

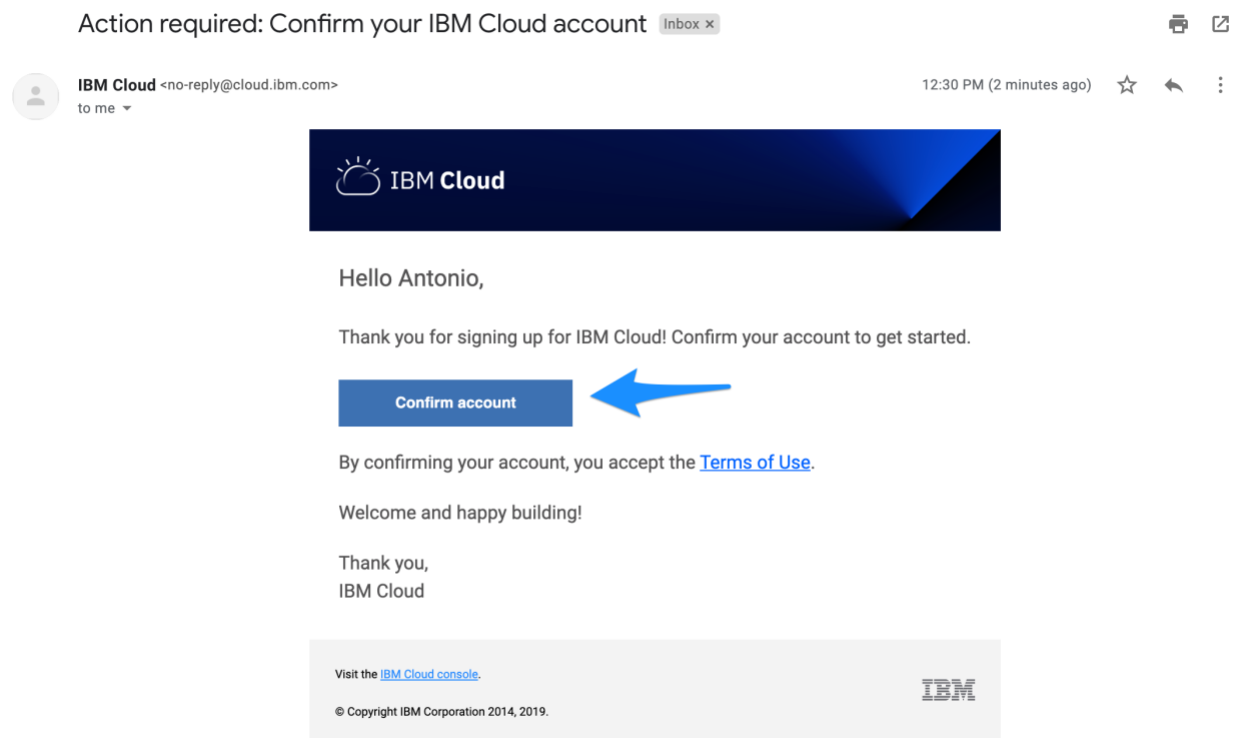
Lab 1: Create an instance of Watson Assistant

In this course, we'll use the Watson Assistant service hosted on the IBM Cloud platform. As a result, before we progress further, we'll need to ensure that you are set up with an account. Follow the instructions below to get your own instance of Watson Assistant and start building chatbots.

Note: If you already have an IBM Cloud account, simply login and skip to Exercise 2.

Exercise 1: Register with IBM Cloud

1. **Register** on IBM Cloud by [clicking on this link](#). Start by entering your professional or student email. (If you don't have access to a business email, feel free to use your personal email, however.)
2. You'll be asked to log in if you already have an account with IBM.com. If you do, log in and skip to Exercise 2. If you don't, provide the rest of the information requested (e.g., your name, country, etc.) and **click on *Create an account*** to proceed with the creation of an account.
3. If you created an account in step 2, you'll be asked to **verify your email**. Check your inbox for the verification email (and for good measure, be sure to check your spam folder as well). **Click on the confirmation button** as illustrated in the image below.



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4. Upon successful verification of your email, you'll see a *Log In* button. **Click on it, log in, and accept the privacy notices.** At this point, you'll be logged in with your IBM ID and ready to work with the IBM Cloud platform.

You'll either be redirected to a Watson Assistant creation page (as shown in the image below) or to your IBM Cloud dashboard. In either case, close your browser tab and proceed to Exercise 2 below.

IBM Cloud Catalog Docs Support Manage Search for resource...

← View all Watson Assistant Lite • IBM

Watson Assistant lets you build conversational interfaces into any application, device, or channel.

