

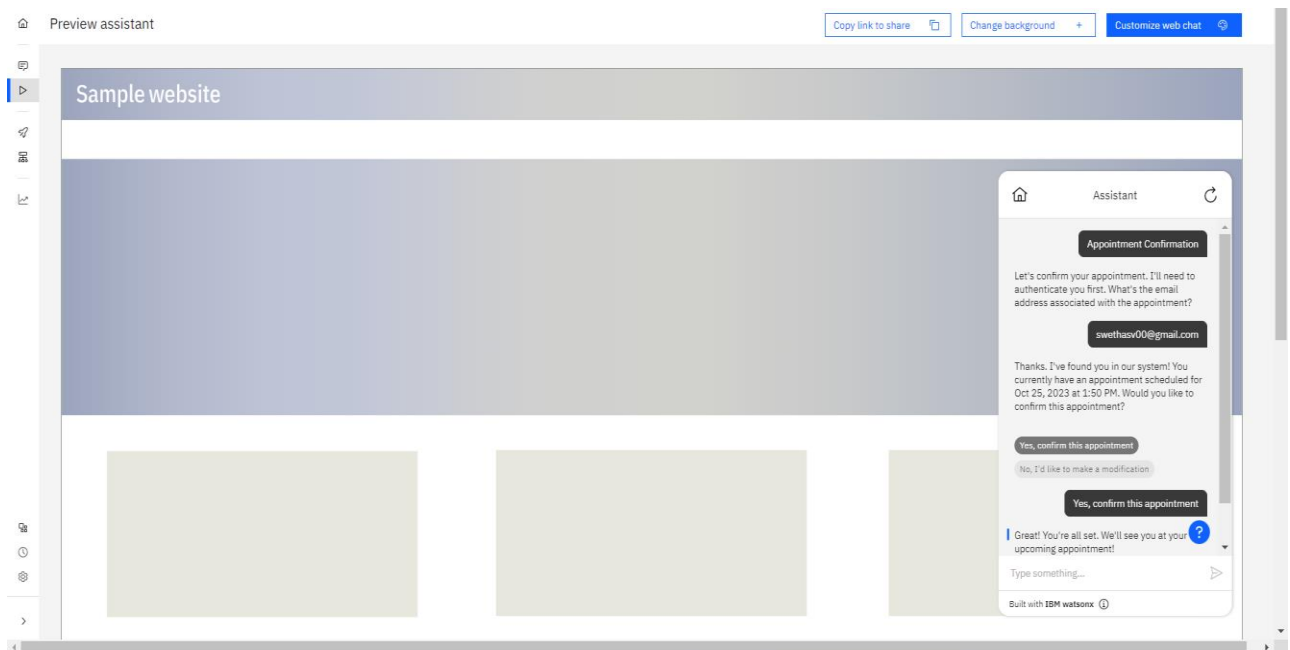
CHATBOT DEPLOYMENT WITH IBM CLOUD WATSON ASSISTANT

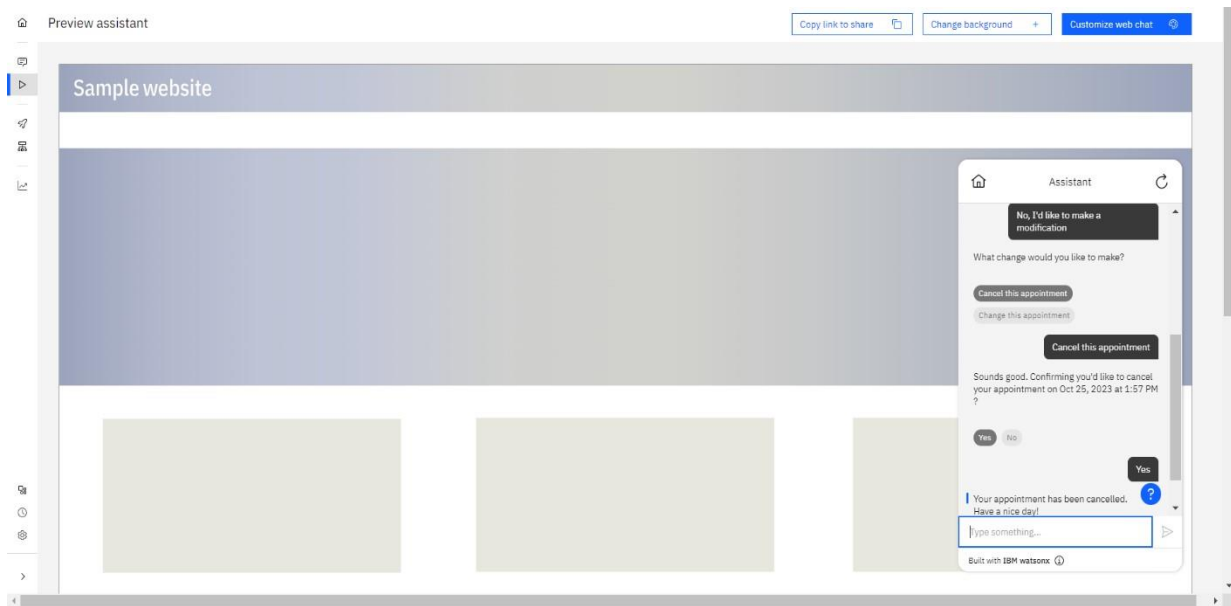
PHASE-3 : DEVELOPMENT PART-1 (CREATING A CHATBOT)

