

# CHATBOT WITH WATSON

CHATBOT DEPLOYMENT WITH IBM CLOUD WATSON ASSISTANT

PHASE 3

## TEAM DETAILS:

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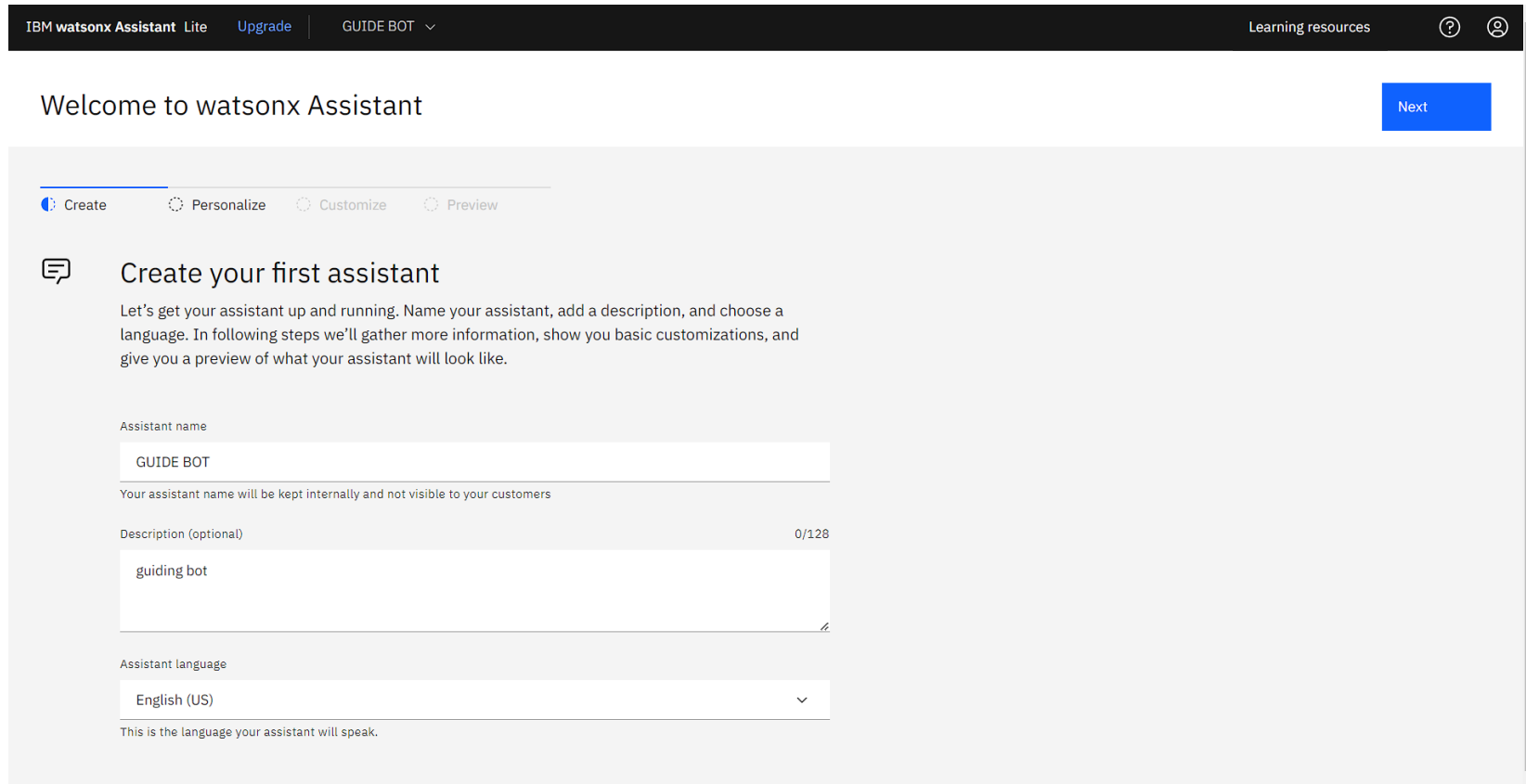


## Objective:

- ❖ Start building the chatbot using IBM Cloud Watson Assistant.
- ❖ Define the chatbot's persona and design the conversation flow.
- ❖ Configure intents, entities, and dialog nodes in Watson Assistant to handle user queries.

