

## DEPLOYING YOUR WATSON CONVERSATION CHATBOT ON WORDPRESS

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## 1. CREATE A WORDPRESS INSTANCE

This document will teach you how to deploy a chatbot to a WordPress site. The first step, described in this section, will show you how to create an instance of WordPress.

From the **Generate a WordPress site** section of the course, click on the **Open Tool** button. This will redirect you to the WordPress classroom Welcome page on the Intela Education Portal as shown in Figure 1. (Intela is the company hosting this tool and your WordPress instance.)

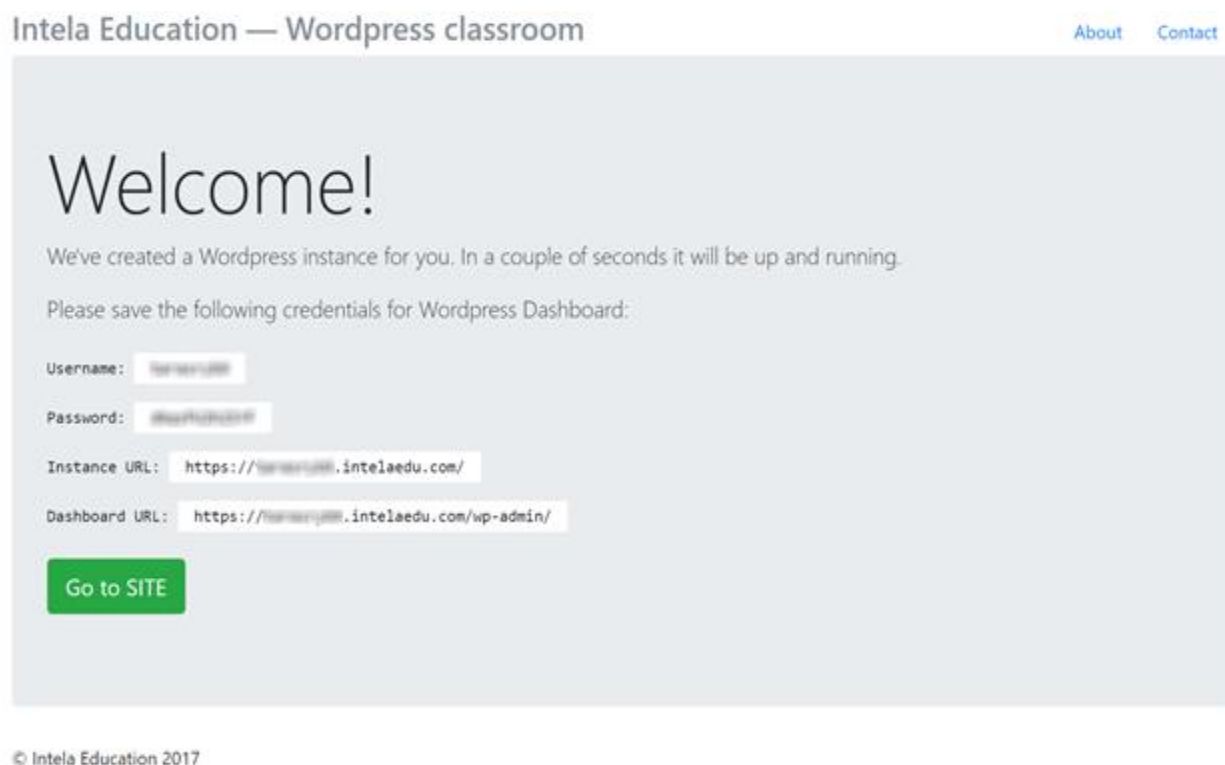


Figure 1 – WordPress classroom Welcome page on the Intela Education portal

This page shows your credentials and necessary links for your WordPress site. Please print or make note of this information, as you'll need it for the next steps.

## 2. VISIT YOUR WORDPRESS SITE

Click on the **Go to SITE** button or enter the Instance URL in your browser to visit the WordPress site that was generated for you (Figure 2).

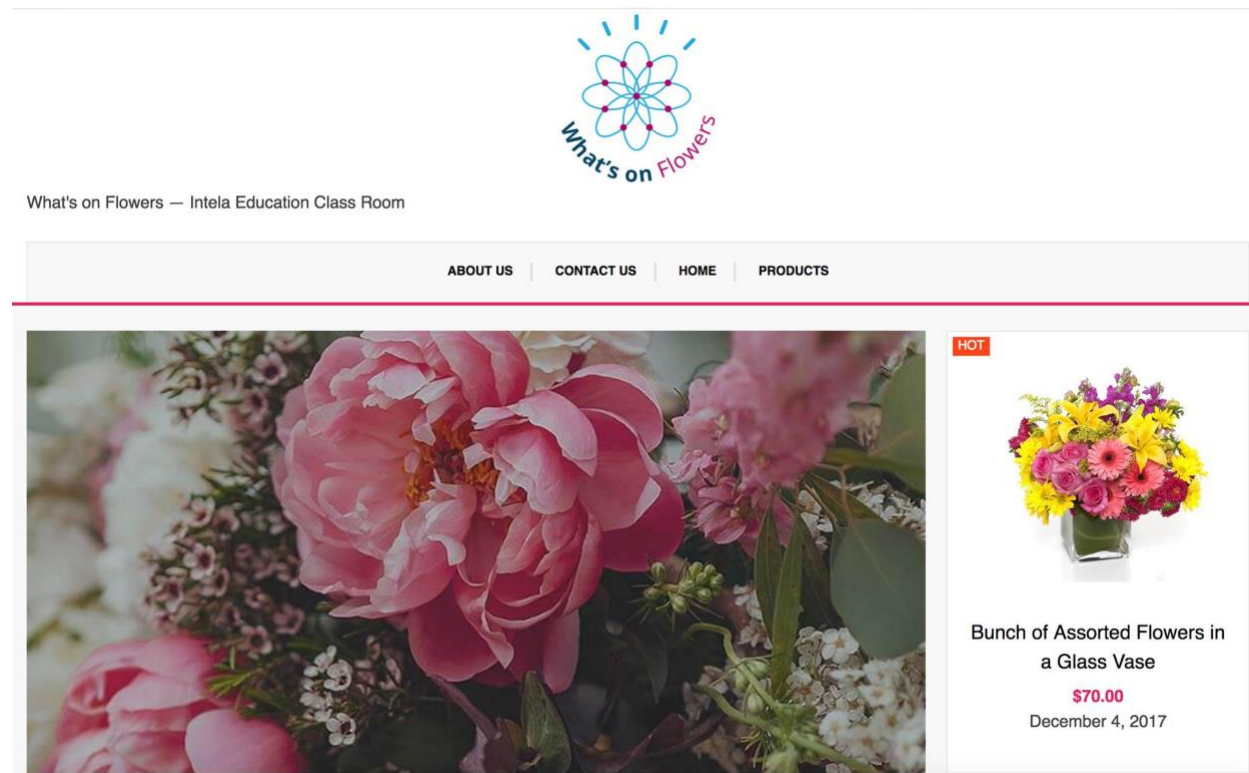


Figure 2 – The homepage of the WordPress site generated for you

### 3. SETUP THE WATSON CONVERSATION PLUGIN

Your next step is to install the Watson Conversation plugin which will connect your WordPress site with the Watson Conversation service running on IBM Cloud.

To do so, visit the administration panel of your WordPress site. You were provided the URL in the Welcome page of the Intela Education portal (see Figure 1). If you didn't make note of it, you can simply append **/wp-admin** to the URL of your WordPress site.

On this page, WordPress will ask you for credentials (see Figure 3). Use the **username** and **password** you were assigned at the beginning of this process.

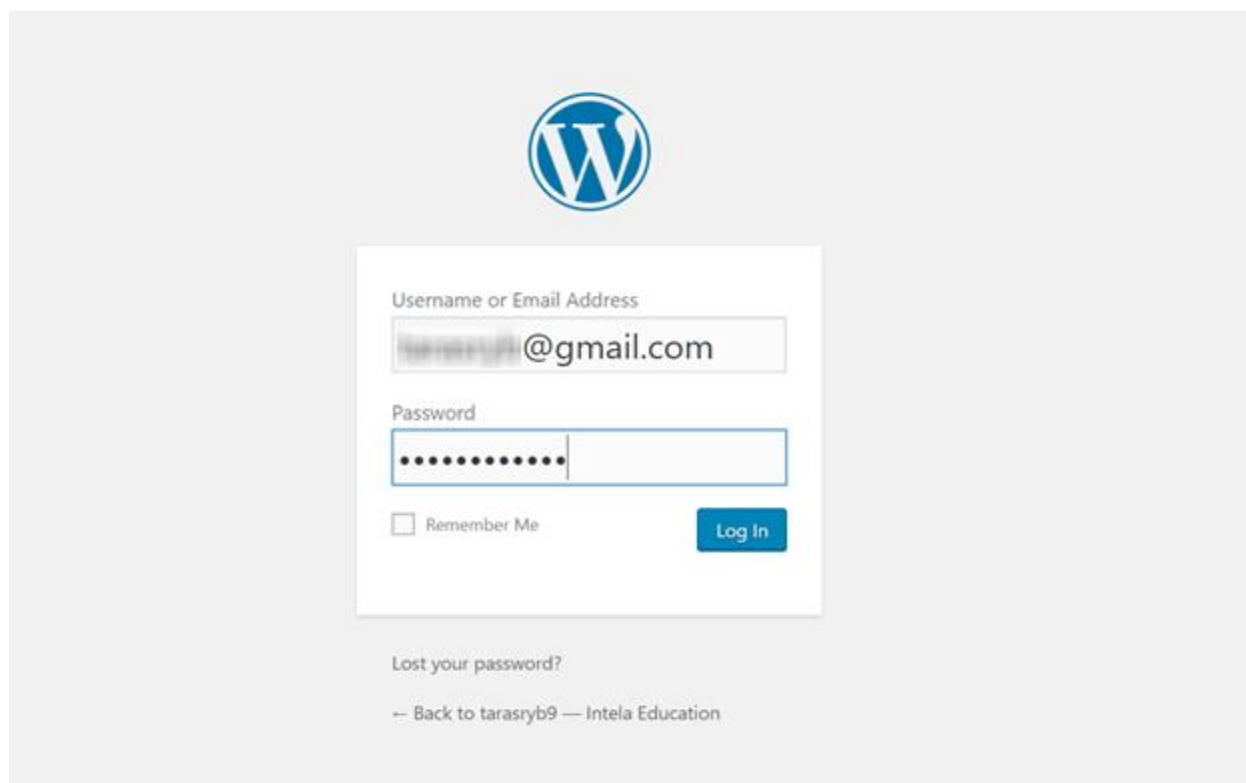


Figure 3 – The WordPress login page

Press the **Log In** button and you'll be directed to the WordPress administration panel of your site, as shown in Figure 4.

