

Build your own virtual assistant using generative AI

- 1. Set up Watson Discovery and database
 - 1.1. Creating a Watson Discovery project
 - 1.2. Create Watson Discovery Collection
 - 1.2.1. Create a web crawling collection
 - 1.2.3. Use ready-made collection
 - 1.3. Getting the project ID of Watson Discovery
- 2. Watsonx.ai configuration
 - 2.1. Credentials to Watsonx.ai
- 3. Setting up the Watsonx Assistant
 - 3.1. Creating the a chatbot
 - 3.2. Setting up the extension for Watsonx.ai
 - 3.2.1. Add Watsonx.ai extension
 - 3.2.2. Add Watson Discovery extension
 - 3.4. Set up actions
 - 3.4.1 Set up pre-defined actions
 - 3.5. Getting the assistant to answer questions
- 4. Test the chatbot
- 5. Optional: prompting in Watsonx Assistant
- 6. Finish

In this lab we will go over how to set up a virtual assistant (or chatbot) for customers using IBM Watson services: Watsonx.ai, Watsonx Assistant, and Watson Discovery.

We created a Retrieval Augmented Generation (RAG) pattern to answer user questions with Large Language Models (LLM) using the existing documentation which resides inside the knowledge base.

Functionality performed by the three Watson components:

- Watson Discovery - The knowledge base that contains all the data (web crawled, PDFs, etc.) which the chatbot will base its answers on.
- Watsonx Assistant - The conversation service through which the user interacts with the chatbot.
- Watsonx.ai - The service that will call the LLM, enabling virtual assistant to generate responses based on user questions.

1. Set up Watson Discovery and database

In this chapter we will go through how to set up the Watson Discovery and create a database from different sources.

1.1. Creating a Watson Discovery project

Before we can config the database we need to create a project in Watson Discovery where we will store the data, to do so follow these steps:

1. Open the resource list

The screenshot shows the IBM Cloud Resource list dashboard. The left sidebar includes sections for Resource list, Dashboard, Projects, Classic Infrastructure (Code Engine, Kubernetes, OpenShift, Satellite, Security and Compliance, VMware, VPC Infrastructure), API Management, Container Registry, DevOps, Interconnectivity, Observability, Partner Center, and Schematics. The main area displays several cards: 'Use Watson Assistant' (Watson Assistant lets you build conversational interfaces into any application, device, or channel), 'Build with Watson' (Chatbots, insights, recognizers, and more. Explore the AI platform for business.), 'Get started with Watson Discovery' (Get up to speed on Watson Discovery with step-by-step tutorials, deep-dive videos, and complete examples of working code.), and 'Getting started with Watson Studio' (Learn what Watson Discovery has to offer and how to use it in this mix of tutorials, deep-dive videos, and code.). Below these cards are sections for Recent support cases, Planned maintenance, User access, and Manage users.

2. Click on Watson Discovery in the resource list

Name	Group	Location	Product	Status	Tags
Converged infrastructure (0)					
Enterprise applications (0)					
AI / Machine Learning (8)					
Watson Knowledge Catalog-itz		Dallas	IBM Knowledge Catalog	Active	
Watson OpenScale-itz		Dallas	watsonx.governance	Active	
cc-661003yrgz-90tn7agn-assistant	cc-661003yrgz-90tn7agn	London	watsonx Assistant	Active	
cc-661003yrgz-90tn7agn-discovery	cc-661003yrgz-90tn7agn	London	Watson Discovery	Active	
cc-661003yrgz-90tn7agn-ml	cc-661003yrgz-90tn7agn	London	Watson Machine Learning	Active	
cc-661003yrgz-90tn7agn-sst	cc-661003yrgz-90tn7agn	London	Speech to Text	Active	cc-6610...
cc-661003yrgz-90tn7agn-tts	cc-661003yrgz-90tn7agn	London	Text to Speech	Active	cc-6610...
cc-661003yrgz-90tn7agn-ws	cc-661003yrgz-90tn7agn	London	Watson Studio	Active	
Analytics (1+)					
Blockchain (0)					

3. Click "Launch Watson Discovery".

Resource list / cc-664003wxl2-sd7rxkg2-discovery Active Add tags [Details](#) Actions...

Manage

- Service credentials
- Plan

Start by launching the tool

Launch Watson Discovery Getting started tutorial API reference

Credentials

API key: 52jkl5v-B51OhMI6bDYd0oEq70YBwgQtwEmfiin7Tequ

URL: https://api.eu-de.discovery.watson.cloud.ibm.com/instances/5a1487d

Endpoints

A public network endpoint is currently active for this instance. [Learn about service endpoints.](#)

Manage endpoint Add private network endpoint +

Note: The prefix of the resource name might be different than on the image.

Note: We will use the credentials from Watson Discovery later so save the **API key** and **URL** in a document.

4. Click on the **New Project** button

Welcome, Hussein!

Learn what Watson Discovery can do
Use Watson Discovery to unlock insights from your data. [Watch a video](#)

Get familiar with the interface
Find the tools you need to customize, test, and build a powerful search application. [Take a tour](#)

My projects [Helpful links](#) New project +

Sample Project Intelligent Document Processing | 1 collection

5. Give it a **name with your initial** so you can always find your project. We are conducting the lab in a shared Watson Discovery instance and you may see others project. Make sure you always do changes in your project.

What type of project are you working on?

Project name
My project - DZ

Project type
Document Retrieval

Document Retrieval

Intelligent Document Processing

Document Retrieval

Conversational Search

Content Mining

Custom

Let us do the heavy lifting. Watson Discovery can automatically classify parties, amendments, dates, terms, and much more. [Learn more](#)

Apply contracts enrichment [?](#)

Contracts enrichment only available with the enterprise plan. [Upgrade](#)

Next →

6. Select **document retrieval** and click next

1.2. Create Watson Discovery Collection

Now that you have created a project we need to create a collection where you can store your data. A collection is like a folder where you can store different data from different data sources in multiple collections inside one project.

1.2.1. Create a web crawling collection

1. Scroll down the page and click the **here** text to connect to a data source

Upload your data

Upload files

Max file size is 10MB. Supported file types are PDF, HTML, JSON, Word, Excel, PowerPoint, PNG, TIFF, JPG, GIF, TXT, CSV, ZIP, GZIP, TAR.

Drag and drop files here or upload

Need to connect to a data source? Click [here](#).

