

DEVELOPMENT PHASE:

PROJECT TITLE:

CHATBOT DEPLOYMENT WITH IBM CLOUD WATSON ASSISTANT

1. Defining the Objectives and Goals:

- Clearly state the objectives of the chatbot, such as improving customer support, increasing sales, or enhancing user experience.

2. Platform Selection:

- Choosing a suitable platform or framework for chatbot development, like Dialogflow, Microsoft Bot Framework, or building a custom solution is important.

3. Data Gathering:

- Collecting product information, pricing, FAQs, customer data, and other relevant content the chatbot is needed

4. Design Conversational Flow

- Plan the conversation flow with a focus on product recommendations, order tracking, FAQs, and user assistance.

5. NLP and Machine Learning:

- Implement Natural Language Processing (NLP) and machine learning to understand user intent and context. Train the chatbot on e-commerce-specific data.

6. Development:

- Build the backend and frontend components of the chatbot, connecting it to your e-commerce website's databases and APIs.

7. Integration:

- Integrate the chatbot with the e-commerce platform, website, and other communication channels (e.g., Facebook Messenger or WhatsApp).

8. Product Catalog Integration:

- Integrate the chatbot with the product catalog to provide users with real-time product information, pricing, and availability.

9. Shopping Cart Management:

- Enable the chatbot to help users browse, add items to their cart, and check out. Implement features like cart management and payment processing.

10. Order Tracking:

- Allow users to track their orders, receive status updates, and get shipping information through the chatbot.

11. User Account Integration:

- Integrate user account functionality, allowing users to log in, access their order history, and manage their profiles.

12. Testing:

- Thoroughly test the chatbot, ensuring it accurately handles e-commerce-specific queries and transactions.

13. Security:

- Implement robust security measures to protect user data and financial information during transactions.

14. Launch and Marketing:

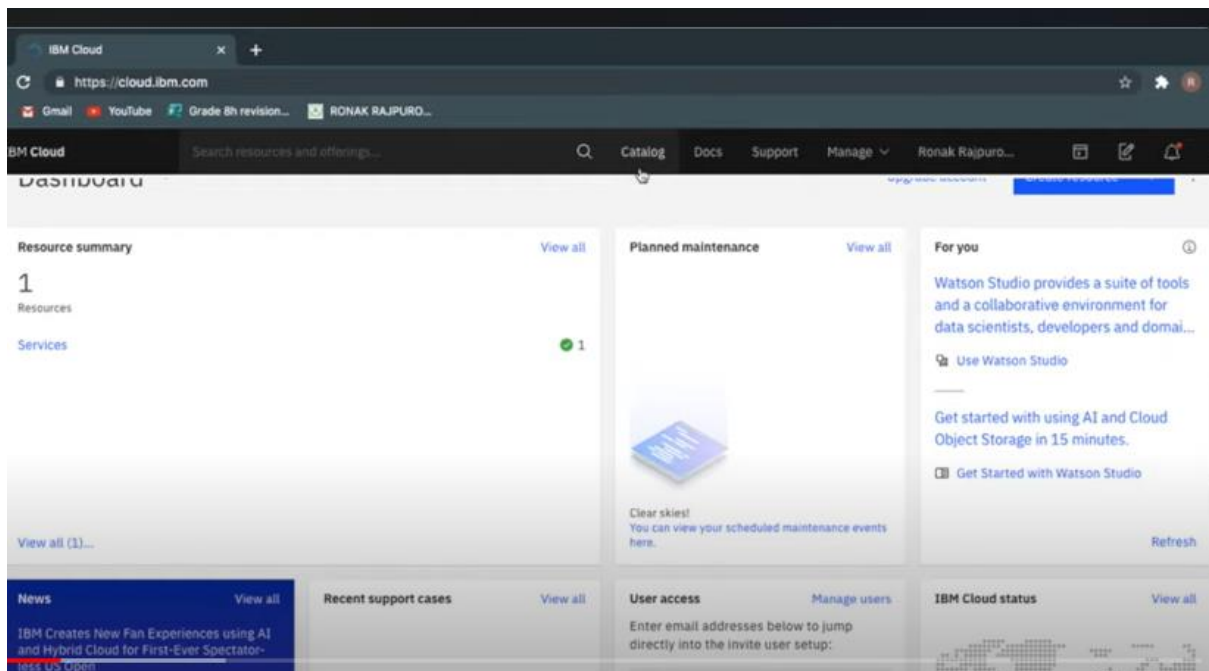
- Promote the chatbot through the e-commerce website, email newsletters, and social media to increase user adoption.