[View Docs](#) [View API Docs](#) [Terms](#)

AUTHOR IBM
PUBLISHED 03/20/2019
TYPE Service

Service name: Watson Assistant-pc

Choose a region/location to deploy in: Dallas

Select a resource group: default

Pricing Plans Monthly prices shown are for country or region: Canada

| PLAN | FEATURES | PRICING |
|----------|---|--------------------------|
| ✓ Lite | 10,000 Messages/Month AI-Based Intent and Entity Recognition Entity Synonym Recommendations Visual Dialog SDK with Simple Response Types (Text, Options, Images, etc...) Prebuilt Content Available Analytics Dashboard with 7 Days of Storage 5 Dialog Skills, Each with 100 Dialog Nodes Shared Public Cloud | Free |
| Standard | Everything in Lite, with these additions... Unlimited Messages/Month 20 Dialog Skills, Each with Unlimited Dialog Nodes 10 Versions per Dialog Skill | \$0.002641 CAD/API call* |

The Lite plan gets you started with 10,000 API calls per month at no cost. And when you upgrade to a paid plan, you'll keep all your intents, entities, dialog flows, and chat logs.
Lite plan services are deleted after 30 days of inactivity.

Need Help? [Contact IBM Cloud Support](#)

Estimate Monthly Cost [Cost Calculator](#)

Create

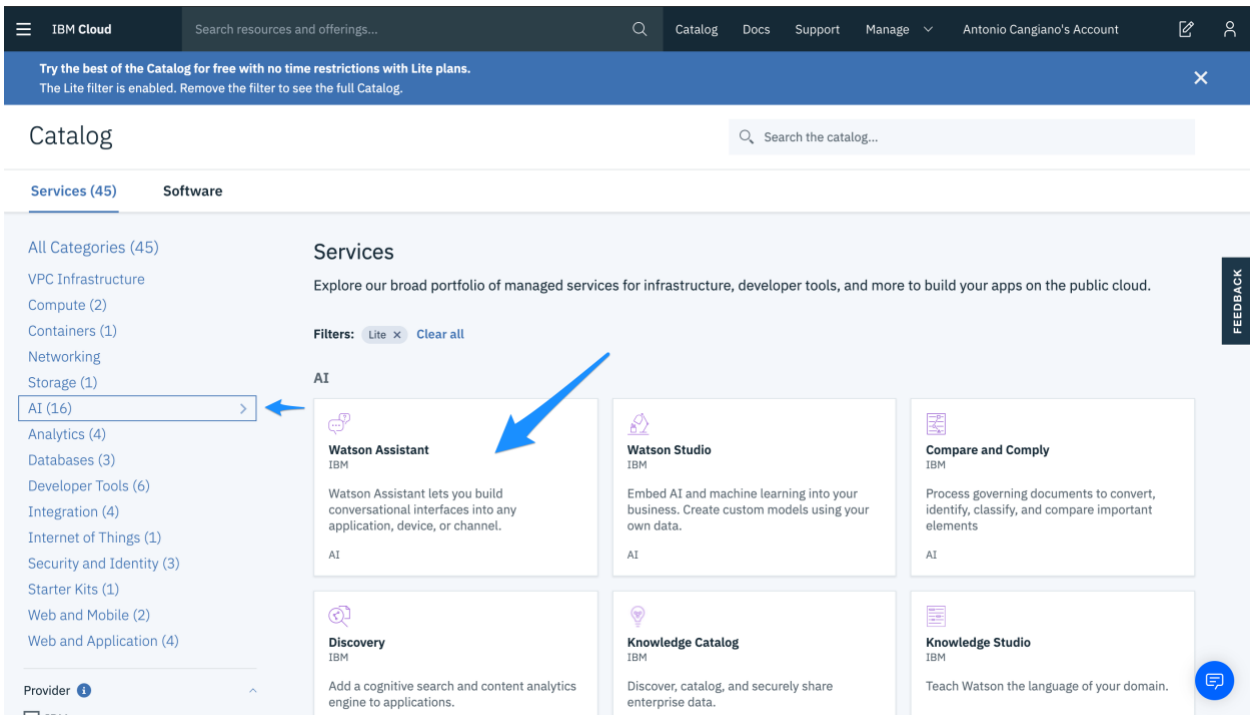
Exercise 2: Create a Watson Assistant service

Now that you have an IBM Cloud account, it's time to create an instance of IBM Watson Assistant. **Visit your IBM Cloud dashboard** or simply type `cloud.ibm.com` in your browser's address bar. Next, follow these simple steps.

