IBM Business Automation and Digital Labor Hands-on Labs

IBM watsonx Orchestrate Decision

For IBM watsonx Orchestrate Tech Jam EMEA

Last update: Tuesday, 10 April 2025

wxO 2025.03.27

IBM Business Automation and Digital Labor

Table of Contents

1 Introduction	د
1.1 IBM watsonx Orchestrate	
1.2 Lab Scenario	3
1.2.1 Computer Accessories Procurement Automation	3
1.2.2 Solution Architecture	3
1.3 Lab Overview	4
2 Lab Setup Instructions	5
2.1 Login to IBM watsonx Orchestrate	5
3 Exercise: Create Decision	6
3.1 Decision scenario overview	6
3.2 Create Project	6
3.3 Create Decision Model	7
3.4 Define Data	8
3.5 Create Decision Model	11
3.5.1 Add Input nodes	11
3.5.2 Define the default value for input nodes	13
3.5.3 Add decision nodes	15
3.5.4 Connect the input nodes and decision nodes	16
3.5.5 Define a decision table for the category approval threshold	17
3.5.6 Define a decision table for category yearly budget	19
3.5.7 Define Business Rules for the Purchase Decision Node	21
3.6 Test the Decision	
3.6.1 Test the Auto Approved Decision Path	30
3.6.2 Test the Manager's Approval Required Decision Path	
3.6.3 Test the Request Denied Decision Path	
3.7 Publish the Decision Model as a Skill	
3.8 Test the Skill in Chat	36
3.8.1 Add the Skill to the Personal Skills	
3.8.2 Invoke the Skill in the Chat	
3.9 Summary	39

1 Introduction

1.1 IBM watsonx Orchestrate

IBM watsonx Orchestrate (wxO) is a generative AI and automation solution designed to help businesses automate tasks, simplify complex processes, and save time and effort. It provides a catalog of prebuilt apps and skills, a conversational chat experience, and a low-code builder studio to create scalable AI assistants and agents.

To learn more about IBM watsonx Orchestrate, click <u>here</u>. To see the technical documentation, click <u>here</u>.

1.2 Lab Scenario

1.2.1 Computer Accessories Procurement Automation

Focus Corp provides computer accessories (e.g., mouse, keyboard, headsets, ...) for employees to order. The ordering system implemented using wxO's advanced AI-enhanced features provides a superior user experience and operational cost reductions.

- *Employees* use wxO Al Assistant. The Al Assistant guides users through the ordering process, provides advice on company policies, and helps them make informed decisions.
- *Managers* do not need to get involved with standard orders. They can focus on exception cases, making decisions based on the company's business needs and financial situation.
- The purchasing department utilizes an Al-assisted process to automate the procurement of catalog accessories, including the Al-assisted processing of quote documents.
- The company reduced operational costs by leveraging AI to automate the ordering process.

1.2.2 Solution Architecture

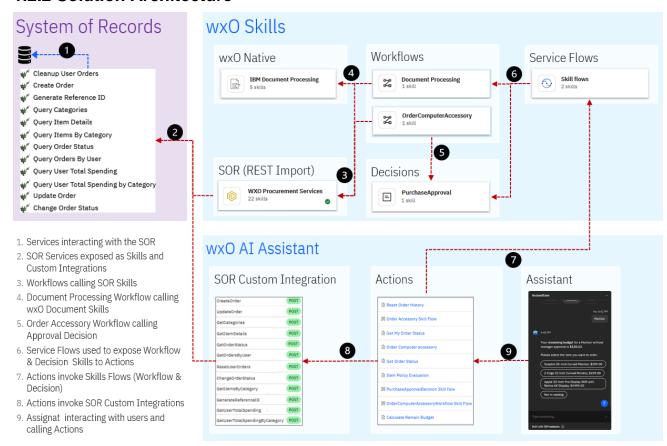
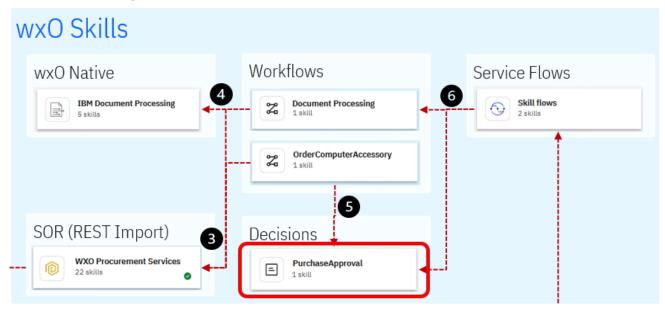


Figure 1. Procurement of Computer Accessories Solution Architecture

1.3 Lab Overview

In this lab, you will implement the Purchase Approval Decision Skill part of the Solution architecture introduced in the figure above.

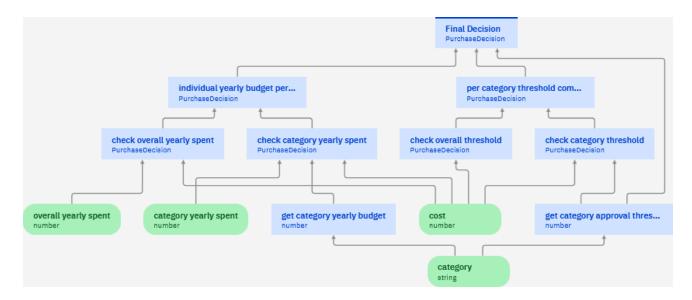


In this lab, you will learn how to create a Project that uses the decision feature of wxO.

Focus Corp's Al Assistant utilizes Purchase Approval Decision to determine whether a purchase request requires approval from managers. The decision will be based on the item cost and current yearly spending.