More processing settings

Finish →

2. Choose the language of the data you want to crawl

Let's create a collection for your data

General

Data source
Web crawl

Collection name

Collection language
English

Crawl schedule

Apply schedule Yes

How often would you like to crawl?
Weekly

Specify days and time in week Off

Authentication Settings

Basic authentication Off

Some websites may ask for login credentials before they can be crawled. Turn authentication settings onto ensure access to your specified URL. Limit one credential per collection.

Back **Finish**

3. Scroll down in the page and add the URL of the website that you would like to crawl, you can add multiple sections of a website. If you're unsure, call on the lab assistant. Press add when you're done.

Select data source **Configure collection**

Authentication Settings

Basic authentication Off

Some websites may ask for login credentials before they can be crawled. Turn authentication settings onto ensure access to your specified URL. Limit one credential per collection.

Specify where you want to crawl

Starting URLs
 Add +

Extension filter

List file extensions that you want to include or exclude from the collection
 Excluded filter Included filter

File extensions to exclude

- .a
- .aif
- .au
- .mid

Any supported files without these extensions are added to the collection

More connection settings

More processing settings

Back **Finish**

4. Click finish

Watson Discovery will now start to prepare your data and it can takes some time. Meanwhile we can continue to set up other services.

1.3. Getting the project ID of Watson Discovery

- On the left menu bar click on **Integrate and deploy**

With someone for feedback? Provide a preview link by following these instructions:

1. In the IBM Cloud console, click to Manage and select Access (IAM).
2. Click Invite users and enter user's information.
3. Add one or more of the access groups you manage. You can assign the following types of access:
 - 1. Add users to access groups
 - 2. Manually assign access to IAM access policies or classic infrastructure permissions.[Learn more](#)
4. Click Invite to add the user. Copy link below and send to the intended individuals.

<https://eu-de.discovery.watson.cloud.ibm.com/v2/instances/crn%3Av1%3Abuemix%3Apublic%3Adiscovery%3Aeu-de%3Aa9>

2. Click on API Information

Put AI To Work - AI Sweden / Integrate and deploy

Preview Link	UI Components	API Information
--------------	---------------	-----------------

Project ID

8f7722f0-fb6d-46f1-bda4-953daecfc01c

3. Save the **Project ID** in a document and mark with **WD-Project-ID**, we will use it later to integrate with Watsonx Assistant.

2. Watsonx.ai configuration

2.1. Credentials to Watsonx.ai

Watsonx.ai is the AI platform facilitate access to LLM. We have created a watsonx.ai project for you as well as the associated API key to the service.

Save the following credentials into your notepad. They will be used in the next steps where we integrate watsonx.ai the the chatbot.

WX-API-key: Gpld1X3uWWyZJYBDhkoT5u83heCDKt23Kx8sFMf0evKj

WX-project-ID: df9e9ba2-128f-4f5e-a34e-ff5a21894136

We have all the information we need. We can go to Watson Assistant to start creating the demo.

3. Setting up the Watsonx Assistant

In this section we will integrate the other services so that we can ask the assistant questions.

3.1. Creating the a chatbot

1. Go back to "IBM Cloud" home page and click on Resource list

The screenshot shows the IBM Cloud home page. On the left, there is a sidebar titled 'Resource list' with several categories: Classic Infrastructure (Code Engine, Kubernetes, OpenShift, Satellite, Security and Compliance, VMware, VPC Infrastructure), API Management (Container Registry, DevOps, Interconnectivity, Observability, Partner Center, Schematics), and a link to https://cloud.ibm.com/resources. The main area displays cards for different services: 'Use Watson Assistant' (Watson Assistant lets you build conversational interfaces into any application, device, or channel), 'Build with Watson' (Chatbots, insights, recognizers, and more. Explore the AI platform for business), 'Get started with Watson Discovery' (Get up to speed on Watson Discovery with step-by-step tutorials, deep-dive videos, and complete examples of working code.), 'Getting started with Watson Discovery' (Learn what Watson Discovery has to offer and how to use it in this mix of tutorials, deep-dive videos, and code.), and 'Get Started with Watson Studio' (Get started with using AI and Cloud Object Storage in 15 minutes.). Each card includes a popularity rating (Popular, Recommended) and a duration (2 min, 3 min, 2 hr, 2 hr, 15 min).

2. locate Watsonx Assistant in the resource list

The screenshot shows the 'Resource list' page in IBM Cloud. The sidebar on the left lists categories such as Compute, Containers, Networking, Storage, Converged infrastructure, Enterprise applications, and AI / Machine Learning. Under 'AI / Machine Learning', there are two entries: 'Watson Knowledge Catalog-itz' and 'Watson OpenScale-itz'. Below these, a table lists several Watsonx Assistant instances. One instance, 'cc-664003wxl2-sd7rxkg2-assistant', is highlighted with a red border. The table columns include Name, Group, Location, Product, Status, and Tags. The 'Name' column lists the instance ID followed by '-assistant'. The 'Group' column shows the category (e.g., cc-664003wxl2-sd7rxkg2). The 'Location' column shows the location (Dallas or Frankfurt). The 'Product' column shows the service name (e.g., Watsonx Assistant, Watson Discovery, Watson Machine Learning, NeuralSeek). The 'Status' column shows the status as 'Active'. The 'Tags' column shows a single tag, ':'. The entire table has a light gray background with alternating row colors.

Name	Group	Location	Product	Status	Tags
cc-664003wxl2-sd7rxkg2-assistant	cc-664003wxl2-sd7rxkg2	Frankfurt	watsonx Assistant	Active	:
cc-664003wxl2-sd7rxkg2-discovery	cc-664003wxl2-sd7rxkg2	Frankfurt	Watson Discovery	Active	:
cc-664003wxl2-sd7rxkg2-ml	cc-664003wxl2-sd7rxkg2	Frankfurt	Watson Machine Learning	Active	:
cc-664003wxl2-sd7rxkg2-neuralseek-lite	cc-664003wxl2-sd7rxkg2	Dallas	NeuralSeek	Active	:
cc-664003wxl2-sd7rxkg2-neuralseek-lite	cc-664003wxl2-sd7rxkg2	Dallas	NeuralSeek	Active	:

3. Launch the Watsonx Assistant

The screenshot shows the IBM Cloud Service Details page for a service named 'cc-664003wxl2-sd7rxkg2-assistant'. The service is marked as 'Active'. On the left, there's a 'Manage' sidebar with 'Service credentials' and 'Plan' sections. The main content area has a heading 'Start by launching the tool' with three buttons: 'Launch watsonx Assistant' (highlighted with a red box), 'Getting started tutorial', and 'API reference'. To the right, there's a 'Plan' section showing 'Plus' and an 'Upgrade' button, and an 'Endpoints' section indicating a public network endpoint is active. A 'Details' and 'Actions...' button are at the top right.