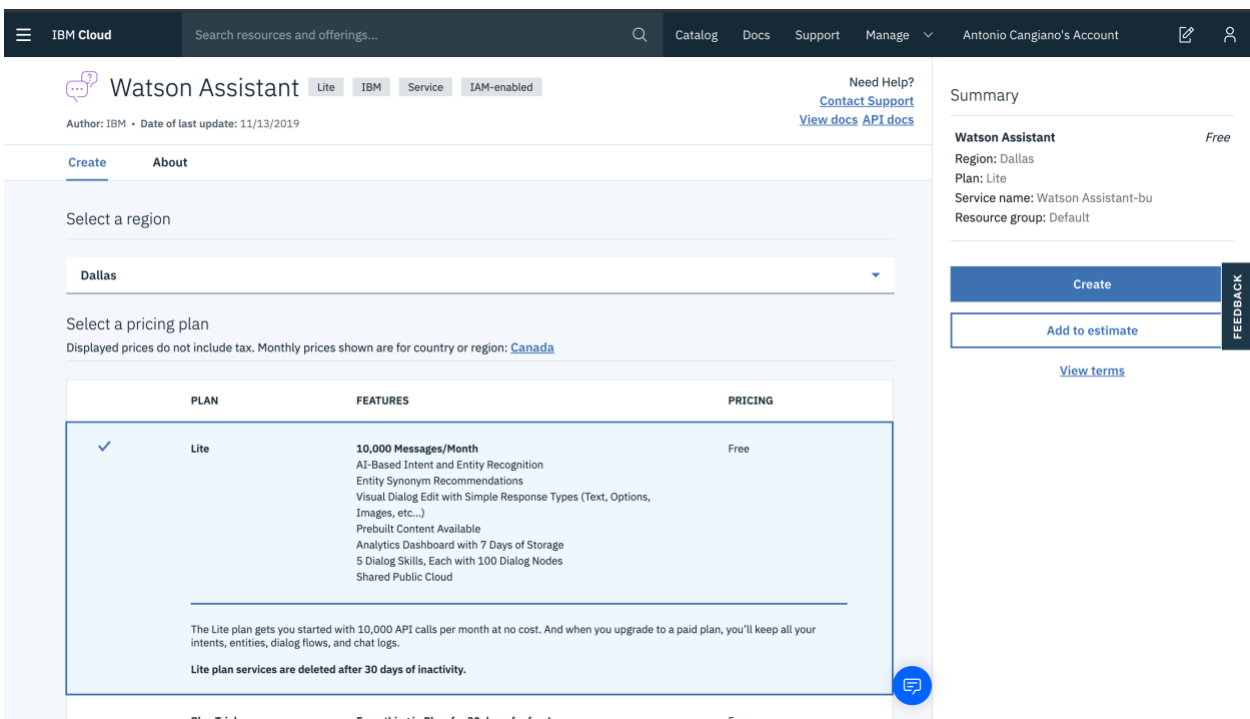
Note that you can always create new services (Watson Assistant or any other service available in the IBM Cloud catalog) by clicking on the *Create resource* button on your dashboard.

1. **Click on the *Create resource* button** on your dashboard.
2. **Search for Watson Assistant** in the search field or find it in the AI category of the catalog and then **click on that tile**.

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3. You should see a Watson Assistant creation page similar to the image below.



You can leave everything to default or customize the service instance name to your liking (e.g., Watson Assistant Flower Shop). If you are not in the USA or Canada, you might want to switch the region/location for optimal performance. It may take up to a minute before the UI

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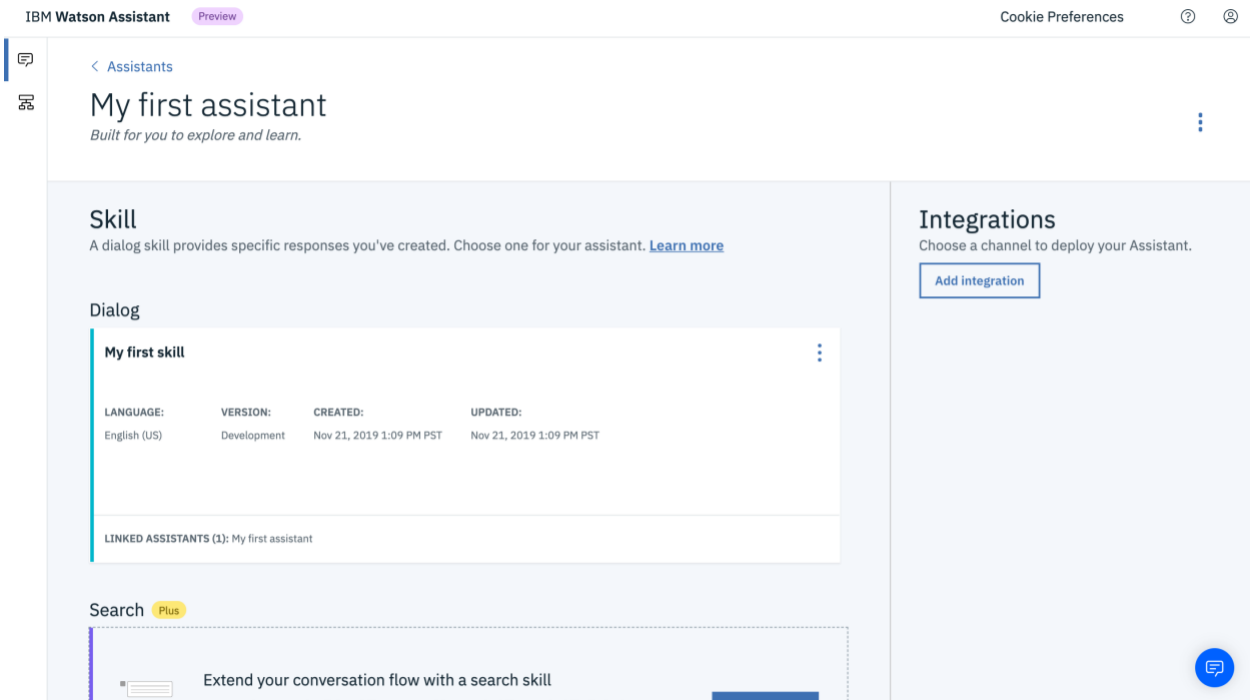
will allow you to select a different data center. Give it a moment to finish loading the page if you don't see the option.

4. Take note of the differences between the free Lite plan (which you'll be using) and the other plans available, towards the end of the page.
5. With the Lite plan selected, **click on the *Create* button** at the bottom to create your instance.
6. You'll be redirected to the launch page for the service you just created. **Click on the *Launch Watson Assistant* button** to access the web application that will allow you to create chatbots.

The screenshot shows the IBM Cloud console interface for a Watson Assistant resource named 'Flower Shop'. The top navigation bar includes the IBM Cloud logo, a search bar, and links for Catalog, Docs, Support, Manage, and the user's account. A left sidebar lists management options: Manage, Service credentials, Plan, and Connections. The main content area displays the resource details, including the resource group (Default) and location (Dallas). Below this, a section titled 'Get started by launching the tool.' contains a prominent blue 'Launch Watson Assistant' button, which is highlighted by a blue arrow. Other links in this section include 'Getting started tutorial' and 'API reference'. To the right of this section, the current plan is shown as 'Lite' with an 'Upgrade' link. Below the launch section is a 'Credentials' section with links for 'Download' and 'Show Credentials'. It lists the 'API Key' (masked with dots) and the 'URL' (https://gateway.watsonplatform.net/assistant/api), each with a copy icon.

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7. A default Assistant and Skill will be created for you as shown in the image below.

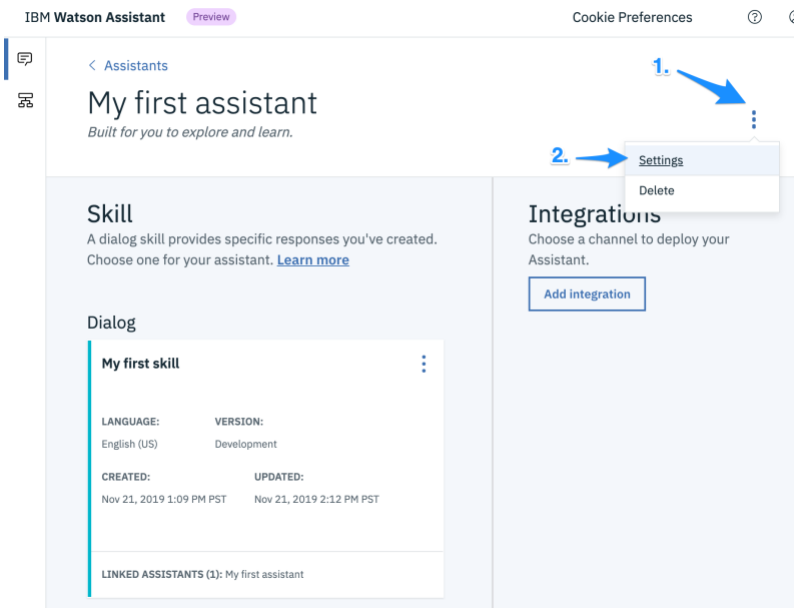


You can think of the assistant as the actual chatbot. And a chatbot will have one or more skills. Typically, a chatbot will have at least one dialog skill. In our case, *My first assistant* is our chatbot, and *My first skill* is its dialog skill which enables it to hold conversations.

