



**Ganpat
University**

॥ विद्यया समाजोत्कर्षः ॥

**Institute of
Computer
Technology**

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Batch:61

PRACTICAL 13

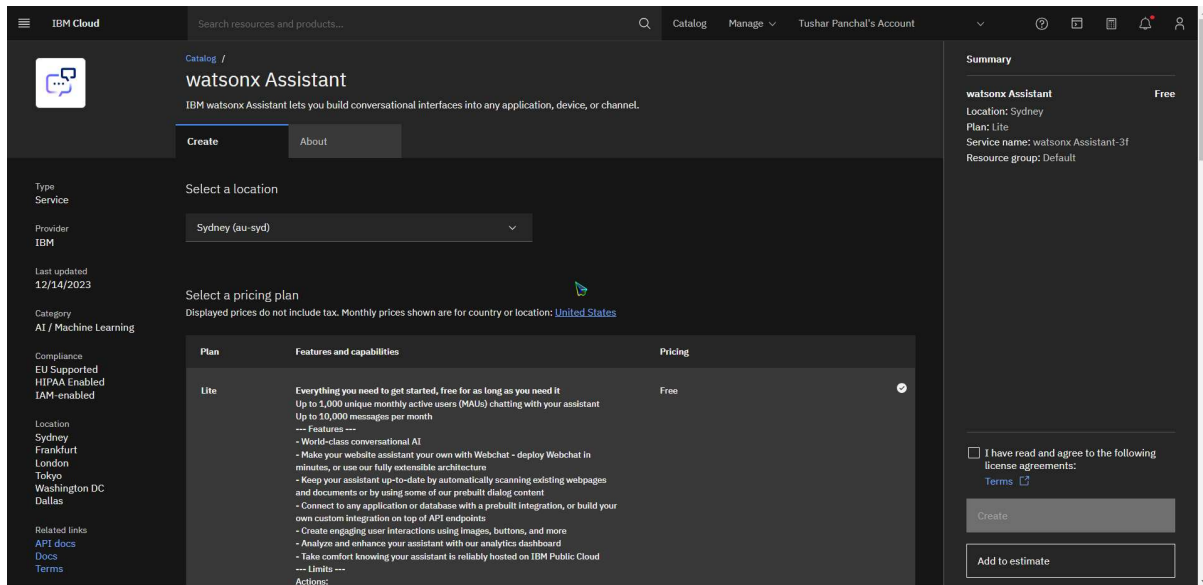
❖ AIM :

Build Chatbot applications for more than one sectors like: Hospital, Industry, Banking etc, using Artificial Intelligence (AI) services and Watson assistance Services.

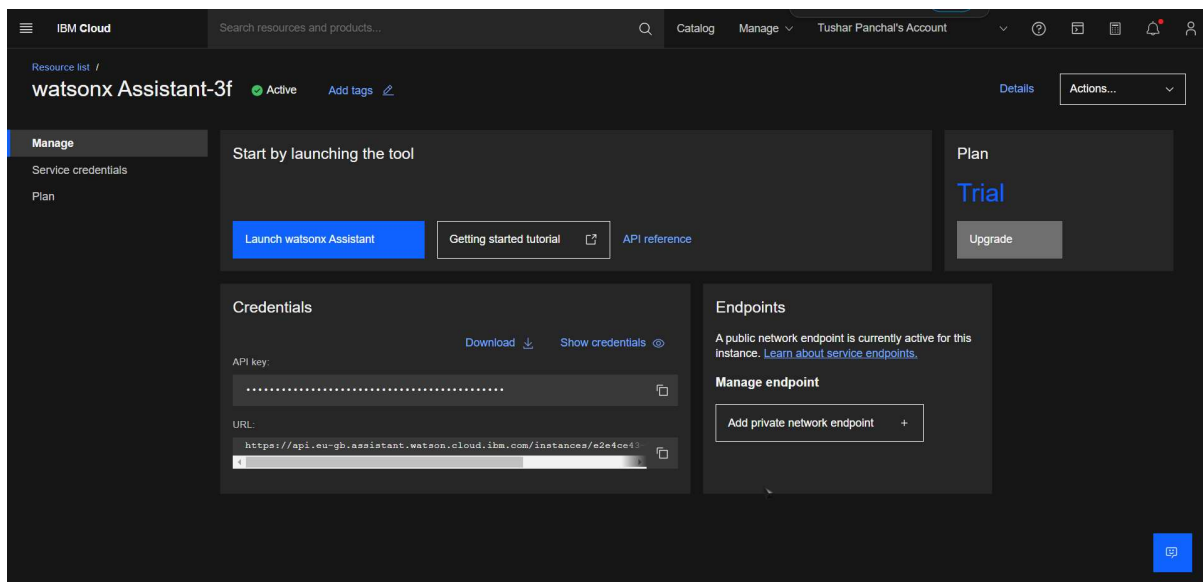
1. Create a Chatbot application intent and dialog regarding specified field
2. Deploy application to achieve functionalities of Chatbot regarding any sector or field.

» Question 1 : Create a Chatbot application intent and dialog regarding specified field.

Login to IBM cloud and First navigate watsonx assistant service Select trial and create service.



As we can see in below screenshot that service is created then click on launch watson assistant



Then hit launch Watson assistant

IBM watsonx Assistant Trial | 30 days left | [Extend trial](#) | [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
Example: Banking Bot
Your assistant name will be kept internally and not visible to your customers

Description (optional) 0/128
Add a description for this assistant

Assistant language
English (US)
This is the language your assistant will speak.

Then click on user icon and select switch to classic option

IBM watsonx Assistant Trial | 30 days left | [Extend trial](#) | [Learning resources](#) | ? |

Welcome to watsonx Assistant

Create Personalize Customize **Review** Feedback Confirmation

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
Example: Banking Bot
Your assistant name will be kept internally and not visible to your customers

Description (optional)
Add a description for this assistant

Assistant language
English (US)
This is the language your assistant will speak.

You're about to switch to classic Watson Assistant

Here's what you're giving up

- Faster build**
We've simplified everything about the build process making it up to 6 times faster to launch your assistant.
[Get started →](#)
- Easy to use**
Now anyone can build a fully-functioning assistant without the usual heavy lift from a development team.
[View documentation →](#)
- Tons of features**
IBM watsonx Assistant is loaded to empower you to meet the complexity of customer needs. This includes dialog, custom extensions, and more!
[See what's new →](#)

[Keep me in watsonx Assistant](#)

[Next](#)

Then click on I'd still like to switch

IBM watsonx Assistant Trial | 30 days left | [Extend trial](#) [Learning resources](#) ?

Welcome to watsonx Assistant

Create Personalize Customize Preview

Create your first assistant

Let's get your assistant up and running. Name your assistant, choose a language, and add a description. In following steps we'll gather more information to help you create a custom assistant.

Assistant name: Your assistant name will be kept internally and not visible to your users.

Description (optional):

Assistant language: This is the language your assistant will speak.

[Back](#) [Continue](#)

You're about to switch to classic Watson Assistant

Is there a reason why you're switching?

[Review](#) [Feedback](#) [Confirmation](#)

We'd be sad to see you go. However, we're sure that you have a reason for choosing the classic experience. If you have a moment, we'd love to know why you'd like to switch.

Other

[Back](#) [Continue](#)

IBM watsonx Assistant Trial | 30 days left | [Extend trial](#) [Learning resources](#) ?

Welcome to watsonx Assistant

Create Personalize Customize Preview

Create your first assistant

Let's get your assistant up and running. Name your assistant, choose a language, and add a description. In following steps we'll gather more information to help you create a custom assistant.

Assistant name: Your assistant name will be kept internally and not visible to your users.

Description (optional):

Assistant language: This is the language your assistant will speak.