STEPS INVOLVED IN DEVELOPING OUR PROJECT:

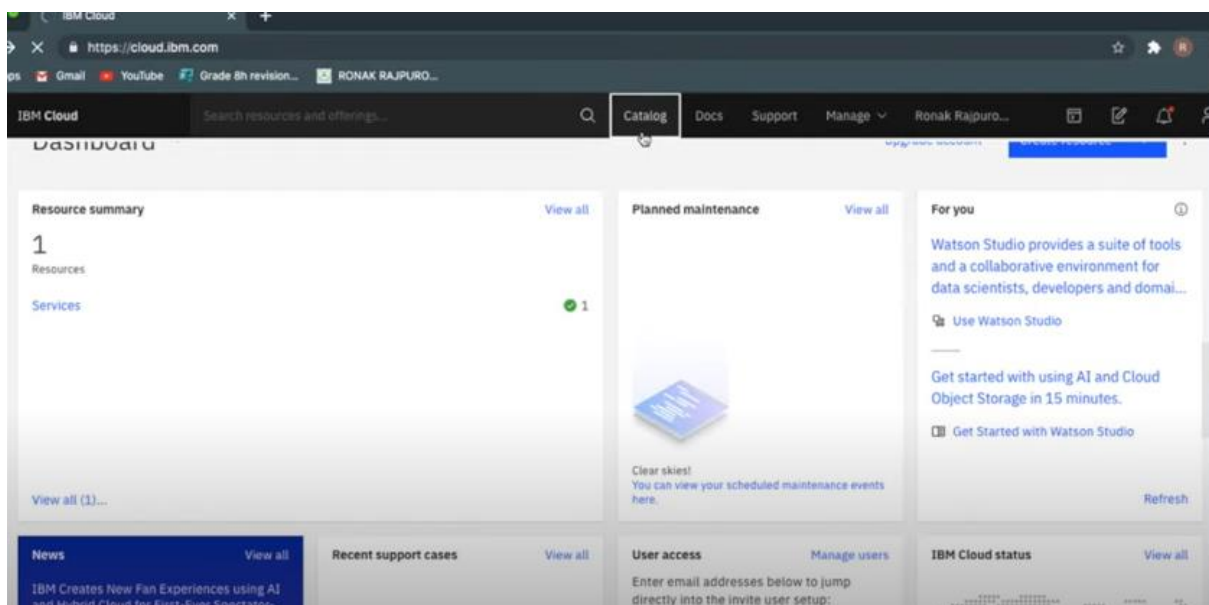
Intents: Intent in the context of a chatbot refers to the user's purpose or goal when they interact with the chatbot.

Entities: Entities in a chatbot refer to specific pieces of information or data that the bot needs to extract from the user's input in order to understand and respond accurately.

