

# CHATBOT WITH WATSON

CHATBOT DEPLOYMENT WITH IBM CLOUD WATSON  
ASSISTANT

PHASE 5  
DOCUMENTATION

## TEAM DETAILS:

**TEAM NAME:** Proj\_229908\_Team\_1

**COLLEGE CODE:**3128

NAME	REGISTER NO	EMAIL ID
Karan Kumar B	312821205301	22le-it01@act.edu.in
Ramkumar K S	312821205033	21it40@act.edu.in
Mohamed Alifdeen R	312821205018	21it25@act.edu.in
Yokesh B	312821205701	yokeshyoki34@gmail.com
Rukmangathan D	312821205036	21it42@act.edu.in
Nandha kumar A	312821205021	21it28@act.edu.in

## **PROJECTS OBJECTIVE:**

- ❖ To create a chatbot for the users to guide on how to create resume.
- ❖ Also, to guide the users a clear path for their learning skills using this chatbot and to keep track of their goals.

## **DESIGN THINKING:**

The design of our chatbot will have the following:

- Persona Design
- User Scenarios
- Conversation Flow
- Response Configuration
- Platform Integration
- User Experience

## **DEVELOPMENT PHASES:**

## ❖ **Design Thinking (Phase 1):**

In phase 1 we have completed and implement our design thinking for our chatbot.

- **Persona Design:**

- **Name:**

- “GUIDE BOT”-This name satisfies the moto of this project i.e., to guide the users.

- **Tone and Personality:**

- Professional tone for the chatbot.

- **User Scenarios:**

- Provide Guidance

- User Support

- Friendly Chats

- Virtual Assistant

- **Conversation Flow:**

### ➤ **Conversation Goals:**

The main objectives it aims to achieve through conversations smoothly and quickly.

### ➤ **Identify Key User Queries:**

List the common queries or prompts users are likely to initiate. These could be questions, requests for information, or specific actions.

### ● **Response Configuration:**

- Chatbot's responses using Watson Assistant's intents, entities, and dialog nodes.
- This virtual assistant provides the exact answers.
- It also provides the additional contents related to it.

### ● **Platform Integration:**

- Using the guidance of IBM Docs, we will integrate chatbot with third party integration in Watson.

- Link the integrated Watson with the messenger applications.
- Example linking Watson with Meta developers account and integrate with Facebook pages.

- **User Experience:**

- The chatbot's design, functionality, personality, tone, and responsiveness will be a major criterion for best user experience.
- We will provide the design and functionality which will give a user a prominent and wonderful experience.

- ❖ **Innovation (Phase 2):**

- In phase 2 we have started to plan our innovative idea for this chatbot.

- Develop a Facebook chatbot that leverages IBM Watson's natural language processing and machine learning capabilities to act as a personal coach.
- This chatbot will help users set and achieve personal and professional development goals, providing guidance, motivation, and tracking progress.
  - Goal Setting and Tracking
  - Personalized Content
  - Skill Development
  - Career Development
  - Data Security

## **1.Goal Setting and Tracking:**

- Users can set specific goals (e.g., fitness, career, relationship) within the chatbot.

- The chatbot will track progress and send reminders to keep users on track.
- It can provide motivation and suggestions based on the user's progress and personality analysis.

## **2. Personalized Content:**

- The chatbot can curate and recommend articles, videos, and books related to personal growth based on the user's interests and goals.

## **3. Data Security and Privacy:**

- Ensure users' data privacy and comply with Facebook's and IBM Watson's data protection guidelines.

## **4. Skill Development:**

- It can offer mini-courses or challenges to help users acquire new skills, such as time management, communication, or meditation.



- Provide feedback and assessment on skill development.

