Chatbot Deployment with IBM Cloud Watson Assistant

Problem Definition:

The project involves creating a chatbot using IBM Cloud Watson Assistant. The goal is to develop a virtual guide that assists users on messaging platforms like Facebook Messenger and Slack. The chatbot should provide helpful information, answer frequently asked questions (FAQs), and offer a friendly conversational experience. The project includes designing the chatbot's persona, configuring responses, integrating with messaging platforms, and ensuring a seamless user experience.

Chatbot Persona:

- Persona: For a virtual guide, the persona should be friendly, helpful, and professional. It should aim to provide accurate and concise information in a conversational manner.
- Tone: Keep the tone polite, casual, and conversational, but adapt it to the formality expected on platforms like Slack and Facebook Messenger.

Conversation Flow:

➢ Welcome Message**:**

Start the conversation with a welcoming message, introducing the chatbot and its purpose.

➢ FAQs and General Inquiries:

Create an intent called "FAQ" to handle frequently asked questions. Configure dialog nodes for each FAQ.

➢ Example FAQs:

"How do I reset my password?", "What are the office hours?", "How can I contact support?"

➢ Information Lookup**:**

Allow users to ask for general information. Create intents like "Information Inquiry" or "Help Needed."

Dialog nodes can provide information about the company, services, or products.

➢ Integration with Platforms**:**

Integrate your chatbot with Facebook Messenger and Slack. Configure the chatbot to respond to messages from these platforms.

➢ Fallback and Clarification:

Create a fallback node to handle cases when the chatbot doesn't understand the user's query. Offer suggestions or ask for clarification.

For example, "I'm sorry, I didn't quite get that. Could you please rephrase your question?"

➢ User Feedback and Closing:

Allow users to provide feedback or rate their experience at the end of the conversation. Thank them for using the chatbot and invite them to return.

Entities:

Define entities to extract specific information from user queries. Common entities may include dates, product names, or support ticket numbers.

Dialog Nodes:

Configure dialog nodes for each intent and entity combination. Ensure the conversation flow is logical and provides accurate information. Use conditional responses to guide users effectively through their queries and issues.