# Creation of Watson Assistant:

Creating a bot for our project with the required details.



The screenshot shows the IBM Watson Assistant interface. At the top, a dark navigation bar contains 'IBM watsonx Assistant Lite', an 'Upgrade' link, a dropdown menu for 'GUIDE BOT', 'Learning resources', and help/user icons. Below the navigation bar, a 'Welcome to watsonx Assistant' message is displayed with a blue 'Next' button. The main content area features a progress bar with four steps: 'Create' (active), 'Personalize', 'Customize', and 'Preview'. The 'Create your first assistant' section includes a text box for the assistant name (filled with 'GUIDE BOT'), a description (filled with 'guiding bot'), and a language dropdown (set to 'English (US)').

IBM watsonx Assistant Lite Upgrade GUIDE BOT Learning resources ?

Welcome to watsonx Assistant Next

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

GUIDE BOT

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

Description (optional) 0/128

guiding bot

Assistant language

English (US)

This is the language your assistant will speak.

## Welcome to watsonx Assistant

[Back](#)[Create](#)

### 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?

Facebook ▾

### Tell us about yourself

This information will be used to personalize your onboarding experience.

Which industry do you work in?

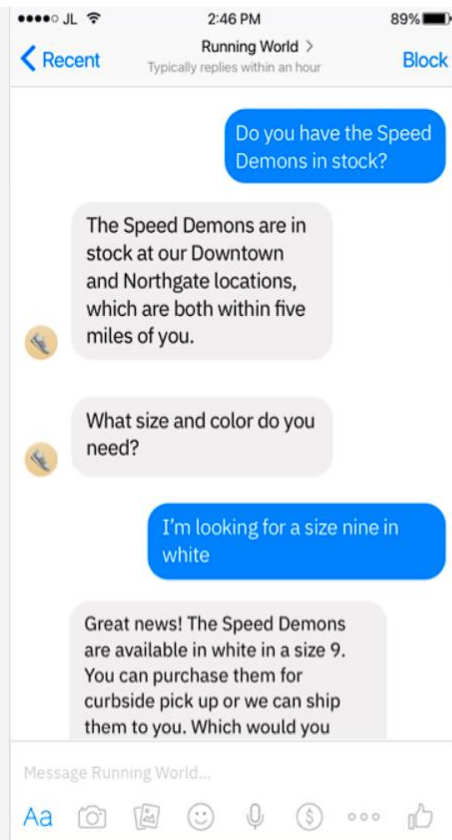
E-commerce ▾

What is your role on the team building the assistant?

Developer ▾

Which statement describes your needs best?

I want to provide confident answers to common questions ▾





# Chatbot Design:

## Chatbot's Persona:

- Tone → Friendly and Professional
- Style of communication → Formal
- Name → Guide Bot

# Chatbot Creation:

1) Create a new action for chatbot.

IBM watsonx Assistant LiteUpgradeGUIDE BOT

Learning resources

Actions

All items

Created by you

Set by assistant

Variables

Created by you

Set by assistant



Set by integration

Saved responses

Created by you /

Filter by name

New action +

	Name	Last edited	Examples count	Steps count	Status
<input type="checkbox"/>	 hi	6 minutes ago	3	1	

Items per page: 50Showing 1–1 of 1 items11 of 1 pages

Preview

## 2) Framing the replies and the user response for the actions.

The screenshot displays the IBM Watson Assistant Lite interface for configuring a bot named "GUIDE BOT". The top navigation bar includes "IBM watsonx Assistant Lite", an "Upgrade" link, the bot name "GUIDE BOT" with a dropdown arrow, "Learning resources", and help/user icons.