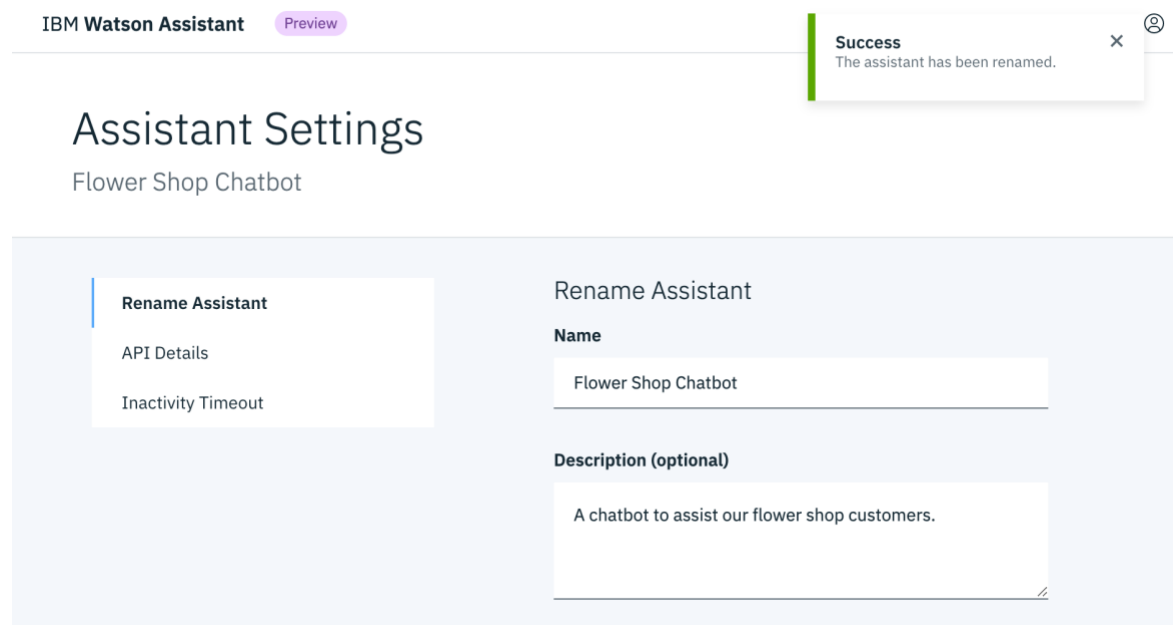
If *My first assistant* and *My first skill* were not created for you, and instead you see an error pop up on the screen, clear your browser cache and log back in on cloud.ibm.com. From your dashboard, click on *Services*, and then on the Watson Assistant instance you created (e.g., *Watson Assistant Flower Shop*). Then repeat step 6.

8. Let's rename our assistant. **Click on the three vertical dot icon** to the right of the page, above *Integrations* and then **click on Settings**.

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Here, **change the name of our assistant to Flower Shop Chatbot** and optionally change the description too.



Once you're done, click on the X at the top to return to our assistant.

9. While we are here, let's rename its dialog skill as well. To do so, click on the Skills tab on the top left, as shown below.

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IBM Watson Assistant Preview Cookie Preferences ?

< Assistants

Flower Shop Chatbot

A chatbot to assist our flower shop customers.

Skill
A dialog skill provides specific responses you've created. Choose one for your assistant. [Learn more](#)

Dialog

My first skill

LANGUAGE: VERSION:

Integrations
Choose a channel to deploy your Assistant. [Add integration](#)

Here, click on the vertical three dot icon next to My first skill, and then click on Rename as shown below.

IBM Watson Assistant Preview Cookie Preferences ? ?

Skills

Skills contain the training to respond to your customer queries. Add skills to your assistant and then deploy to your channels.

[Create skill](#)

My first skill

TYPE: Dialog — English (US)
CREATED: Nov 21, 2019 1:09 PM PST
UP: No

[View API Details](#)
[Export](#)
[Duplicate](#)
[Rename](#)
[Delete](#)

LINKED ASSISTANTS (1): [Flower Shop Chatbot](#)

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Change the name of this dialog skill to **Flower Shop Skill** and click **Rename**. Optionally add a description if you wish.