Steps involved for creating Chatbot using IBM Watson Assistant:
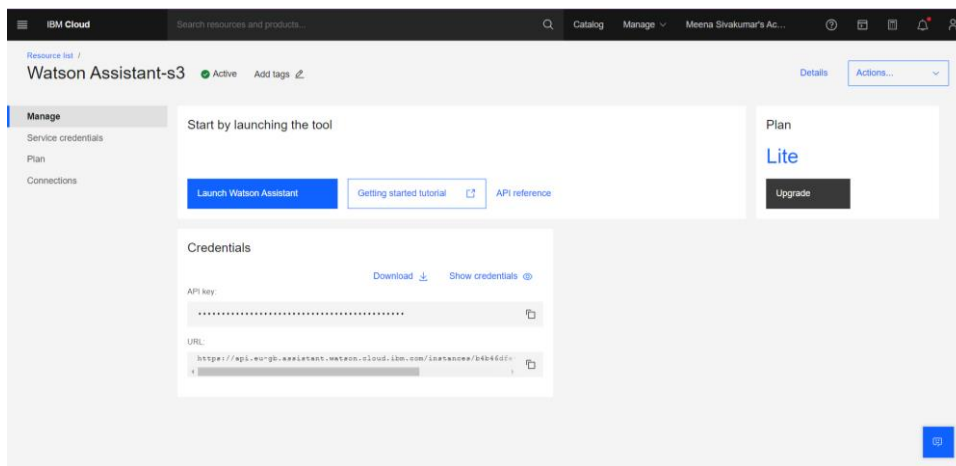
In IBM Cloud Account go to catalog select Watson Assistant for creating a chatbot.
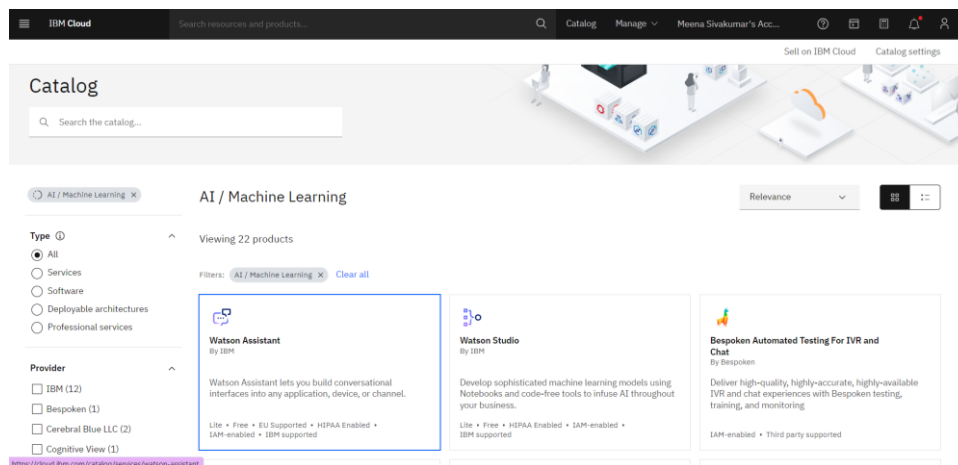
Next step creating our Watson Assistant by selecting free lite version then accept the conditions and click create.it takes some time for creating resource.
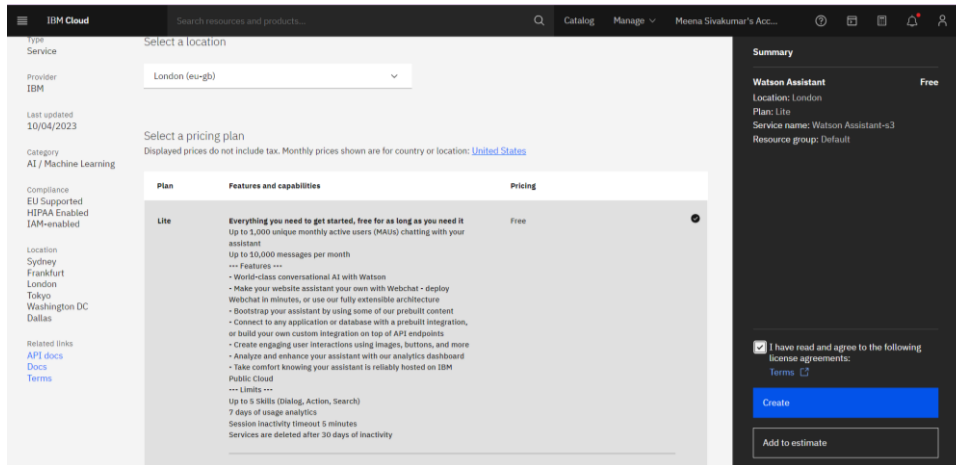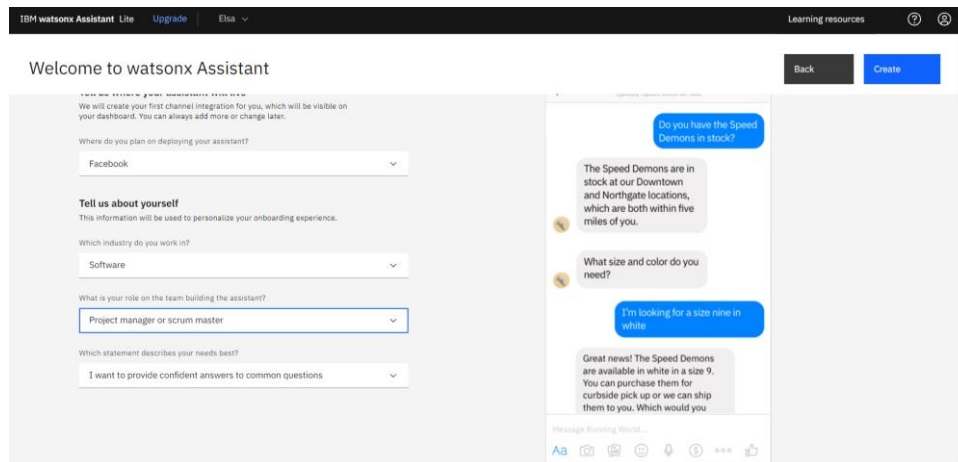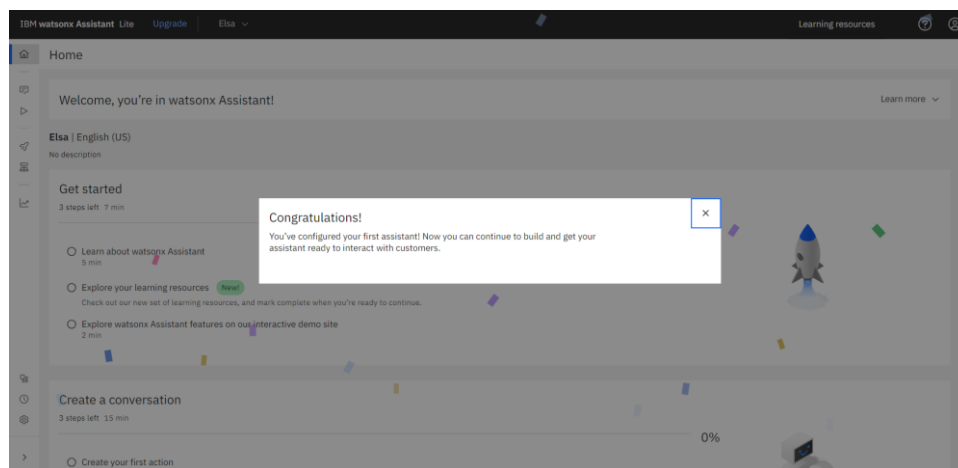
Here click Launch Watson Assistant.