## **5.Career Development:**

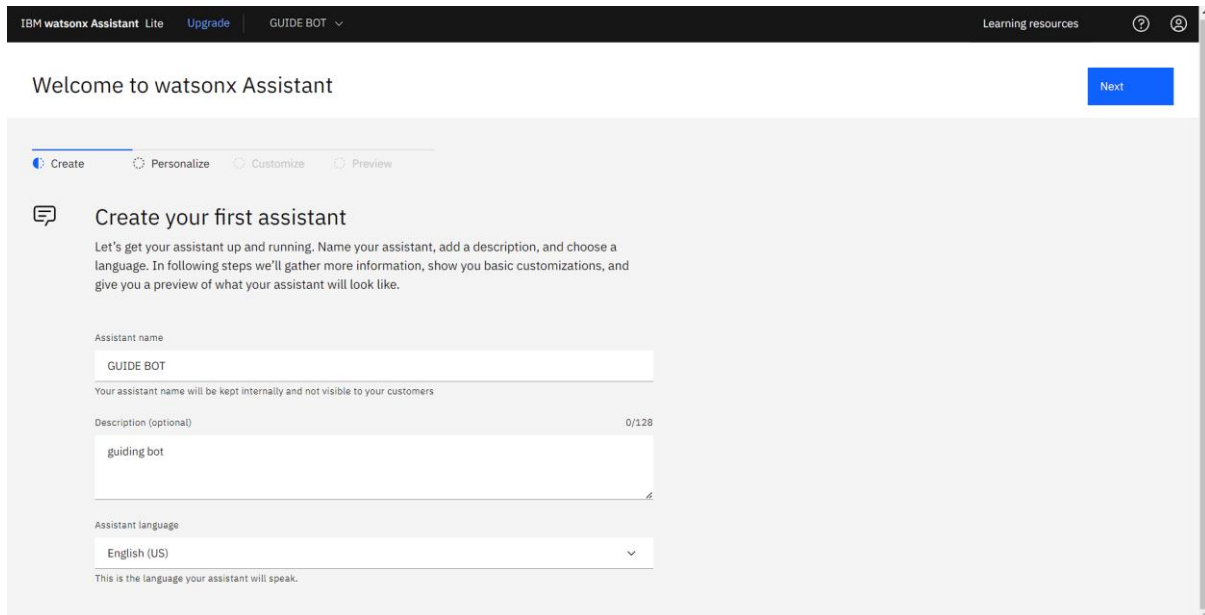
- Assist with career-related tasks, like resume building and interview preparation.
- Share job openings or freelance opportunities based on the user's skills and preferences.

## **❖ Implementation (Phase 3):**

In this phase we have started to implement our project by creating our chatbot with response actions and queries.

- **Creation of Watson Assistant:**

# Creating a bot for our project with the required details.



The screenshot shows the IBM Watson Assistant web interface. At the top, there's a header with 'IBM watsonx Assistant Lite', an 'Upgrade' link, and a dropdown menu for 'GUIDE BOT'. On the right, there are links for 'Learning resources', a help icon, and a user profile icon. Below the header, a 'Welcome to watsonx Assistant' message is displayed with a 'Next' button. The main content area is titled 'Create your first assistant' and includes a progress bar with four steps: 'Create' (active), 'Personalize', 'Customize', and 'Preview'. The instructions state: '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.' The form contains three fields: 'Assistant name' with the value 'GUIDE BOT' and a note 'Your assistant name will be kept internally and not visible to your customers'; 'Description (optional)' with the value 'guiding bot' and a character count '0/128'; and 'Assistant language' with a dropdown menu set to 'English (US)' and a note 'This is the language your assistant will speak.'