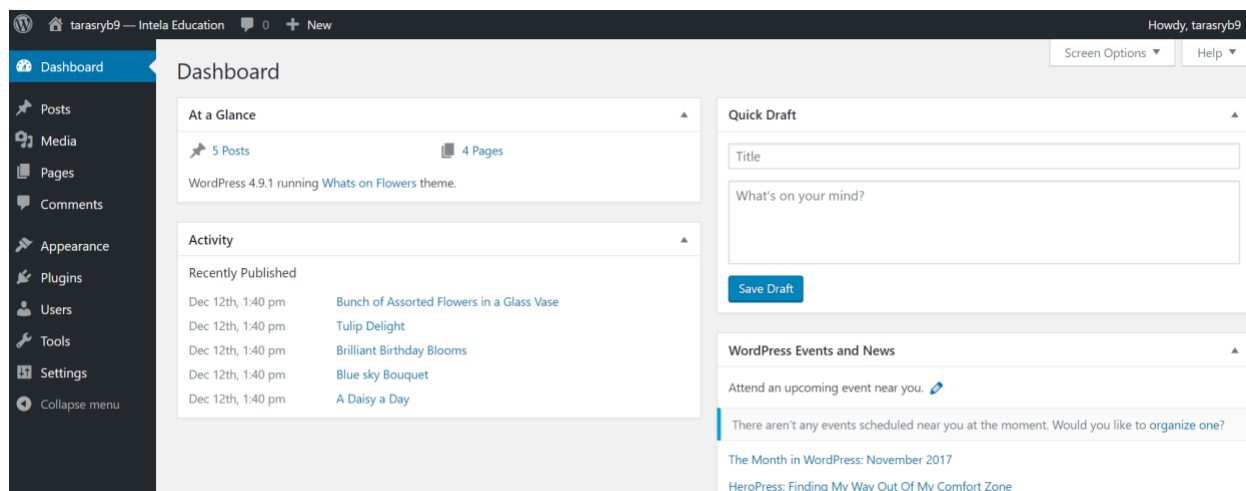


Figure 4 – The WordPress administration panel

Click on **Plugins** in the sidebar of the administration panel. This page contains a list of plugins installed in your WP instance (see Figure 5).

Find the **Watson Conversation** plugin that was pre-installed for you and press the **Activate** link below its name.

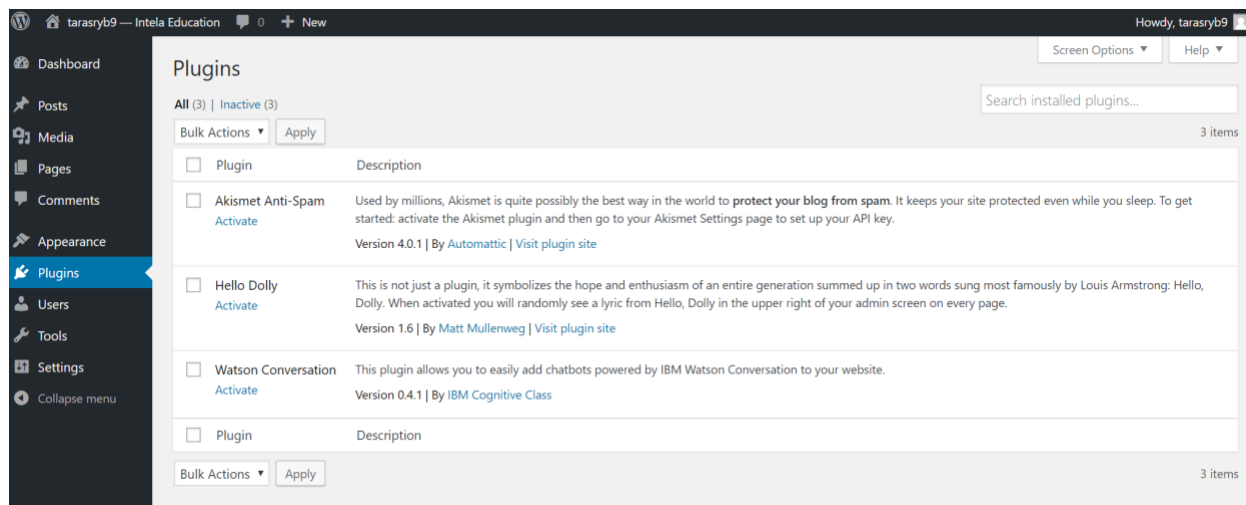


Figure 5 – The Plugins page

If the plugin activated successfully, a message inviting you to **Please fill your Watson Conversation Workspace Credentials** will appear (see Figure 6, position 1).

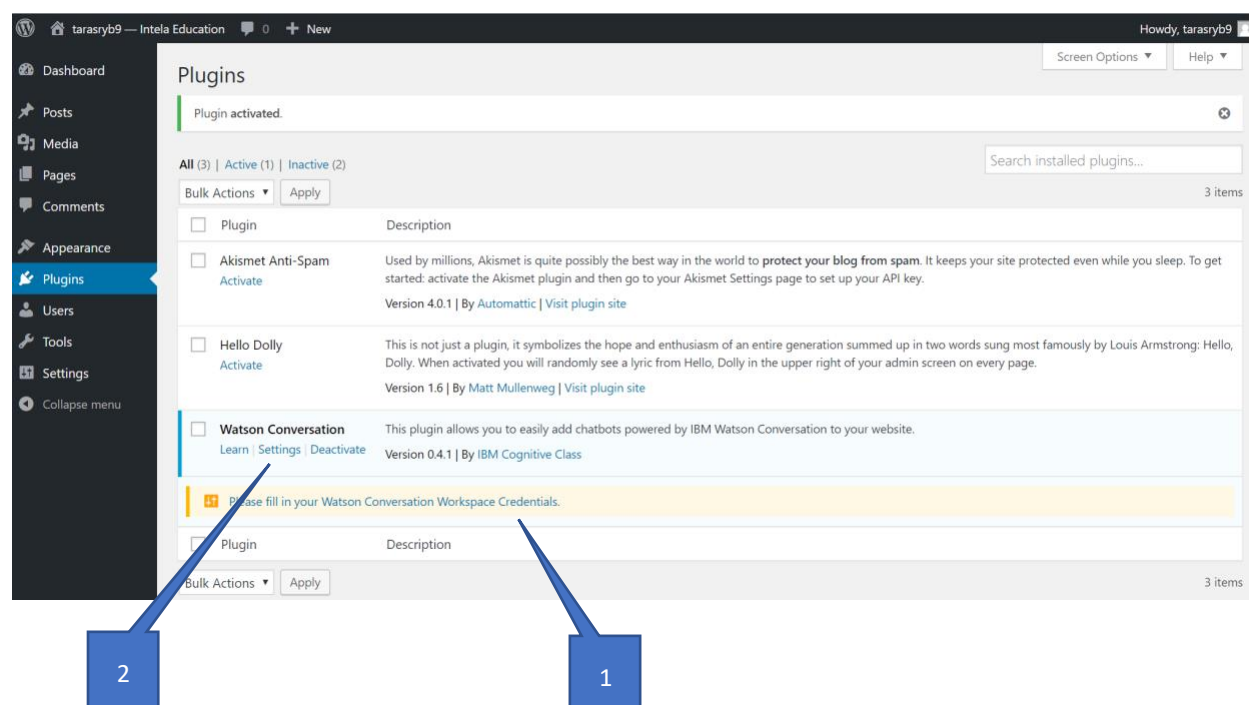


Figure 6 – An activated Watson Conversation plugin

## 4. WATSON CONVERSATION PLUGIN SETTINGS

To configure the Watson Conversation plugin, click on the link **Please fill your Watson Conversation Workspace Credentials** (Figure 6, position 1) or the equivalent **Settings** link (position 2 in same figure). The **Watson Conversation Settings** page will appear (see Figure 7).

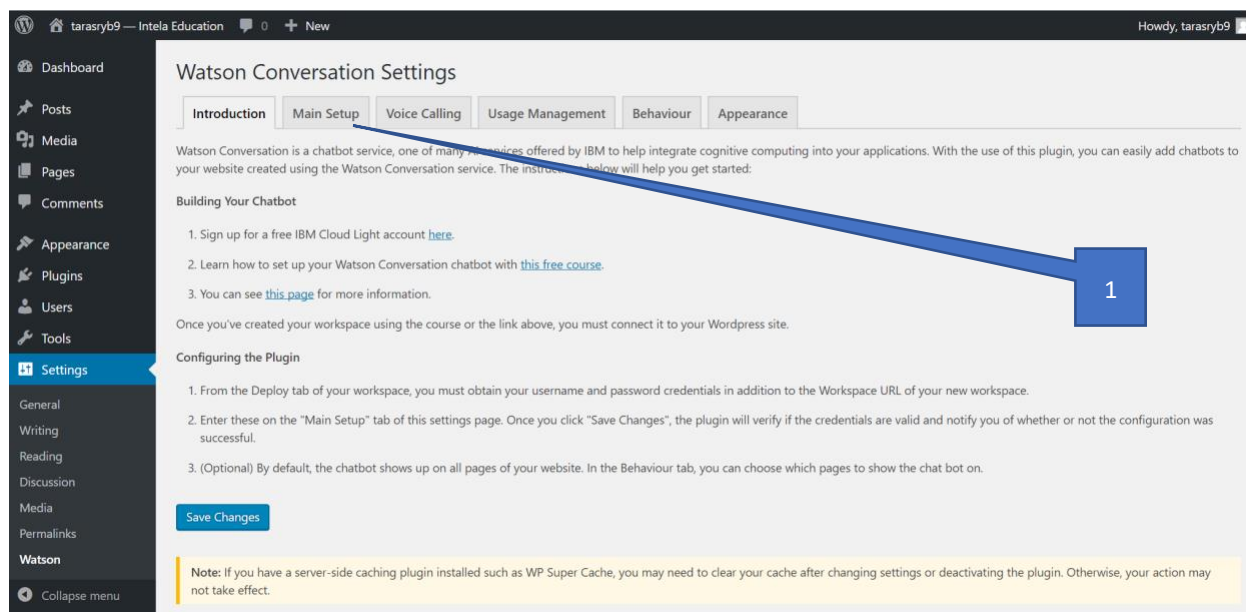


Figure 7 – The Watson Conversation Settings page

Click on the **Main Setup** tab on this page (Figure 7, position 1). The Main Setup subpage will appear (see Figure 8).