The main workspace is divided into several sections:

- Customer starts with:** A text input field containing "hi".
- Conversation steps:** A list of steps. Step 1 is highlighted and contains the text "hey this is Guide Bot! How can i help you!". Below the text, it indicates "Action complete" with a checkmark icon and a trash icon.
- Step 1 configuration:**
  - Is taken:** A dropdown menu set to "without conditions". A "Set variable values" button with a function icon (fx) is next to it.
  - Assistant says:** A rich text editor with a toolbar (bold, italic, link, function, list, image, audio, video, embed, code) and the text "hey this is Guide Bot! How can i help you!".
  - Define customer response:** A dropdown menu with a person icon and a downward arrow.
  - And then:** A dropdown menu set to "End the action" with a checkmark icon and a downward arrow.
- Bottom bar:** A "New step" button with a plus icon on the left, and a "Preview" button with a play icon on the right.



### 3) Framing the actions with conditions in it to make it in proper order and sequence of flow

The screenshot displays the IBM watsonx Assistant interface, specifically the 'Initial action!' section. The interface is divided into two main panels: a left sidebar for 'Conversation steps' and a right main area for 'Step 2' configuration.

**Conversation steps (Left Sidebar):**

- Initial action!**
  - Customer starts with: *Hi!*
- Conversation steps**
  - Step 1:** 'Hello! How may I help you?' with buttons 'Resume guid...' and 'Set Goal'. A 'Continue to next step' arrow is below.
  - Step 2:** '1 is Resume guidance'. Below is 'Choose your specific' with buttons 'Resume buil...' and 'Resume refer...'. A 'Continue to next step' arrow is below. This step is highlighted with a blue border.
  - Step 3:** '2 is Resume reference'. Below is 'Resume Template for the reference!'. A 'Continue to next step' arrow is below.

**Step 2 Configuration (Right Main Area):**

- Is taken:** 'with conditions' (dropdown). A 'Set variable values' button with a function icon  $f_x$  is to the right.
- Conditions:** '1 condition' (dropdown).
  - If:** 'All' (dropdown) 'of this is true:'
    - Condition 1: '1. Hello! How may I ...' 'is' 'Resume guidance'.
    - and:** 'Add condition +' button.
  - New condition group +** button.
- Assistant says:** A text area containing 'Choose your specific' and a placeholder 'Choose your specific need!'. A 'Preview' button is at the bottom right.

## 4) Creating the similar actions for various different purpose

The screenshot displays the IBM Watson Assistant configuration interface. At the top, the header includes 'IBM watsonx Assistant Lite', an 'Upgrade' button, a 'Guide Bot' dropdown, and 'Learning resources' with help and user icons. The main workspace is titled 'Tracking goals!' and contains a 'Conversation steps' panel on the left and a detailed view of the first step on the right.

**Conversation steps panel:**

- Customer starts with:** A text box containing 'Show my tracking goals!' with a dropdown arrow.
- Step 1:** A card showing 'Your goal: goal' with a blue goal icon and a 'Continue to next step' button.
- Bottom:** A 'New step +' button.

**Step 1 Detail View:**

- Customer starts with:** A section with instructions: 'Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.' and 'The more phrases you enter, the better your assistant can recognize what the customer wants.'
- Input field:** A text box labeled 'Enter a phrase'.
- Phrases list:** A list of phrases entered: 'My goals?', 'My goals!', and 'Show my tracking goals!'. Each phrase has a trash icon to its right.
- Total:** A counter showing 'Total: 3'.
- Preview:** A 'Preview' button with a play icon at the bottom right.