[Back](#) [Cancel](#) [Confirm](#)

You're about to switch to classic Watson Assistant

Confirm your choice

[Review](#) [Feedback](#) [Confirmation](#)

Thanks for your feedback. If you confirm the switch to classic Watson Assistant, remember you can switch back to the new experience from the account menu at any time without losing your work. This change won't affect other team members using this instance. Happy building!

[Back](#) [Cancel](#) [Confirm](#)

IBM Watson Assistant Trial | 30 days left | [Upgrade](#) ?

Want to try the new Watson Assistant experience?

We have new features in store for you. You won't lose any of your work.

[Switch to new experience →](#)

Assistants

An assistant helps your customers complete tasks and get information faster. It may clarify requests, search for answers from a knowledge base, and can also direct your customer to a human if needed.

[Create assistant](#)

Lifecycle management

Take advantage of separate draft and live environments to control which updates and versions you show to your users.

[Learn how →](#)

Brand new analytics


See how well your assistant is solving user problems by analyzing important metrics like completion and recognition.

[Learn how →](#)

Use dialog with actions

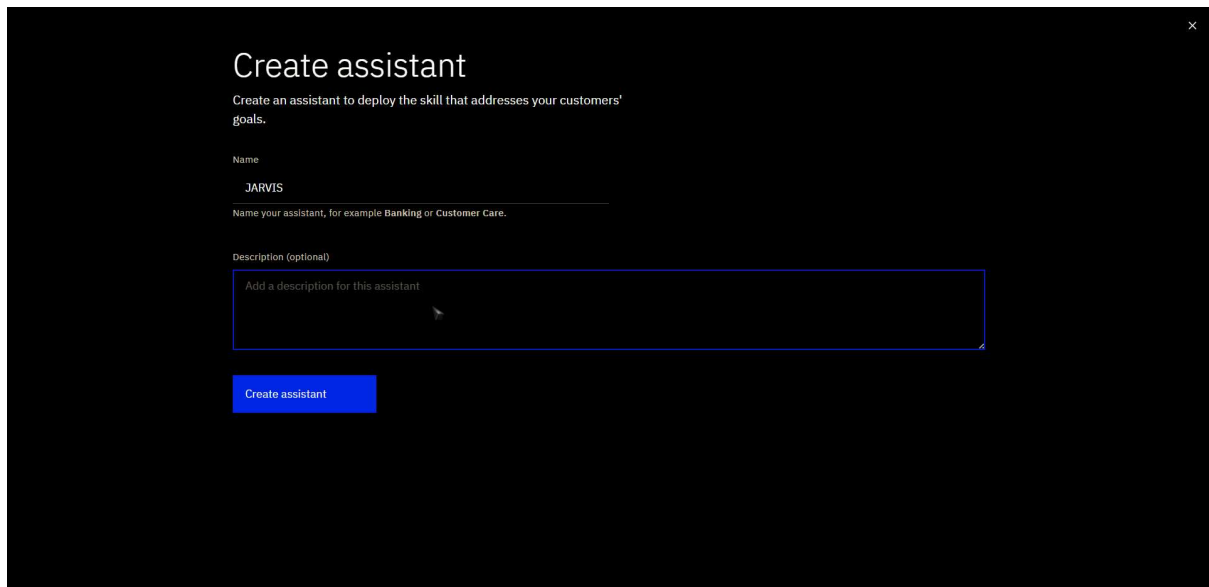
In the new experience you can harness the power of both dialog and actions in the same build process.

[Learn how →](#)



Then hit create assistant

Then name it and hit create



Create assistant

Create an assistant to deploy the skill that addresses your customers' goals.

Name

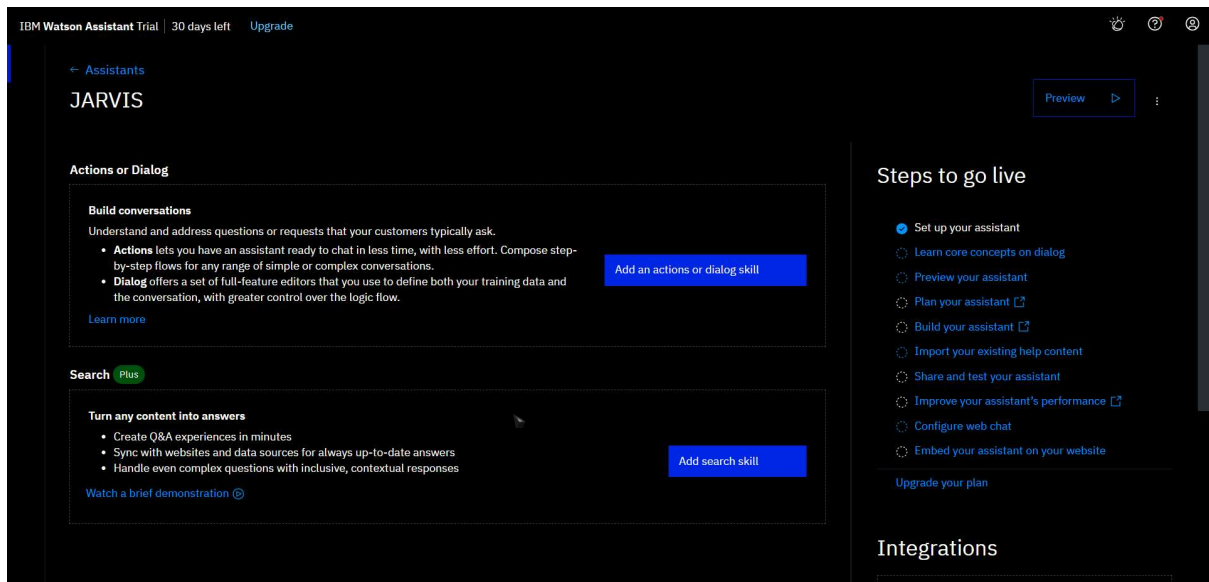
JARVIS

Name your assistant, for example *Banking* or *Customer Care*.

Description (optional)

Add a description for this assistant

Create assistant



IBM Watson Assistant Trial | 30 days left | Upgrade

← Assistants

JARVIS

Preview ▶

Actions or Dialog

Build conversations

Understand and address questions or requests that your customers typically ask.

- **Actions** lets you have an assistant ready to chat in less time, with less effort. Compose step-by-step flows for any range of simple or complex conversations.
- **Dialog** offers a set of full-feature editors that you use to define both your training data and the conversation, with greater control over the logic flow.

[Learn more](#)

Add an actions or dialog skill

Search Plus

Turn any content into answers

- Create Q&A experiences in minutes
- Sync with websites and data sources for always up-to-date answers
- Handle even complex questions with inclusive, contextual responses

[Watch a brief demonstration](#)

Add search skill

Steps to go live

- Set up your assistant
- Learn core concepts on dialog
- Preview your assistant
- Plan your assistant
- Build your assistant
- Import your existing help content
- Share and test your assistant
- Improve your assistant's performance
- Configure web chat
- Embed your assistant on your website

Upgrade your plan

Integrations

Then click on add action or dialog

IBM Watson Assistant Trial | 30 days left | [Upgrade](#)

Create an actions or dialog skill

Add an existing skill or use the sample skill.

Create skill | Use sample skill | Upload skill

Name

Type skill name here

Name your skill; for example, Account application or Personal banking.

Description (optional)

Add a description for this skill

Language

English (US)

Skill type

☐ Action

☐ Dialog

Create skill

IBM Watson Assistant Trial | 30 days left | [Upgrade](#)

Create an actions or dialog skill

Add an existing skill or use the sample skill.

Create skill | Use sample skill | Upload skill

Name

TK

Name your skill; for example, Account application or Personal banking.

