***AALIM MUHAMMED SALEGH COLLEGE OF ENGINEERING***

***PROJECT TITTLE:***

*CHATBOT DEPLOYMENT WITH IBM CLOUD WATSON ASSISTANT*

***TEAM MEMBERS:***

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***REQUIRED PROJECT FUNCTIONS***

***1. Set Up IBM Cloud Account:***

* *Register or log in to your IBM Cloud account.*
* *Navigate to the dashboard.*
* *Click on* ***Create resource*** *and select* ***Watson Assistant****.*

***2. Design Your Event Management Chatbot:***

* *Launch the Watson Assistant and* ***create a new Assistant****.*
* *Name it something relevant, like* ***EventBot****.*
* *Add a dialog skill to define how the chatbot will converse.*

***3. Define Intents:***

* ***#inquire\_event\_details:*** *To ask about specific event details.*
* ***#book\_event\_ticket:*** *To book a ticket or register for an event.*
* ***#cancel\_registration:*** *To cancel a previously made booking.*
* ***#event\_feedback:*** *To provide feedback on an event.*
* ***#ask\_venue\_directions:*** *To inquire about venue directions and any other intent pertinent to event management.*

***4. Define Entities:***

* ***@event\_name:*** *Recognize and store the names of different events (e.g., "Summer Gala", "Tech Conference").*
* ***@date:*** *Identify specific dates.*
* ***@event\_type:*** *Different types of events like workshops, conferences, galas, etc.*

***5. Craft Dialog Nodes:***

* ***Welcome Node:*** *"Hello! Welcome to XYZ Event Management. How can I assist you with your event needs today?"*
* ***Event Inquiry:*** *If the intent detected is #inquire\_event\_details, the bot can respond with details about the event. If a @event\_name entity is detected, it can provide specific details about that event.*
* ***Booking:*** *For* ***#book\_event\_ticket****, guide the user through the booking process.*
* ***Cancellation:*** *For* ***#cancel\_registration****, ask for details like registration number and then process the cancellation and so on for each intent and its related entities.*

***6. Incorporate Prompts:***

* *Use clear prompts to guide users, especially for tasks like booking where a sequence of steps might be required.*
* *"Would you like to know more about the* ***@event\_name****?"*
* *"Please provide your preferred date for* ***@event\_name****."*

***7. Integrate and Deploy:***

* *Once you're satisfied with the bot's dialog flow and responses, you can integrate it with various channels where your audience might interact, such as a website, event app, or social media platform.*
* *Use the Watson Assistant's* ***Integrations tab*** *to help with deployment.*

***8. Monitor and Refine:***

* *Use Watson Assistant's analytics to monitor user interactions, recognized intents, and any questions the bot couldn't answer.*
* *Refine the bot over time based on feedback and interaction patterns.*

***9. Feedback Loop:***

* *Encourage users to provide feedback after attending events.*
* *This can help the event management team improve future events and offer a better experience.*

***10. Additional Features:***

* ***Reminders:*** *Integrate with email or SMS services to remind users of their booked events.*
* ***Suggest Events:*** *Based on user interactions, suggest upcoming events they might be interested in.*