## • Chatbot Creation:

- 1) Create a new action for chatbot.
- 2) Framing the replies and the user response for the actions.
- 3) Framing the actions with conditions in it to make it in proper order and sequence of flow

4) Creating the similar actions for various different purpose

5) Check the status of actions and save it for the preview chatbot for these actions

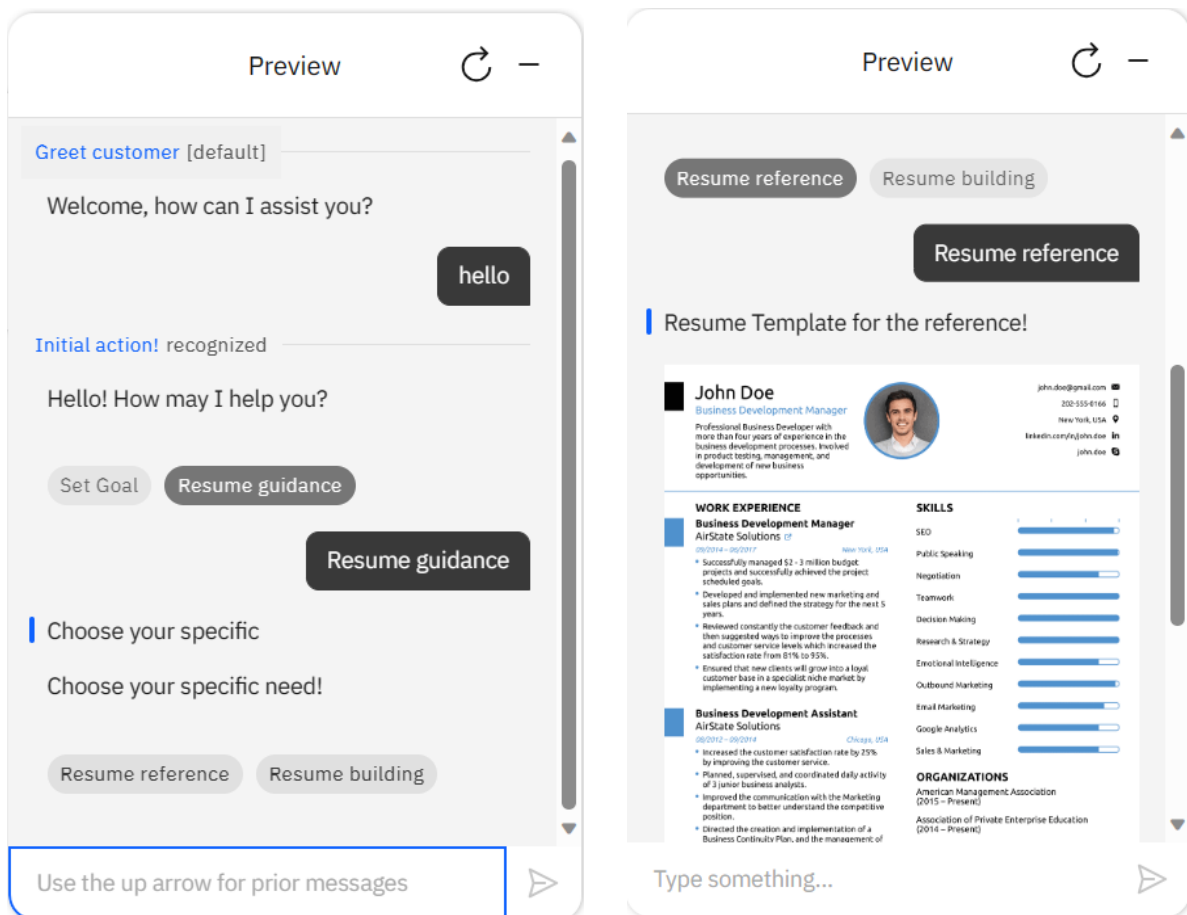
The screenshot displays the IBM Watsonx Assistant configuration interface. On the left, a 'Conversation steps' list shows three steps: Step 1 (Resume guidance), Step 2 (Choose your specific), and Step 3 (Resume Template for the reference). Step 2 is highlighted with a blue box. The main area shows the configuration for Step 2, which is titled 'Step 2' and is set to 'with conditions'. A condition is defined: 'If All of this is true: 1. Hello! How may I ... is Resume guidance'. The 'Assistant says' section shows a prompt: 'Choose your specific' followed by a text input field containing 'Choose your specific need!'. A 'Preview' button is visible in the bottom right corner.