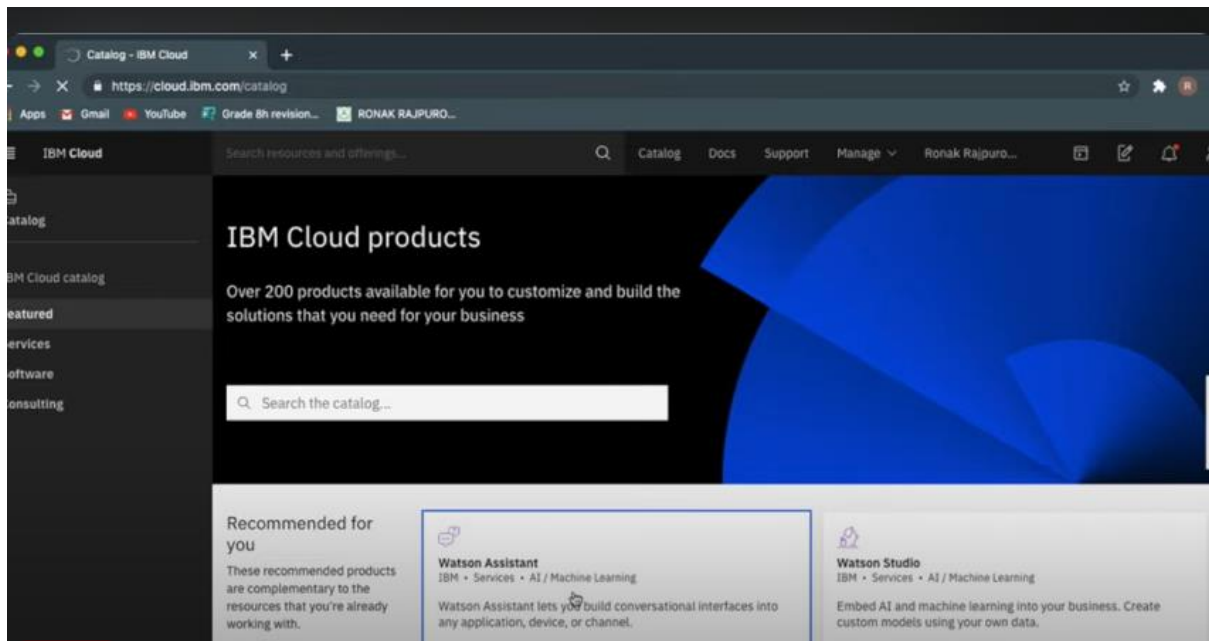
- ✓ **Step 1:** Go to IBM cloud's login page and create an account to access the the resources that is present in it.



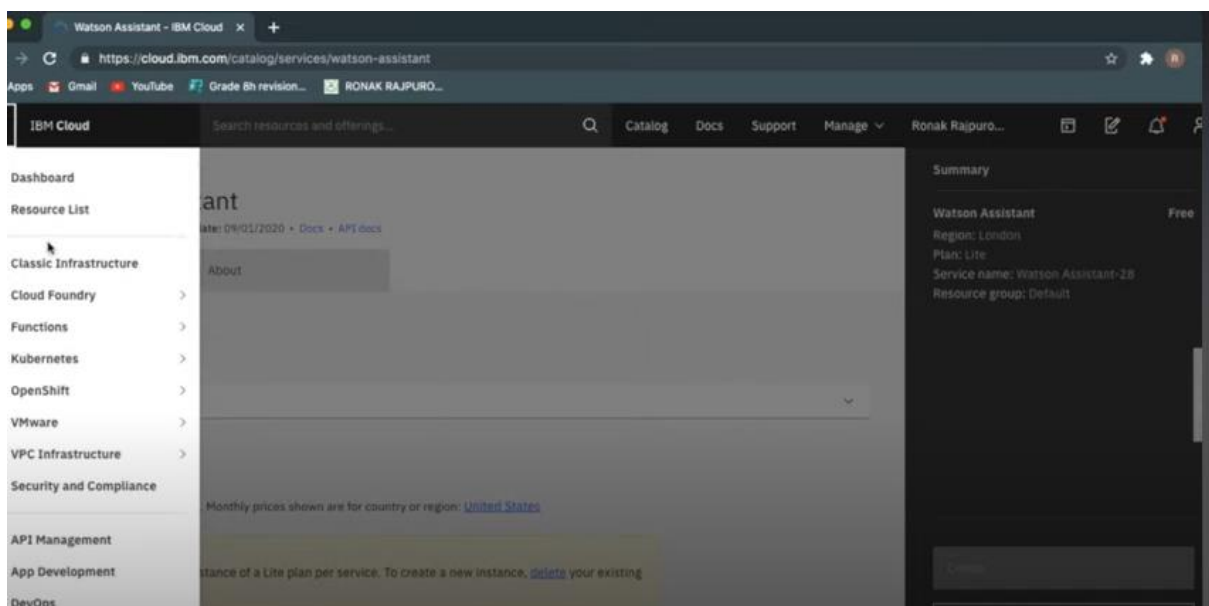
- ✓ **Step2:** Next click on the **catalog** menu which is present on the left most corner of the web page.