If it is the first time opening the service we need to create a first assistant. Follow step 3 - 5.

3. Give your chatbot a name with your initials and description, keep the Assistant Language in English.
- Click on next.

The screenshot shows the 'Create your first assistant' step of the Watsonx Assistant creation wizard. At the top, there are tabs for 'Create', 'Personalize', 'Customize', and 'Preview'. Below, there's a section for 'Assistant name' with a placeholder 'Example: Banking Bot'. A note says 'Your assistant name will be kept internally and not visible to your customers'. There's also a 'Create assistant page' button. Under 'Description (optional)', there's a text area with 'Add a description for this assistant'. At the bottom, 'Assistant language' is set to 'English (US)' with a note 'This is the language your assistant will speak.' A 'Next' button is located at the top right.

4. Choose Web in the first field. The second field can be whichever industry you prefer. The third field should be **Developer** and the last field should be **I want to provide confident answers to common questions**

Welcome to watsonx Assistant

Back

Next

⑧ Personalize your assistant

Tell us where your assistant will live

You may add multiple channels from your dashboard.

Where do you plan on deploying your assistant?

Web

Tell us about yourself

This information will be used to personalize your onboarding experience.

Which industry do you work in?

Software

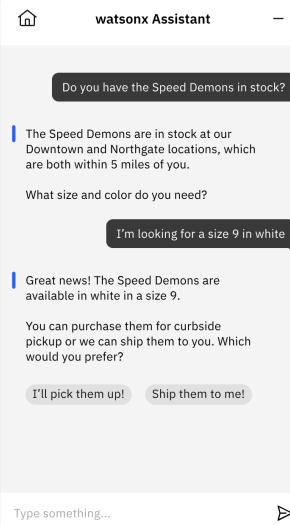
What is your role on the team building the assistant?

Developer

Which statement describes your needs best?

I want to provide confident answers to common questions

This is what your customers will experience



5. Customize your chatbot and press next.

Welcome to watsonx Assistant

Back

Next

Customize your chat UI

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

Assistant's name as known by customers

Assistant

Intended purpose

- Standard: For virtual agents and customer support experiences.
- Carbon for AI: For use in internal IBM products.

Choose a theme

Light

Dark



Add an avatar image [🔗](#)

Primary color

#FFFFFF



Secondary color

#3D3D3D



Chat header

#0354E9



Accent color

#0354E9



Significant and interactive objects

IBM Watermark
Enable IBM Watermark

On

Assistant

[Restart conversation](#) [🔗](#)

Hi! I'm a virtual assistant.
How can I help you today?

[Example: Find nearby location](#) [⚠️](#)

[Example: Check account balance](#)

[Example: See how I can help](#)

Type something... [▶](#)

Built with **IBM watsonx** [ⓘ](#)

If there already exist some chatbots, follow step 6 - 8 to create your chatbot.

6. Click on the chabot name (this can be different from your view) on the navigate bar on the top to expand the folder. Click on **Create New**.

The screenshot shows the IBM Watsonx Assistant Plus interface. At the top, there's a navigation bar with 'IBM Watsonx Assistant Plus' and a dropdown menu set to 'CK Test'. Below the navigation bar, there's a 'View all assistants' link and a 'Create New +' button, both highlighted with a red box. The main content area shows the 'CK Test' assistant, which was last updated on August 29, 2024. It features a 'New release' message about conversational search. Below this, there are several sections: 'Enhance your assistant' (with a 'Build actions' card), 'Assistant architecture' (with a card showing the structure of the assistant), and 'Conversational search' (with a progress bar at 1/3). On the right side, there are five cards: 'Customize your greeting', 'Create a fallback plan', 'Set up search', and 'Preview & debug'.

7. Give your chatbot a name with your initials and choose the language for it.

The screenshot shows the 'Create a new assistant' dialog box. It has fields for 'Assistant name' (containing 'Banking Bot'), 'Description (optional)', and 'Assistant language' (set to 'English (US)'). There are 'Cancel' and 'Create assistant' buttons at the bottom. The background shows the same Watsonx interface as the previous screenshot, with the 'CK Test' assistant and its various features.

3.2. Setting up the extension for Watsonx.ai

To build custom integration for your chatbot, we will need to create two extensions in Watsonx Assistant: 1) extension for Watsonx.ai (to connect to an LLM model); 2) extension for Watson Discovery (where our data resides). We will use the credentials gathered and saved earlier to connect Watson Discovery and Watsonx.ai services to Watsonx Assistant. We will perform these three steps in Watsonx Assistant:

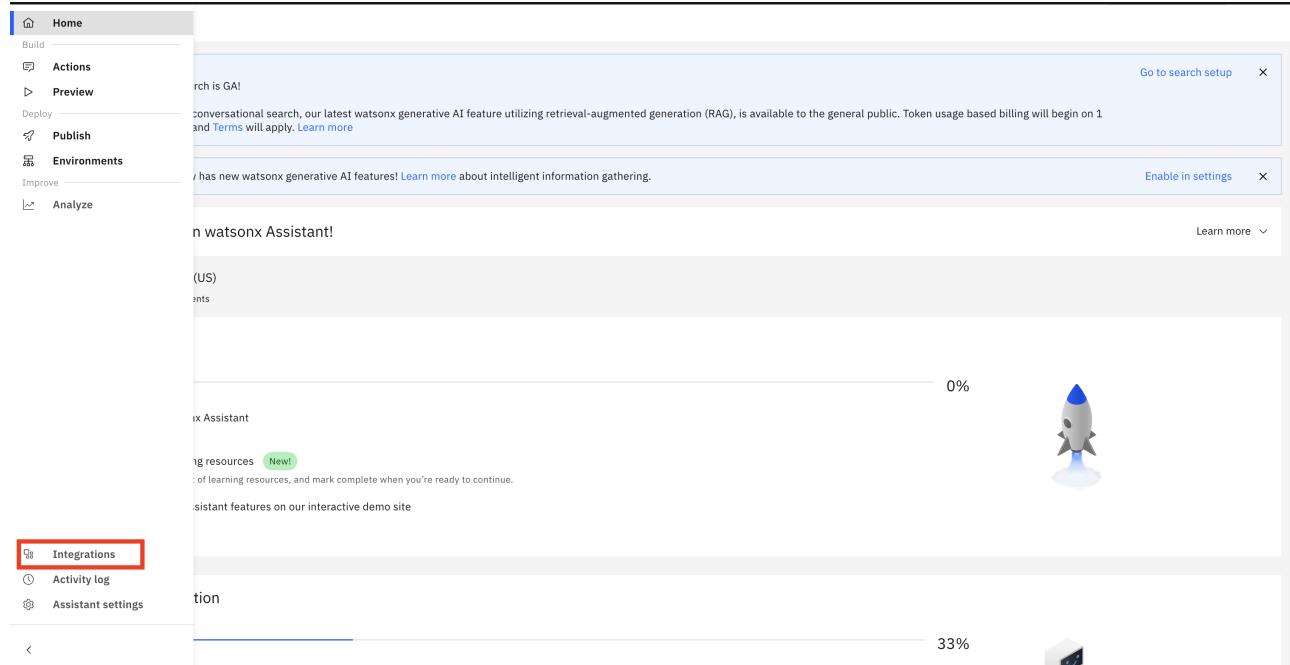
- Set up an extension to integrate Watsonx Assistant with Watsonx.ai.
- Set up an extension to integrate Watsonx Assistant with Watson Discovery.

- Create our first Watsonx Assistant actions. We will upload ready-to-use actions that created for this lab.

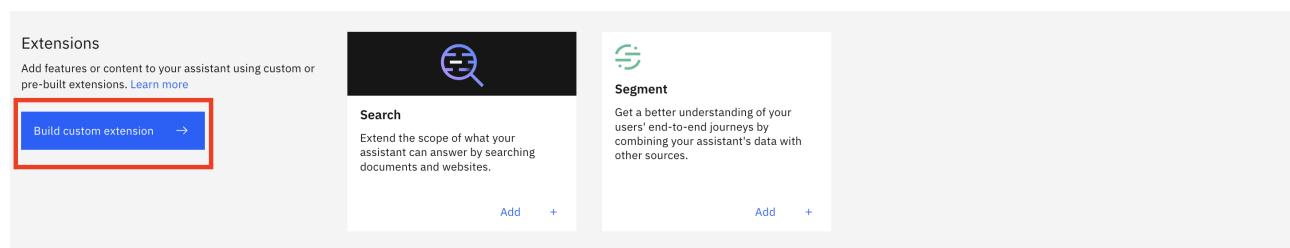
It does not matter which of the two extensions we add first. In this guide we will begin with Watsonx.ai extension.

3.2.1. Add Watsonx.ai extension

1. In the assistant menu on the left, click on **Integration**. If you can't find the menu, first click on "**IBM watsonx Assistant Plus**" on the top left corner to get back to the Home page before locating the assistant menu.



2. On next page, scroll down until you find **Extensions** and then click on the **Build custom extension** button.



3. You can start by clicking on **Next** when you see the first page.

Custom extension

[Close](#)
[Next](#)

[Get started](#) [Basic information](#) [Import OpenAPI](#) [Review extension](#)

Get started

Create a custom extension to tailor the experience for your customers.

Steps to setting up custom extensions:

1. Provide an extension name and description that clearly explains what the extension accomplishes.
2. Import your OpenAPI document as a JSON file to start building your custom extension.
3. Select the environment (Production, Development, or Stage) to use your extension and the authentication type to complete the setup process.

4. Give a name to your custom extension, for example *Watson Discovery extension* and optionally add a description to the extension. Click **Next** when done.

IBM Watsonx Assistant Plus | AI-Sweden-Bot ▾ Learning resources 

Custom extension

[Close](#) [Next](#)

[Get started](#) [Basic information](#) [Import OpenAPI](#) [Review extension](#)

Basic information

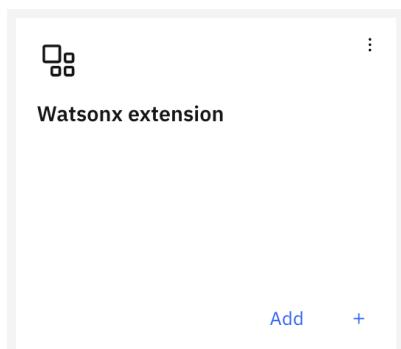
Having a clear name and detailed description will help provide context and clarity to what your extension does.

Extension name
Example: My custom extension

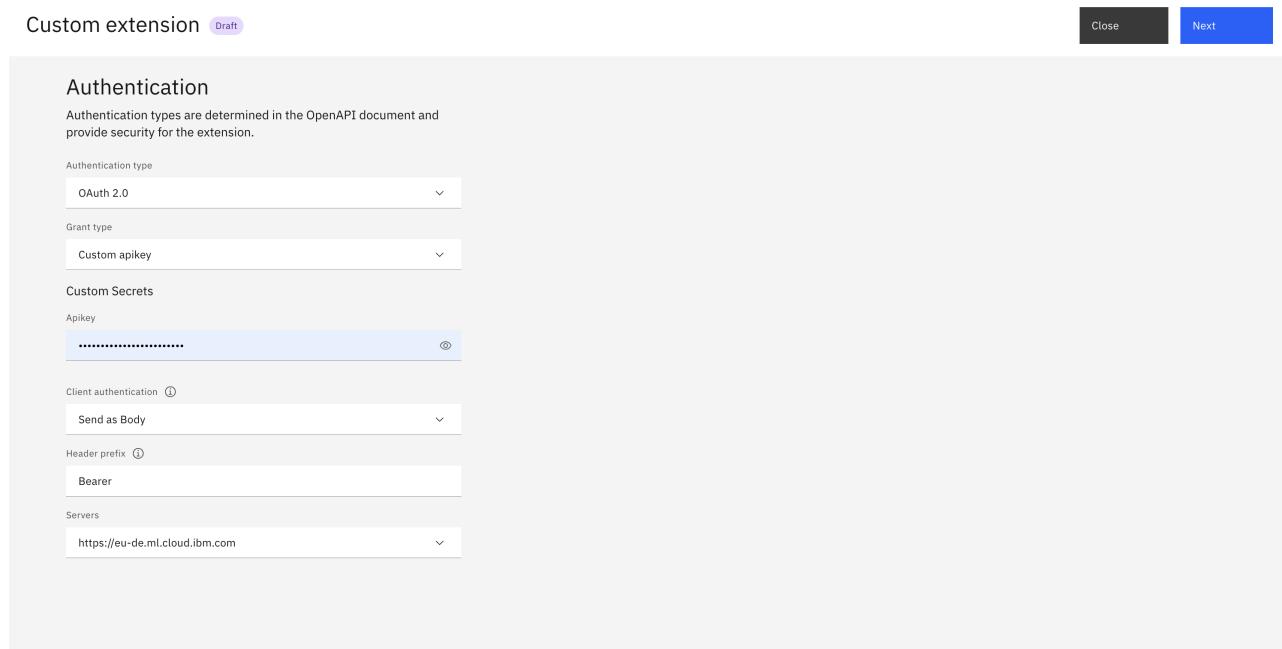
Extension description
Example: This extension provides an integration with an external application.
0/128