You will follow these steps to create a skill-based action:

- · Create decision model and decision rules
- Preview the decision model
- Share and publish the decision project
- Test skill-based action



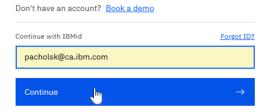
2 Lab Setup Instructions

2.1 Login to IBM watsonx Orchestrate

- _1. In your web browser open IBM watsonx Orchestrate using the link provided to you.
- _2. Enter your **IBM ID**, click **Continue**, enter your **password**, and click **Continue** again to log in.
- _3. If you have access to multiple tenants, please select the tenant that was shared with you as part of the event.

Log in to IBM

Watson Orchestrate



3 Exercise: Create Decision

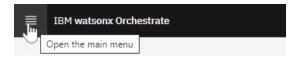
3.1 Decision scenario overview

You will be implementing five business rules that govern the ordering of computer accessories by Focus Corp's employees:

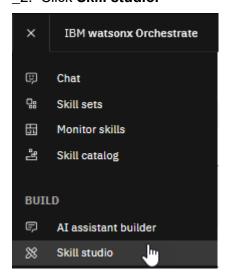
- 1. If the cost exceeds the limit for individual items, it will be denied
- 2. If the cost exceeds the limit for an individual category, it needs the manager's approval
- 3. If the cost exceeds the category's yearly budget, it needs the manager's approval
- 4. If the cost t exceeds the overall annual budget, it needs the manager's approval
- 5. Otherwise, the order will be approved automatically

3.2 Create Project

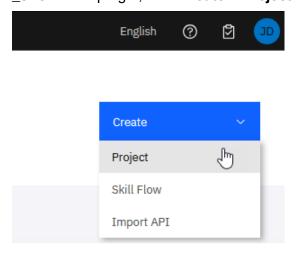
1. Click the **Hamburger** menu in the top-left corner.



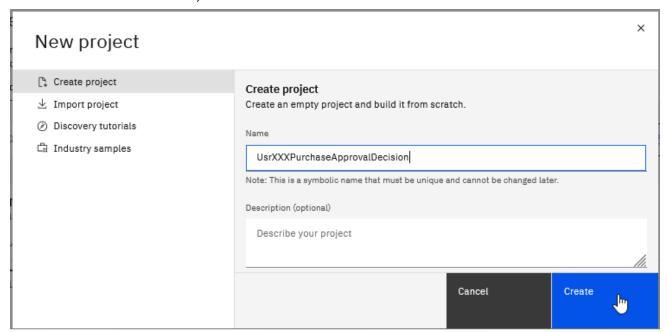
2. Click Skill studio.



_3. On the top-right, click Create > Project.



_4. As *Name*, enter **UsrXXXPurchaseApprovalDecision** (remember to replace XXX with your back end Credentials user id) and click **Create**.



3.3 Create Decision Model

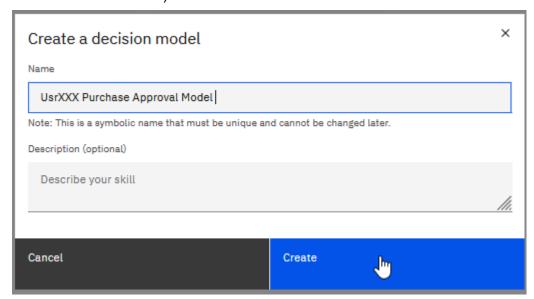
1. Click the **Decision** tile.



2. Then click the **Decision Model** tile.



_3. For *Name*, enter **UsrXXX Purchase Approval Model** (remember to replace XXX with your back end Credentials user id) and click **Create**



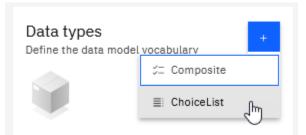
3.4 Define Data

In this scenario, the decision will return the following information:

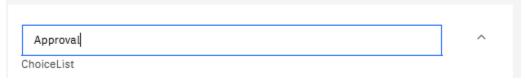
- Approval: can be "auto", "manager", or "denied"
- PurchaseDetail: contains detailed information, e.g., item cost, approval threshold, etc
- Message: Your purchase request has been approved or denied or needs the manager's approval
- 1. Click the **Data** tab at the top center to switch to the Data view.



_2. On the left side, click the **blue plus button** • then select **ChoiceList**.

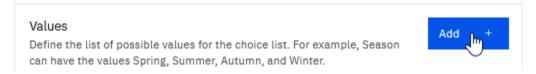


3. Set the name of the ChoiceList to Approval.

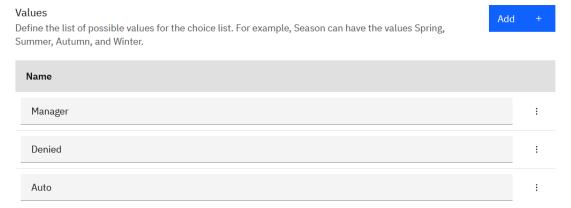




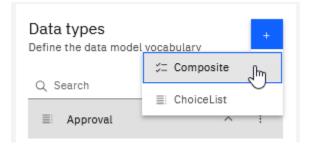
_4. In the Values section, click the blue Add + button twice to add two more choices.



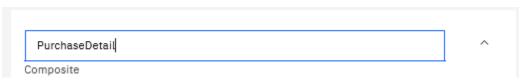
_5. Modify the three choice items to **Manager**, **Denied**, and **Auto**, as shown below.



_6. On the left side, click the **blue plus button** __, then select **Composite.**



_7. Set Composite to PurchaseDetail.



