



Lab 1: Create an instance of new Watson Assistant

After completing this lab, you will be able to:

- Create Watson Assistant service.
- Use the Watson Assistant service hosted on the IBM Cloud platform.
- Activate a dialog skill for the new Watson Assistant

Overview

The new Watson Assistant experience, focused on using **actions** to build customer conversations, is designed to make it simple enough for anyone to build a virtual assistant. Building, testing, publishing, and analyzing your assistant can all now be done in one simple and intuitive interface.

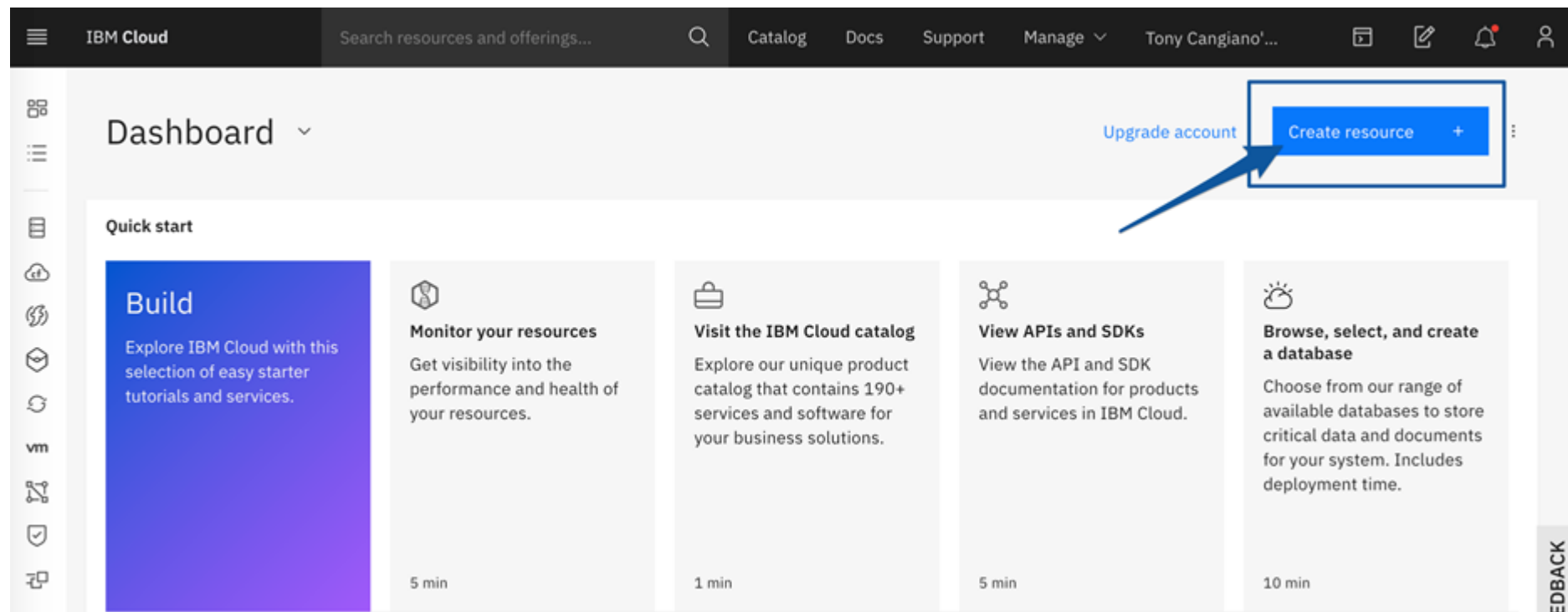
- New **navigation** provides a workflow for building, previewing, publishing, and analyzing your assistant.
- Each assistant has a **home page** with a task list to help you get started.
- Build conversations with **actions**, which represent the tasks you want your assistant to help your customers with. Each action contains a series of steps that represent individual exchanges with a customer.
- A new way to **publish** lets you review and debug your work in a draft environment before going live to your customers.
- Use a new suite of **analytics** to improve your assistant. Review which actions are being completed to see what your customers want help with, determine if your assistant understands and addresses customer needs, and decide how can you make your assistant better.