Description (optional)

Add a description for this skill

Language

English (US)

Skill type

☐ Action

☒ Dialog

Create skill

IBM Watson Assistant Trial | 30 days left | [Upgrade](#)

← Assistants

JARVIS

Dialog

TK	LANGUAGE	TRAINED DATA	VERSION	DESCRIPTION:	VERSION CREATED:
	English (US)	0 Intents 0 Entities 2 Dialog nodes	Development	in-progress version	Apr 9, 2024 8:49 AM

LINKED ASSISTANTS (1): JARVIS

Search [Plus](#)

Turn any content into answers

- Create Q&A experiences in minutes
- Sync with websites and data sources for always up-to-date answers
- Handle even complex questions with inclusive, contextual responses

[Watch a brief demonstration](#)

[Add search skill](#)

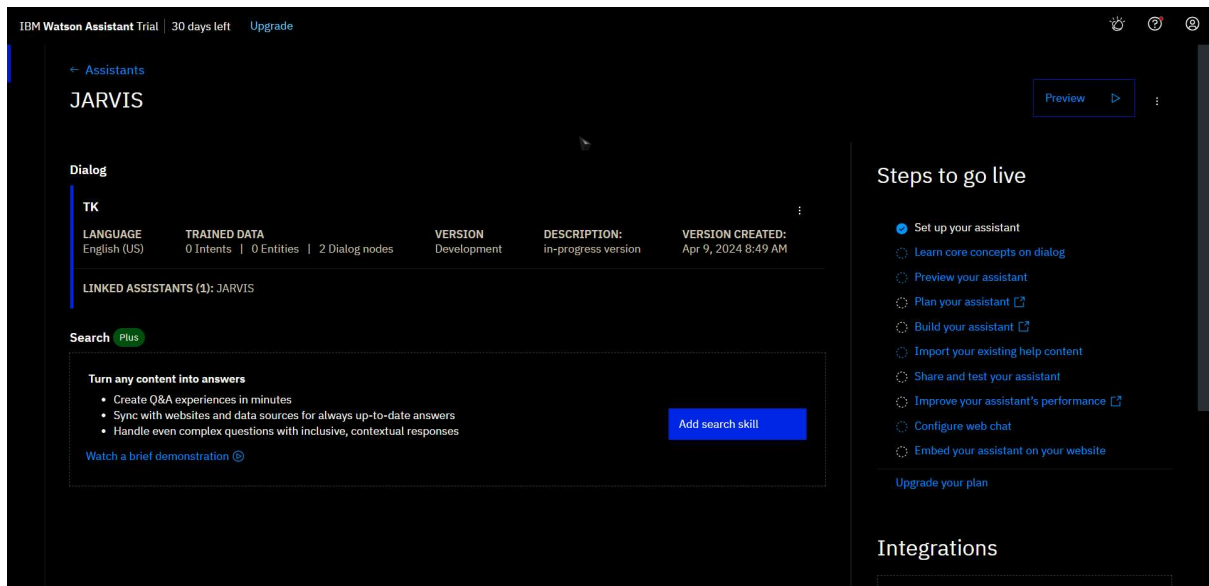
Preview

Steps to go live

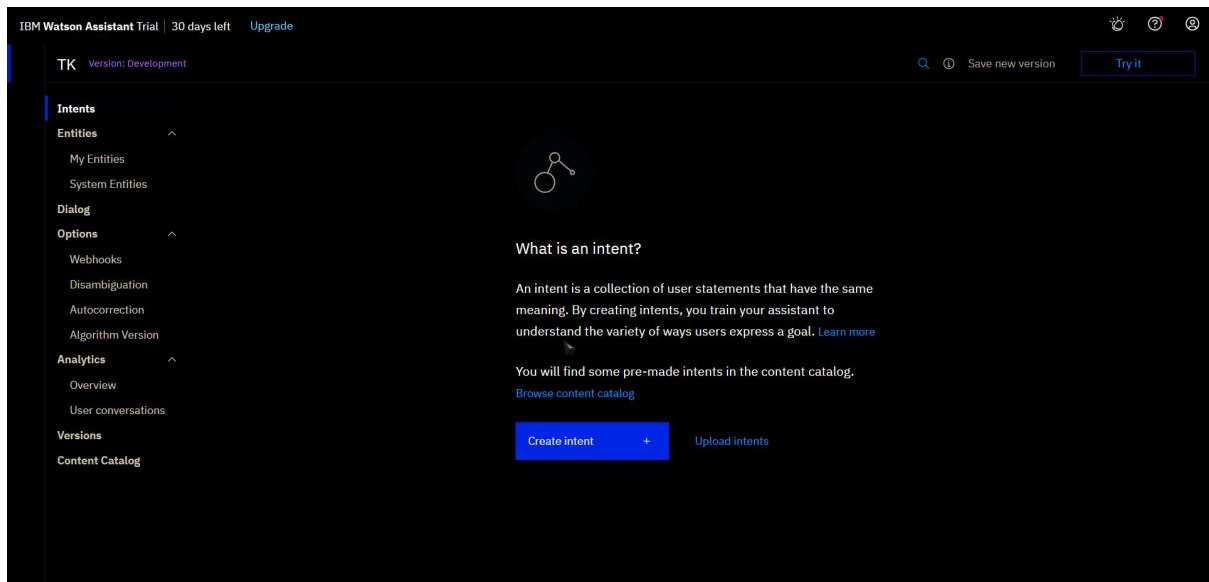
- Set up your assistant
- Learn core concepts on dialog
- Preview your assistant
- Plan your assistant
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- Embed your assistant on your website

Upgrade your plan

Integrations



Then click on your skill name



Then hit create intent THEN name it Welcome for welcome msg

IBM Watson Assistant Trial | 30 days left | Upgrade

← | Create intent

Last updated: a few seconds ago

Intent name

#WELCOME

Name your intent to match a customer's question or goal

Description (optional)

Add a description to this intent

Create intent

Then add examples one by one and hit add examples

IBM Watson Assistant Trial | 30 days left | Upgrade

← | #WELCOME

Last updated: a few seconds ago

Intent name

#WELCOME

Name your intent to match a customer's question or goal

Description (optional)

Add a description to this intent

User example

GOOD AFTERNOON

Add unique examples of what the user might say. (Pro tip: Add at least 5 unique examples to help Watson understand)

Add example

Annotate entities What's this?

User examples (1) ↑	Added ↑↓	Conflicts (0) ↑↓
GOOD MORNING	a few seconds ago	

Showing 1–1 of 1 examples

1 1 of 1 pages

As like these add :

IBM Watson Assistant Trial | 30 days left | Upgrade

← | #WELCOME Last updated: a few seconds ago [Try it]

User example

Type a user example here

Add unique examples of what the user might say. (Pro tip: Add at least 5 unique examples to help Watson understand)

Add example

☐ Annotate entities What's this?

☐ User examples (5) ↑	Added ↑↓	Conflicts (0) ↑↓
☐ arigato gozaimasu	a few seconds ago	
☐ GOOD AFTERNOON	a few seconds ago	
☐ GOOD EVENING	a few seconds ago	
☐ GOOD MORNING	a few seconds ago	
☐ GOOD NIGHT	a few seconds ago	

Showing 1-5 of 5 examples 1 1 of 1 pages

Now go back and select my entities:

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TK Version: Development [Save new version] [Try it]

Intents

Entities

My Entities

System Entities

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What is an entity?

Entities are like nouns or keywords. By building out your business terms in entities your assistant can provide targeted responses to queries. [Learn more](#)

You can also enable pre-built system entities to capture common phrases such as dates, times and numbers.

Create entity + Upload entities

Then hit create entity

IBM Watson Assistant Trial | 30 days left | [Upgrade](#)

← | Create new entity Last updated: a few seconds ago

Entity name Fuzzy matching ⓘ

@welcome On

Name your entity to match the category of values that it will detect.

Create entity

IBM Watson Assistant Trial | 30 days left | [Upgrade](#)

← | @welcome Last updated: a few seconds ago [Try it](#)

Entity name Fuzzy matching ⓘ

@welcome On

Name your entity to match the category of values that it will detect.