5. Upload the openAPI specification **watsonx-openapi.json** that is found [here](#) (password: **Watsonx2024**). Click on **Next**, and then click **Finish**.

6. Click on the **Add** button on the newly created extension and click then **Next**.



7. Change the Authentication type to **oAuth 2.0**. Add the **WX-API-key** key that you saved from [2.1](#). then click **Next**, then **Finish**.

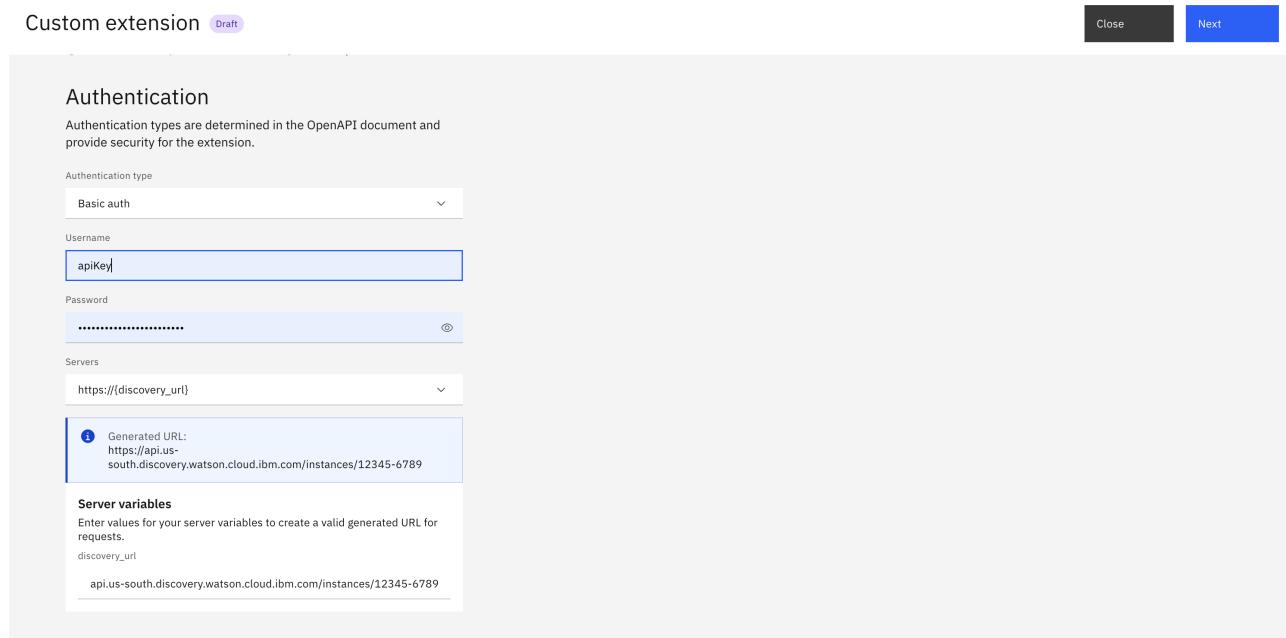


3.2.2. Add Watson Discovery extension

Next thing we will do is create a Watson Discovery extension.

1. Click on **Build custom extension**. again.
2. Name your extension, for example *Watson Discovery extension* and optionally add a description.
3. Upload the openAPI specification for the Watson Discovery extension [watsonDiscovery-query-openapi.json](#) which you can be find [here](#) (password: **Watsonx2024**). Click on **Next**, then **Finish**.
4. Click on the **Add** button on the Watson Discovery extension. Click **Next**, then change the authentication type to *Basic auth*.
5. Write "**apiKey**" as the username.
6. Add the **WD API key** that you saved from section [1.1](#) in the password section and in the Server variables add the **WD URL** found in Watson Discoveries launching site.

Note: Remove the **https://** part of the URL in the *Server variables*.