Pre-requisites

You will need an IBM Cloud account to do this lab. If you have not created one already, click on this [link](#) and follow the instructions to create an IBM Cloud account.

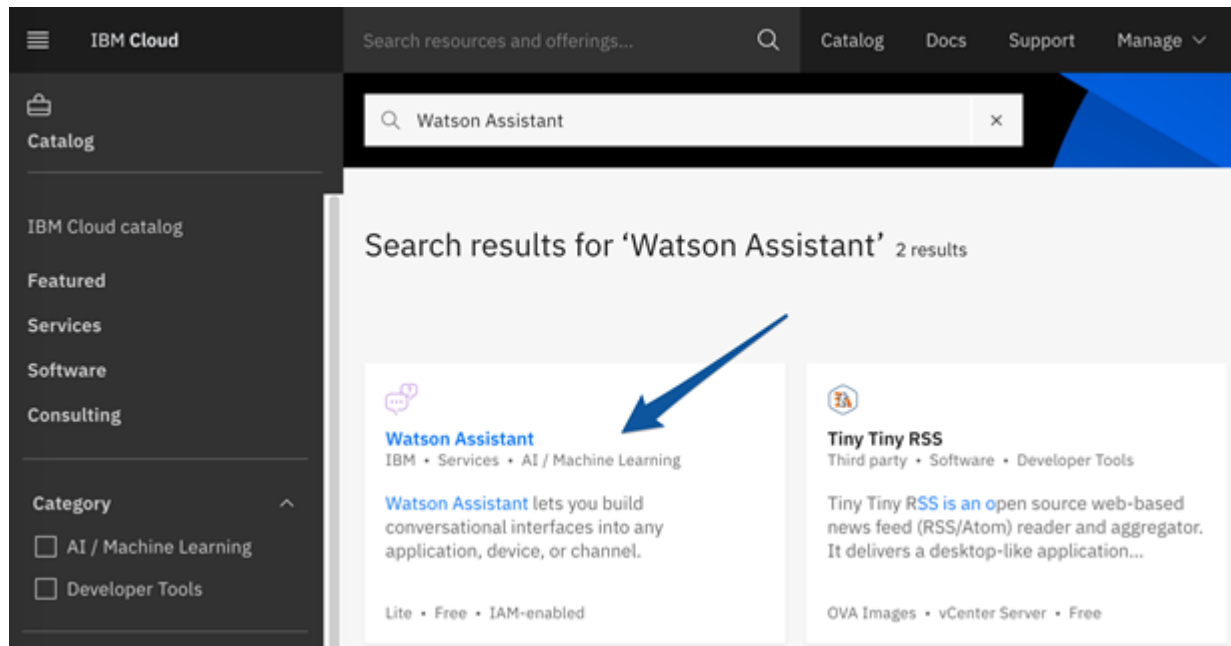
Exercise 1: Create a Watson Assistant service

1. Visit <https://cloud.ibm.com> and log in with your IBM Cloud email and password.
2. You'll find yourself in your IBM Cloud dashboard. Click on the **Create resource button** on your dashboard, as shown in the picture below.

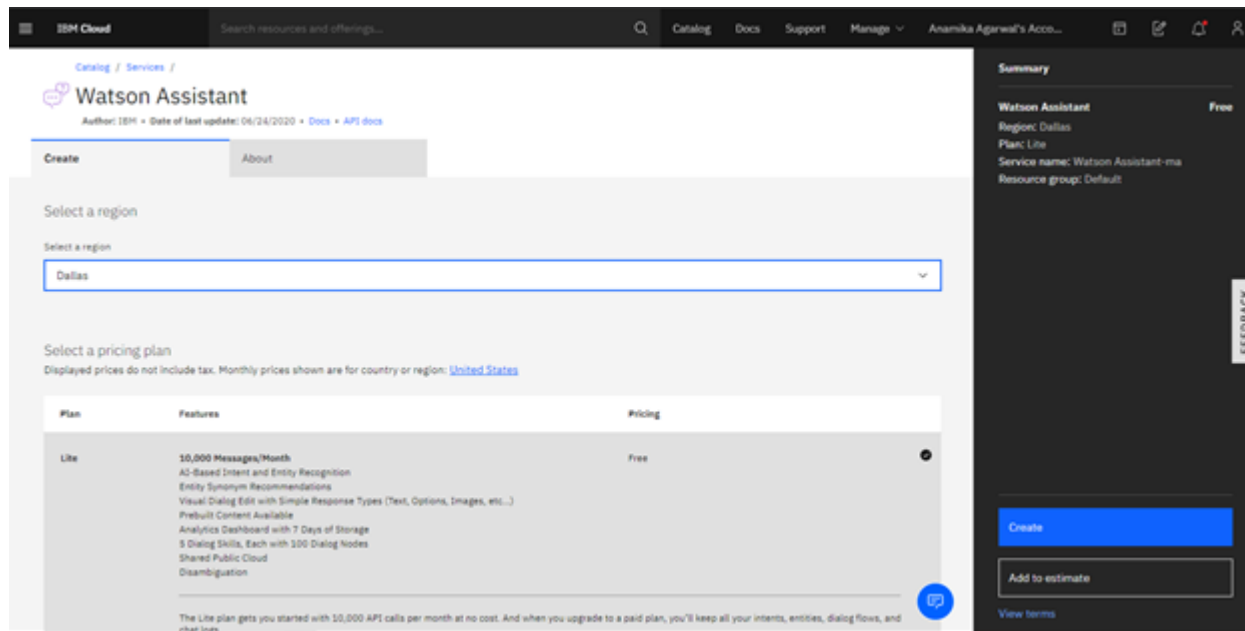


3. Enter **Watson Assistant** in the search field and press enter.

4. Now **click on the Watson Assistant tile** that appears, as shown in the image below.



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



Click on the region drop down to select a data center closer to you. For example, you might **select Frankfurt** if you live in Europe. This will reduce latency and improve performance as you use Watson Assistant.

6. Scroll down the page and change the instance name to your liking (e.g., Watson Assistant Flower Shop), as shown in the image below.

Audit trail
50 Versions per Dialog Skill
HIPAA - Washington DC Only

Configure your resource

Service name

Watson Assistant Flower Shop

Select a resource group ⓘ

Default

Tags ⓘ

Examples: env:dev, version-1

Create

Add to estimate

[View terms](#)

7. Click on the **Create** button to create your instance.

8. 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.

Resource list /

Watson Assistant Flower Shop

Active Add tags

Details Actions...

Manage

- Service credentials
- Plan
- Connections

Start by launching the tool

Launch Watson Assistant

Getting started tutorial

API reference

Plan

Lite

Upgrade

Credentials

Download Show credentials

API key:

.....

URL:

https://api.us-south.assistant.watson.cloud.ibm.com/instances/813d488e7-7e95-428a-ad7e-584a/bf

FEEDBACK


Congratulations on creating your instance of new Watson Assistant!

IBM Watson Assistant Lite Upgrade

Create assistant page

Welcome to the new Watson Assistant

Create Personalize Customize Preview



Create your first assistant

Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.