8. In the Attributes section, click the blue Add + eight times to create eight attributes.



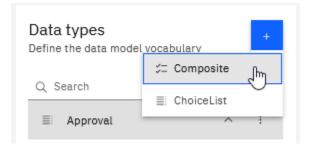
IBM Business Automation and Digital Labor

- _9. Set the names and types of these attributes as follows:
- ApprovalThreshold: Number
- CategoryApprovalThreshold: Number
- CategoryYearlyBudget: Number
- CategoryYearlySpent: Number
- ItemCategory: String
- ItemCost: Number
- OverallYearlyBudget: Number
- OverallYearlySpent: Number

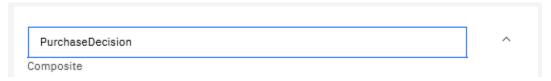
Name	Туре		List	
ApprovalThreshold	Number	~		:
the ApprovalThreshold, the ApprovalThresholds, an A	pprovalThreshold, ApprovalThresholds	1		
CategoryApprovalThreshold	Number	~		:
the CategoryApprovalThreshold, the CategoryApprova	::IThresholds, a CategoryApprovalThres	hold, CategoryA	pprovalThi	resholds
CategoryYearlyBudget	Number	~		÷
the CategoryYearlyBudget, the CategoryYearlyBudgets	, a CategoryYearlyBudget, CategoryYea	urlyBudgets		
CategoryYearlySpent	Number	~		÷
the CategoryYearlySpent, the CategoryYearlySpents, a CategoryYearlySpent, CategoryYearlySpents				
ItemCategory	String	~		÷
the ItemCategory, the ItemCategories, an ItemCategory, ItemCategories				
ItemCost	Number	~		÷
the ItemCost, the ItemCosts, an ItemCost, ItemCosts				
OverallYearlyBudget	Number	~		ŧ
the OverallYearlyBudget, the OverallYearlyBudgets, an OverallYearlyBudget, OverallYearlyBudgets				
OverallYearlySpent	Number	~		i

 $the\ Overall Yearly Spent,\ the\ Overall Yearly Spents,\ an\ Overall Yearly Spent,\ Overall Yearly Spents$

_10. On the left side, click the blue plus button ___, then select **Composite**.



11. Set Composite to PurchaseDecision.



12. In the Attributes section, click the blue Add + three times to create three attributes.



_13. Add three attributes to it:

Approval: Approval

Details: PurchaseDetail

Message: String



Note: The Decision Editor saves the changes automatically as you type.

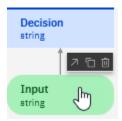
3.5 Create Decision Model

3.5.1 Add Input nodes

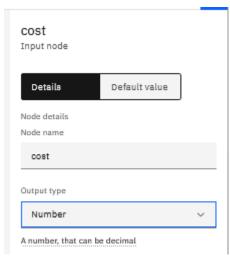
1. Switch to the **Build** view by clicking the **Build** tab on the top center.



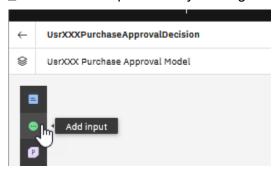
_2. Select the **Input** node.



_3. Change the node name to **cost** and the output type to **Number.**



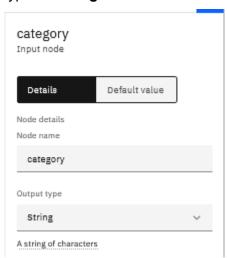
_5. Add a new input node by clicking the **Add input** icon in the diagram toolbar.



_6. Select the created input node Input 2.



_7. On the property panel on the right side, change the name to **category** and leave the Output type as **String**.



_8. Follow steps 6-8 to add four input nodes according to the table below:

Node name	Output type
overall yearly spent	Number
category yearly spent	Number
approval threshold	Number
overall yearly budget	Number

_9. Verify that the diagram looks as shown below:



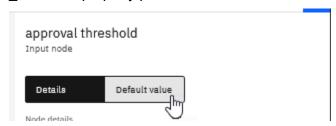
3.5.2 Define the default value for input nodes

In this scenario, **cost**, **category**, **overall yearly spent**, and **category yearly spent** will be provided as input by the service calling the decision model. We won't define default values for them. We will define default values for **approval threshold** and **overall yearly budget** here.

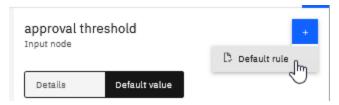
_1. Click the approval threshold input node.



2. On the property panel, click **Default value** tab.



_10. Click the blue **plus button** and select **Default rule**.



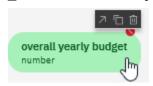
_11. In the default-value-setting editor, change <a number> to 1000.

default-value-setting Type your rule using the list below as reference 1 set 'approval threshold' to 1000;

_12. Click **Back to the diagram** → to go back to the model diagram.



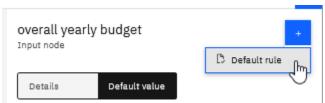
_3. Click the overall yearly budget input node.



4. On the property panel, if not already selected, click **Default value** tab.



_13. Click the blue **plus button** and select **Default rule.**



_14. In the default-value-setting editor, change <a number> to 330.



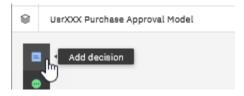
_15. Click **Back to the diagram** → to go back to the model diagram.



3.5.3 Add decision nodes

We will create two decision nodes: **category yearly budget**, and **category approval threshold**. They will use the **category** as input.

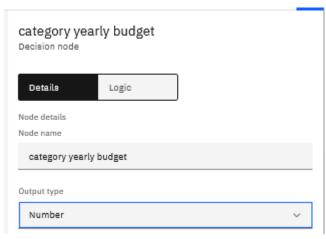
_1. Add a decision node by clicking the **Add decision** button 📮 in the diagram toolbar.



_2. Select the decision node just created,



_3. Change the Node name to category yearly budget and the Output type to Number.



- 4. Add another decision node.
- 5. Click the **Decision** node just created.



_6. Change the Node name to category approval threshold and the Output type to Number.