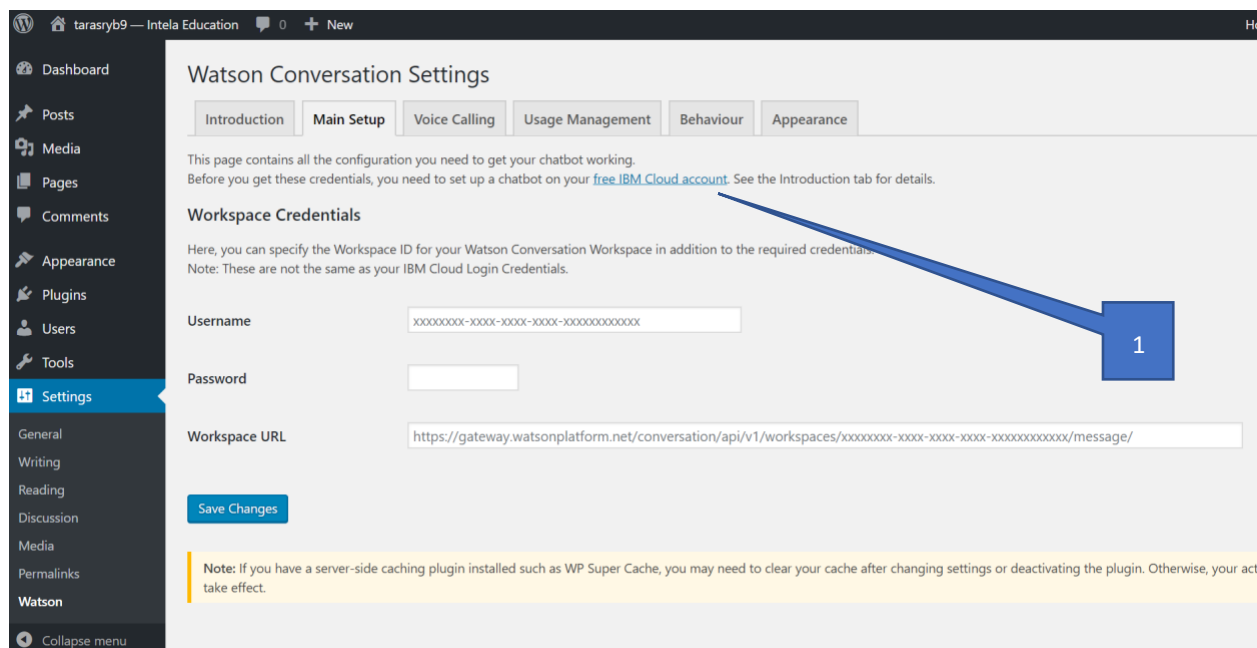


Figure 8 – The Watson Conversation Settings page, Main Setup subpage

At this point, the plugin is asking for your Watson Conversation credentials. Specifically, the credentials for the Workspace containing your chatbot. **Don't close this page**, as you'll need to paste these credentials once you retrieve them from the Watson Conversation service within your IBM Cloud account.

*IMPORTANT: If you already have an IBM Cloud account, you can skip section 5. If you also have a Watson Conversation service setup already, you can skip section 6 as well.*

## 5. CREATE AN IBM CLOUD ACCOUNT

Watson Conversation is a service provided by the IBM Cloud platform. If you don't have an account already, you should create one. You can do so by clicking on the **free IBM Cloud** link in the Main Setup tab of the plugin (see Figure 8, position 1). Figure 9 shows the IBM Cloud registration page.



**IBM Cloud**

Sign up for an IBMid and create your IBM Cloud account

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Ukraine ▼

**Phone Number\*** ✓  
+380934567890

**Password\*** ✓  
••••••••••••••••

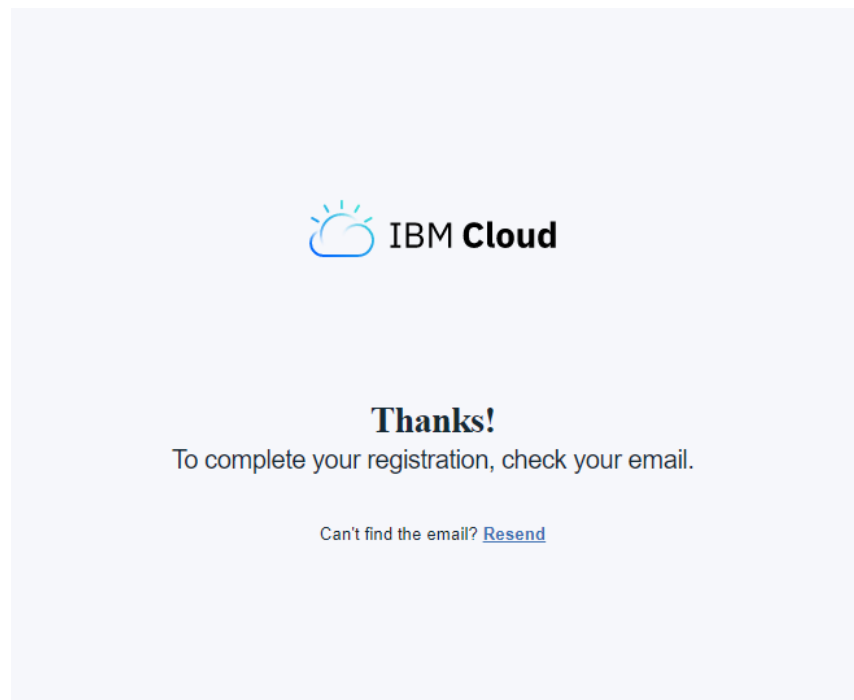
Keep me informed of products, services, and offerings from IBM companies worldwide.  
☐ by email ☐ by telephone

By clicking Create Account, I accept the [IBM Cloud privacy policy](#) and [IBM Cloud terms](#).

**Create Account**

Figure 9 – The free IBM Cloud account registration page

Fill out all the necessary fields and press the **Create Account** button. Upon successful creation, you should see a confirmation page as shown in Figure 10.



**Figure 10 – Free IBM Cloud account registration confirmation page**

Next, you'll need to confirm your account. You can do so by checking your email, and clicking on the **Confirm Account** button in the email IBM sent you (as shown in Figure 11).

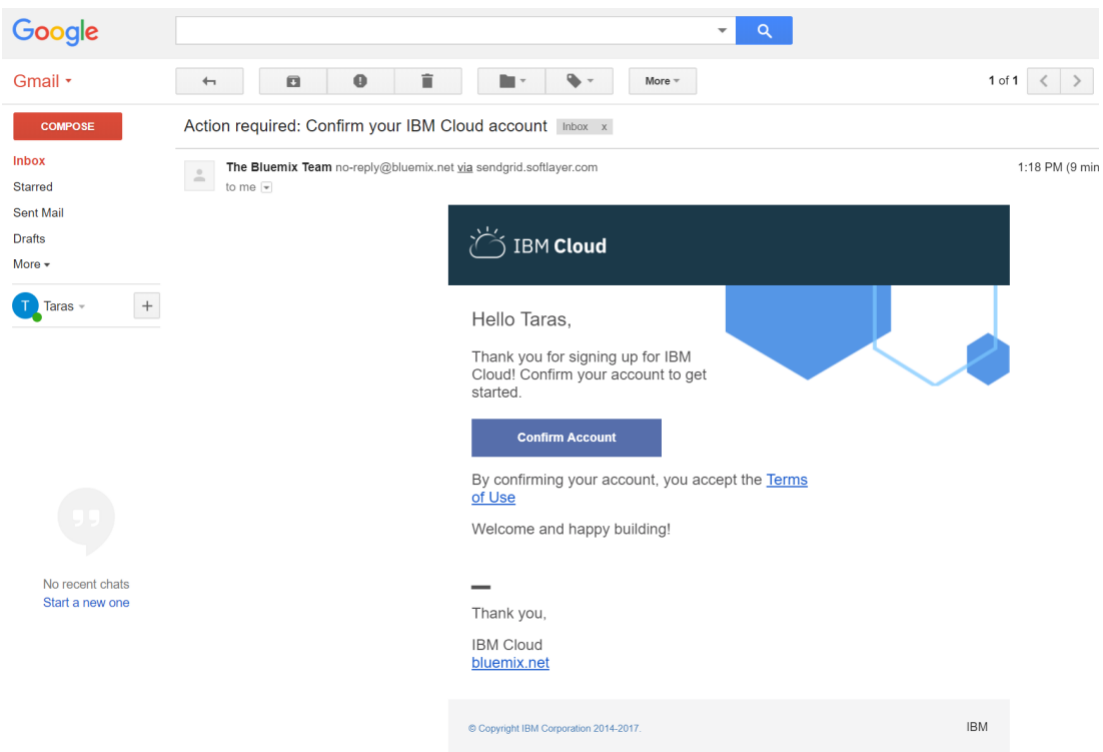


Figure 11 – The IBM Cloud registration confirmation letter

You will be directed to the IBM Cloud portal (see Figure 12).