Value Synonyms

GOOD MORNING morning lovely morning

Add value

Dictionary (0) Annotation (0)

Values (0) ↑	Type
--------------	------

This entity has no values. 1 1 of 1 pages

Then hit add value

IBM Watson Assistant Trial | 30 days left Upgrade

← | @welcome Last updated: a few seconds ago Try it

Entity name
@welcome Fuzzy matching ☒ On

Name your entity to match the category of values that it will detect.

Value Type Synonyms

Type a value Type a synonym +

Add value

Dictionary (1) Annotation (0)

Values (1) ↑	Type
<input type="checkbox"/> GOOD MORNING	Synonyms morning, lovely morning

Showing 1-1 of 1 values 1 1 of 1 pages

Then add other five values that we have added in previous

IBM Watson Assistant Trial | 18 days left Upgrade

← | @welcome Last updated: a few seconds ago Try it

Value Type Synonyms

Type a value Type a synonym +

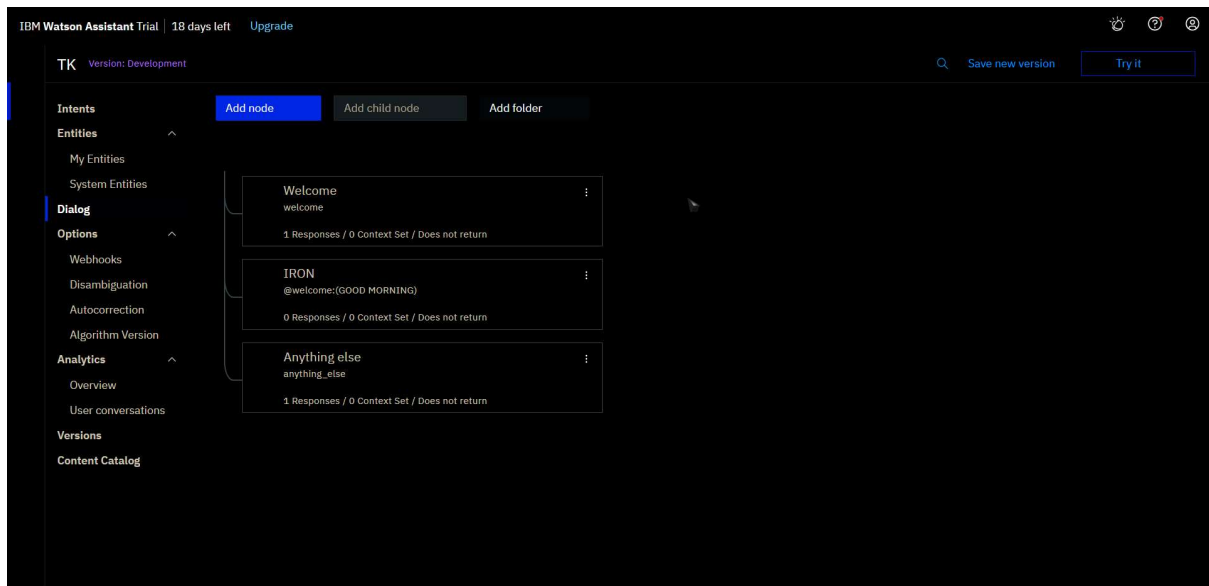
Add value

Dictionary (5) Annotation (0)

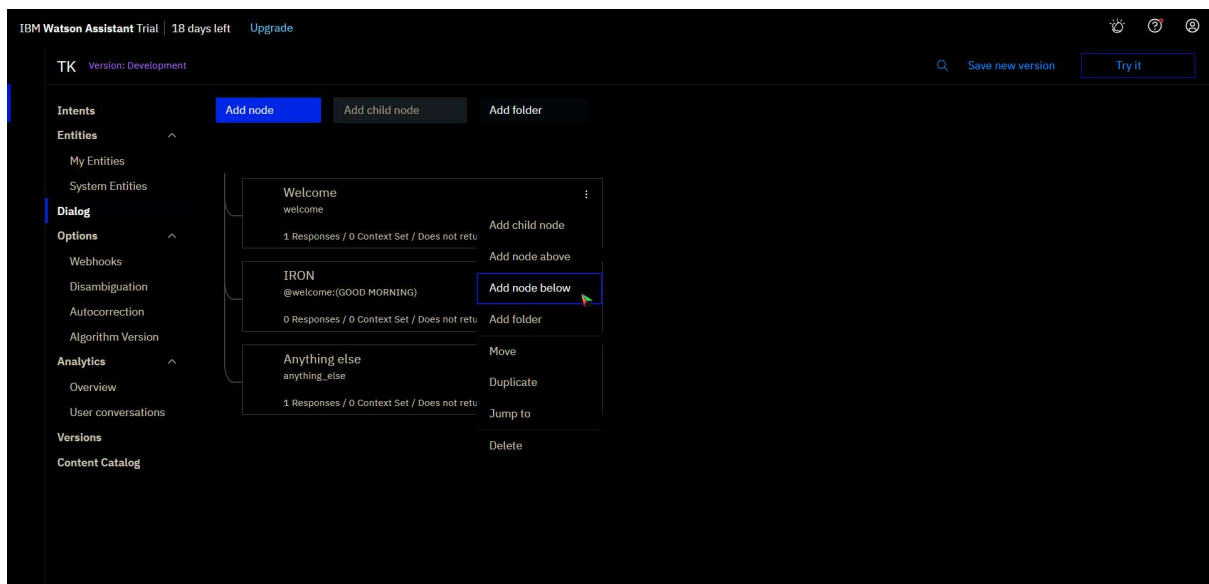
Values (5) ↑	Type
<input type="checkbox"/> Good Afternoon	Synonyms have a good afternoon, good day
<input type="checkbox"/> Good Evening	Synonyms Have a good Evening , see the beautiful sunset sky above you
<input type="checkbox"/> Good Morning	Synonyms morning, lovely morning , happy morning, Have a good day
<input type="checkbox"/> Good Night	Synonyms Go to Sleep, Bed-Time, Have a great sleep with dreams
<input type="checkbox"/> hello	Synonyms Hii, Kon'nichiwa