The screenshot shows the 'Actions' page in the IBM Watsonx Assistant interface. The page lists actions created by the user, with columns for Name, Last edited, Examples count, Steps count, and Status. The actions listed are 'Date and Time', 'Tracking goals!', and 'Initial action!'. The 'Initial action!' is highlighted. The page also includes a search bar, a 'New action' button, and pagination information.

Name	Last edited	Examples count	Steps count	Status
Date and Time	an hour ago	10	1	✓
Tracking goals!	an hour ago	3	1	✓
Initial action!	an hour ago	4	7	✓

## • Chatbot Preview:

- Testing the workflow of our chatbot in user point of view to maintain proper and accurate functioning.

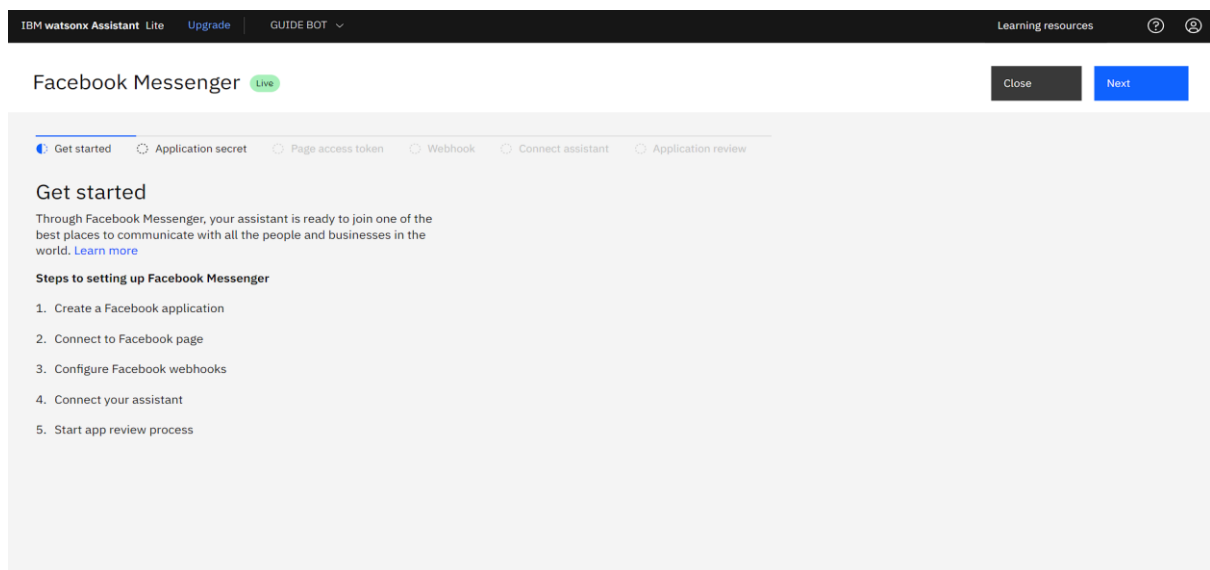


## ❖ Deployment (Phase 4):

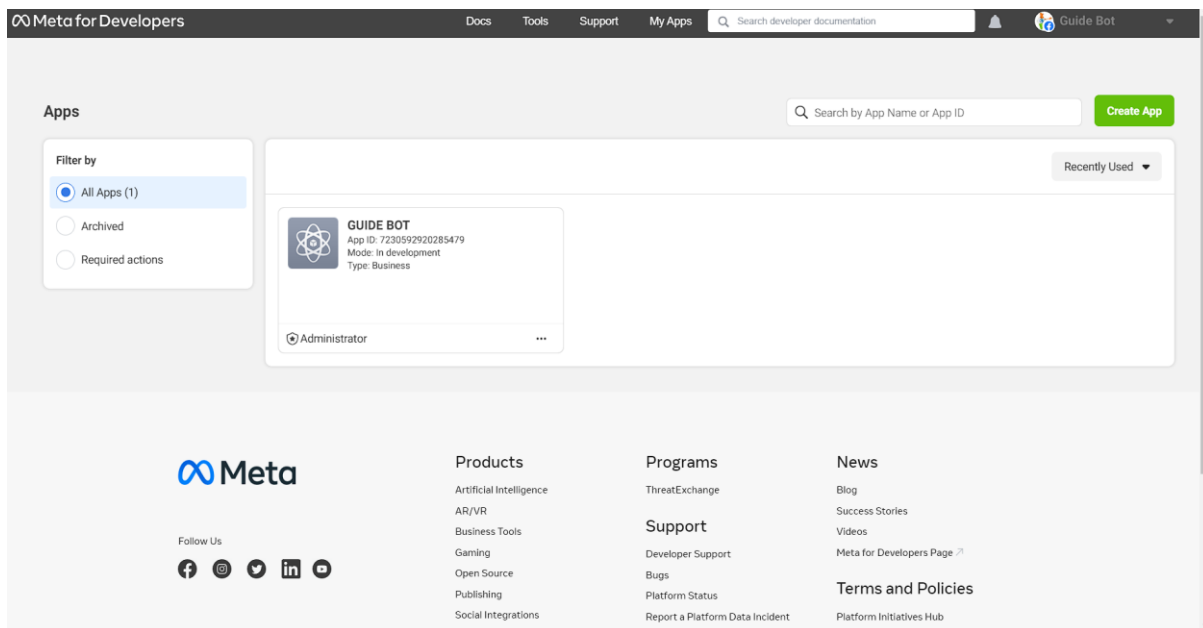
In this phase our chatbot with IBM Watson have been integrated with the Facebook using the Meta developer's tool.

- **Integration of chatbot:**

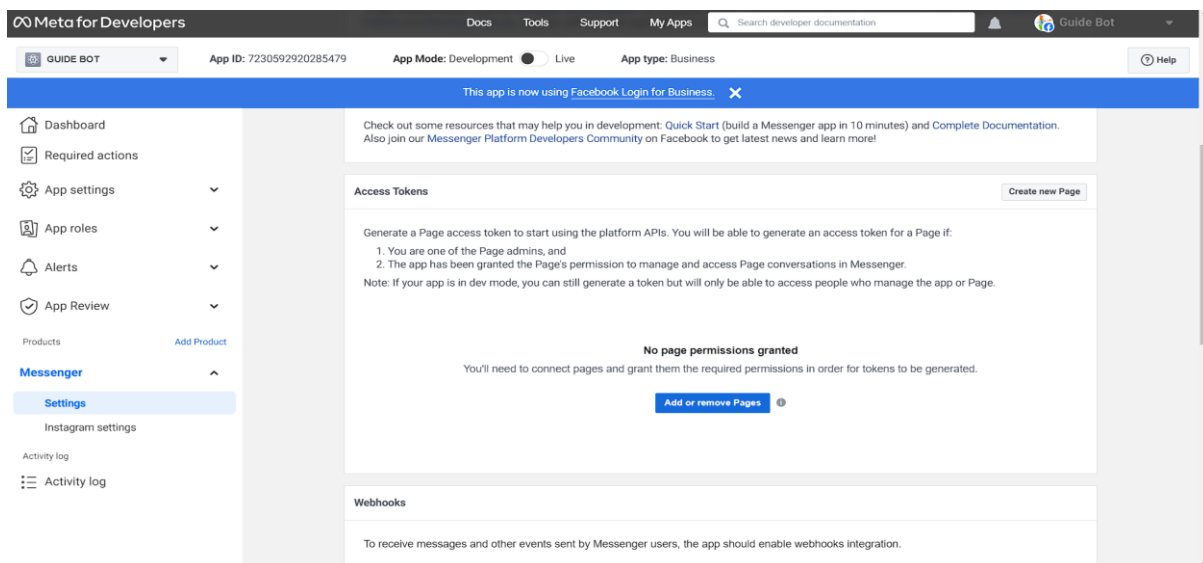
**1)** Following the guidance of IBM docs for Integration of Watson Assistant with Facebook.