Once you're done, click **Next** and then **Finish**

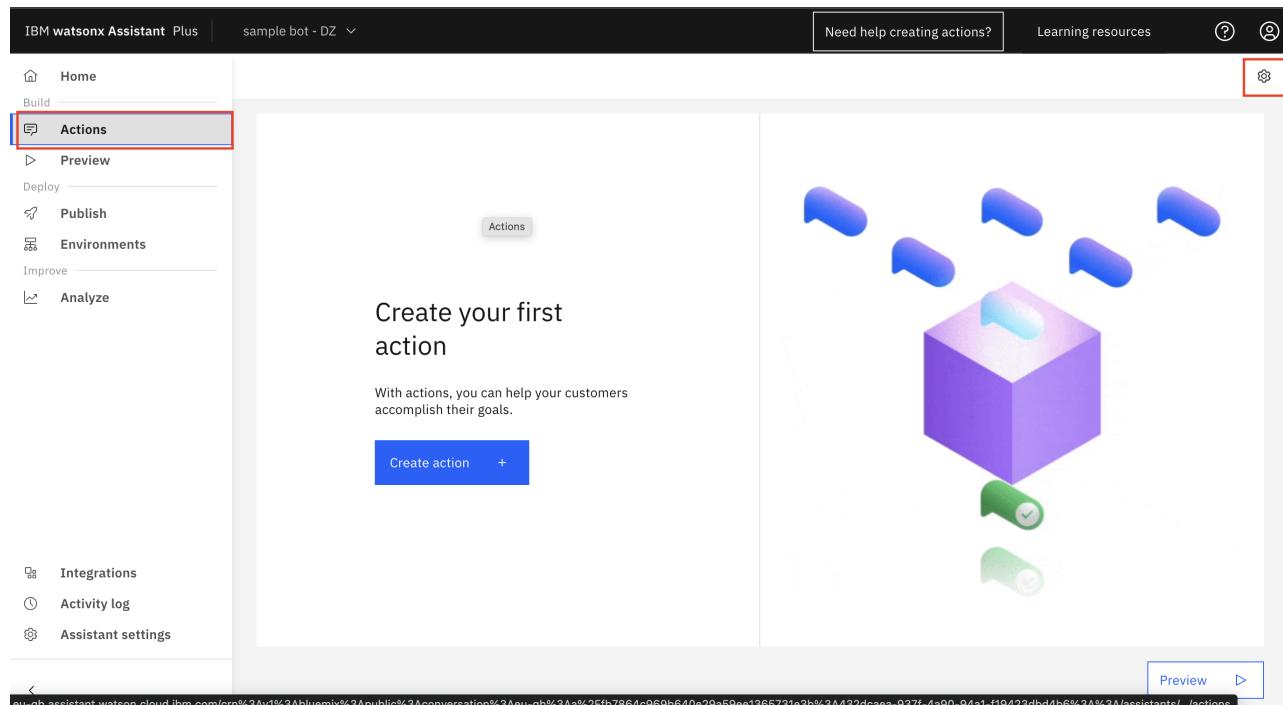
3.4. Set up actions

An action represents a discrete outcome that we want our assistant to be able to accomplish in response to a user's request. An action comprises the interaction between a customer and the assistant about a particular question or request. Actions allow us to define tasks that the assistant can perform, such as calling external services like Watson Discovery and Watsonx.

3.4.1 Set up pre-defined actions

When creating your actions in Watsonx Assistant, you can create them from scratch or import existing actions that someone already created for another assistant. The latter approach is what we call using pre-defined actions. To upload pre-defined actions, do the following:

1. Go back to the home screen of Watsonx Assistant. In the menu on the left, click on the **Actions** menu option. Click the cogwheel logo in the top right corner of the page.



2. Click on the **Upload/Download** tab as shown in image bellow.

The screenshot shows the 'Global settings' page. At the top, there's a navigation bar with tabs for 'conversation topic', 'Generative AI' (which is highlighted with a blue background and white text), 'Autocorrection', 'Display formats', 'Algorithm Version', and 'Autolearning'. On the far right of the bar are 'Close' and 'Saved' buttons. Below the bar is a horizontal menu with 'Upload/Download' (highlighted with a red box) and other options like 'Download' and 'Import/Export'. The main content area is divided into two sections: 'Upload' on the left and 'Download' on the right. The 'Upload' section contains a large red-bordered input field with the placeholder 'Drag and drop file here or click to select a file' and a smaller 'Upload' button below it. The 'Download' section contains a 'Download' button.

3. Click on the **Upload** button, or drag and drop [Action_AI.json](#) here (password: **Watsonx2024**) which contains downloaded actions.

4. When the action is uploaded press the **saved** button in the top right corner.

3.5. Getting the assistant to answer questions

Once you have actions in your assistant, they will look similar to the picture below.

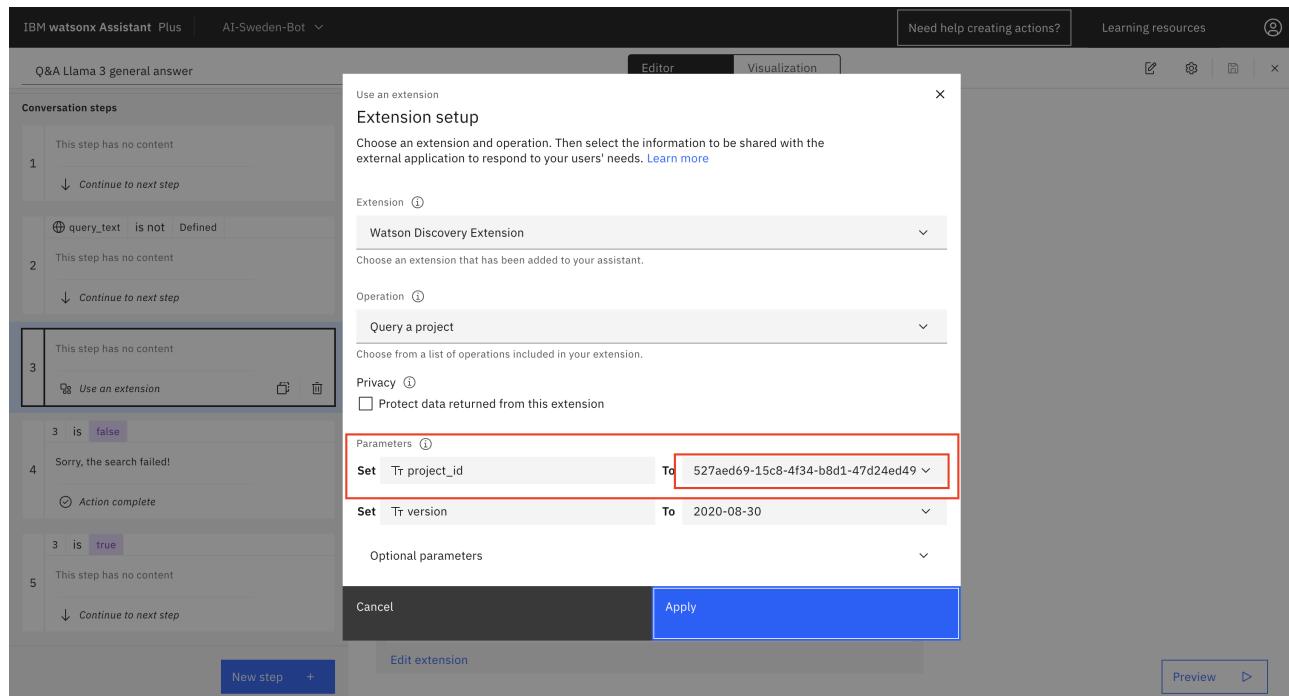
The screenshot shows the IBM Watson Assistant Plus interface. The top navigation bar includes 'IBM Watson Assistant Plus', 'sample bot - DZ', 'Need help creating actions?', 'Learning resources', and 'Global settings'. The left sidebar has sections for 'Actions', 'All items', 'Created by you' (which is selected), 'Set by assistant', 'Variables', 'Created by you', 'Set by assistant', 'Set by integration', and 'Saved responses'. The main content area displays a table of actions under 'Created by you /'. The table columns are 'Name', 'Last edited', 'Examples count', 'Steps count', and 'Status'. One row is visible: 'Q&A Llama 3 general answer' (last edited 'a minute ago', 0 examples, 14 steps, status green). Below the table are pagination controls: 'Items per page: 50', 'Showing 1–1 of 1 items', '1 of 1 pages', and 'Preview'.