Assistant name

Example: Banking Bot

Your assistant name will be kept internally and not visible to your customers

Description (optional) 0/128

Add a description for this assistant

Assistant language

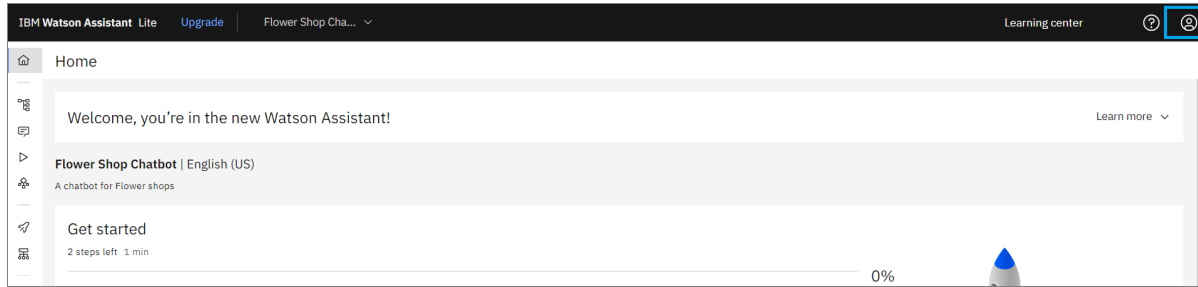
English (US) ▾

This is the language your assistant will speak.

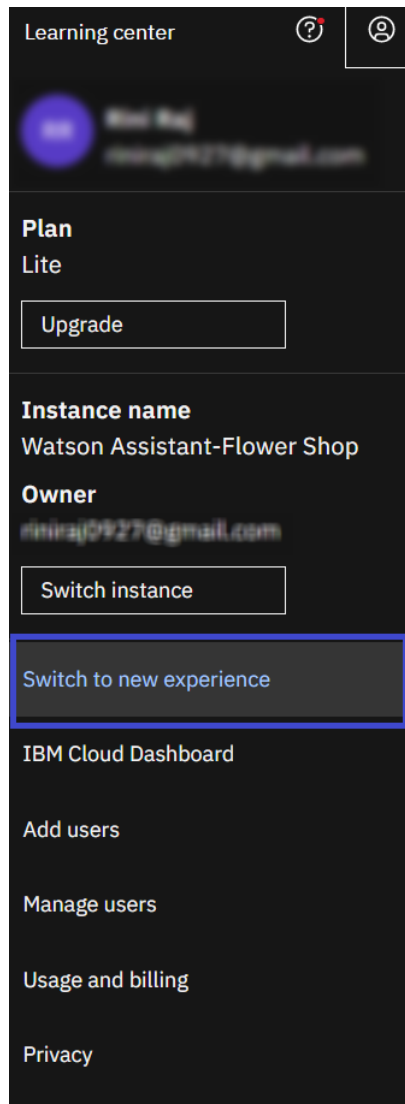
(If you see a survey asking you questions about whether you are a professional or a student, feel free to complete the survey or simply close that pop up.)

If your instance is using the **Classic Watson Assistant**, you can switch to the New experience by following these steps:

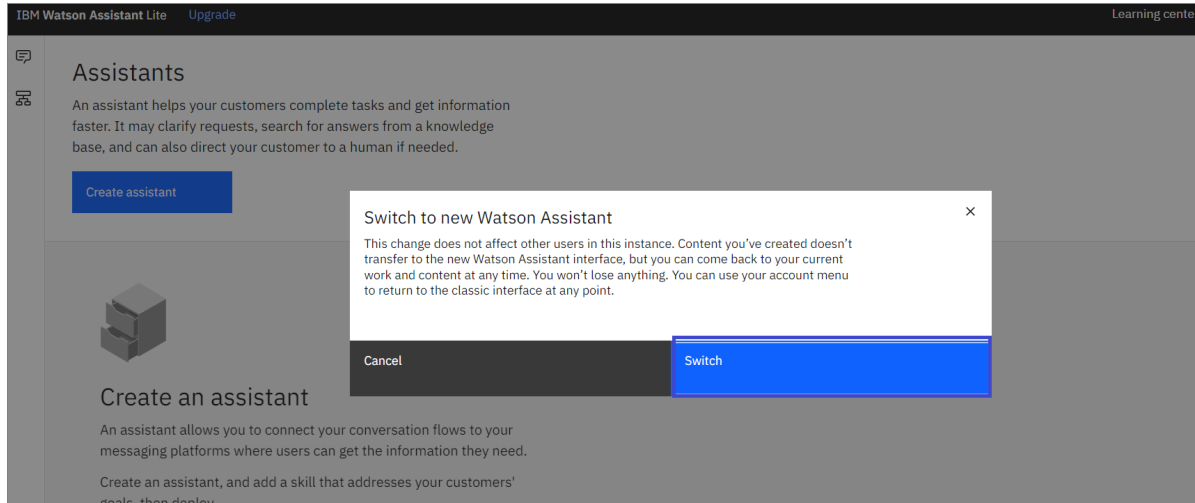
1. From the Watson Assistant interface, click the **User Panel** icon to open your account menu.