**2)** Creating an app in meta developers account for the chatbot integration.

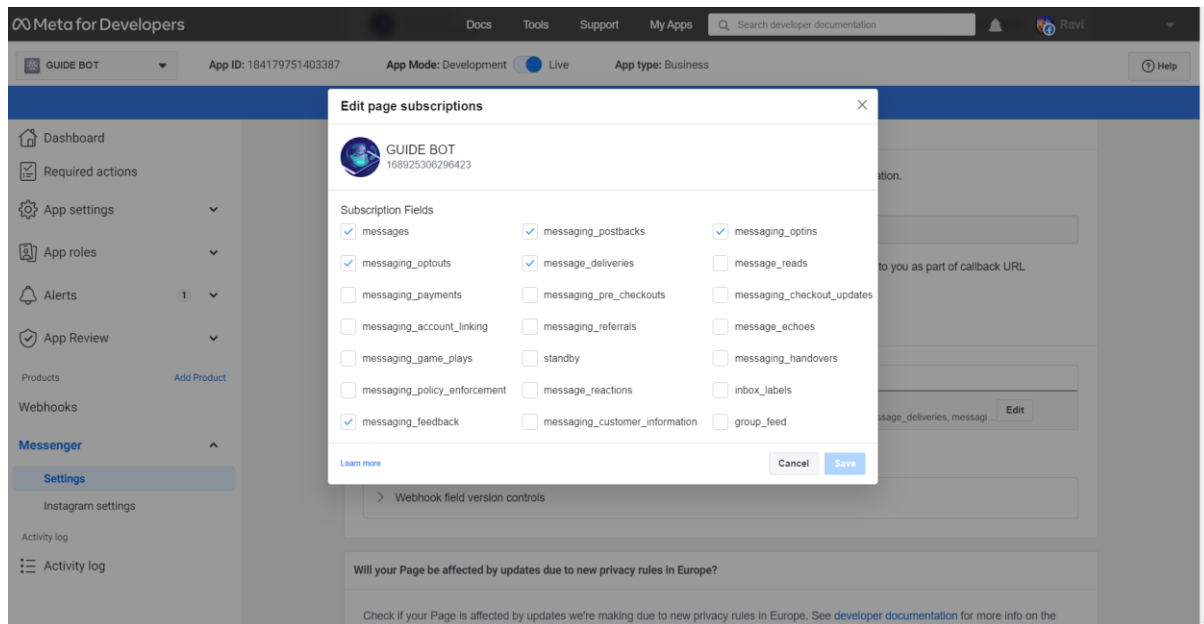


### 3) Adding pages to the Facebook through webhook.



### 4) Selection of the created page for the chatbot responses.

## 5) Selecting the Response subscription for the chatbot in messenger.



## CHATBOT'S PERSONA:

- Name → GUIDE BOT
- Tone → Professional
- Style of communication → Formal
- Role → Guidance for Professional development

## CONVERSATION FLOW:

- Users can start the conversations directly with their needs.
- Users can also interact with chatbot by predefined options or queries of the chatbot.
- The conversation continues till the user gets the output for their need.
- Even they can also switch to the other conversation statements.