Showing 1-5 of 5 values 1 1 of 1 pages

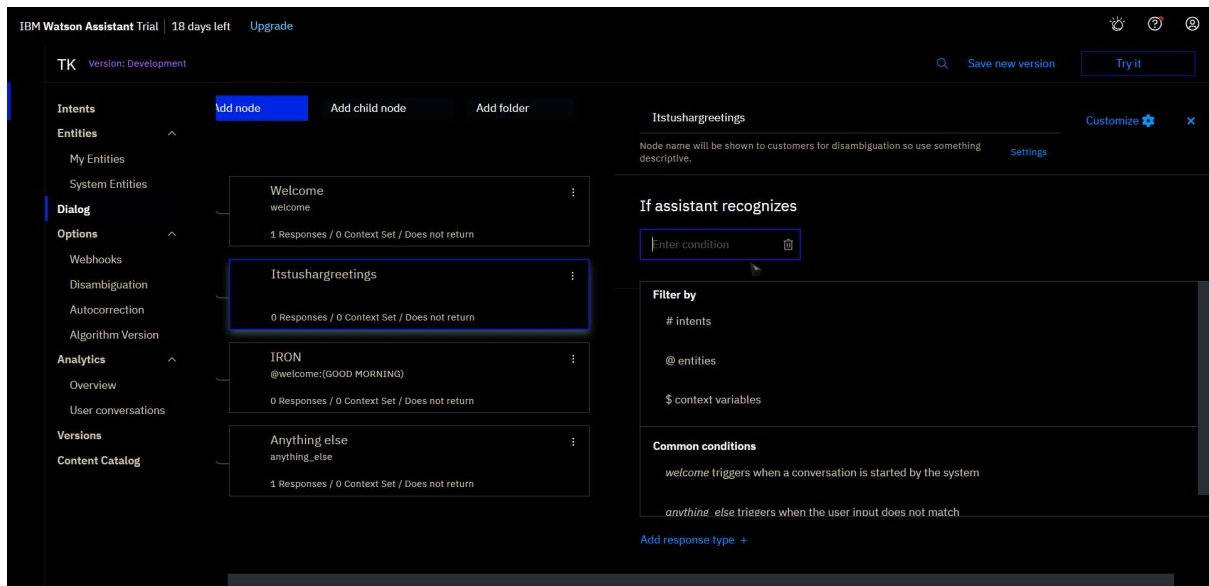
Now Open Dialog



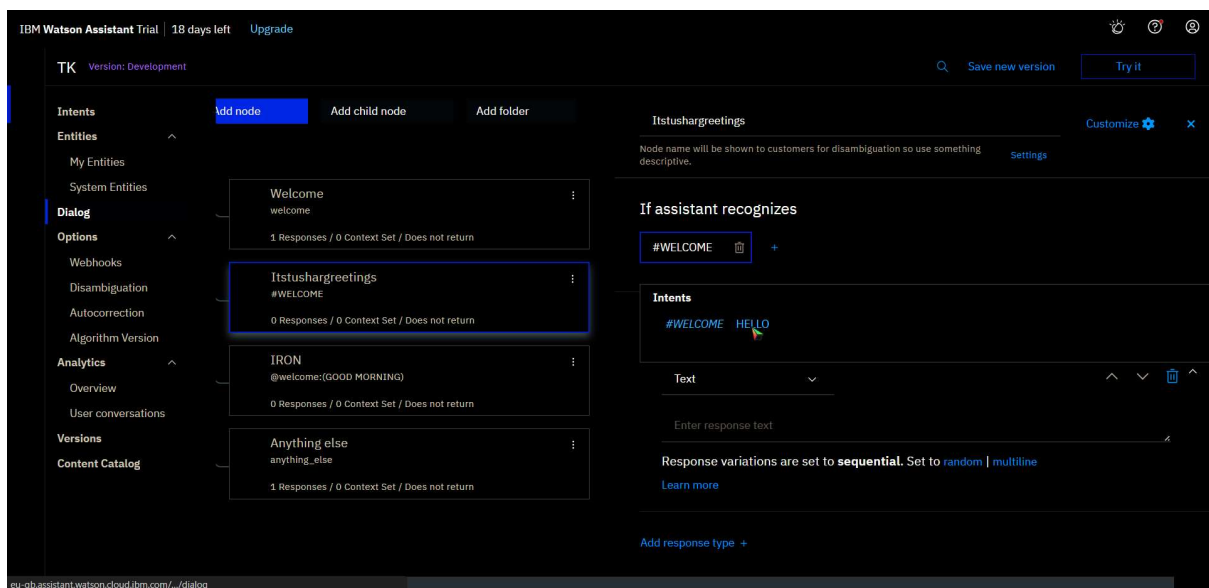
Now add new node by click three dots



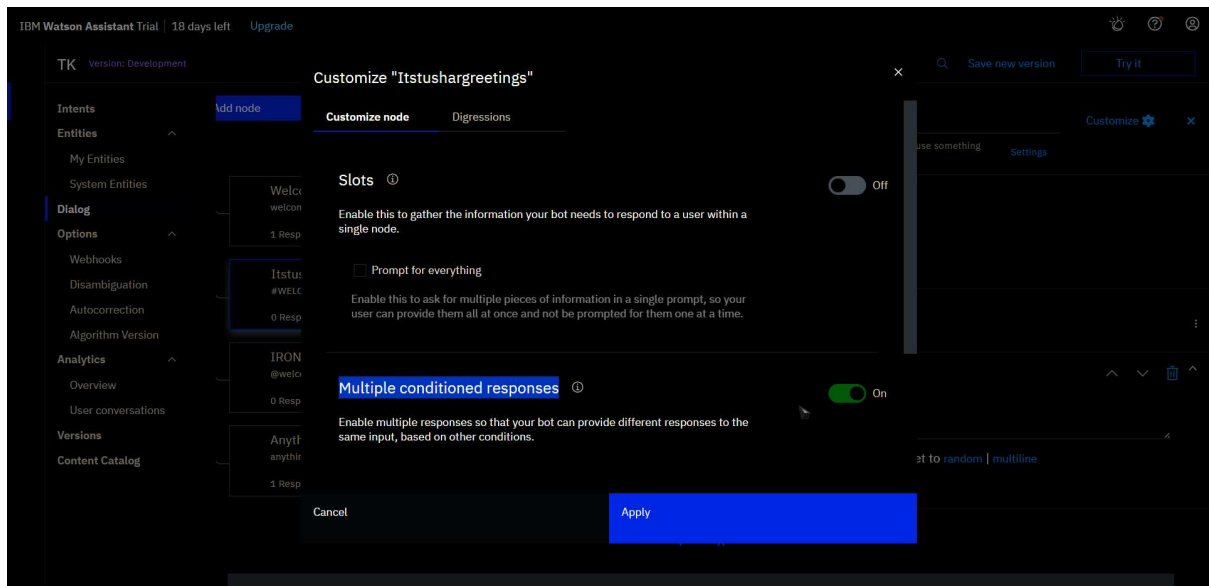
Give a name to node



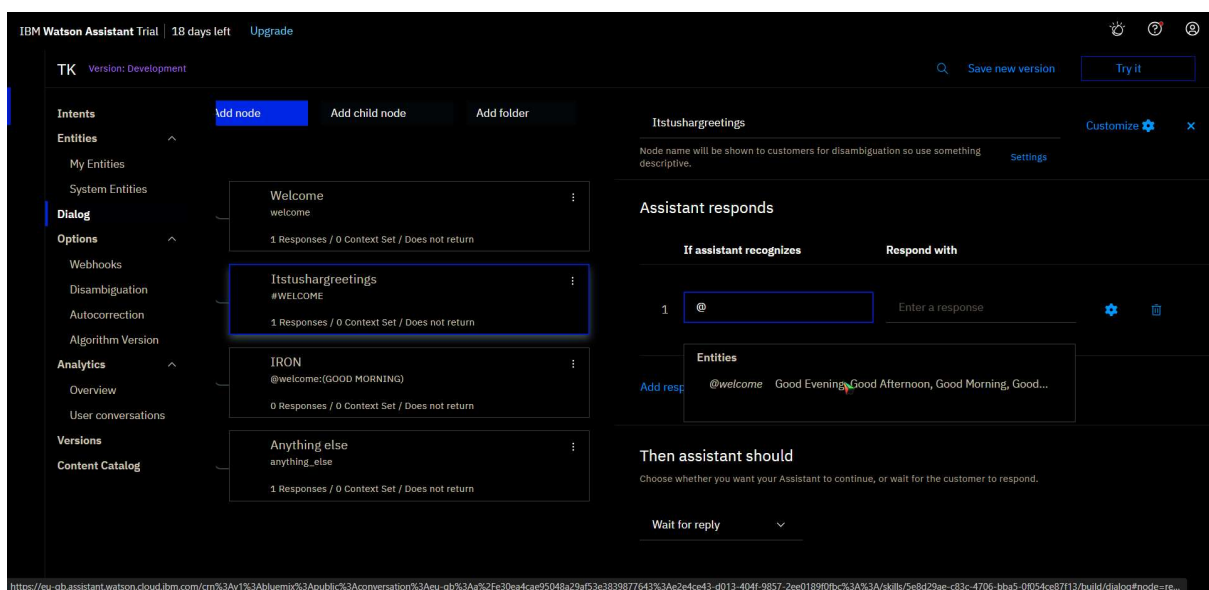
Click on if assistant recognizes also use intents and add all like “good morning”



Now click on customize and enable multiple conditioned responses



After turn on multiple conditioned responses entities option is enable



Select entities and add all entities in assistant responds

Then select ":is"

IBM Watson Assistant Trial | 18 days left | Upgrade

TK Version: Development

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Welcome
welcome
1 Responses / 0 Context Set / Does not return

Itstushargreetings
#WELCOME
1 Responses / 0 Context Set / Does not return

IRON
@welcome:((GOOD MORNING))
0 Responses / 0 Context Set / Does not return

Anything else
anything_else
1 Responses / 0 Context Set / Does not return

Itstushargreetings

Node name will be shown to customers for disambiguation so use something descriptive. Settings

Assistant responses

If assistant recognizes

Respond with

1 @welcome Enter a response

Operator

any

is

is not

greater than

less than

Then a

Choose w

Wait f

https://eu-gb.assistant.watson.cloud.ibm.com/cn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aeu-gb%3Aa%2Fc30ea4cae95048a29af53e3839877643%3Aa2e4ce43-d013-404f-9857-2ee0189f0fc3%3A%3A/skills/5e8d29ae-c83c-4706-bba5-0f054ce87f13/build/dialog#node=re...