CHATBOT NAME: APPOINTMENT

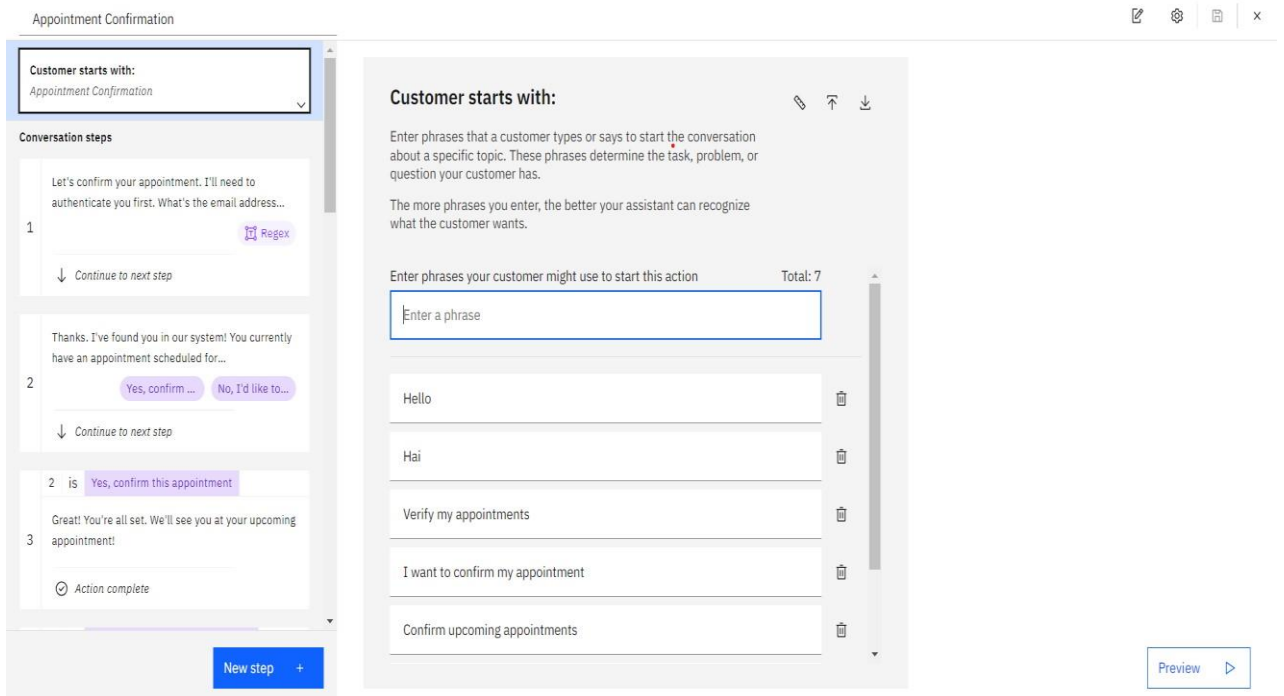
We are developing a chatbot that is related to booking an appointment or confirmation of appointment. In this chatbot, we are using some actions like regex for email (for authentication), options, confirmation, current date, current time & using some specific conditions and end the action.

PREVIEW





STEPS TO DEVELOP A CHATBOT



Appointment Confirmation

Customer starts with:
Appointment Confirmation

Conversation steps

1

Let's confirm your appointment. I'll need to authenticate you first. What's the email address...

Regex

Continue to next step

2

Thanks. I've found you in our system! You currently have an appointment scheduled for...

Yes, confirm ...

No, I'd like to...

Continue to next step

2 is

Yes, confirm this appointment

3

Great! You're all set. We'll see you at your upcoming appointment!

Action complete

New step +

Appointment Confirmation

2 is

No, I'd like to make a modification

4

What change would you like to make?

Change this a...

Cancel this a...

Continue to next step

4 is

Cancel this appointment

5

Sounds good. Confirming you'd like to cancel your appointment on

Current date

 at...

Confirmation

Continue to next step

5 is

Yes

6

Your appointment has been cancelled. Have a nice day!

Action complete

5 is

No

7

Not a problem!

New step +

Appointment Confirmation

5 is

No

7

Not a problem!

Re-ask previous step(s)

4 is

Change this appointment

8

Alright, let's get your appointment updated. How long would you like to meet for?

15 minutes

1 hour

+ 1

Continue to next step

9

What day works best for you?