2. Select **Switch to New experience** from the account menu.



3. Click **Switch** to confirm that you want to start using the New experience.



Note: You won't lose any work if you switch to the New experience, and you can switch back to the classic experience at any time by clicking Switch to classic experience from the account menu.

Exercise 2: Activating dialog skill


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

Create

Personalize

Customize

Preview



Create your first assistant

Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.

Assistant name

Flower Shop Chatbot

Your assistant name will be kept internally and not visible to your customers

Description (optional)

0/128

Add a description for this assistant

Assistant language

English (US)

This is the language your assistant will speak.

Personalize your assistant by selecting **Web** for “Where do you plan on deploying your assistant?”, **N/A** for “Which industry do you work in?”, **Developer** for “Role on the team building the assistant?” and **I am using Watson Assitant to complete a course or certification** for “Statement describes your needs best?”.

Create

Personalize

Customize

Preview

Personalize your assistant

Tell us where your assistant will live
We will create your first channel integration for you, which will be visible on your dashboard. You can always add more or change later.

Where do you plan on deploying your assistant?
Web

Tell us about yourself
This information will be used to personalize your onboarding experience.

Which industry do you work in?
N/A (I am a student)

What is your role on the team building the assistant?
Developer

Which statement describes your needs best?
I'm using Watson Assistant to complete a course or certification

This is what your customers will experience

Watson Assistant

Do you have the Speed Demons in stock?

The Speed Demons are in stock at our Downtown and Northgate locations, which are both within five miles of you.

What size and color do you need?

I'm looking for a size nine in white

Great news! The Speed Demons are available in white in a size 9.

You can purchase them for curbside pick up or we can ship them to you. Which would you prefer?

I'll pick them up! Ship them to me, please!

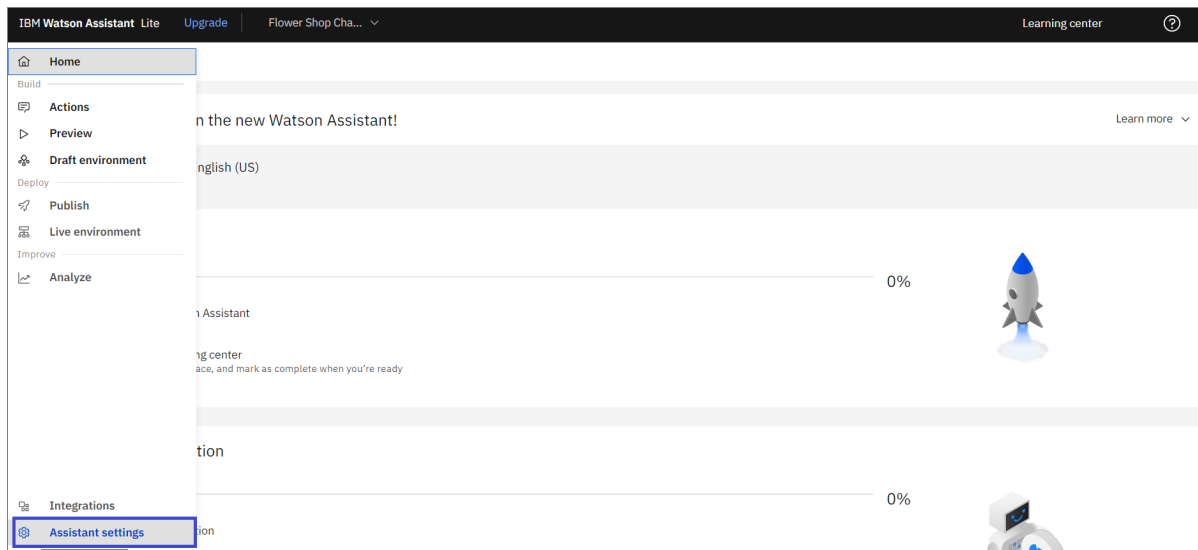
?