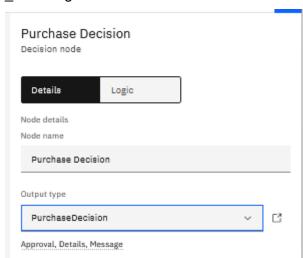
category approval threshold



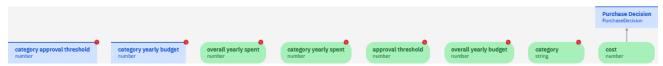
7. Click the (initial) **Decision** node created by default and linked to the cost input.



_8. Change the Node name to Purchase Decision and the Output type to PurchaseDecision.

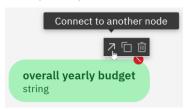


_9. Verify that the Diagram looks as shown below.

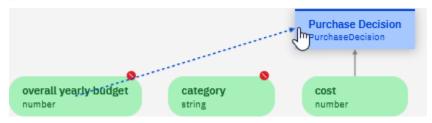


3.5.4 Connect the input nodes and decision nodes

_1. Hover the mouse over the *overall yearly budget* node and click the **Connect to another node icon** (arrow).



2. Move the arrow to the Purchase Decision node and click to make a permanent connection.



_3. Verify that the Diagram now looks as shown below:

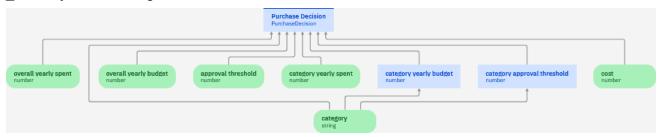


_4. Repeat steps 1-3 to connect the **remaining input nodes** to the *Purchase Decision* node.

5. Verify that the Diagram now looks as shown below:



- _6. Repeat steps 1-2 to connect the **category node** to the **category yearly budget** and the **category approval threshold** Decision nodes.
- _7. Verify that the Diagram now looks similar to the one shown below:



Note: The diagram may look different depending on the order in which you made the connection.

3.5.5 Define a decision table for the category approval threshold

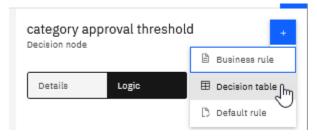
_1. Select the **category approval threshold** Decision node.



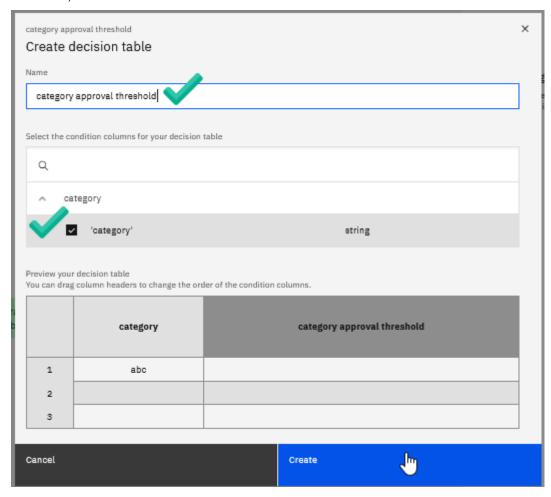
_2. Click the **Logic** tab.



_3. Click the + button and select **Decision table**.

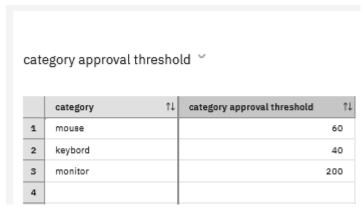


_4. Set the *Name* to **category approval threshold**, select the **category** checkbox to include it in the table, and click the **Create** button.



_5. Define decision table cell contents by double-clicking the cell and setting the values from the table below:

category	category approval threshold
mouse	60
keyboard	40
monitor	200



_16. Click **Back to the diagram** → to go back to the model diagram.



3.5.6 Define a decision table for category yearly budget

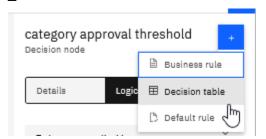
_1. Select the **category yearly budget** Decision node.



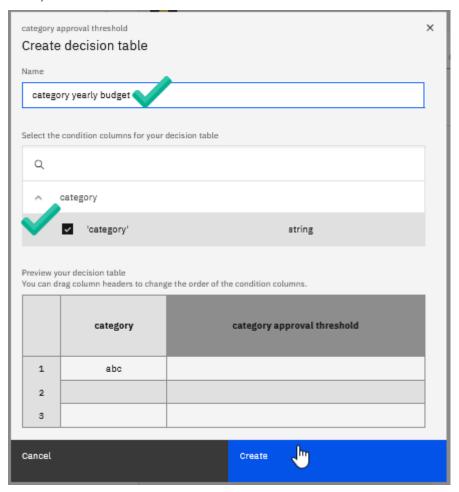
_2. If not already selected, click the **Logic** tab.



3. Click the + button and select **Decision table**.



_4. Set the *Name* to **category yearly budget**, select the **category** checkbox to include it in the table, and click the **Create** button.



_5. Define decision table cell contents by double-clicking the cell and setting the values from the table below:

category	category approval threshold
mouse	100
keyboard	100
monitor	300

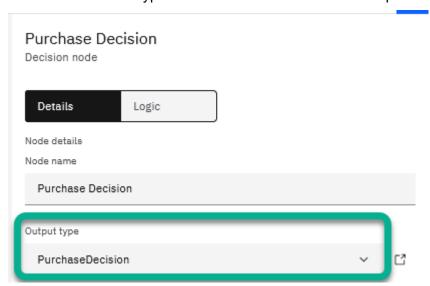


_17. Click **Back to the diagram** → to go back to the model diagram.

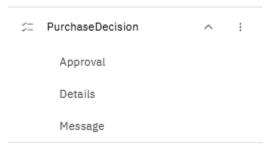


3.5.7 Define Business Rules for the Purchase Decision Node

Recall that the data type PurchaseDecsion defines the output of the Purchase Decision decision.