Do the following to config variables:

1. Click on the uploaded action called **Q&A Llama 3 general answer**. Then go to step number 3 as shown in the picture below.

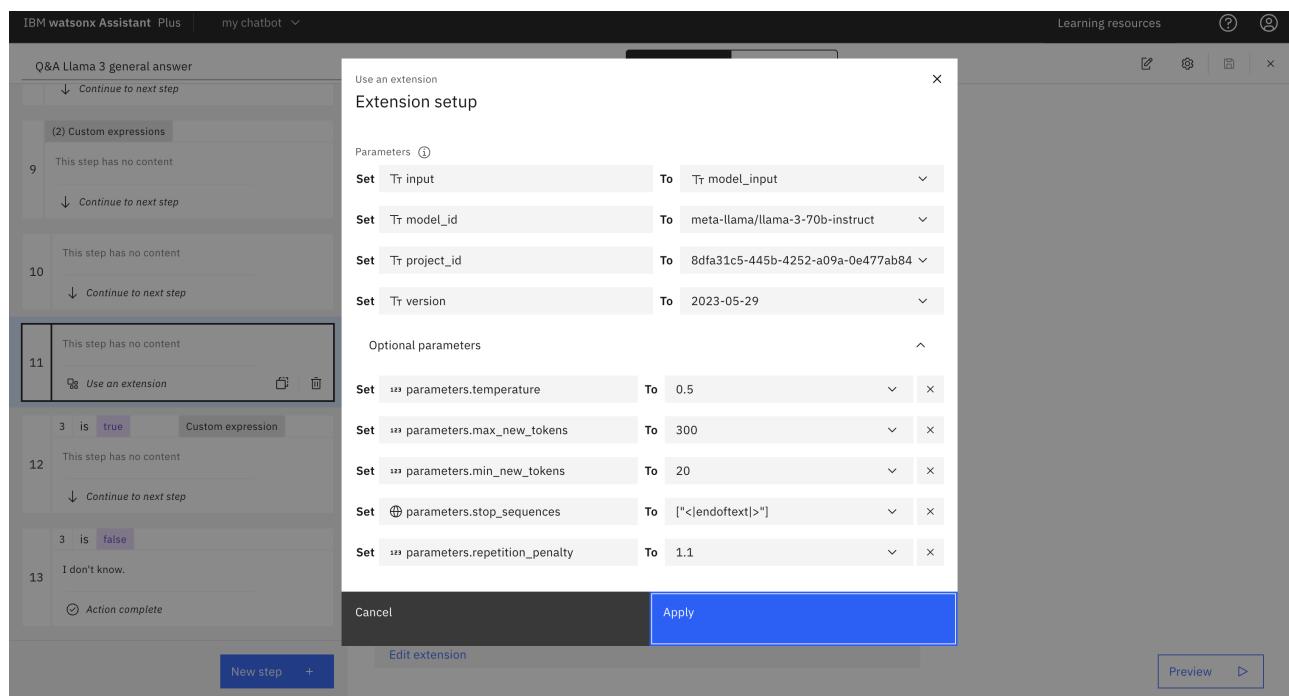
The screenshot shows the Watson Assistant editor. On the left, the 'Conversation steps' pane shows five steps: 1 (This step has no content, Continue to next step), 2 (This step has no content, Continue to next step), 3 (This step has no content, Use an extension, Continue to next step), 4 (Sorry, the search failed!, Action complete), and 5 (This step has no content, Continue to next step). Step 3 is highlighted with a blue box. On the right, the 'Define customer response' pane shows an 'And then' block with a 'Use an extension' action. The configuration panel shows the 'Extension' is 'wd' and the 'Operation' is 'Query a project'. Under 'Parameters', the values are: project_id (set to 527aed69-15c8-4f34-b8d1-4...), count (set to 1), return (set to f_x Expression), passages.fields (set to f_x Expression), passages.enabled (set to True), passages.characters (set to 250), passages.find_ans... (set to True), passages.per_docu... (set to True), table_results.enabled (set to False), natural_language_q... (set to query_text), and version (set to 2020-08-30). At the bottom, there are 'Edit extension' and 'Preview' buttons.

2. Click on **Edit extension** on the bottom. Go to the third step of this action, *Parameters* - this is where Watson Discovery is used.
3. Change the project ID to the same we got in section 1.3 (should be **WD-Project-ID**).



And then click on **Apply**

4. Go to the step 11 of the action - this is where we call Watsonx.ai.



5. Click "Edit extension" and change the Watsonx.ai project ID to the project ID you got in [2.1](#). (named **WX-project-ID**). And then click on **Apply**.

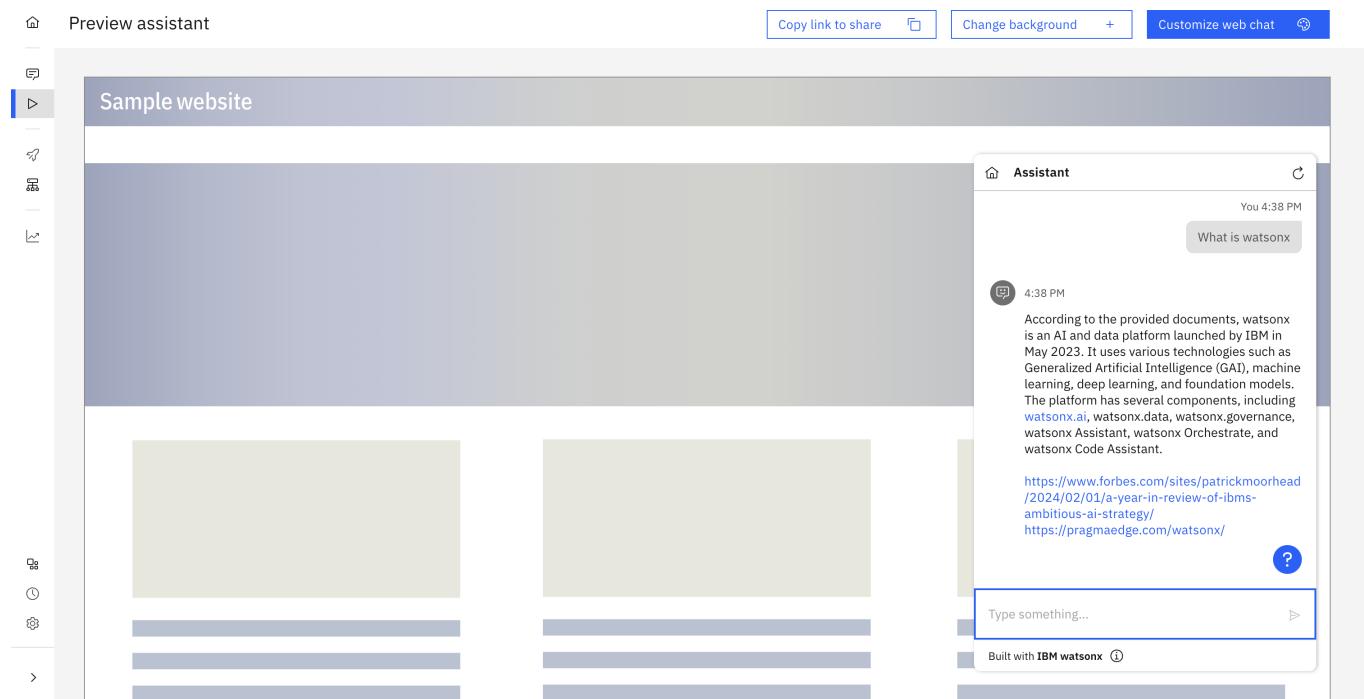
6. Click on the save button which looks the **floppy disk icon** in the top right corner.



4. Test the chatbot

Whooh! We have successfully created a chatbot.

In menu on the left, click on the **Preview**, then on the right hand side in the assistant window, ask a question.



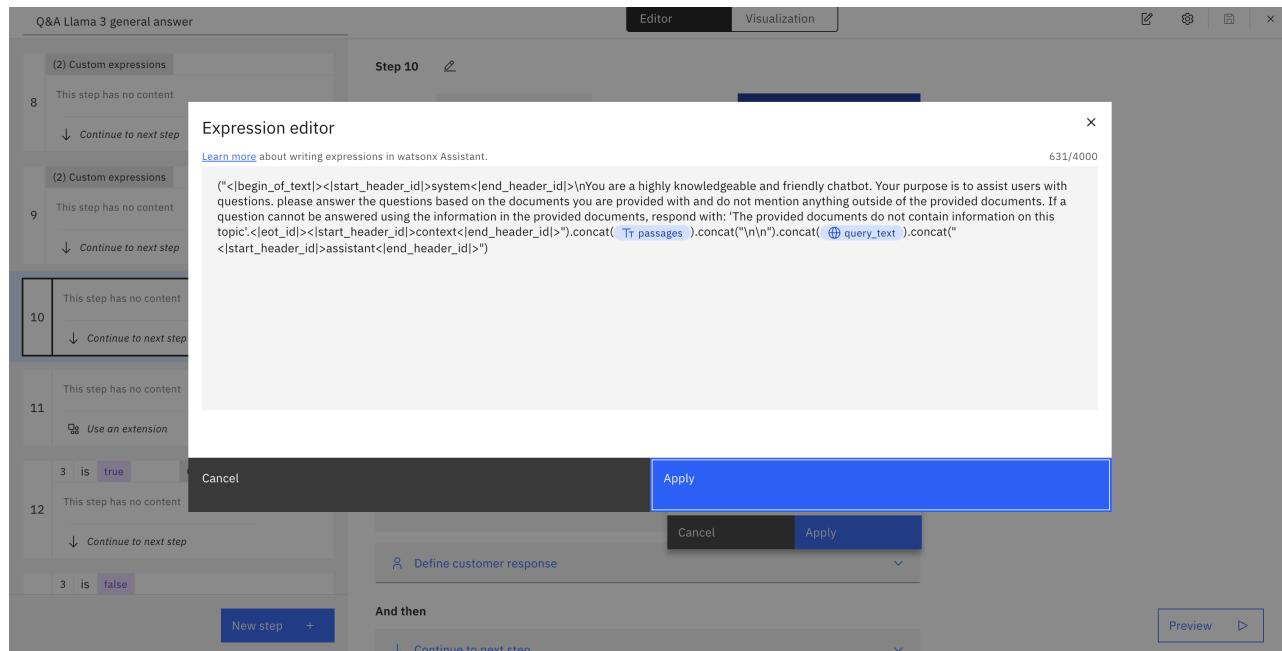
5. Optional: prompting in Watsonx Assistant

If you want to change the prompt for the model used by the chatbot do the following:

1. Go to the 10th step of the action, then click on the field marked with red square in the picture below.

The screenshot shows the Watson Assistant editor interface. On the left, a list of steps from 1 to 13 is visible. Step 10 is selected and highlighted with a red box. The main panel shows 'Step 10' with the condition 'Is taken without conditions'. Under 'Variable values', there are two 'Set' actions: 'Tr passages' set to 'Tr passages .replaceAll("'''...')' and 'Tr model_input' set to '("'+<begin_of_text>'+<start_header_id...')'. The 'Tr model_input' field is also highlighted with a red box. Below this, the 'Assistant says' section contains a text block with the placeholder 'For example: What type of transfer would you like to make?'. At the bottom, there are buttons for 'New step' and 'Preview'.

2. Inside the text block is the prompt used to improve the performance of the large language model.



You may want to change the prompt for various reasons such as to get even better results, for other use cases or to support other languages.

6. Finish

Thank you for participating in this lab! We hope you enjoyed exploring **Watsonx.ai**, **Watson Assistant**, and **Watson Discovery**, and that you found the process of building a virtual assistant with Retrieval-Augmented Generation (RAG) insightful. These powerful tools are designed to help you push the boundaries of AI-driven solutions.

We encourage you to continue experimenting, innovating, and discovering new ways to integrate AI into your business.

We look forward to seeing the amazing things you will build with our products in the future. Enjoy the rest of your journey, and thank you again for your participation!