Now add all the entities like "good morning", "hello" etc

IBM Watson Assistant Trial | 18 days left | Upgrade

TK Version: Development

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Content Catalog

Welcome
welcome
1 Responses / 0

Itstushargre
#WELCOME
5 Responses / 0

IRON
@welcome:((GO
0 Responses / 0

Anything els
anything_else
1 Responses / 0

Configure response 1

If assistant recognizes

@welcome:((Good Morning))

Assistant responses

Text

Good morning! How are you today?

Morning! Hope you slept well.

Good morning! Let's make today awesome!

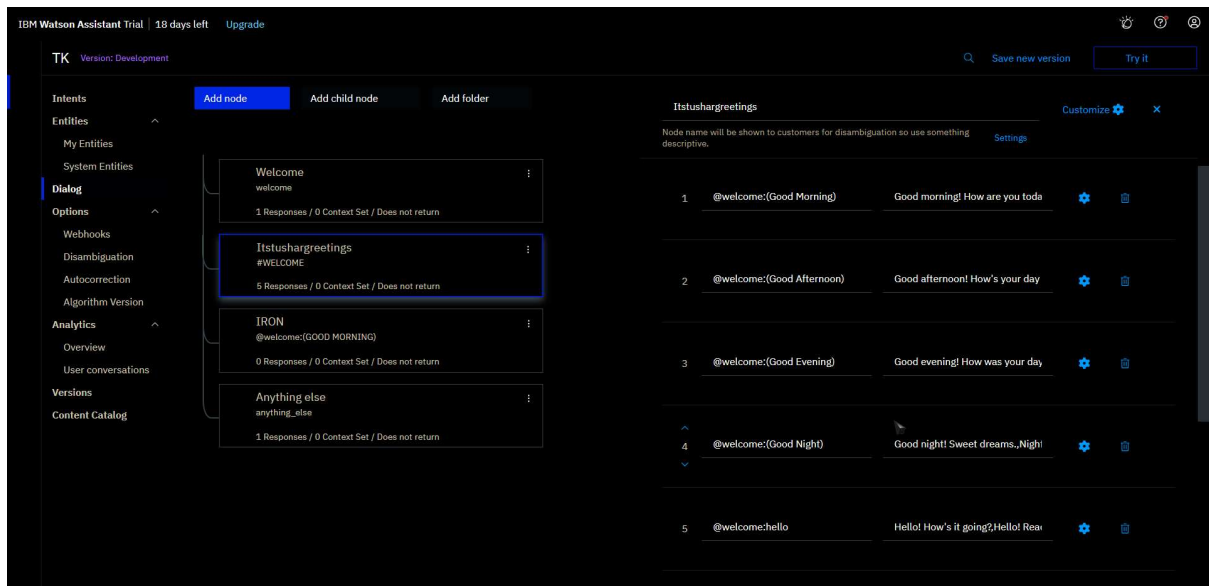
Morning! Coffee ready?

Cancel

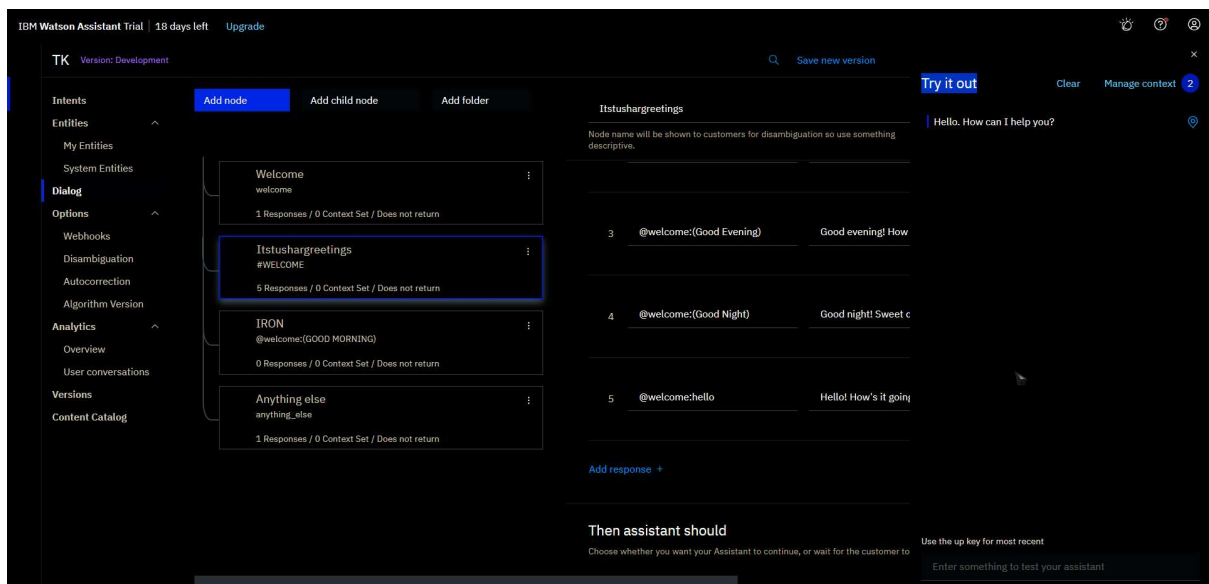
Save

@welcome:((Good Night))

Good night! Sweet dreams.,Night



Now we can check response by right side click on “try it out”



Its give us response when i ask “hello and good morning”

IBM Watson Assistant Trial | 18 days left | Upgrade

TK Version: Development

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1 Responses / 0 Context Set / Does not return

Itstushargreetings
#WELCOME
5 Responses / 0 Context Set / Does not return

IRON
@welcome:(GOOD MORNING)
0 Responses / 0 Context Set / Does not return

Anything else
anything_else
1 Responses / 0 Context Set / Does not return

Itstushargreetings

Node name will be shown to customers for disambiguation so use something descriptive.

3 @welcome:(Good Evening) Good evening! How

4 @welcome:(Good Night) Good night! Sweet c

5 @welcome:hello Hello! How's it going

Add response +

Then assistant should

Choose whether you want your Assistant to continue, or wait for the customer to

Try it out

Clear Manage context 3

Hello. How can I help you?

hello

#WELCOME

@welcome:hello

Hello! Hope you're doing well.

good morning

#WELCOME

@welcome:Good Morning

Good morning! Let's make today awesome!

good evening

#WELCOME

@welcome:Good Evening

Good evening! How was your day?

Use the up key for most recent

Enter something to test your assistant

➤ Question 2 : Deploy application to achieve functionalities of Chatbot regarding any sector or field.