## **TECHNICAL IMPLEMENTATION:**

**Step 1:** Create a Chatbot module in IBM account for the project.

**Step 2:** Create actions based on your motto, here we have created actions for their professional development.



**Step 3:** Define the way how the user response to these actions.

**Step 4:** Once completed the creation of actions connect it with the Facebook through the IBM guidelines.

**Step 5:** Upload these actions to the live environment of the Facebook webpage.

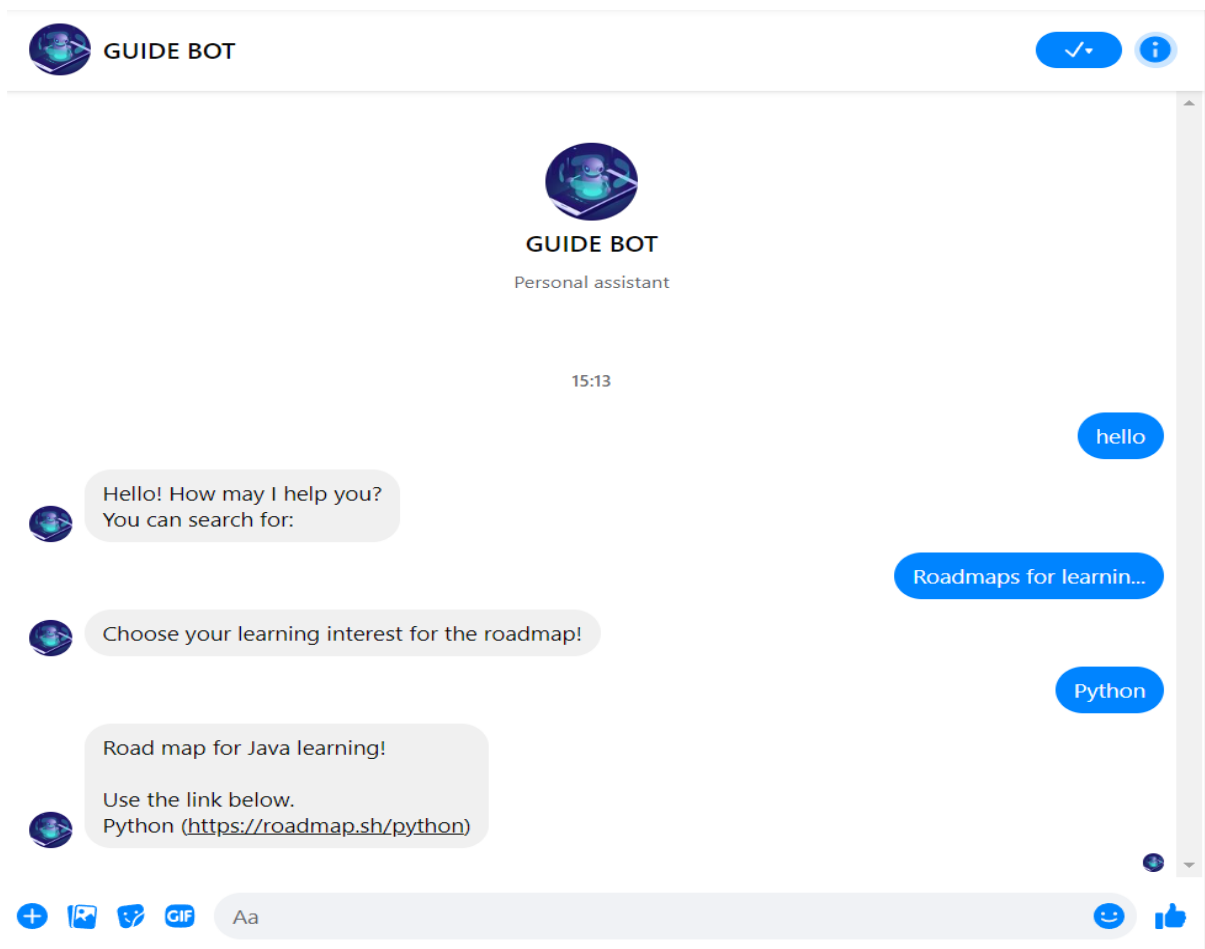
**Step 6:** Now your chatbot is ready to use for the users.

## **CHATBOT RESPONSES:**

### **Test chatbot in Facebook:**

Chatbots response for users in Facebook is tested and the sample interaction between them is shown below:

- Testing the workflow of our chatbot in user point of view to maintain proper and accurate functioning in Facebook Messenger.



- Ensuring that the conversation flows naturally and that the chatbot's responses are informative and accurate.

