CHATBOT DEPLOYMENT WITH IBM CLOUD WATSON ASSISTANT

PHASE-4: DEVELOPMENT PART-2(INTEGRATION PART)

CHATBOT NAME: APPOINTMENT

We are already developed a chatbot in phase 3. In this phase, we will integrate chatbot which is created using IBM Watson Assistant with WhatsApp in Twilio.

Here are the steps for integrating chatbot with WhatsApp…

- Login into Twilio account.
- In this dashboard, it has account SID, auth token.
- We connect the account SID and auth token in Twilio with IBM Watson.
- After the above procedure, it will give integration code.
- Save this integration code in sandbox setting.
- After saving this code, the Twilio will give the number. Then it will also provide one code to start the conversation.

Today

ⓘ This business works with other companies to manage this chat. Tap to learn more.

Hai 7:40 PM ✓✓

Let's confirm your appointment. I'll need to authenticate you first. What's the email address associated with the appointment? 7:40 PM

swethasv00@gmail.com 7:40 PM ✓✓

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

Oct 25, 2023 at 2:10 PM. Would you like to confirm this appointment? 7:40 PM

1. Yes, confirm this appointment
2. No, I'd like to make a modification
Reply with the option number. 7:40 PM

1 7:40 PM ✓✓

Great! You're all set. We'll see you at your upcoming appointment! 7:40 PM

Message

Hello 7:42 PM ✓✓

Let's confirm your appointment. I'll need to authenticate you first. What's the email address associated with the appointment? 7:42 PM

swethasv00@gmail.com 7:42 PM ✓✓

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

Oct 25, 2023 at 2:12 PM. Would you like to confirm this appointment? 7:42 PM

1. Yes, confirm this appointment
2. No, I'd like to make a modification
Reply with the option number. 7:42 PM

2 7:42 PM ✓✓

What change would you like to make? 7:42 PM

1. Cancel this appointment
2. Change this appointment
Reply with the option number. 7:42 PM

2 7:42 PM ✓✓

Alright, let's get your appointment updated.

Message

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1. 15 minutes
2. 30 minutes
3. 1 hour
Reply with the option number. 7:42 PM

3 7:45 PM ✓✓

What day works best for you? 7:45 PM

Friday 7:45 PM ✓✓

What time works best for you on Oct 27, 2023? 7:45 PM

6pm 7:45 PM ✓✓

Great. Just to confirm, you'd like to book an appointment on Oct 27, 2023 at 6:00 PM for 1 hour

Is that correct ? 7:45 PM

1. Yes, That's right
2. Not quite
Reply with the option number. 7:45 PM

1 7:45 PM ✓✓

You're all set. I've sent the calendar invite to your email at swethasv00@gmail.com

Enjoy the rest of your day! 7:45 PM

Message

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scheduled for

Oct 25, 2023 at 2:48 PM. Would you like to confirm this appointment? 8:18 PM

1. Yes, confirm this appointment
2. No, I'd like to make a modification
Reply with the option number. 8:18 PM

2 8:18 PM ✓✓

What change would you like to make? 8:18 PM

1. Cancel this appointment
2. Change this appointment
Reply with the option number. 8:18 PM

1 8:18 PM ✓✓

Sounds good. Confirming you'd like to cancel your appointment on Oct 25, 2023 at 2:48 PM ? 8:18 PM

1. Yes
2. No
Reply with the option number. 8:18 PM

1 8:20 PM ✓✓

Your appointment has been cancelled.

Have a nice day! 8:20 PM

Message