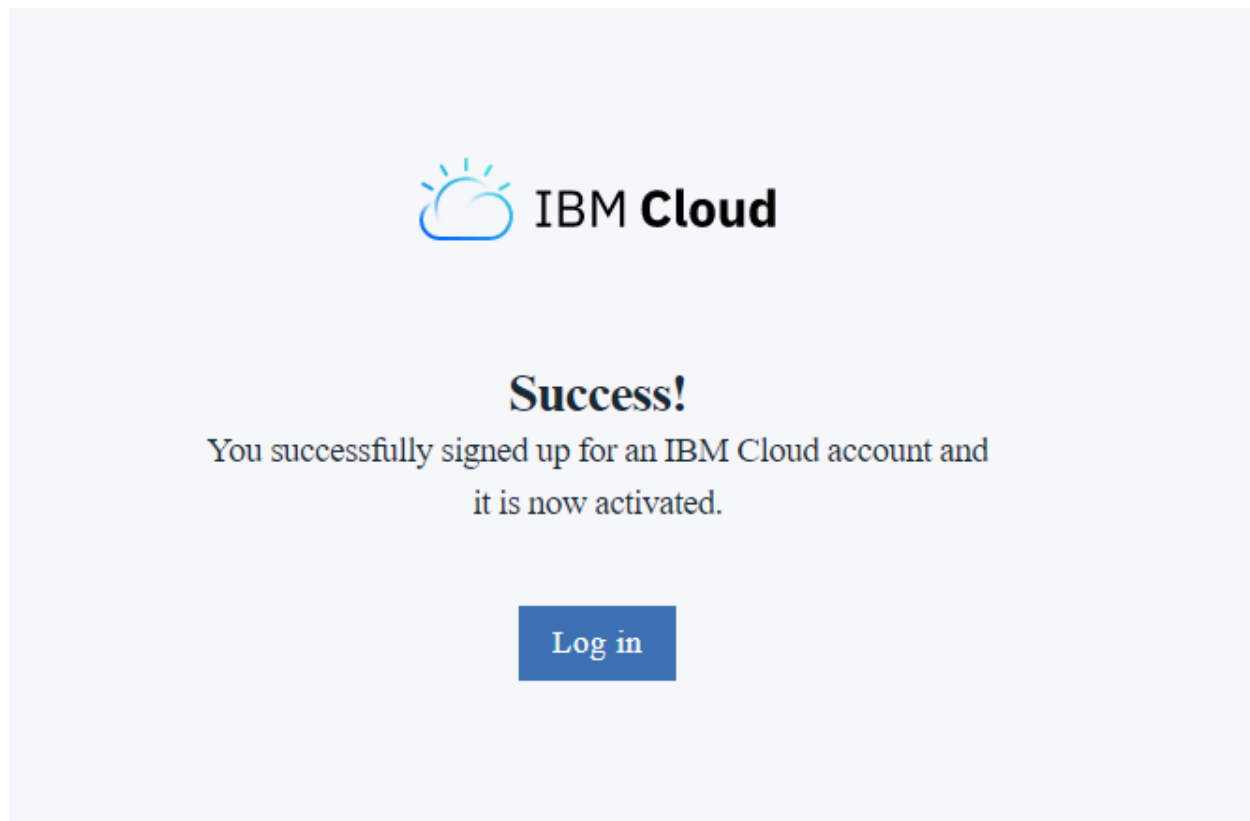


Figure 12 – The IBM Cloud portal registration success page

Press the **Log in** button. The IBM Cloud login page will appear (see Figure 13). Enter your **username**, click the **Continue** button, and enter your IBM Cloud **password** to log into the portal.

Upon successful completion of this step, you'll be logged into the IBM Cloud Dashboard page (see Figure 14).

# Log into IBM Cloud

Enter Email or IBMid:

[Forgot your IBMid?](#)

Continue

New? [Create an IBM Cloud account](#)

Figure 13 – The IBM Cloud portal login page

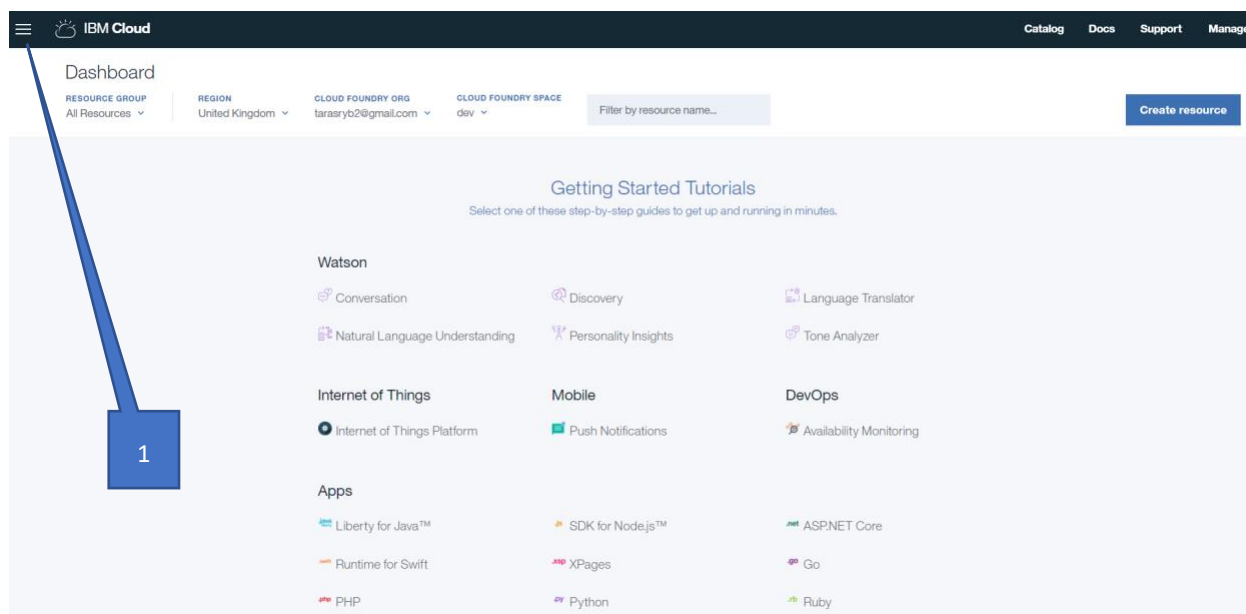


Figure 14 – The IBM Cloud portal home page (Dashboard)

## 6. CREATE A WATSON CONVERSATION SERVICE

To start working with Watson Conversation, you have to create a service. To do so, press the “burger” menu button on the top left of the IBM Cloud dashboard (see Figure 14, position 1) and the menu pictured in figure 15 will appear.

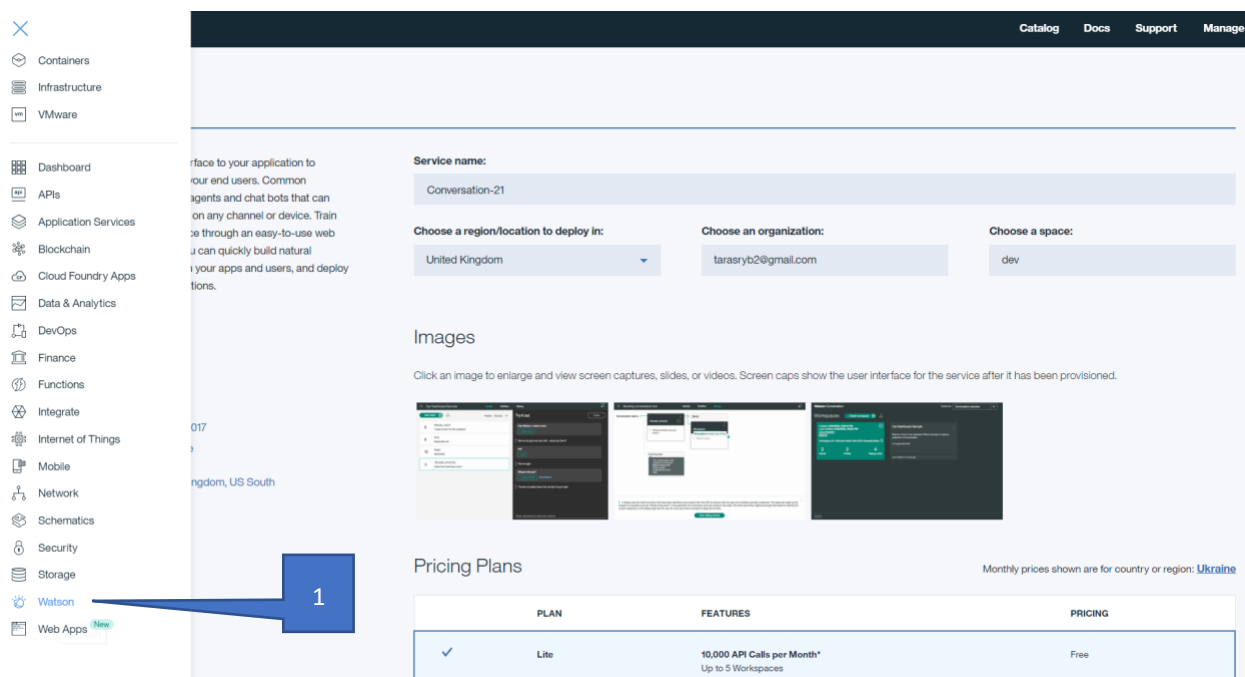


Figure 15 – The IBM Cloud Dashboard menu

Click on the **Watson** menu (Figure 15, position 1). The Watson services panel will appear (Figure 16).

