

# **AALIM MUHAMMED SALEGH COLLEGE OF** **ENGINEERING**

## **PROJECT TITLE:**

*CHATBOT DEPLOYMENT WITH IBM CLOUD WATSON ASSISTANT*

## **REQUIRED PROJECT FUNCTIONS**

### **1. Set Up IBM Cloud Account:**

- *Register or log in to your IBM Cloud account.*
- *Navigate to the dashboard.*
- *Click on **Create resource** and select **Watson Assistant**.*

### **2. Design Your Event Management Chatbot:**

- *Launch the Watson Assistant and **create a new Assistant**.*
- *Name it something relevant, like **EventBot**.*
- *Add a dialog skill to define how the chatbot will converse.*

### **3. Define Intents:**

- ***#inquire\_event\_details:** To ask about specific event details.*
- ***#book\_event\_ticket:** To book a ticket or register for an event.*
- ***#cancel\_registration:** To cancel a previously made booking.*
- ***#event\_feedback:** To provide feedback on an event.*
- ***#ask\_venue\_directions:** To inquire about venue directions and any other intent pertinent to event management.*

### **4. Define Entities:**

- ***@event\_name:** Recognize and store the names of different events (e.g., "Summer Gala", "Tech Conference").*
- ***@date:** Identify specific dates.*

- **@event\_type:** Different types of events like workshops, conferences, galas, etc.

## 5. Craft Dialog Nodes:

- **Welcome Node:** "Hello! Welcome to XYZ Event Management. How can I assist you with your event needs today?"
- **Event Inquiry:** If the intent detected is #inquire\_event\_details, the bot can respond with details about the event. If a @event\_name entity is detected, it can provide specific details about that event.
- **Booking:** For #book\_event\_ticket, guide the user through the booking process.
- **Cancellation:** For #cancel\_registration, ask for details like registration number and then process the cancellation and so on for each intent and its related entities.

## 6. Incorporate Prompts:

- Use clear prompts to guide users, especially for tasks like booking where a sequence of steps might be required.
- "Would you like to know more about the @event\_name?"
- "Please provide your preferred date for @event\_name."

## 7. Integrate and Deploy:

- Once you're satisfied with the bot's dialog flow and responses, you can integrate it with various channels where your audience might interact, such as a website, event app, or social media platform.
- Use the Watson Assistant's **Integrations tab** to help with deployment.

## 8. Monitor and Refine:

- Use Watson Assistant's analytics to monitor user interactions, recognized intents, and any questions the bot couldn't answer.
- Refine the bot over time based on feedback and interaction patterns.

## 9. Feedback Loop:

- *Encourage users to provide feedback after attending events.*
- *This can help the event management team improve future events and offer a better experience.*

## ***10. Additional Features:***

- ***Reminders:*** *Integrate with email or SMS services to remind users of their booked events.*
- ***Suggest Events:*** *Based on user interactions, suggest upcoming events they might be interested in.*