IBM Watson Assistant

Preview

Cookie Preferences

?

?

X

Rename My first skill

Name

Flower Shop Skill

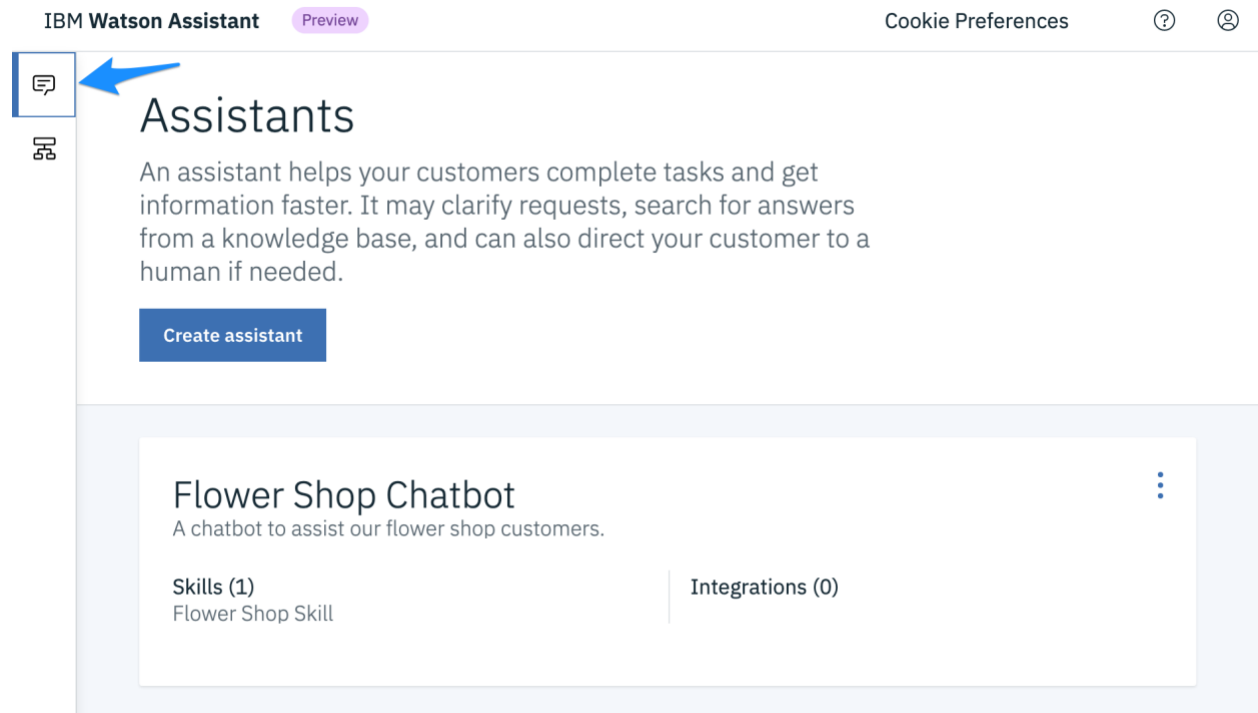
Description (optional)

Rename

Watson doesn't really care about these labels and descriptions, but they help humans working on the chatbot better understand how things are organized and why.

10. Now that you renamed the skill, we can go back to the assistant by clicking on the Assistants tab as shown in the figure below.

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Notice how a list of assistants is shown. In our case there is only one, our *Flower Shop Chatbot*. If you look closely, you'll see that it includes our *Flower Shop Skill* under its Skills section.

Click on the tile containing our chatbot (i.e., *Flower Shop Chatbot*). You'll be sent back to the familiar view we've encountered before, but this time with a properly named assistant.

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The screenshot shows the IBM Watson Assistant web interface. At the top, the header includes 'IBM Watson Assistant', a pink 'Preview' button, 'Cookie Preferences', and a help icon. The left sidebar contains a chat icon and a menu icon. The main content area is titled '< Assistants' and features the 'Flower Shop Chatbot' assistant with the description 'A chatbot to assist our flower shop customers.' Below this, there are two main sections: 'Skill' and 'Integrations'. The 'Skill' section explains that a dialog skill provides specific responses and includes a 'Learn more' link. It also features a 'Dialog' section with a 'Flower Shop Skill' card. This card displays the following information:

| LANGUAGE: | VERSION: |
|--------------------------|---------------------------|
| English (US) | Development |
| CREATED: | UPDATED: |
| Nov 21, 2019 1:09 PM PST | Nov 29, 2019 10:34 AM PST |

At the bottom of the card, it shows 'LINKED ASSISTANTS (1): Flower Shop Chatbot'. The 'Integrations' section prompts the user to 'Choose a channel to deploy your Assistant.' and includes an 'Add integration' button.