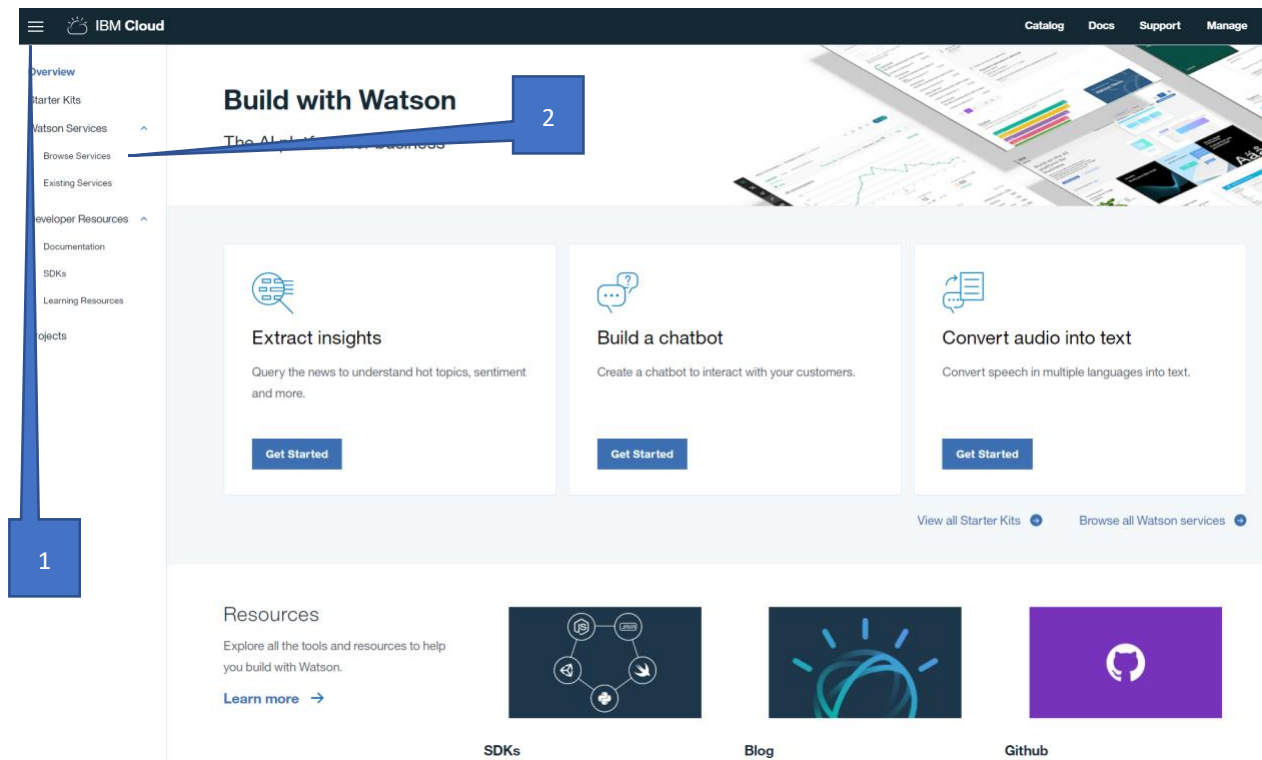
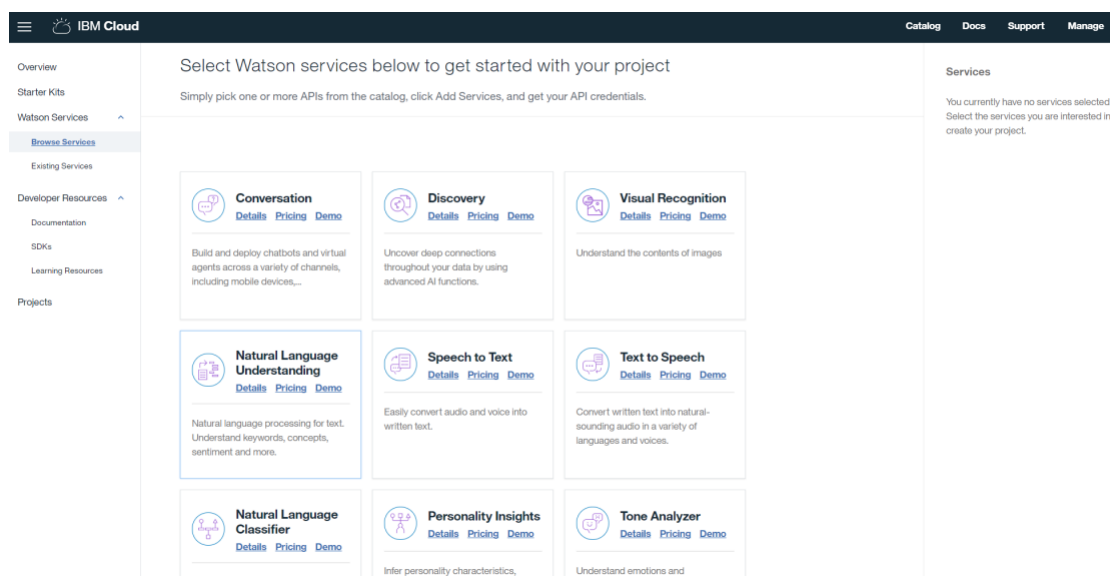


Figure 16 – The Watson services panel

Open the system menu by clicking on the “burger” menu button (Figure 16 position 1). Then click on the **Browse Services** menu item (Figure 16 position 2). The Watson service list panel will appear (see Figure 17).

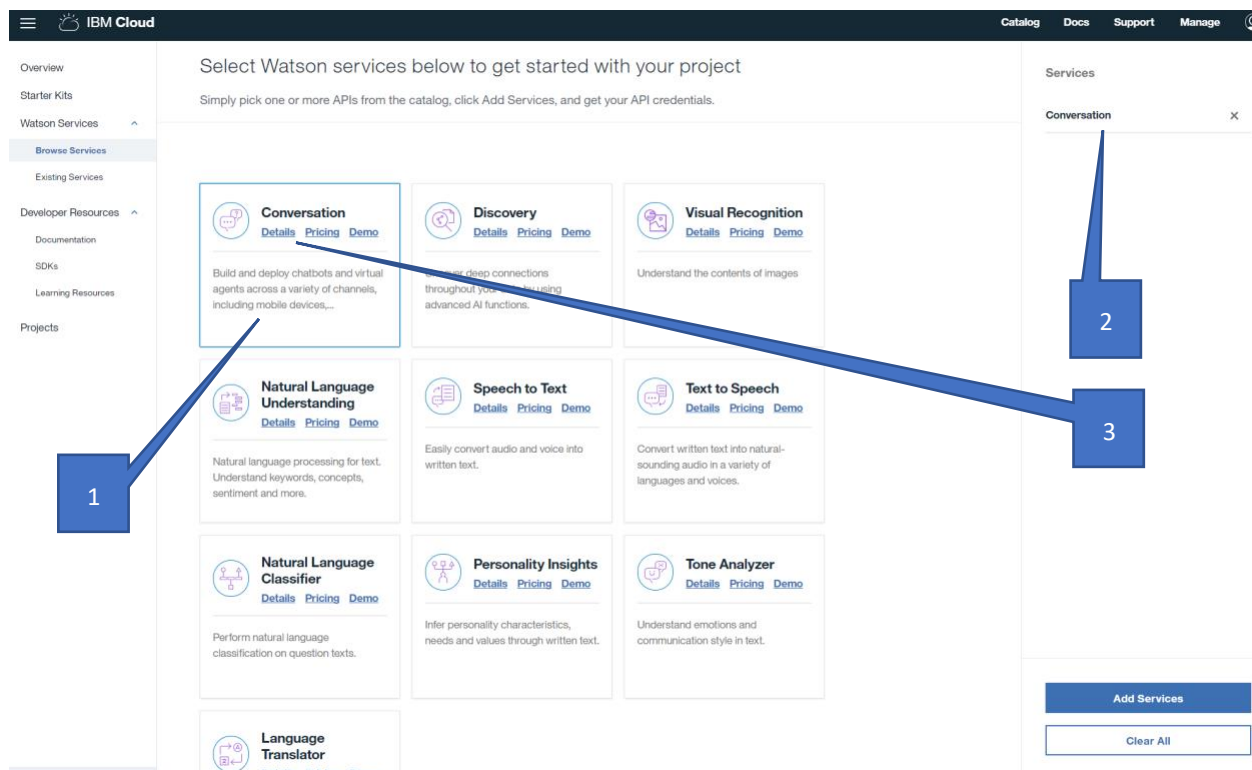


**Figure 17 – The Watson service list panel**

Now select the **Conversation** service by clicking on the correspondent tile (Figure 18, position 1).

Next click on the **Details** link within the Conversation service tile (same figure, position 3).





**Figure 18 – The Watson service list panel, with the Conversation service selected**

The Conversation service details panel will appear (Figure 19).

In this panel, you'll be able to select some high-level options for Watson Conversation.

You can leave the service name unaltered (or if you prefer, you can pick your own arbitrary name).

You can also leave the default for the region/location which indicates where your service will be hosted (Figure 19, position 1) or select a datacenter closer to you if the default is geographically far from you.

Spaces are used to organize services. For example, you might use spaces to separate your services in 3 different environments, such as development, testing,

and production. It doesn't affect the service itself, but it can help you keep your services better organized.

For our purposes, check that the selected space is **dev** (for development) as shown in Figure 19, position 2.

You can now click on the **Create** button (Figure 19, position 3). A Conversation service will be created for you and you'll be redirected to the Service Manager panel (Figure 20).

IBM Cloud

Conversation

Add a natural language interface to your application to automate interactions with your end users. Common applications include virtual agents and chat bots that can integrate and communicate on any channel or device. Train Watson Conversation service through an easy-to-use web application, designed so you can quickly build natural conversation flows between your apps and users, and deploy scalable, cost effective solutions.

Service name: Conversation-9h

Choose a region/location to deploy in: United Kingdom

Choose an organization: testuser@gmail.com

Choose a space: dev

Images

Click an image to enlarge and view screen captures, slides, and videos. Screen caps show the user interface for the service after it has been provisioned.

Pricing Plans

Monthly prices shown are for country or region: Ukraine

PLAN	FEATURES	PRICING
✓ Lite	10,000 API Calls per Month* Up to 5 Workspaces Up to 25 Intents Up to 25 Entities *POST /message method calls only	Free

The Lite plan gets you everything you need to get started at no cost. And when you upgrade to a paid plan, you'll keep all your intents, entities, dialog flows, and chat logs.

Need Help? Contact IBM Cloud Sales

Estimate Monthly Cost Cost Calculator

Create

Figure 19 – The Conversation service details panel

## 7. LAUNCH YOUR WATSON CONVERSATION SERVICE

To access the service that you just created, click on the **Launch tool** button in the Service Manager panel (Figure 20, position 1).

The service log in page will appear (Figure 21).

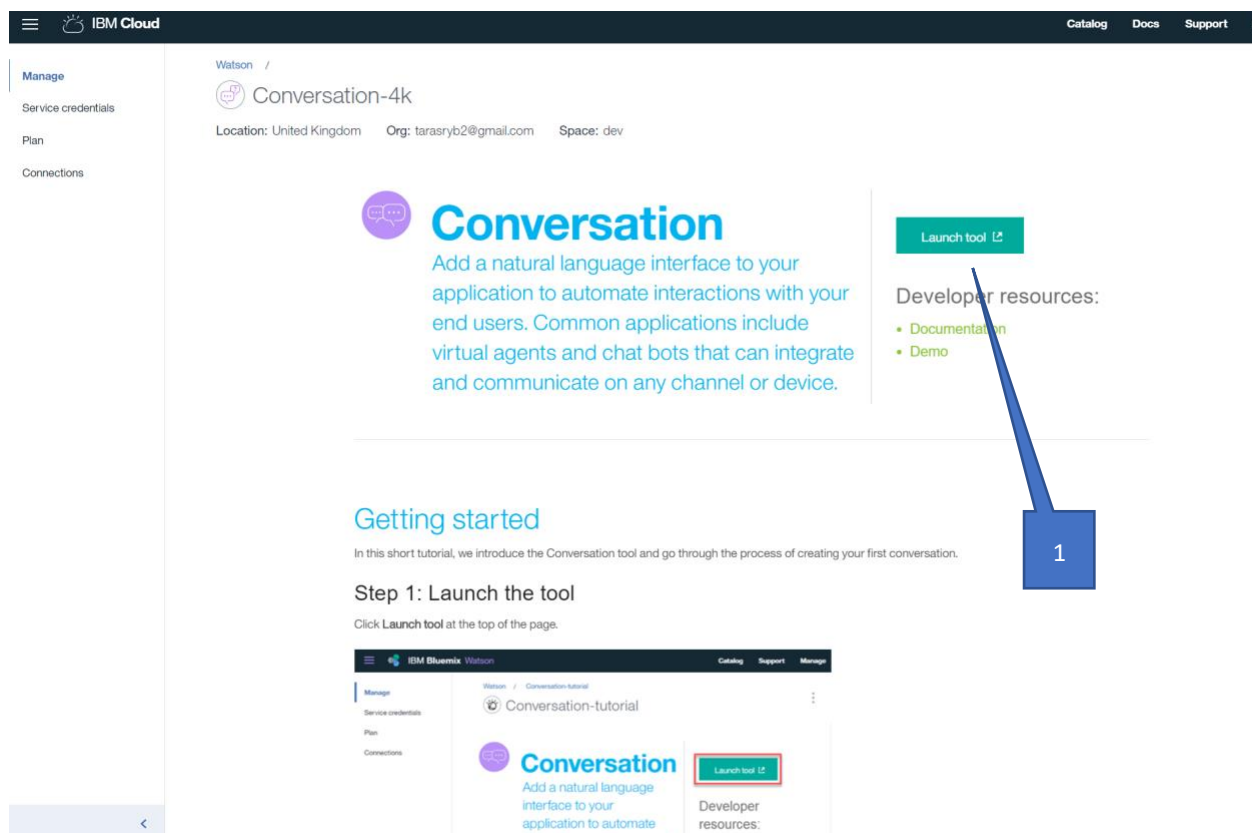


Figure 20 – The Service Manager panel

## 8. CONFIGURE YOUR WATSON CONVERSATION SERVICE

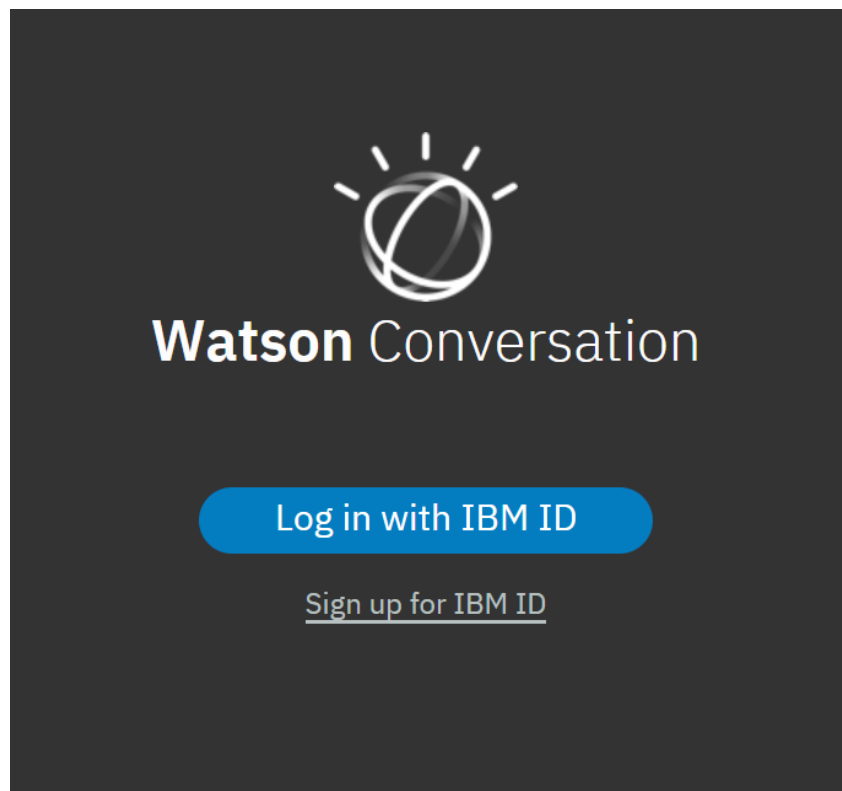


Figure 21 – Conversation Service log in page

To log into the service, click on the **Log in with IBM ID** button (Figure 21).

When you log in, the Workspaces page will appear (Figure 22).

## Watson Conversation

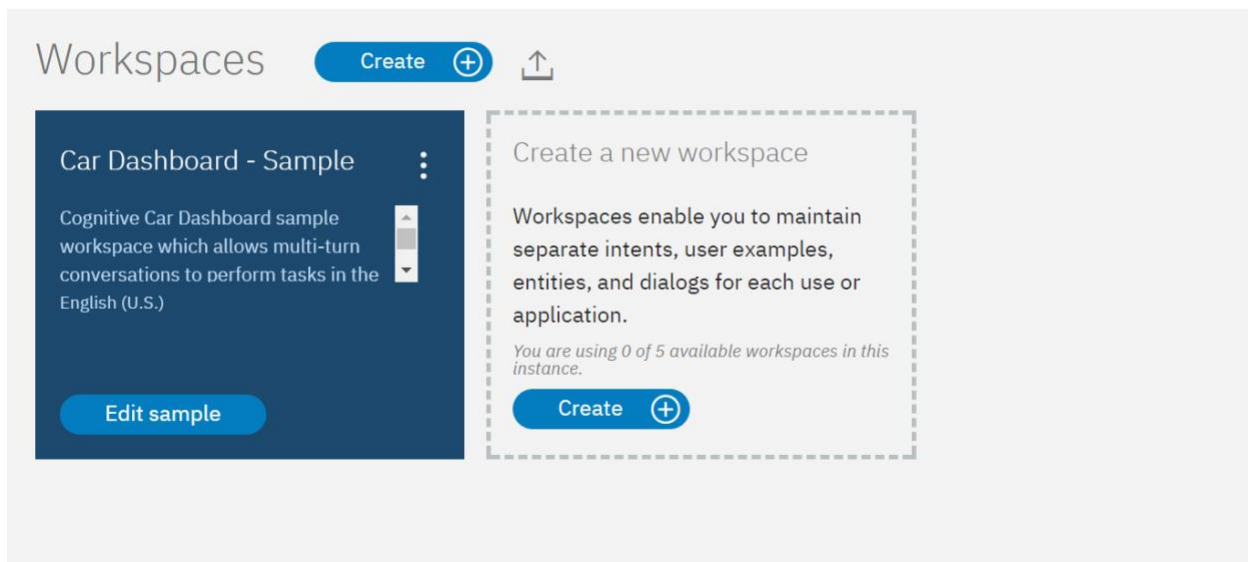


Figure 22 – The Watson Conversation Workspaces panel

From this panel, you'll be able to create new workspaces, import them, or edit the sample chatbot. Once you have a chatbot in place, you can click on the workspace tile to open the chatbot editor.

If you don't have a chatbot and would like to try out the Car Dashboard – Sample, you can click on the **Edit sample** button.

The chatbot editor will appear as shown in Figure 23. Here you can make any adjustments you desire to your chatbot by modifying intents, entities, and dialog. When you are ready to deploy your chatbot, you can click on the **Deploy** button in the editor menu (Figure 23, position 1). The deploy service panel will appear (Figure 24).

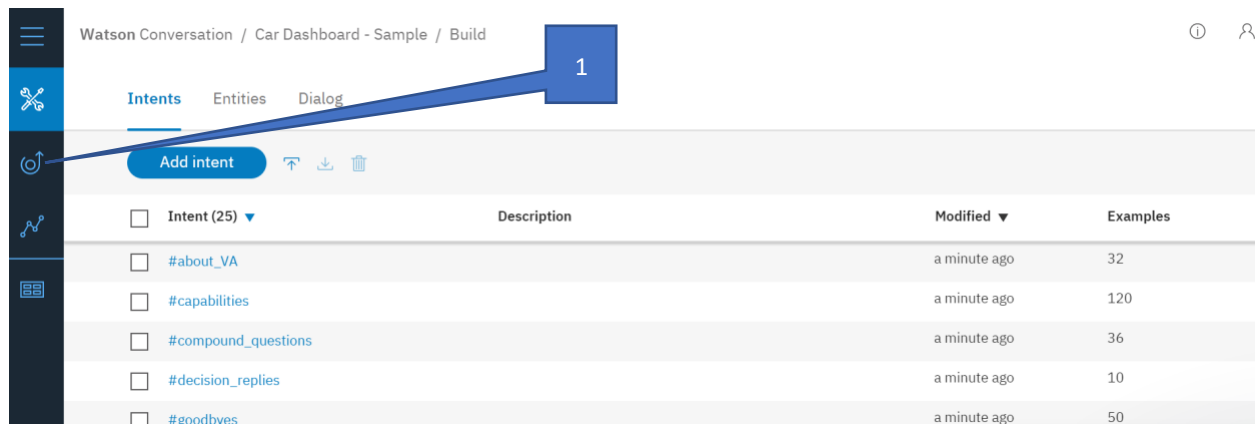


Figure 23 – The Watson Conversation service editor

## 9. CONNECT YOUR SERVICE TO YOUR WORDPRESS SITE

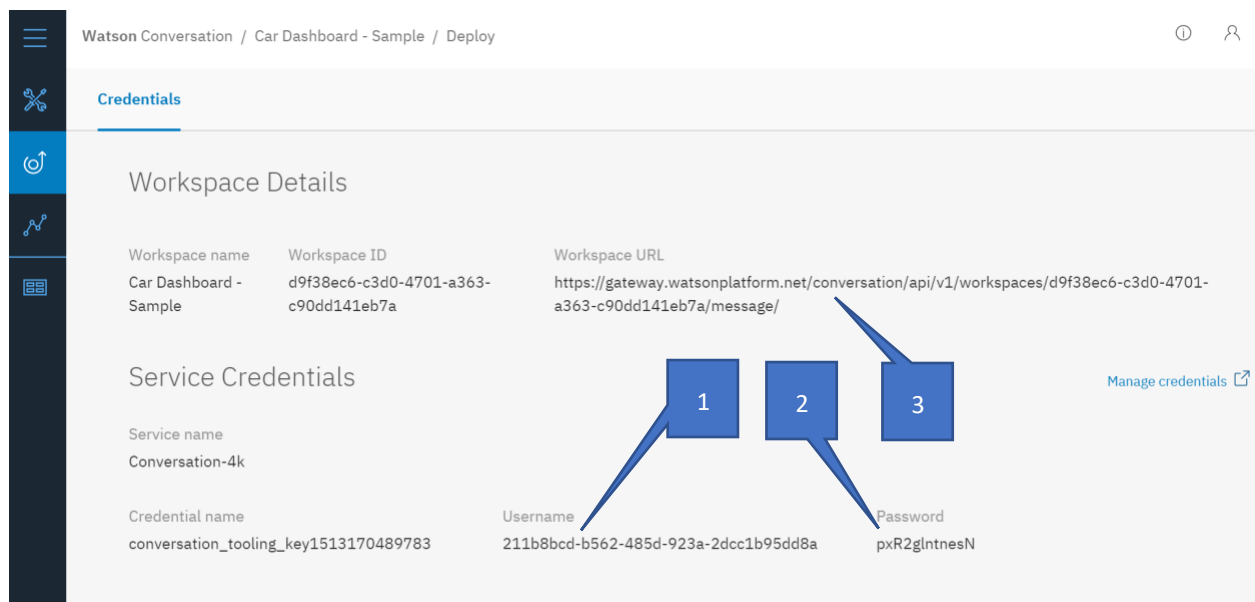


Figure 24 – The Watson Conversation Deploy service panel

In this panel, you'll find three pieces of information that the WordPress plugin needs:

- Username (Figure 24, position 1)

- Password (Figure 24, position 2)
- Workspace URL (Figure 24, position 3)

Copy these fields and paste them to their respective fields within the Watson Conversation Settings as shown in Figure 25.

Copy them to WP:

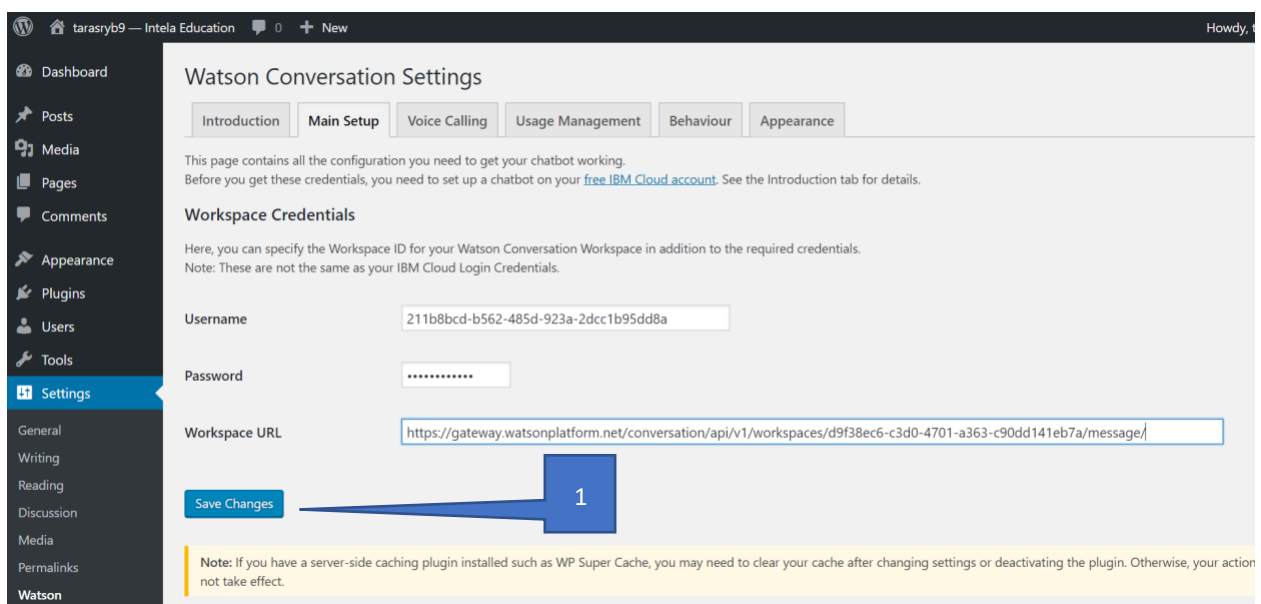


Figure 25 – The Watson Conversation Settings panel

Next click the **Save Changes** button (Figure 25, position 1).

Confirmation messages will be shown in this panel if the process has been followed correctly (Figure 26, position 1).

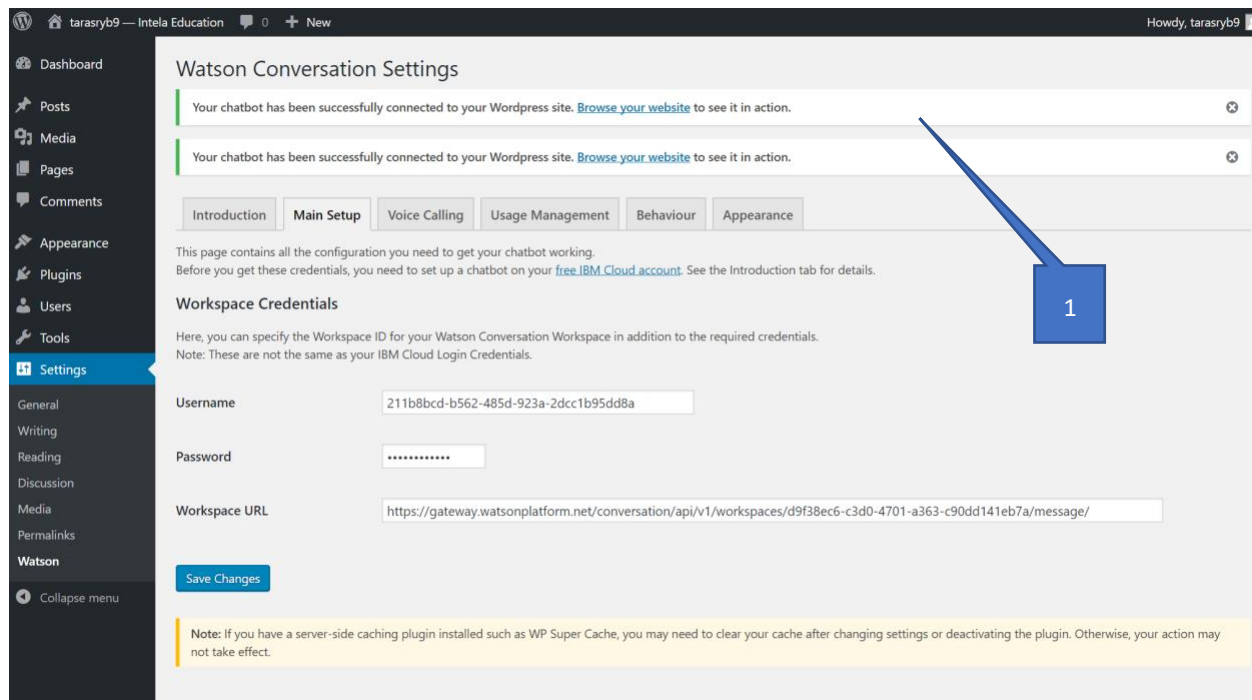


Figure 26 – The WordPress site is now connected to your chatbot

## 10. VERIFY YOUR CHATBOT DEPLOYMENT

Now let's go to your web site to verify that the whole process worked.

You can access your site by clicking on the **Browse your website** link. Or you can use system menu and related menu item as shown in Figure 27, position 1.



