Watson Assistant

Step 1)

After logging into IBM Cloud. Click on ‘Watson Assistant’ to setup an instance.

Graphical user interface, application

Description automatically generated

Step 2)

After clicking on ‘Watson Assistant’ an instance setup config should show up like below. Do select the ‘Lite’ option and location closest to your current location. Also, click on ‘I have read and agree to the following license agreements:’ Then click on Create.

Graphical user interface, application, Teams

Description automatically generated

Step 3a)

After clicking ‘Create’, You should be redirected to this page. Continue to click on ‘Launch Watson Assistant’. It may take a while as an instance is being created.

A screenshot of a computer

Description automatically generated with medium confidence

Step 3b (Only if you were not redirected))

If you weren’t redirected proceed to this link <https://cloud.ibm.com/resources> and type ‘Watson Assistant’ in the search box and click on the ‘Watson-Assistant-xx’ instance

Graphical user interface, application

Description automatically generated

Step 4)

After clicking on ‘Launch Watson Assistant’, you will be prompted with a setup to create your first assistant. Feel free to enter and change anything you want. When you are ready do click on ‘Next’

Graphical user interface, application

Description automatically generated

Step 5)

As we will be using Facebook as a channel to communicate, select ‘Facebook’ in the dropdown box. However, you are free to try other channels if you feel confident in doing.

Select the appropriate boxes in the ‘Tell us about yourself’ dropdown. Afterwards, click on ‘Create’

Graphical user interface, text, application

Description automatically generated

Step 6)

Hover over the side menu and click on Action. Graphical user interface, application

Description automatically generated

Step 7)

Click on the ‘Create action’ button

Graphical user interface, application, Teams

Description automatically generated

Step 8)

You will be prompted with an option to select an option. You can look at the templates and see what is possible with Watson Assistant. However, we will selecting ‘Start from scratch’

Graphical user interface, application, Teams

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Step 9)

A modal box will be displayed. This would be the action that the customer will type out when interacting with the virtual assistant. You can type whatever you would like. The VA wouldn’t have to be about paying bills. Afterwards, click ‘Save’

Graphical user interface, application, Teams

Description automatically generated

Step 10)

A new webpage will display with a textbox. Feel free to type whatever you would like in the textbox. I typed in “Hello, This is a Bill Payment Assistant designed to help you with any queries.” Afterwards, click on the save icon on the top right of the page. Finally, click on the ‘Preview’ Button on the bottom right of the page.

Note: It may take a while for Watson Assistant to process what you have inputted.

In further sessions, we will go over more advanced and complex features of Watson Assistant.

Graphical user interface, application, Teams

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Step 11)

After clicking on the ‘Preview’ button, a chatbox will appear. Procced to type in ‘I want to pay a bill’ or whatever you have decided to use as your action in step 9.

Press Enter or click on the blue button to send the message.

Text

Description automatically generated with low confidence

Step 12)

As you can see it has presented what we have defined earlier in step 10. You can customize the text to be similar which is the power of Watson Assistant as shown in the screenshots below. As you can see the input texts are not similar to the action we have previously defined.

Graphical user interface, text, application

Description automatically generatedGraphical user interface, text, application, email

Description automatically generated

Graphical user interface, text, application, chat or text message

Description automatically generated

Step 13)

You can define more actions related to the chatbot as shown in the screenshot below. If you click on ‘Customer starts with’ A new website will appear where you can include additional actions

Graphical user interface, application

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Step 14)

Feel free to include what actions you think a customer would type out to the VA and would be suitable to the use case of the VA. Afterwards, save and click on the ‘Preview button’ as shown in Step 10.

Graphical user interface, application

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Step 15)

As you can see, ‘Electricity bill’ as shown in the VA box and has been processed and continued to Step 1

Graphical user interface, text, application

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