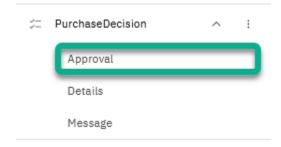
Note that this data type comprises three elements: Approval, Details, and Message.



In the steps below you will create business logic to define the three output elements of the **Purchase Decision** decision.

3.5.7.1 Define Four Auto Approval Business Rules

You will now author the business logic to define the Auto Approval part of the Approval output.



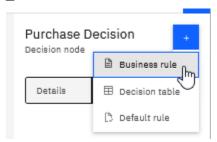
1. Select the **Purchase Decision** Decision node.



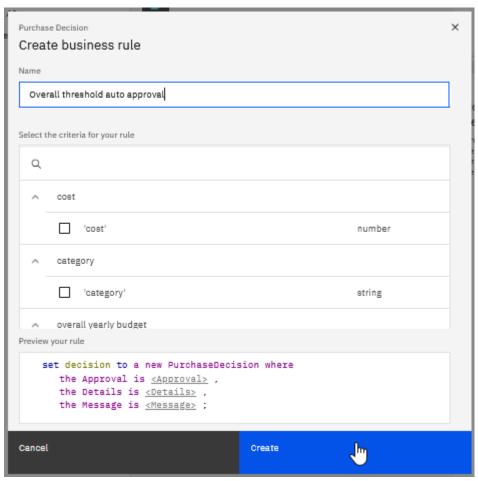
_2. If not already selected, click the Logic tab.



_3. Click the + button and select Business rule.



_4. Set the Name to Overall threshold auto approval and click Create.

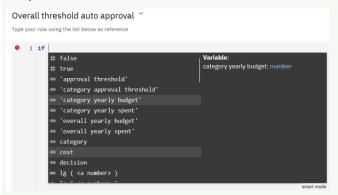


_5. **Replace** the generated rule with the expression below.

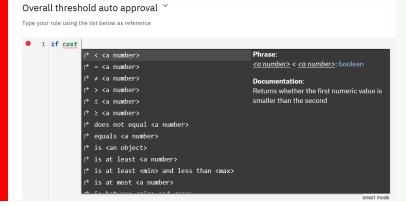
```
if
  cost ≤ 'approval threshold'
then
  set the Approval of decision to Auto;
```

The business rule logic states that the purchase request will be automatically approved if the item cost does not exceed the approval threshold.

Note: You can also create the rule manually. Type **if** and press space. The smart editor will list the possible values / actions.



Select **cost** from the list and wait for one second. The business rule editor will list the possible actions.



_6. Follow steps 3-5 to add a new Business rule, set the *Name* to **Category threshold auto approval**, and replace the default Business rule logic with the following:

```
if
  cost ≤ 'category approval threshold'
then
  set the Approval of decision to Auto;
```

The business rule logic states that the purchase request will be automatically approved if the item cost does not exceed the category approval threshold.

_7. Follow steps 3-5 to add a new Business rule, set the *Name* to **Overall yearly spent auto approval**, and replace the default Business rule logic with the following:

```
if
  cost + 'overall yearly spent' ≤ 'overall yearly budget'
then
  set the Approval of decision to Auto;
```

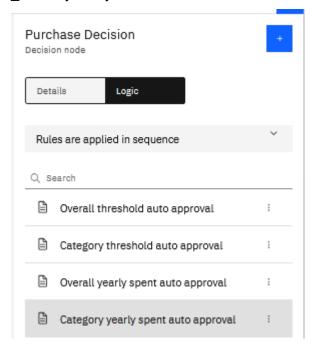
The business rule logic states that the purchase request will be automatically approved if the item cost plus the annual amount spent does not exceed the employee's yearly budget.

_8. Follow steps 3-5 to add a new Business rule, set the *Name* to **Category yearly spent auto approval**, and replace the default Business rule logic with the following:

```
if
   cost + 'category yearly spent' ≤ category yearly budget'
then
   set the Approval of decision to Auto;
```

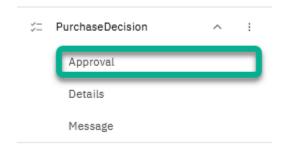
The business rule logic states that the purchase request will be automatically approved if the item cost plus the annual amount spent does not exceed the employee's yearly budget.

9. Verify that you have four Business rules defined.



3.5.7.2 Define Three Manager Approval Business Rules

You will now author the business logic to define the Manager Approval part of the Approval output.



In each step, follow steps 3-5 in 3.5.7.1 Define Auto Approval Business Rules.

_1. Add a new Business rule, set the *Name* to **Category threshold manager approval**, and replace the default Business rule logic with the following:

```
if
  cost > 'category approval threshold'
then
  set the Approval of decision to Manager;
```

The business rule logic states that the purchase request will need manager approval if the item cost exceeds the category approval threshold.

_2. Add a new Business rule, set the *Name* to **Category yearly spent manager approval**, and replace the default Business rule logic with the following:

```
if
  (cost + 'category yearly spent') > 'category yearly budget'
then
  set the Approval of decision to Manager;
```

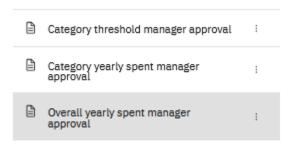
The business rule logic states that the purchase request will require manager approval if the item cost plus the annual amount spent exceeds the employee's category yearly budget.

_3. Add a new Business rule, set the *Name* to **Overall yearly spent manager approval,** and replace the default Business rule logic with the following:

```
if
  (cost + 'overall yearly spent') > 'overall yearly budget'
then
  set the Approval of decision to Manager;
```

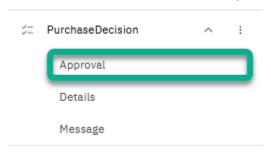
The business rule logic states that the purchase request will require manager approval if the item cost plus the annual amount spent exceeds the employee's yearly budget.