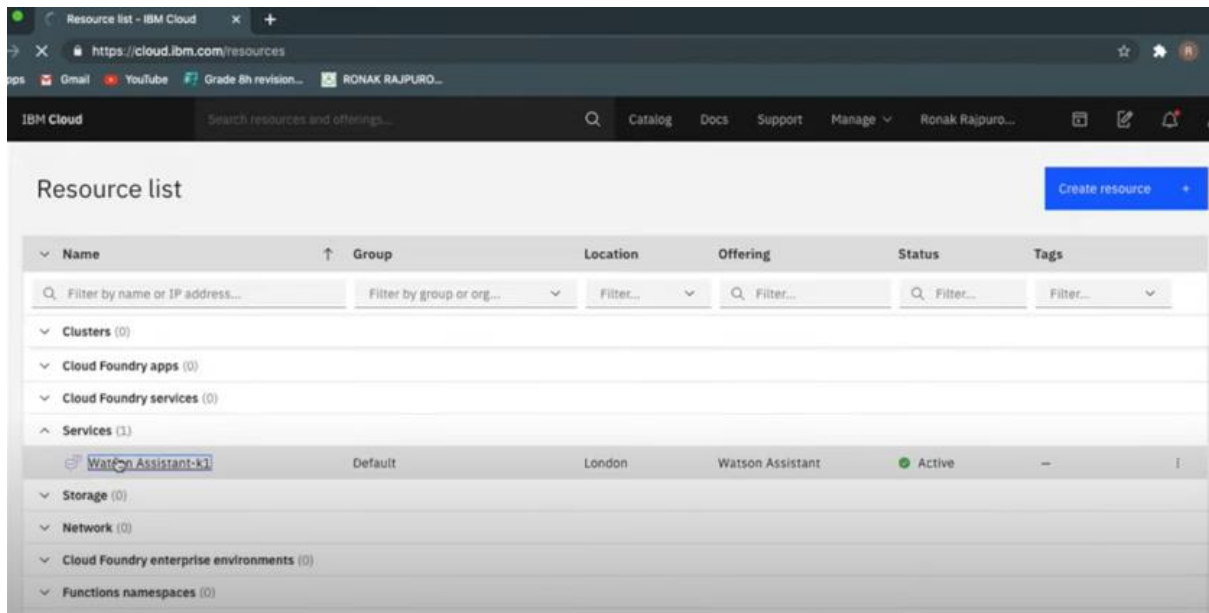


✓ **Step 3:** click and move forward to **Watson assistant** tab.