Here we are Creating our First Assistant. In Assistant name the chatbot name is given by us. We can give any name. The Language of assistant is English.
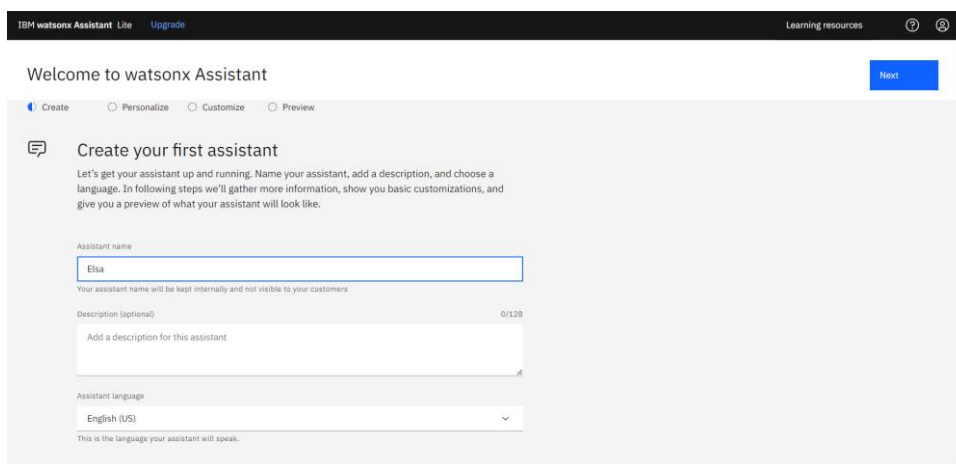
Now we have to personalize the chatbot. Selecting app for where it's going to be implemented, Selects the industry type of chatbot and describes chatbot persona.

Here We created our First chatbot.

Preview of chatbot: