Chatbot with deployment with IBM Watson assistant

Chatbot with Watson Assistant is a user-friendly platform that equips nontechnical, line-of-business users with everything they need to build personalized, AI chatbots, without writing code.

# **How to build a better chatbot:**

* Chatbots powered by IBM Watson Assistant can do much more than just chat – they offer quick, accurate answers across digital and voice channels, and are able to complete complex transactions by leveraging robotic process automation and backend integrations with business systems.
* Watson Assistant is underpinned by Large Language Models (LLMs) and comes with out-of-the-box natural language processing, which can address the messy nature of human communication and prevent conversations from reaching a frustrating dead-end.

# **Take the first steps:**

* Understand the key constructs used by Watson Assistant.
* Prepare to build your first virtual assistant.
* Get familiar with the in-product navigation and user interface.
* Use templates to build conversation flows faster.

# **How it’s work :**

This diagram illustrates how the product delivers an exceptional, omnichannel customer experience

Customers interact with the assistant through one or more of these channels:

* An existing social media messaging platform, such as Slack, Facebook Messenger, or WhatsApp
* A phone call or text message
* A web chat that you embed in your company website and that can transfer complex requests to a customer support representative.
* A custom application that you develop, such as a mobile app or a robot with a voice interface
* The assistant receives a message from a customer and sends it down the appropriate resolution path.

If you want to preprocess incoming messages, this is where you would use webhooks to inject logic that calls an external service that can process the messages before the assistant routes them. Likewise, you can process responses from the assistant before they are returned to the customer.

The assistant chooses the appropriate resolution from among these options:

* A conversational skill interprets the customer’s message further, then directs the flow of the conversation. The skill gathers any information it needs to respond or perform a transaction on the customer’s behalf.
* A search skill leverages existing FAQ or other curated content that you own to find relevant answers to customer questions.

If a customer wants more personalized help or wants to discuss a sensitive subject, the assistant can connect the customer with someone from your support team through the web chat integration.

**Setting Up Deployment and Integration:**

To ensure smooth deployment and integration, we follow these steps:

* Watson Assistant Configuration: Set up and configure Watson Assistant with your intents, entities, and dialog flows.
* Integration with Channels: Integrate the chatbot with various channels like web, mobile, or messaging platforms.
* Security Measures: Implement security protocols to safeguard user data and maintain privacy.
* Continuous Training: Regularly update and train the chatbot to enhance its capabilities and accuracy.

**Chatbot’s Features:**

Our chatbot platform comes equipped with several dynamic features:

• Intuitive Responses: Understand and respond to user queries with precision.

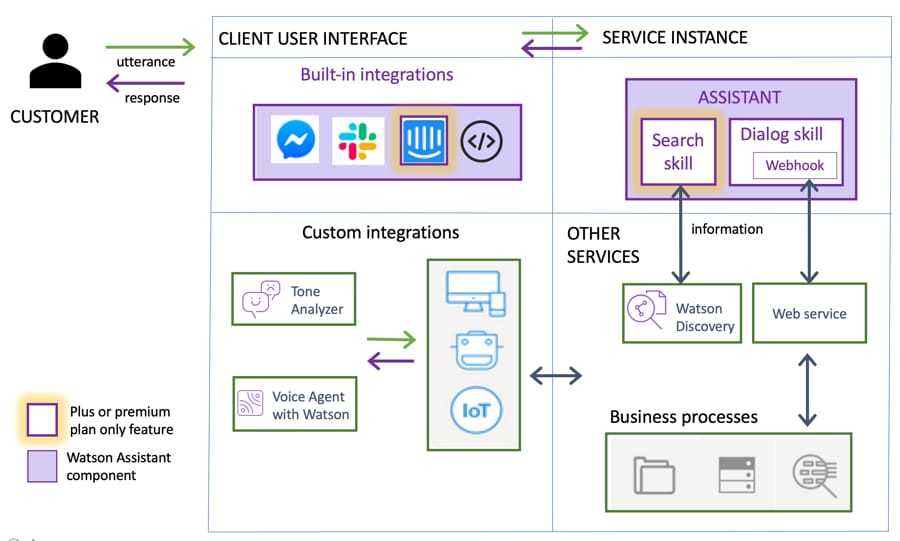
• Contextual Understanding: Maintain context for more coherent and personalized conversations.

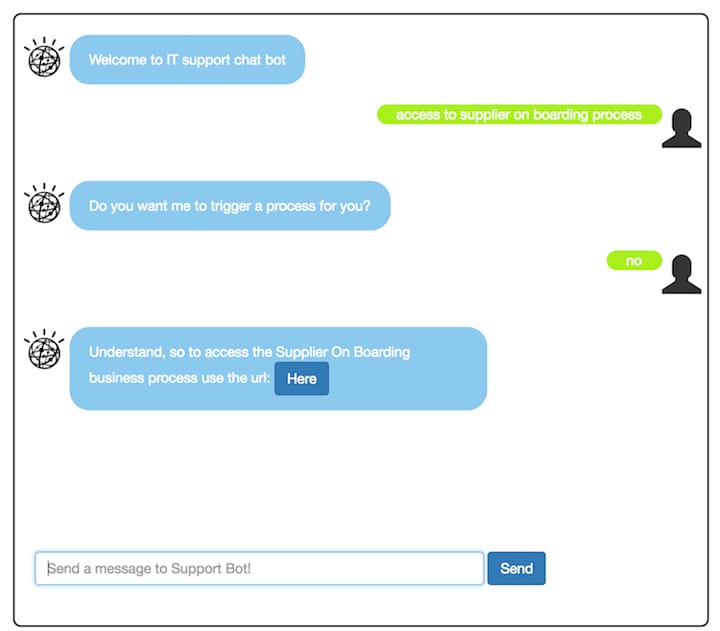
• Multilingual Support: Cater to a global audience with multilingual capabilities.

• Integration with External Systems: Seamlessly connect with databases or external systems for real-time information.

• User Engagement Metrics: Analyze user interactions for continuous improvement.

• Customizable Personality: Tailor the chatbot’s tone and style to match brand identity.



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