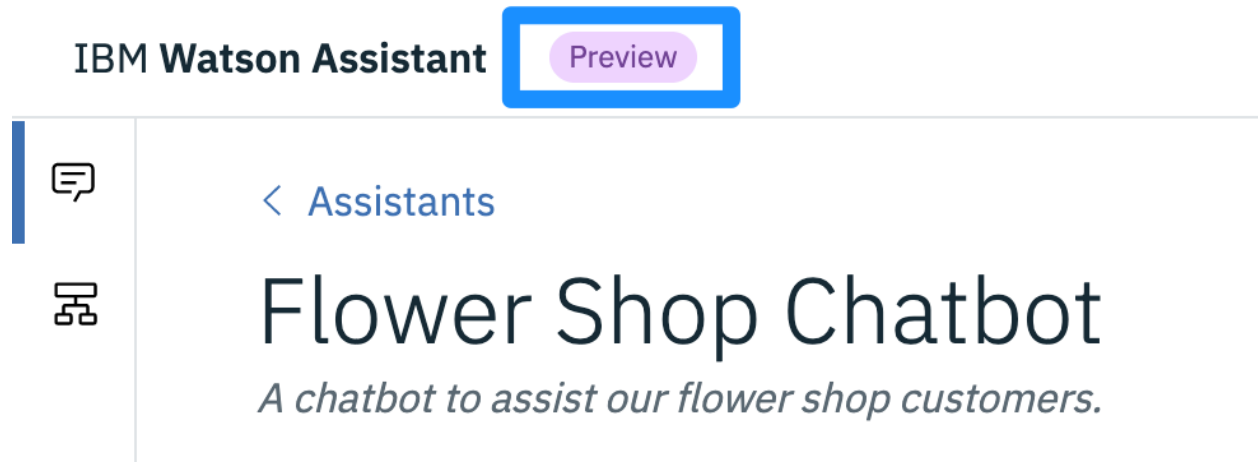
If this is what you see, we are all set for now. 😊

Exercise 3: Opt out of the Preview

In order to improve its service, IBM runs so-called A/B tests where a portion of new users are shown a newer, experimental user-interface. This is great for the product but can be quite confusing when following along a course.

So, if you see the pink *Preview* icon at the top of your Watson Assistant interface, it means that you are currently enrolled in the preview and need to opt out in order to have an easier time following along the instructions in the next labs.

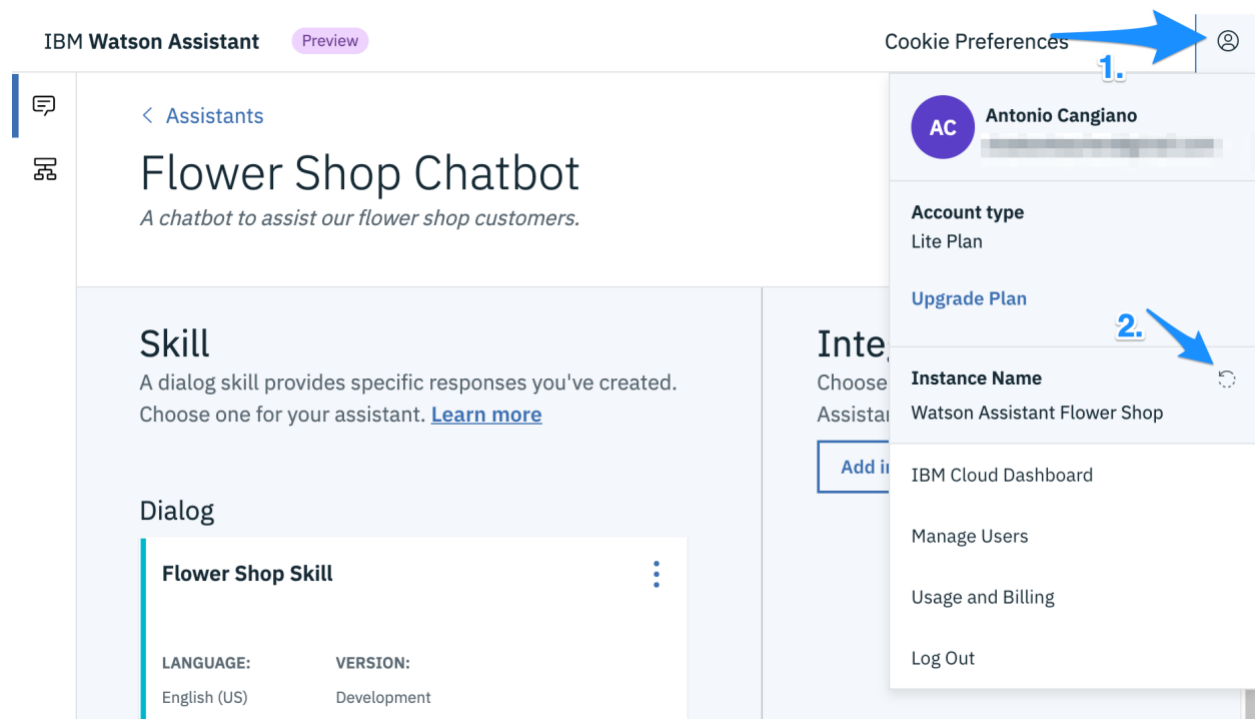
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If you don't see the *Preview* icon as shown in the figure above, you're all done with this lab and can proceed to the next section of this course.

