

Chatbot with Watson

Objective:

The objective of this project is to create an interactive chatbot using IBM Cloud Watson Assistant that serves as a virtual guide on messaging platforms. The chatbot's goal is to assist users by providing helpful information, answering frequently asked questions (FAQs), and delivering a friendly conversational experience. Additionally, the project aims to design the chatbot's persona, configure its responses, integrate it with messaging platforms, and optimize the overall user experience.

Design Thinking(Planned):

Persona Design:

In this phase, we will define the chatbot's persona, giving it a distinct identity. This includes determining a suitable name for the chatbot, establishing its tone of communication, and specifying its style. The persona design is essential for creating a relatable and engaging virtual guide.

User Scenarios:

To ensure that the chatbot fulfills its purpose effectively, we will identify common user scenarios and FAQs that the chatbot should be equipped to handle. Understanding user needs and expectations is crucial for tailoring the chatbot's responses and functionalities.

Conversation Flow:

Designing the conversation flow is a critical step in building a conversational chatbot. We will outline how the chatbot responds to different user queries and prompts. This involves defining the logical sequence of interactions and deciding when the chatbot should provide information, ask questions, or offer assistance.

Response Configuration:

The heart of the chatbot's functionality lies in its ability to provide accurate and contextually relevant responses. To achieve this, we will configure the chatbot's responses using Watson Assistant's intents, entities, and dialog nodes. This ensures that the chatbot can understand user input and generate appropriate replies.

Platform Integration:

To make the chatbot accessible to users, we will integrate it with popular messaging platforms such as Facebook Messenger and Slack. This step involves setting up the necessary connections and ensuring that the chatbot can interact seamlessly within these platforms.

User Experience:

A key focus of the project is to deliver a user-friendly experience. We will work on enhancing the user experience by designing clear and intuitive prompts for users to engage with the chatbot. Additionally, we will prioritize informative responses that address user queries effectively.

Iterate:

Following the initial development, the chatbot will undergo iterative improvements based on user feedback and performance evaluations. This iterative process may involve refining the chatbot's responses, optimizing its understanding of user intent, and continuously enhancing the overall user experience. The goal is to create a chatbot that evolves and adapts to user needs and preferences over time.