Type something...

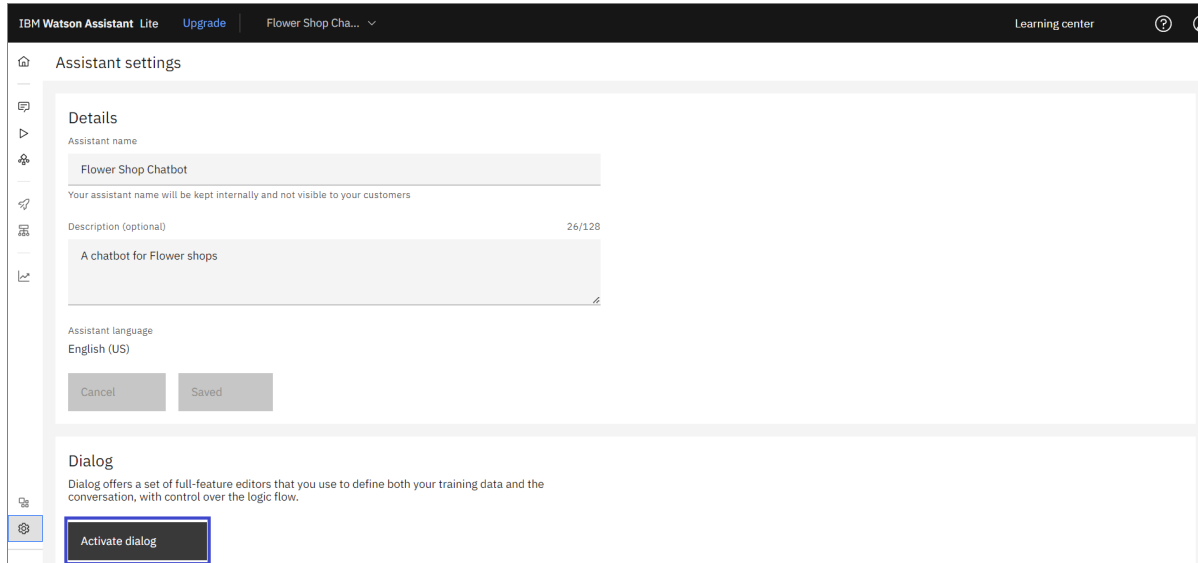
Skip **Customize** and **Preview** for now. Click on **Create**.

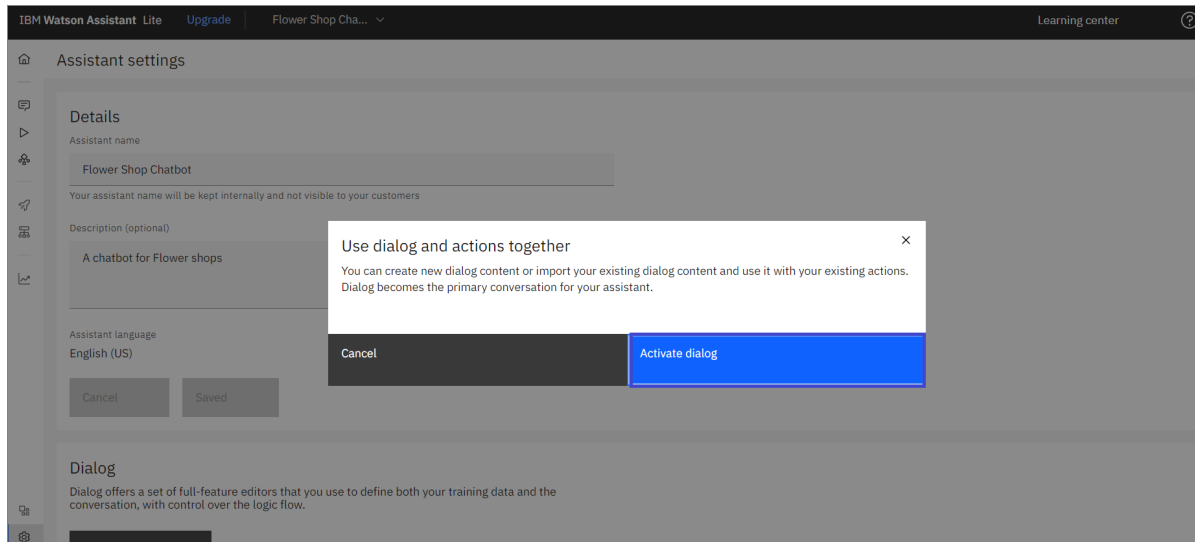
You can think of the assistant as the actual chatbot. And a chatbot will have one or more skills. Typically, a chatbot will have at least one dialog skill. Dialog offers a set of full-feature editors that you use to define both your training data and the conversation, with control over the logic flow. Therefor, we'll activate dialog skill first and link it to our assistant.