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

IBM watsonx Assistant Lite UpgradeGuide Bot

Learning resources

Actions

All items

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Created by you /

Filter by name

New action +

<input type="checkbox"/>	Name	Last edited	Examples count	Steps count	Status
<input type="checkbox"/>	<a href="#">Date and Time</a>	<a href="#">an hour ago</a>	10	1	<span>✓</span>
<input type="checkbox"/>	<a href="#">Tracking goals!</a>	<a href="#">an hour ago</a>	3	1	<span>✓</span>
<input type="checkbox"/>	<a href="#">Initial action!</a>	<a href="#">an hour ago</a>	4	7	<span>✓</span>

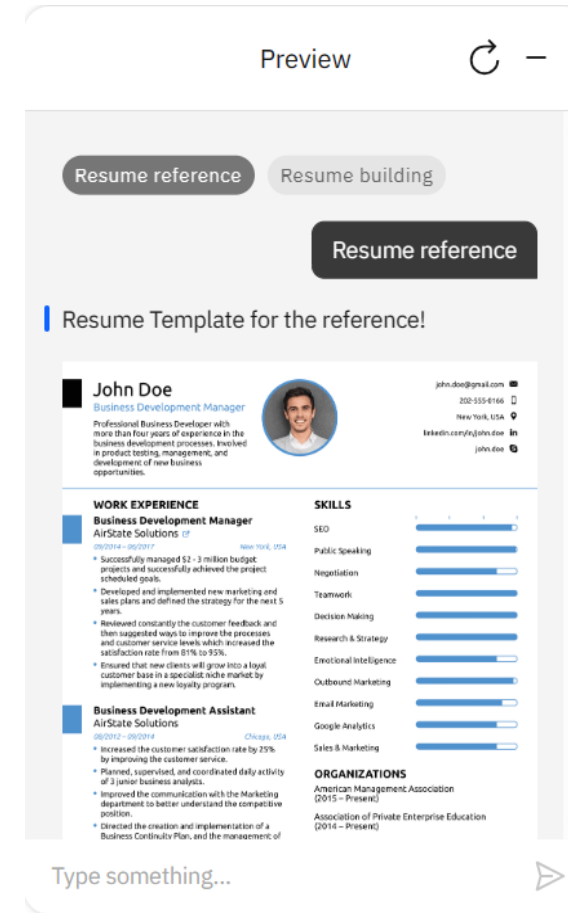
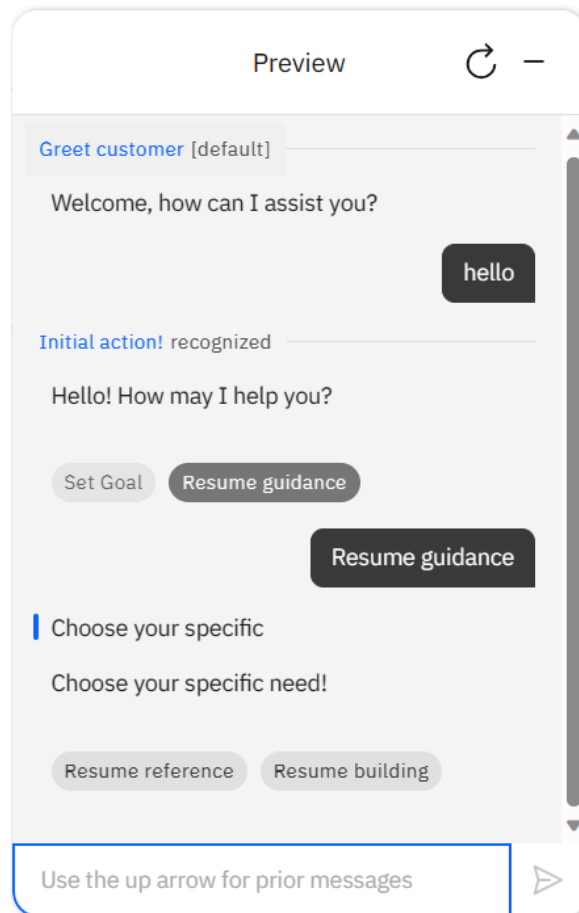
Items per page: 50 Showing 1–3 of 3 items

1 1 of 1 pages

Preview

# Chatbot Preview:

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





**Thank You!**