**CHATBOT DEPLOYMENT WITH IBM CLOUD WATSON ASSISTANT**

**Problem definition using design thinking:**

**Empathize:**

To fully understand the problem, we must empathize with the users. Users need a virtual guide that provides assistance on messaging platforms. They seek helpful information, quick answers to FAQs, and a pleasant conversational experience. The objective is to institute an interactive and streamlined conversational interface capable of automating routine tasks, furnishing prompt responses, and elevating overall customer satisfaction.

**Define:**

The problem is to create a chatbot using IBM Cloud Watson Assistant that serves as a virtual guide for users on messaging platforms, offering information, addressing FAQs, and ensuring a friendly user experience.

**Ideate:**

* Create a relatable and engaging persona for the chatbot to connect with users or develop a knowledge base for the chatbot to access and retrieve information, Train the chatbot to respond effectively to common user questions and to Configure Watson Assistant for natural language understanding.
* Continuously test and improve the chatbot's user experience and integrate the chatbot with messaging platforms for seamless access. Through Monitoring and Analytics, to Implement tools for tracking and analysing user interactions and to ensure ongoing maintenance and support for the chatbot.

**Prototype:**

To Configure Watson Assistant for natural language understanding and to train the chatbot to response to FAQs and Creating a robust chatbot prototype is a practical step to visualize and test your ideas. Designing conversational flows aligned with use cases and iteratively refining the prototype based on feedback ensures a user-friendly interface and to ensure regular updates and support for the chatbot.

**Testing:**

Continuously testing the chatbot to validate its effectiveness in providing information, addressing FAQs, and delivering a friendly conversational experience and to check iterative process helps continuously improves the design.

**Implementation:**

To Execute the proposed approach step by step, until the chatbot is fully functional from the train the chatbot to response accurately, by conducting the extensive testing to optimize user experience and to train users with guides for effective interaction, by maintaining the updates and support required by the user for the chatbot and mainly to monitor the tools to analyse user interactions.

**Iteration:**

Regularly gather user feedback and data to make iterative improvements to the chatbot, responses, overall user experience and continuously improves the design and functionalities.

**Evaluate and Deploy:**

Deploying the chatbot on relevant platforms and monitoring performance metrics ensures its effective operation. After deployment, gathering user feedback enables ongoing enhancements to align the chatbot with evolving user needs.