4. Verify that you have three more Business rules.



3.5.7.3 Define a Denied Business Rule

You will now author the business logic to define the Denied part of the Approval output.



_1. Follow steps 3-5 in <u>3.5.7.1 Define Auto Approval Business Rules</u> to add a new Business Rule. Set the *Name* to **Overall threshold denied**, and replace the default Business rule logic with the following code snippet:

```
if
  cost > 'approval threshold'
then
  set the Approval of decision to Denied;
```

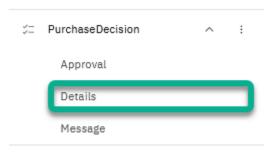
The business rule logic states that the purchase request will be denied if the item's cost exceeds the pre-defined threshold.

_2. Verify that you have one more Business rule.



3.5.7.4 Define Business Rule to Set the Decision Details

You will now author the business logic to define the decision Details output.



_1. Follow steps 3-5 in <u>3.5.7.1 Define Auto Approval Business Rules</u> to add a new Business Rule. Set the *Name* to **Set details**, and replace the default Business rule logic with the following code snippet:

```
set the Details of decision to a new PurchaseDetail where
the ItemCategory is 'category',
the ItemCost is cost,
the CategoryApprovalThreshold is 'category approval threshold',
the ApprovalThreshold is 'approval threshold',
the CategoryYearlySpent is 'category yearly spent',
the CategoryYearlyBudget is 'category yearly budget',
the OverallYearlySpent is 'overall yearly spent',
the OverallYearlyBudget is 'overall yearly budget';
```

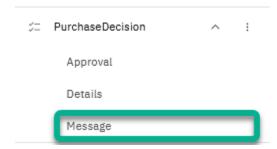
This logic will set the decision details in the decision output.

2. Verify that you have one more Business rule.



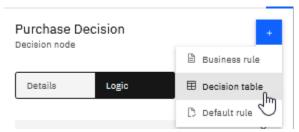
3.5.7.5 Define the Decision Table to Set the Decision Message

You will now author the business logic to define the decision Message output.

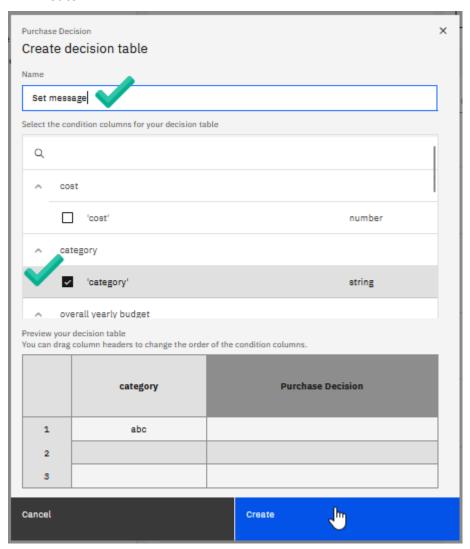


Specifically, you will now define a decision table to set a message visible to the user requesting a computer accessory. You associate the variable Approval with the table's first (input) column. You associate the variable Message with the table's second (output) column. The table will enable us to set the decision message based on approval type. For example: "When Approval Type is xxx, set the Message to yyy".

_1. Click the + button and select **Decision table.**

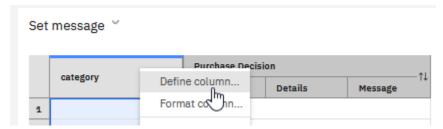


_2. Set the *Name* to **Set message**, select the **category** checkbox to include it in the table, and click the **Create** button.



Note: We don't need the category variable in the table. We must select it to get a condition column.

3. Right-click on the category column header and select **Define column**.



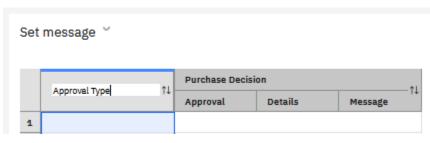
_4. Set the Condition Definition to the code snippet below and then click OK

the Approval of decision is one of <Approvals>



This code snippet will change the first column to use the Approval type.

_5. Click the first column title and modify its name to **Approval Type.**



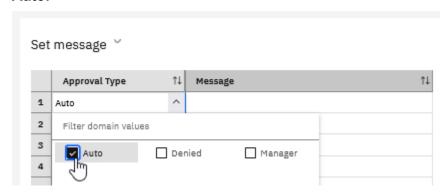
_6. Use steps 2-4 to modify the second column's name to **Message** and set its Action Definition to the following:

set the Message of decision to <a string>

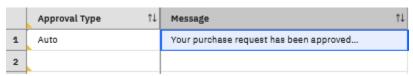
_7. Verify that the columns look as shown below.



_8. Double-click the first cell in the **Approval Type** column, a drop-down list will appear; select **Auto.**

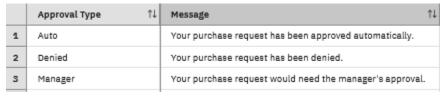


_9. Double-click the first cell in the **Message** column and enter: **Your purchase request has been approved automatically.**



10. Repeat steps 7-8 to complete the table. Use the data in the table below.





_11. Verify that you have a Decision Table.

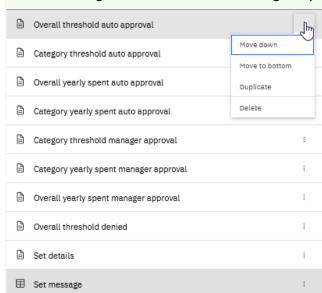


Note that the 10 rules you defined in the Purchase Decision node will execute in the sequence you have added them: top to bottom.



In our case, this is the correct sequence.

You can change the execution order using the popup menu options on each rule.



