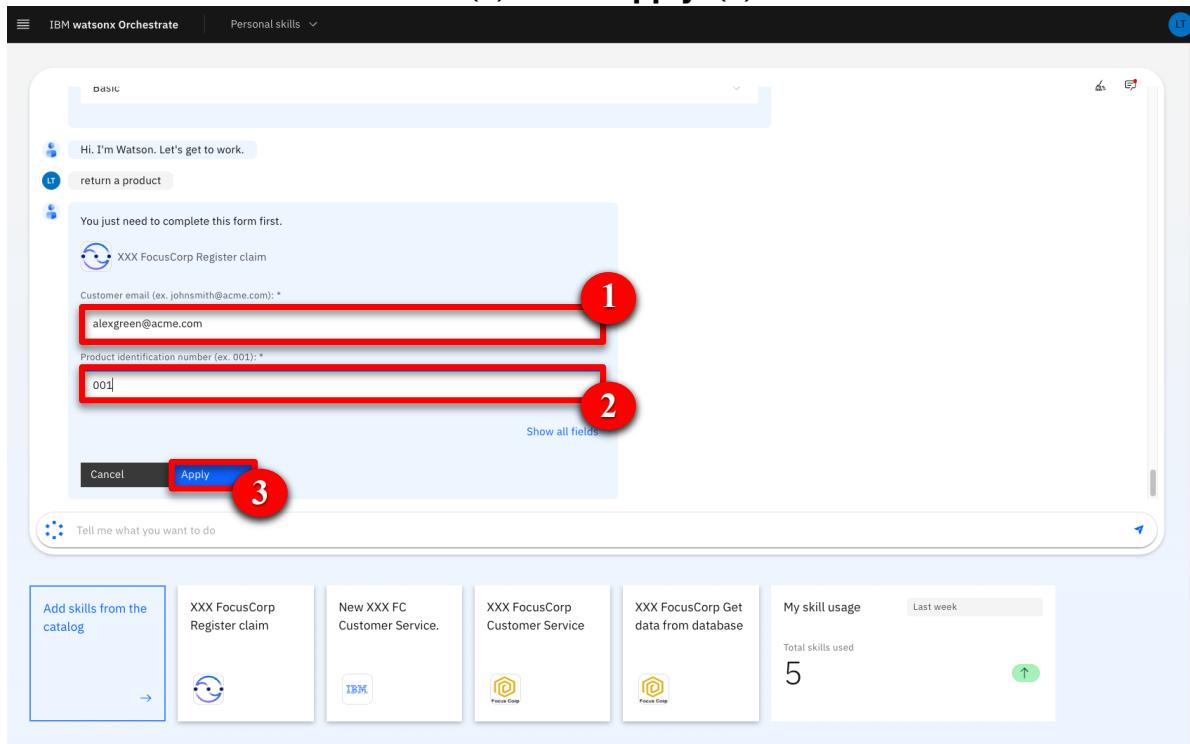
## ODM and watsonx Orchestrate Platinum demonstration script

## ODM and watsonx Orchestrate Platinum demonstration script

**Action 4.2.2** Type ‘return a product’ and press the enter/return key on your keyboard.



**Action 4.2.3** 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 4.2.4** 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 4.2.5** Point out the other pre-field fields .

The screenshot shows the IBM Watsonx Orchestrate interface with a customer profile for "Alex Green". Several fields are highlighted with red arrows: "Nb of years as customer" (set to 10), "Total nb of purchases" (set to 30), and "Nb of claims in the past 6 months" (set to 2). The "Country" field is set to "USA". The "Last claim date" field shows "2023-08-09" with a calendar icon, "09:16" with a clock icon, "AM" with a dropdown arrow, and "Local time zone" with a dropdown arrow. At the bottom of the profile section is a "Tell me what you want to do" input field.

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### Action 4.2.6 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 is a row of buttons: 'Cancel' and 'Apply'. The 'Apply' button is in a blue box. At the very bottom of the screen is a search bar with the placeholder 'Tell me what you want to do'.

### Action 4.2.7 Click Apply.

The screenshot shows a product return form. It includes a dropdown for 'Warranty type' (set to 'Basic'). Below it is a message: 'You just need to complete this form first.' followed by a link to 'XXX FocusCorp Register claim'. There are dropdowns for 'Return reason' (set to 'Arrived\_late') and 'Item condition' (set to 'Opened'). At the bottom of the form is a blue 'Show all fields' button, which is highlighted with a red box. Below this is a row of buttons: 'Cancel' and 'Apply'. The 'Apply' button is in a blue box. At the very bottom of the screen is a search bar with the placeholder '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 4.2.8 Point out the decision results.

The screenshot shows the IBM Watsonx Orchestrate interface. A central modal window displays a 'Return decision' form. The 'Accepted' field is highlighted with a red arrow. The 'Refund amount' field contains '6.4' with a red arrow. The 'Comments' section includes a calculated value: 'The return is accepted - Gold loyalty shipping discount: 2.6% - Shipping fee: 8.5 - Refund rate: 80.0%' with a red arrow pointing to it. The 'Shipping fee' field contains '8.279' with a red arrow. The 'Refund' field is highlighted with a red arrow. The 'Decision date' field is set to '2023-12-04' with a red arrow. At the bottom of the screen, there's a skills catalog with cards for 'Add skills from the catalog', 'XXX FocusCorp Register claim', 'New XXX FC Customer Service.', 'XXX FocusCorp Customer Service', 'XXX FocusCorp Get data from database', and 'My skill usage' which shows 'Last week' and 'Total skills used: 5'.

## 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.