Now click on right side "integrations" than select integrate web chat

IBM Watson Assistant Trial | 18 days left | Upgrade

Assistants

JARVIS

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TK

LANGUAGE
English (US)

TRAINED DATA
1 Intents | 1 Entities | 9 Dialog nodes

VERSION
Development

DESCRIPTION
in progress version

VERSION CREATED
Apr 9, 2024 8:49 AM

LINKED ASSISTANTS (1): JARVIS

Search **Plus**

Turn any content into answers

- Create Q&A experiences in minutes
- Sync with websites and data sources for always up-to-date answers
- Handle even complex questions with inclusive, contextual responses

Watch a brief demonstration

Add search skill

Steps to go live

- Set up your assistant
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- Configure web chat
- Embed your assistant on your website

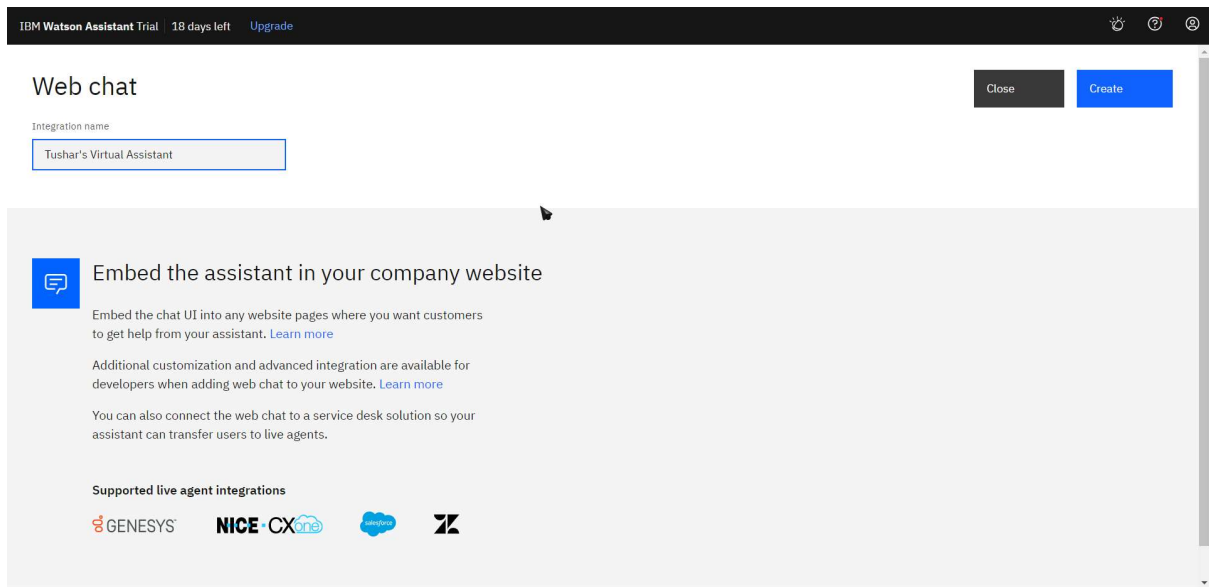
Upgrade your plan

Integrations

Add your assistant to your company website. [Integrate web chat](#)

Add your assistant to your company's call center. [Integrate phone](#)

Assign name and create



IBM Watson Assistant Trial 18 days left Upgrade

Web chat Close Create

Integration name
Tushar's Virtual Assistant

Embed the assistant in your company website

Embed the chat UI into any website pages where you want customers to get help from your assistant. [Learn more](#)

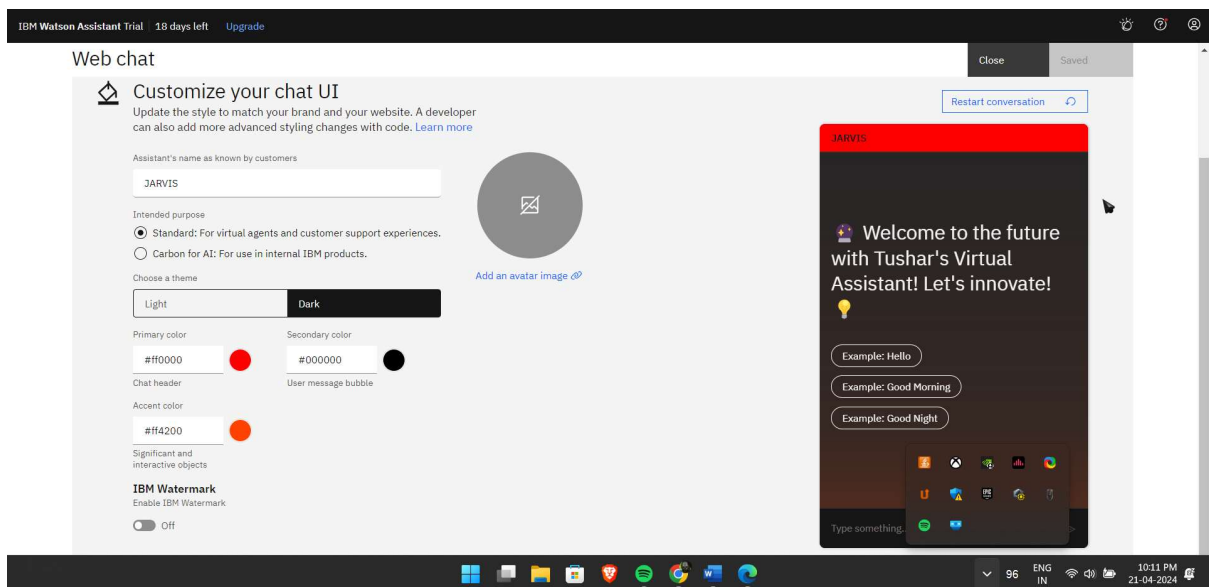
Additional customization and advanced integration are available for developers when adding web chat to your website. [Learn more](#)

You can also connect the web chat to a service desk solution so your assistant can transfer users to live agents.

Supported live agent integrations

GENESYS NICE CXone

Modify the default UI and its elements if required and proceed further



IBM Watson Assistant Trial 18 days left Upgrade

Web chat Close Saved Restart conversation

Customize your chat UI

Update the style to match your brand and your website. A developer can also add more advanced styling changes with code. [Learn more](#)

Assistant's name as known by customers
JARVIS

Intended purpose
☒ Standard: For virtual agents and customer support experiences.
☐ Carbon for AI: For use in internal IBM products.