Date

Continue to next step

10

What time works best for you on

Step 9 ?

Time

Continue to next step

New step +

Appointment Confirmation

10

What time works best for you on

Step 9 ?

Time

Continue to next step

11

Great. Just to confirm, you'd like to book an appointment on

Step 9

 at

Step 10

 for...

Yes, That's ri...

Not quite

Continue to next step

11 is

Not quite

12

Sorry about that. Let's try again.

Re-ask previous step(s)

11 is

Yes, That's right

13

You're all set. I've sent the calendar invite to your email at

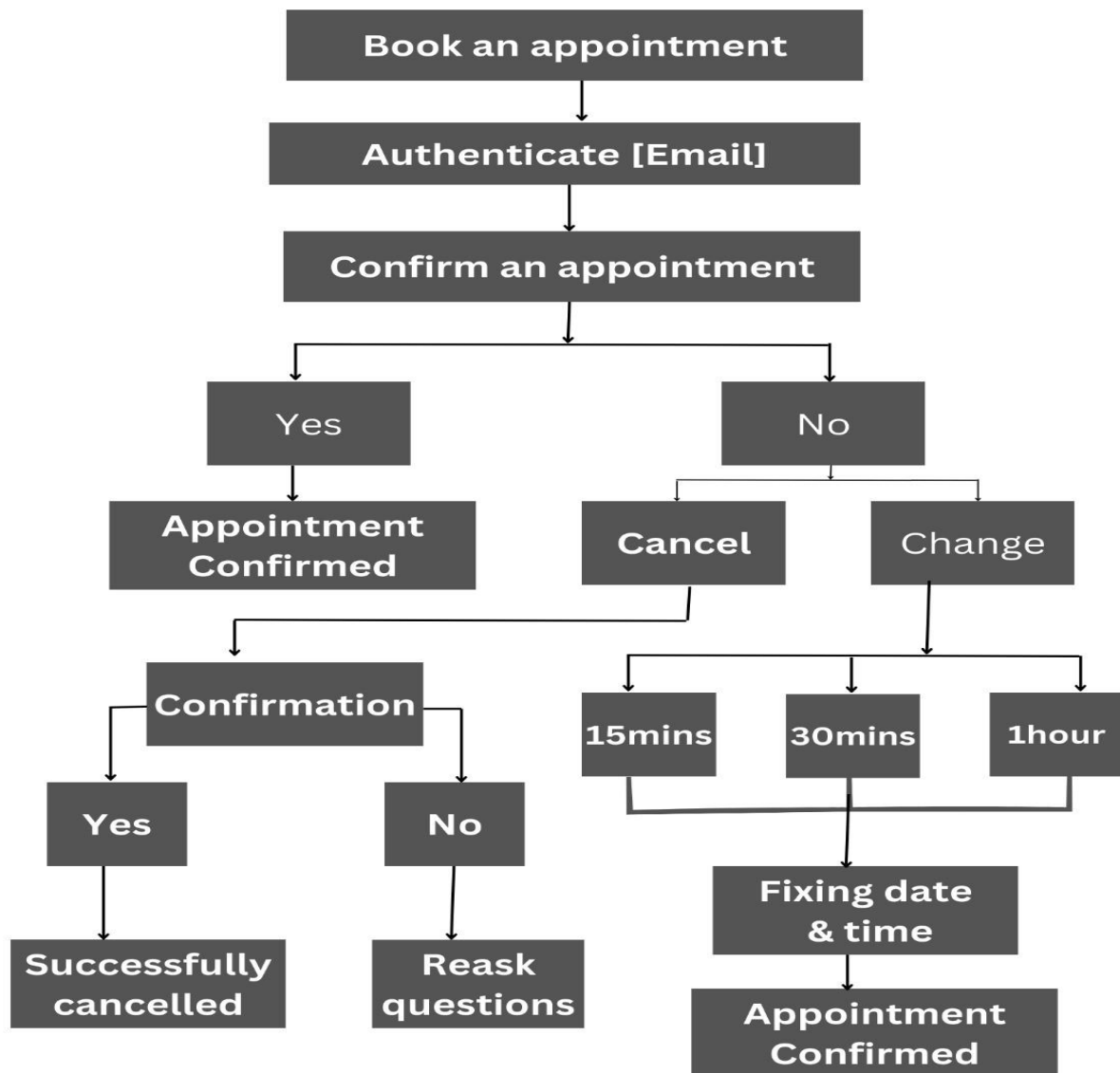
Step 1

 Enjoy the rest of your day!

Action complete

New step +

FLOWCHART



Here is the link for our published chatbot:

<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=https%3A%2F%2Fau-syd.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-d639ceb1-c9fa-4106-8a25-517ed052705d%3A%3A53eddcc5-6afc-4e49-a137-631d6f7a3e94&integrationID=0df86956-0081-4e7b-9789-330227a99f75®ion=au-syd&serviceInstanceID=d639ceb1-c9fa-4106-8a25-517ed052705d>