3.6 Test the Decision

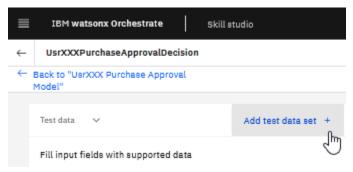
You can test the Decision you have just authored using the Preview capability.

3.6.1 Test the Auto Approved Decision Path

_1. Click the **Preview** button **>** on the top right.



_2. Click Add test data set +.

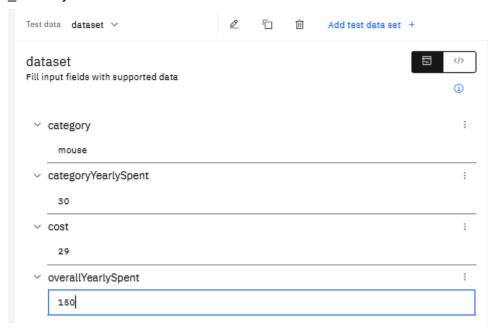


_3. For each Field defined in the table below, click the + to expand it and enter the data shown in the table below.

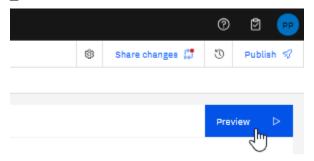


Field	Value
category	mouse
categoryYearlySpent	30
cost	29
overallYearlySpent	150

_4. Verify that the dataset looks as shown below:



_5. Click the **Preview** button.



_6. Click **Show more** to se the full JSON oputput of the decsion.



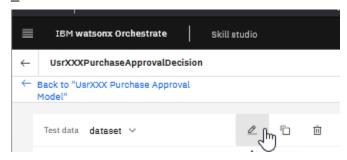
_7. Verify that the output looks as shown below.

```
"Approval": "Auto",
"Details": {
    "ApprovalThreshold": 1000,
    "CategoryApprovalThreshold": 60,
    "CategoryYearlyBudget": 100,
    "CategoryYearlySpent": 30,
    "ItemCategory": "mouse",
    "ItemCost": 29,
    "OverallYearlyBudget": 330,
    "OverallYearlySpent": 150
},
"Message": "Your purchase request
has been approved automatically."
```

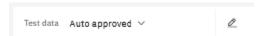
Result

3.6.2 Test the Manager's Approval Required Decision Path

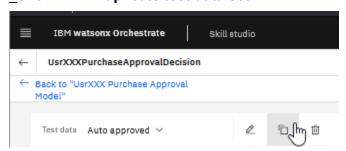
1. Click the **Rename test dataset** icon ².



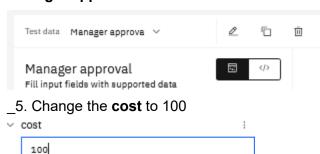
2. Set the Test data to Auto approved.



3. Click the **Duplicate test data set** button \Box .



_4. Click the **Rename test dataset** icon $\stackrel{/}{\sim}$ to rename the dataset from *Auto* approved_copy to **Manager approval.**



6. Click the **Preview** button.



_7. Examine the Result.

```
{
  "Approval": "Manager",
  "Details": {
    "ApprovalThreshold": 1000,
    "CategoryApprovalThreshold": 60,
    "CategoryYearlyBudget": 100,
    "CategoryYearlySpent": 30,
    "ItemCategory": "mouse",
    "ItemCost": 100,
    "OverallYearlyBudget": 330,
    "OverallYearlySpent": 150
  },
    "Message": "Your purchase request would need the manager's approval."
}
```

The manager's approval is required because the item cost plus the yearly spent for the mouse is 130, which exceeds the category annual budget of 100.

3.6.3 Test the Request Denied Decision Path

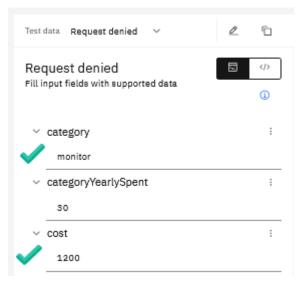
_1. Click the **Duplicate test data set** button 🗀 .



_2. Click the **Rename test dataset** icon $\stackrel{/}{=}$ and rename the data set from *Manager approval_copy* to **Request denied**.



_3. Change the *category* to **monitor** and the *cost* to **1200**.



4. Click the **Preview** button.



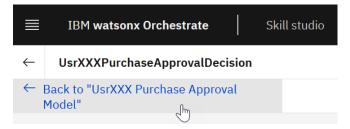
_5. Examine the Result.

```
Result

{
    "Approval": "Denied",
    "Details": {
        "ApprovalThreshold": 1000,
        "CategoryApprovalThreshold": 200,
        "CategoryYearlyBudget": 300,
        "CategoryYearlySpent": 200,
        "ItemCategory": "monitor",
        "ItemCost": 1200,
        "OverallYearlyBudget": 330,
        "OverallYearlyBudget": 700
},
    "Message": "Your purchase request has been denied."
}
```

The request is denied because the item cost is 1200, exceeding the approval threshold of 1000.

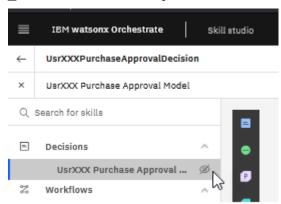
6. Click on Back to UsrXXX Purchase Approval Model to exit the test capability.



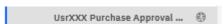
3.7 Publish the Decision Model as a Skill

Now that we have tested the decision model, we can publish it as a skill. The decision model is set to **private** by default. Before we publish it, we need to change it for the **public**.

_1. Click the **crossed eye icon** located to the right of our decision model.



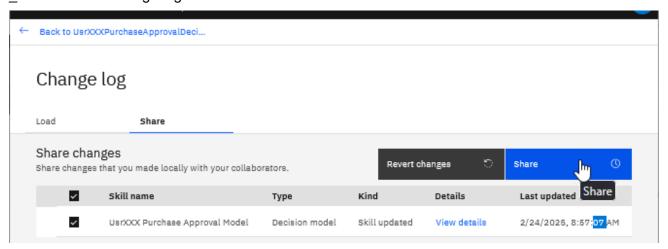
2. Verify that the icon now shows public skill access.