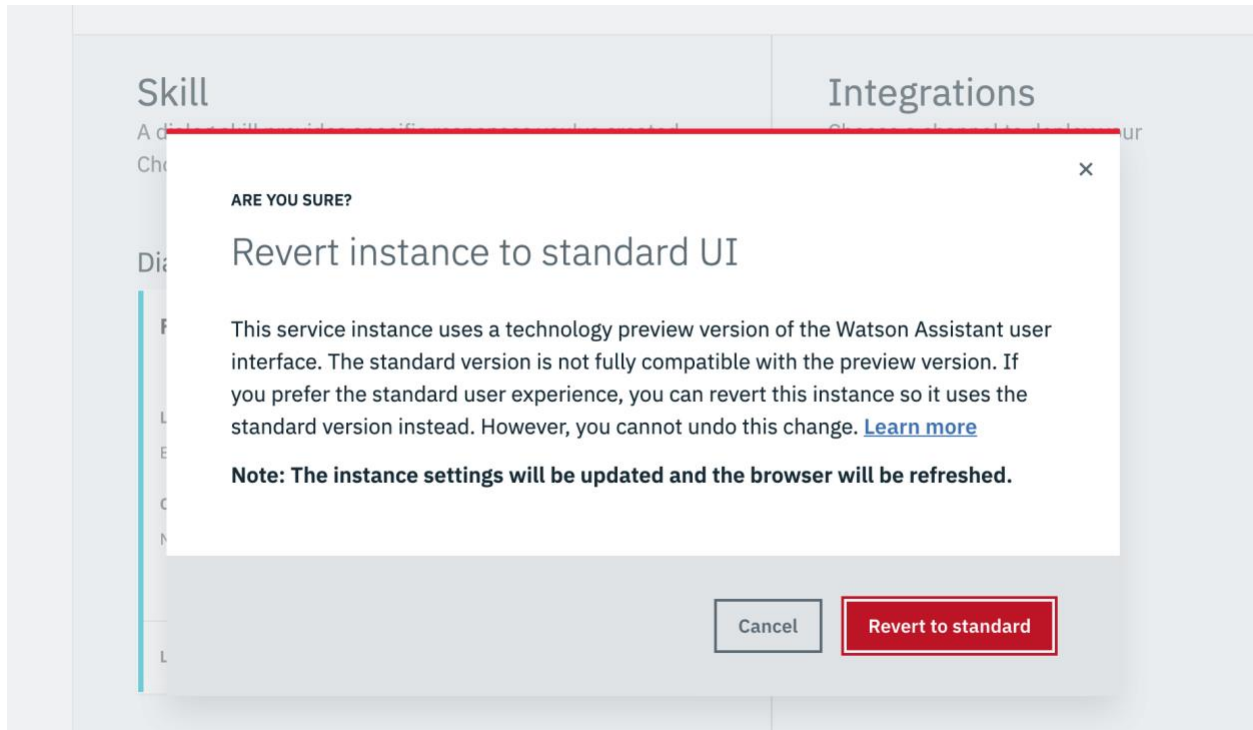
If you see the *Preview* icon, please follow these instructions to revert to the standard interface:

1. **Click on the account icon** in the top right of the page.
2. From the menu that appears, **click on the revert icon** next to your Watson Assistant instance as shown in the figure below.



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3. Next, **click on the *Revert to standard* button** in the pop-up dialog that appears.



This will revert your instance to a standard UI that will make your life a lot easier as you follow along my course.