Choose a theme
 Light Dark

Primary color
 #ff0000

Secondary color
 #000000

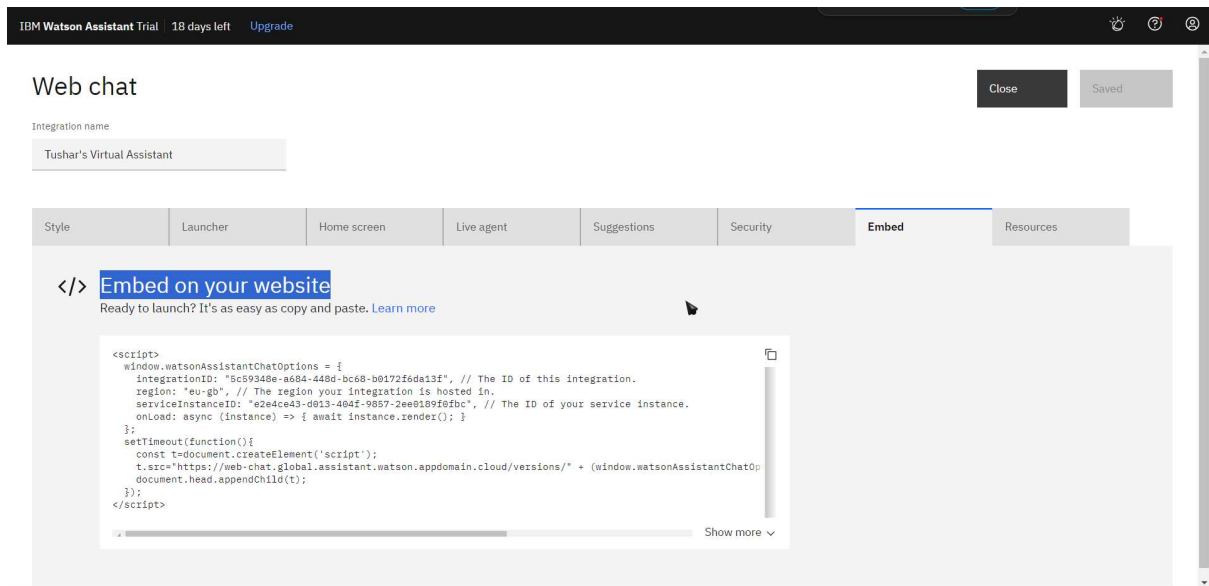
Chat header
 Accent color
 #ff4200

Significant and interactive objects
 IBM Watermark
 Enable IBM Watermark
☐ Off

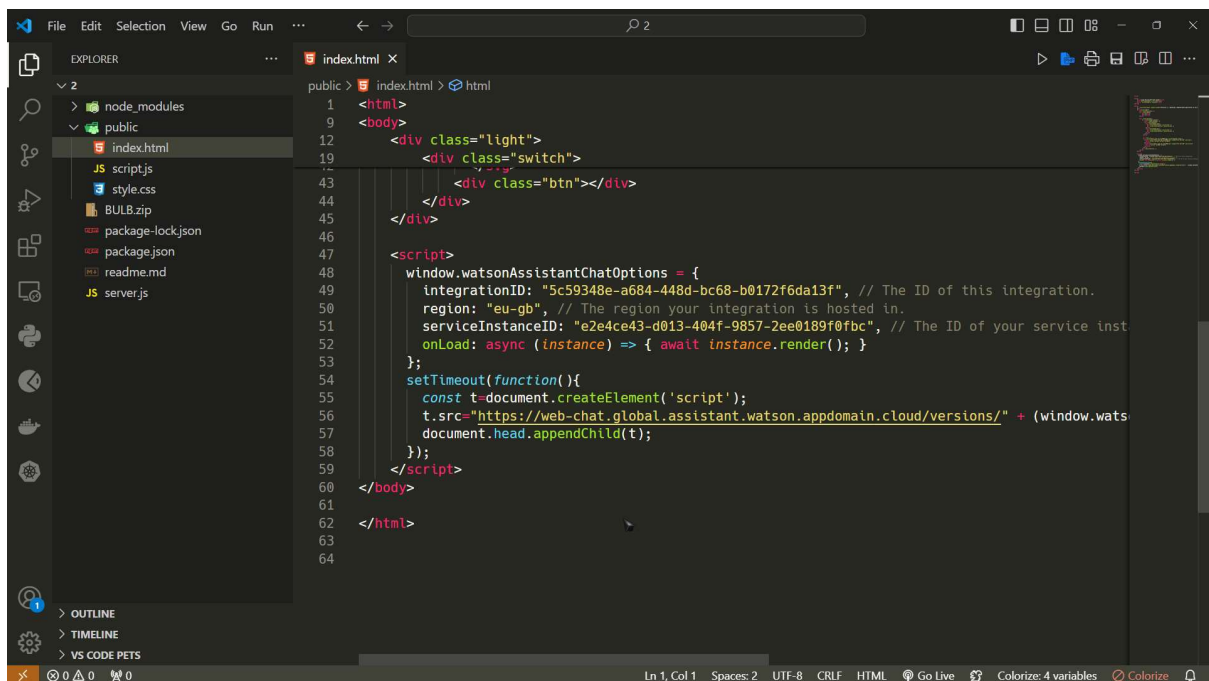
Add an avatar image

Preview: JARVIS
 Welcome to the future with Tushar's Virtual Assistant! Let's innovate!
 Example: Hello
 Example: Good Morning
 Example: Good Night
 Type something...

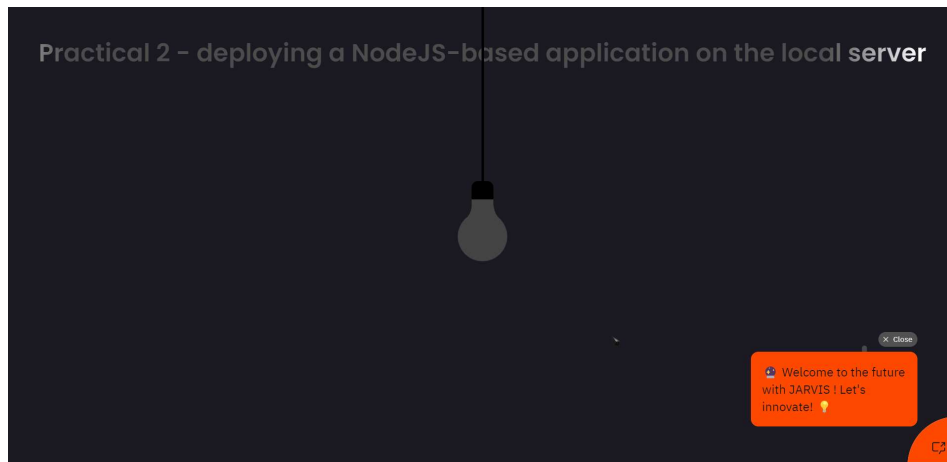
In Embed tab, copy the script and paste it on any HTML file to integrate web chat with the same



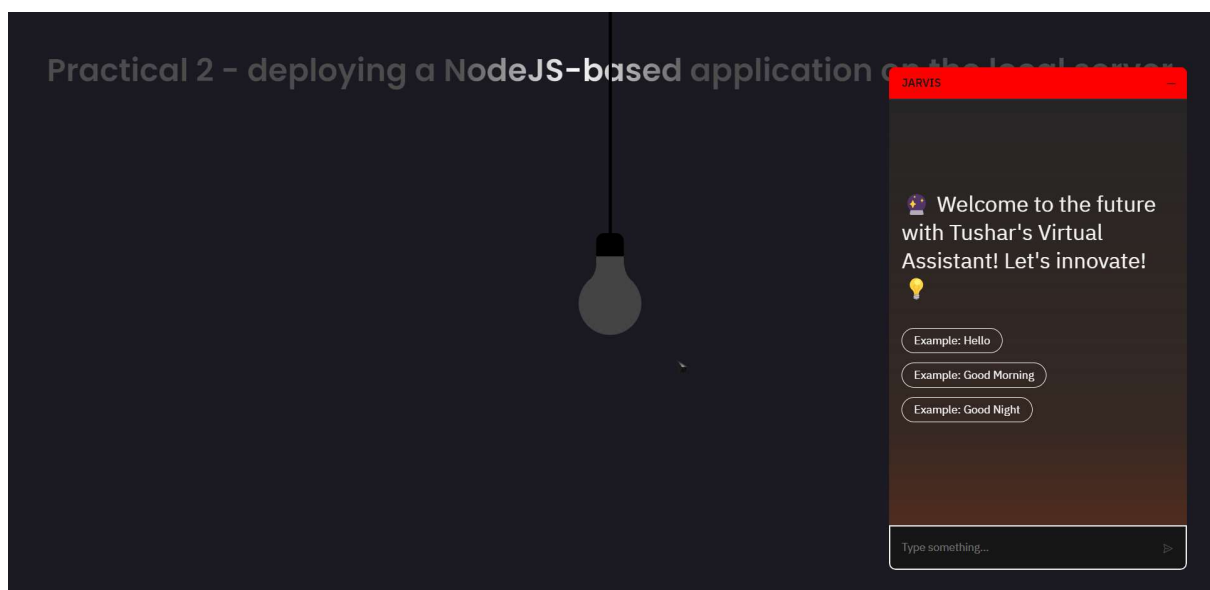
Paste in the HTML script



Run the web app and the assistant will be visible at bottom-right corner



Click the icon, it will open the assistant



Try asking few questions and the response will be returned