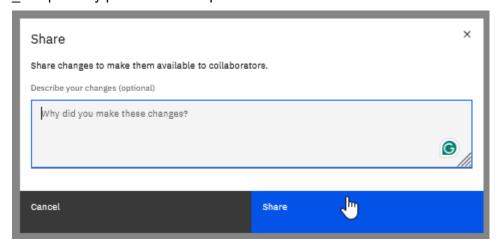
3. Click Share changes.



4. Review the change log and click the **Share** button.



- Note: This saves the decision artifacts in an underlying GitHub repository from which you will later publish it as a Skill.
- _5. Optionally provide a description and then click the **Share** button.



6. Click **x** to close the *Success* message box.



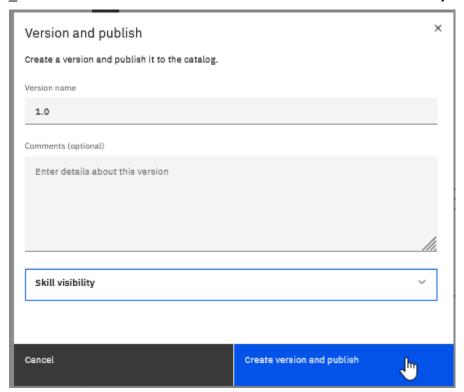
7. Click the **Back to UsrXXXPurchaseApprovalDecision** link to go back to the decision model.



8. Click Publish.



_9. Set the Version name to **1.0** and click the **Create version and publish** button.



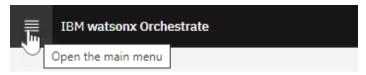
_10. Click **x** to close the *Published* message box.



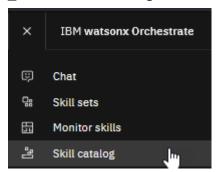
3.8 Test the Skill in Chat

3.8.1 Add the Skill to the Personal Skills

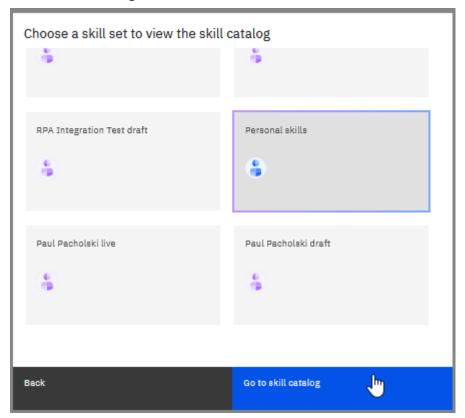
_1. Click the **Hamburger** menu.



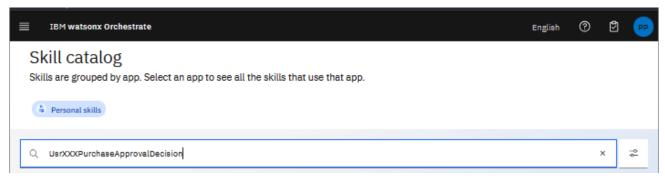
2. Click Skill catalog.



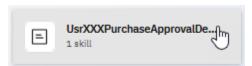
_3. If you see the *Choose a skill set to view the skill catalog* panel, select **Personal skills,** and click **Go to skill catalog.**



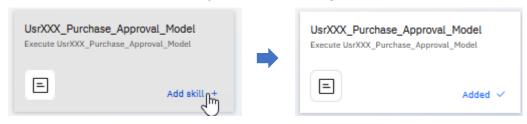
_6. Type **UsrXXXPurchaseApprovalDecision** (remember to replace XXX with the three-digit number in the user id you have received) in the Skill catalog search bar and press the **enter key**.



7. Click the **UsrXXXPurchaseApprovalDecision** tile.



_8. Click Add skill + and verify the status changed to Added

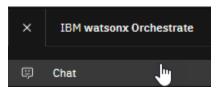


3.8.2 Invoke the Skill in the Chat

_1. Click the Hamburger menu.



_2. Click Chat.

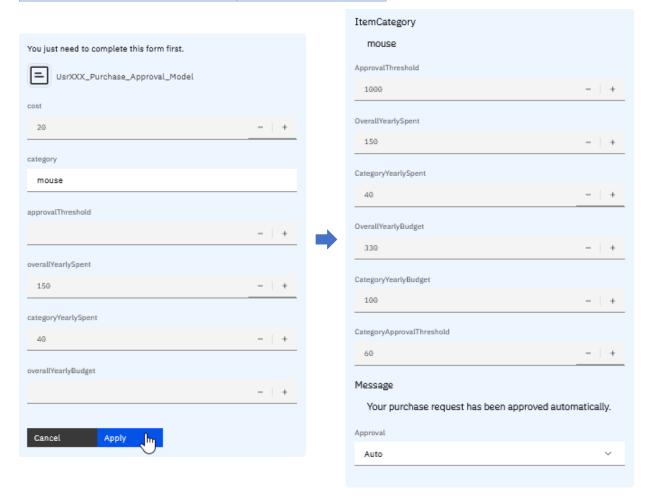


_3. Click the skill we just added,



_4. Enter the input values below, click **Apply**, and verify that the result of the skill invocation is as shown below.

Name	Value
cost	20
category	mouse
overallYearlySpent	150
categoryYearlySpent	40



3.9 Summary

In this lab, you learned how to use watsonx Orchestrate to build a decision model for Focus Corp's purchasing assistant. You also learned how to create and configure a decision model, Business Rule, and Decision Table and preview and publish it as a skill.

Congratulations! You have now completed the watsonx Orchestrate Decision Lab!

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