2. To do so, click on the gear icon to the left of the page on the **Assistant settings**.

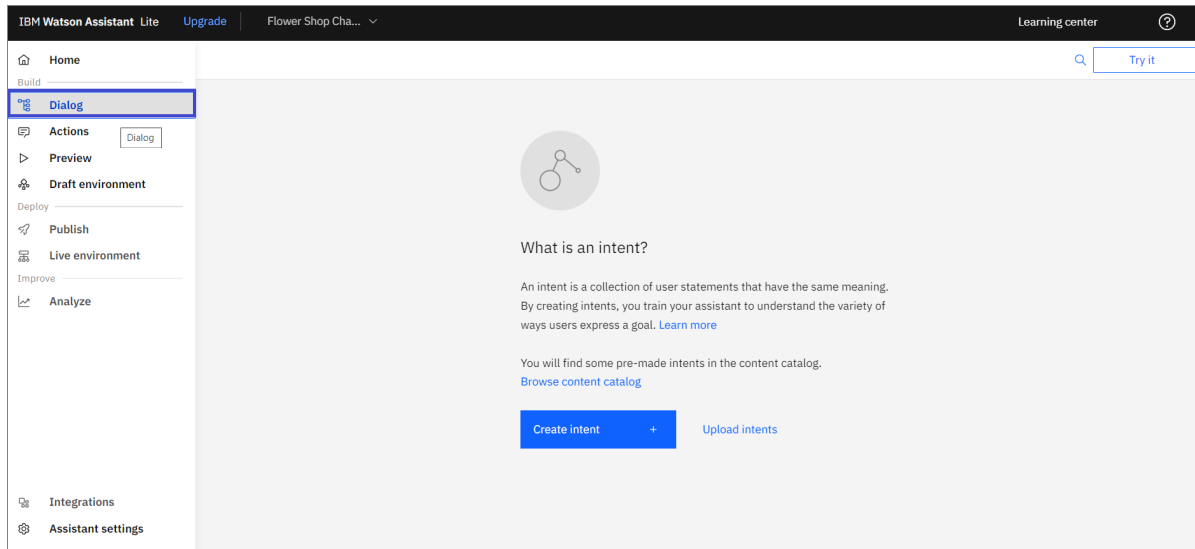


3. Click on the **Activate Dialog** at the bottom of the page and a pop up will appear asking you to confirm. Go ahead and click **Activate Dialog**, confirming your dialog skill is active.





4. Finally, To view dialog skill click on the icon to the left of the page on the **Dialog**.



Now, click on the **Home** icon to the top left of the page and **Bookmark this page** in your browser so as to quickly access it later on. 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.

(If you see any survey or tour pop ups, feel free to dismiss them.)

Congratulations on completing this lab! 😊

Author(s)

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Changelog

Date	Version	Changed by	Change Description
2022-06-24	1.1	Ratima	Added lab on New Watson Assistant
2022-11-24	1.1	Artem	Updated lab

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