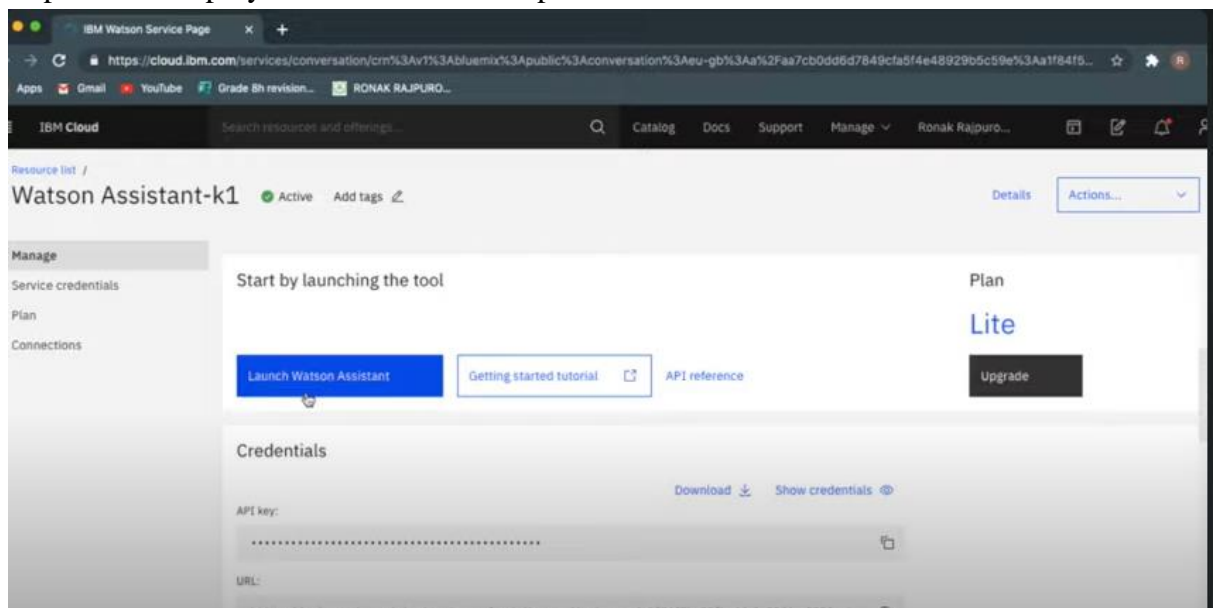


✓ **Step 4:** move on to **Resource list** menu and slide towards to **Services** menu item to access other services from IBM Watson assistant.





- ✓ **Step 5:** press **launch Watson assistant** button which will be displayed in blue. From step 5 actual deployment of chatbot takes place



- ✓ **Step 6:** Name your Watson assistant with your service.
Ex: Marketing agency service assistance.
- ✓ **Step 7 :** **Enable preview link** to use that to deploy it in the targeted or intended website.
- ✓ **Step 8:** Finally click **create assistant** button. Now the skeleton of chatbot is created.

IBM Watson Service Page x IBM Watson Assistant x +

https://eu-gb.assistant.watson.cloud.ibm.com/eu-gb/crm/v1/bluemix-public-conversation:eu-gb:a-2Faa7cb0dd6d7849cfa5f4e48929b5c59e:a1f84f5b-89fb-4da1-93d4...

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Create assistant

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

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

Sample tutorial assistant

Description (optional)
Add a description for this assistant

Preview link ⓘ
☒ Enable preview link

Create assistant

✓ **Step 9:** Go to **add catalog skill** tab to create entities and intents.

IBM Watson Service Page x IBM Watson Assistant x +

https://eu-gb.assistant.watson.cloud.ibm.com/eu-gb/crm/v1/bluemix-public-conversation:eu-gb:a-2Faa7cb0dd6d7849cfa5f4e48929b5c59e:a1f84f5b-89fb-4da1-93d4...

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Watson Assistant Lite Upgrade

Assistants

Sample tutorial assistant

Skill

A dialog skill provides specific responses you've created. Choose one for your assistant. [Learn more](#)

Dialog

Build training data and a conversation

Dialog flows are designed to address customer issues. Dialog skills expose the mechanics involved in natural language processing and responding appropriately to customers. [Learn more](#)

Add dialog skill

Search Plot

Turn any content into answers

- Create Q&A experience in minutes
- Sync with websites and data sources for always up-to-date answers

Integrations

Choose a channel to deploy your assistant.

Add integration +

Deploy with web chat

Add your assistant to your company website.

Now supporting:

Z

Integrate web chat

✓ **Step 10 :** By clicking on the **create skill** tab a page will be displayed, which contains the name of created IBM Watson assistant.