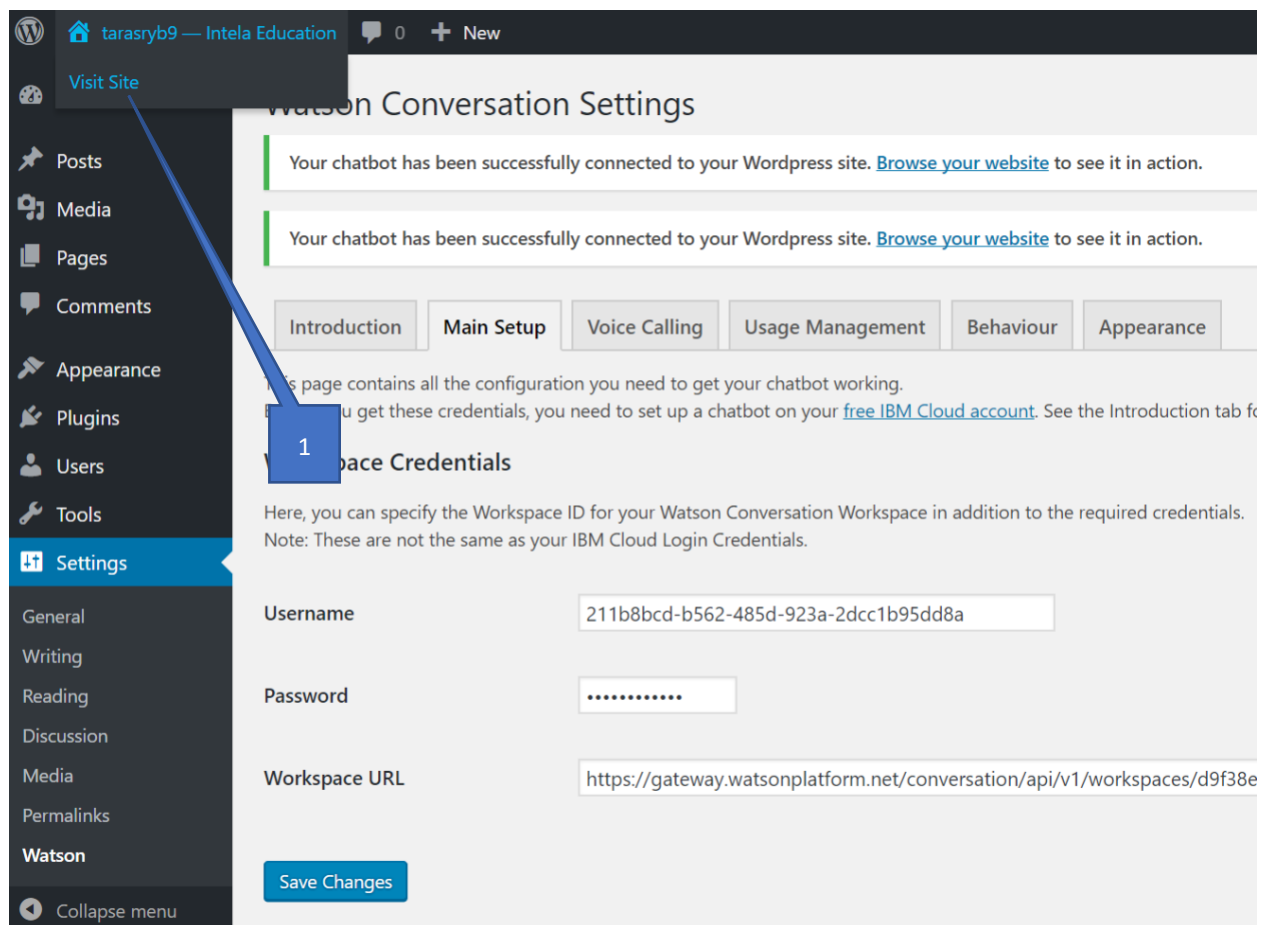
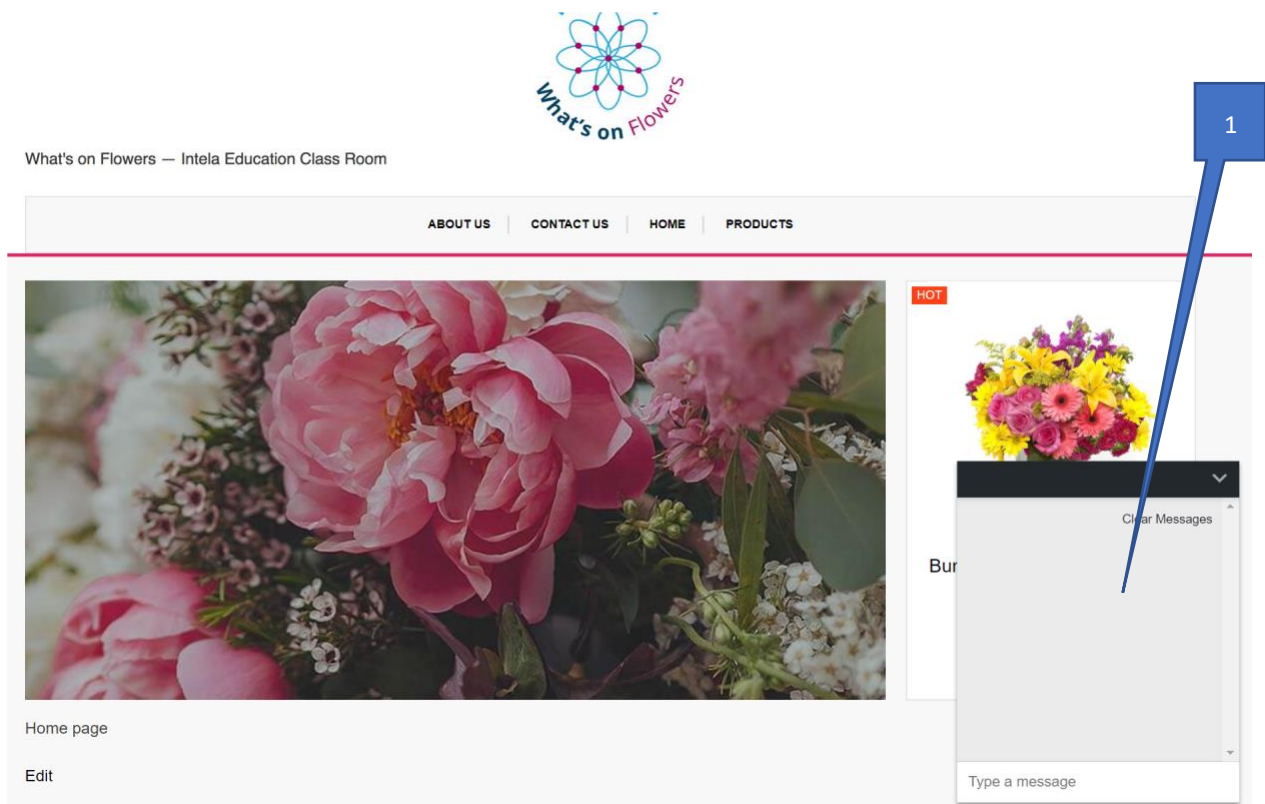


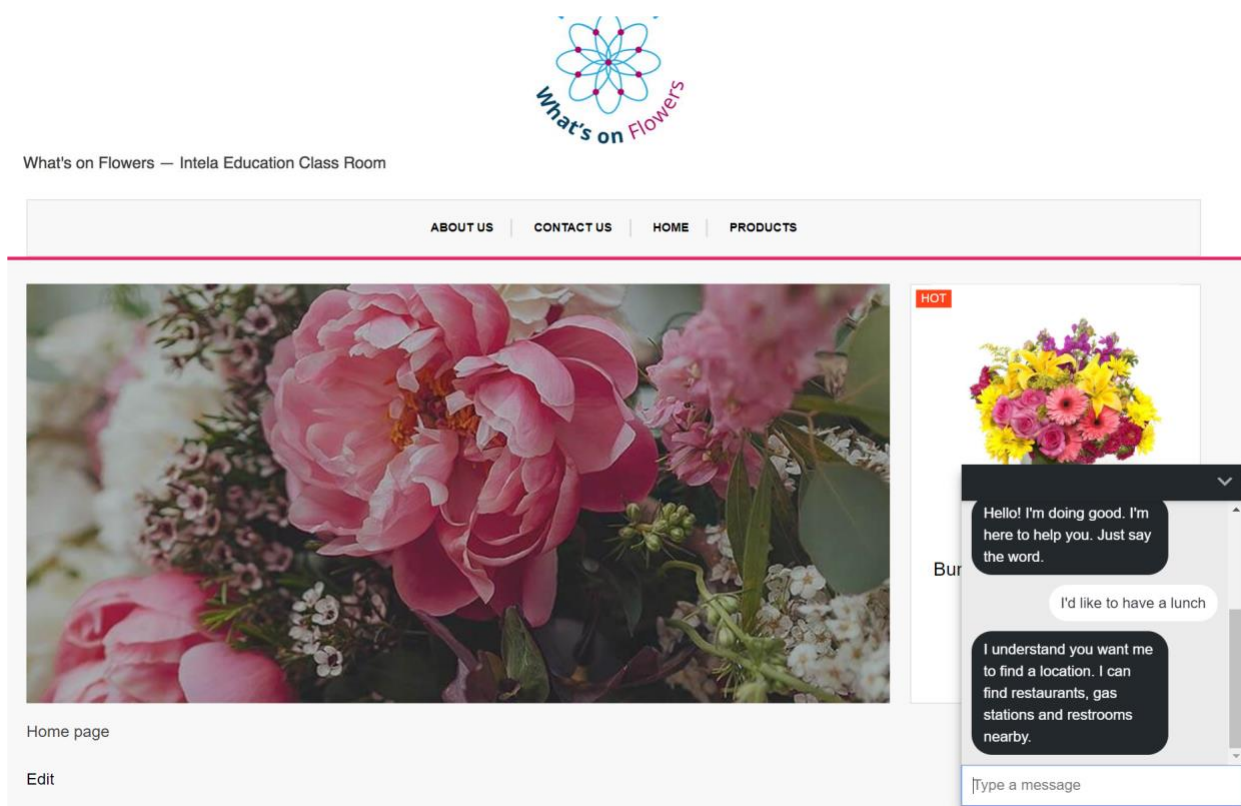
Figure 27 – The Visit site menu item

Your website home page will appear, featuring a chatbot pop up as shown in Figure 28.



**Figure 28 – Website with chatbot panel**

Type some questions to interact with your chatbot and test that the Watson Conversation service you created on IBM Cloud is sending back answers (Figure 29).



**Figure 29 – Website with chatbot conversation**

Congratulations, you have deployed a Watson Conversation chatbot to a WordPress site!