IBM Watson Service Page x IBM Watson Assistant x +

https://eu-gb.assistant.watson.cloud.ibm.com/eu-gb/crn:v1:bluemix:public:conversation:eu-gb:a-2Faa7cb0dd6d7849cfa5f4e48929b5c59e:a1f84f5b-89fb-4da1-93d4...

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Watson Assistant Lite Upgrade

Add existing skill **Create skill** Use sample skill Import skill

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

tutorial

Description (optional)
Add a description for this skill

Language
English (US)

Create dialog skill

✓ **Step 11:** Go to the page was viewed in step 10 and add the intents and entities by giving the message templates for the intended websites .

IBM Watson Service Page x IBM Watson Assistant x +

https://eu-gb.assistant.watson.cloud.ibm.com/eu-gb/crn:v1:bluemix:public:conversation:eu-gb:a-2Faa7cb0dd6d7849cfa5f4e48929b5c59e:a1f84f5b-89fb-4da1-93d4...

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Watson Assistant Lite Upgrade

tutorial

Intents
Entities
Dialog
Options
Analytics
Versions
Content Catalog

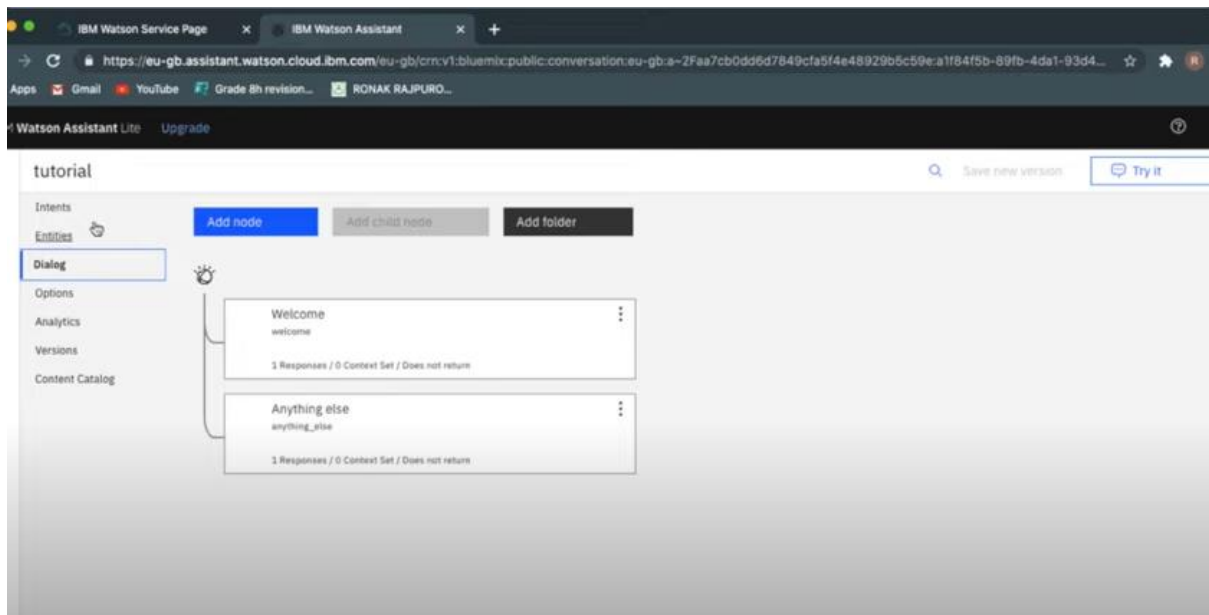
Save new version Try it

What is an intent?

An intent is a collection of user statements that have the same meaning. By creating intents, you train your assistant to understand the variety of ways users express a goal. [Learn more](#)

You will find some pre-made intents in the content catalog. [Browse content catalog](#)

Create intent + Import intents



Hence the intents and the entities are added then we can view all the contents one by one.

