Chatbot deployment on facebook messenger & slack app

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.

**Implementation:**

The Banking Bot, driven by IBM Watson, is an AI-powered chatbot designed to facilitate seamless interactions between customers and their bank through popular messaging platforms like Facebook Messenger and Slack.

**IBM Watson Assistant:** Set up an instance of IBM Watson Assistant. Configure and train your Assistant to understand banking-related intents, entities, and dialog flows.

**Facebook Messenger and Slack Integration:** Create a middleware or server that can handle incoming and outgoing messages for both Facebook **Messenger and Slack.** Use the appropriate APIs and libraries for these platforms.

**Data Integration:** Integrate the Bot with the bank’s systems to access real-time customer data securely. Ensure compliance with data protection regulations.

**Security Measures:** Implement robust security measures, including secure user authentication and encryption, to protect sensitive financial information.

**Features:**

**The Banking Bot offers a range of features to enhance the banking experience:**

**24/7 Accessibility:** Customers can access their banking services at any time, providing round-the-clock availability.

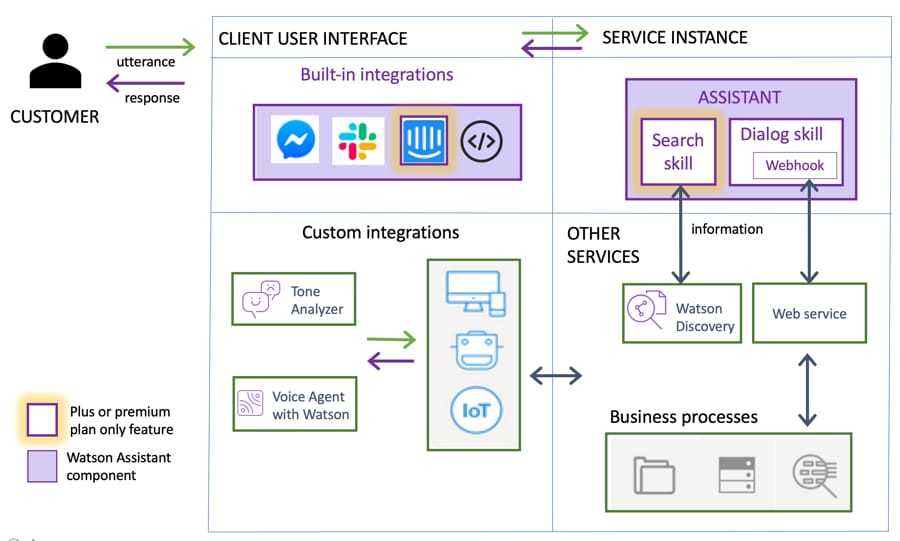
**Balance Inquiry:** Users can check their account balances in real-time.

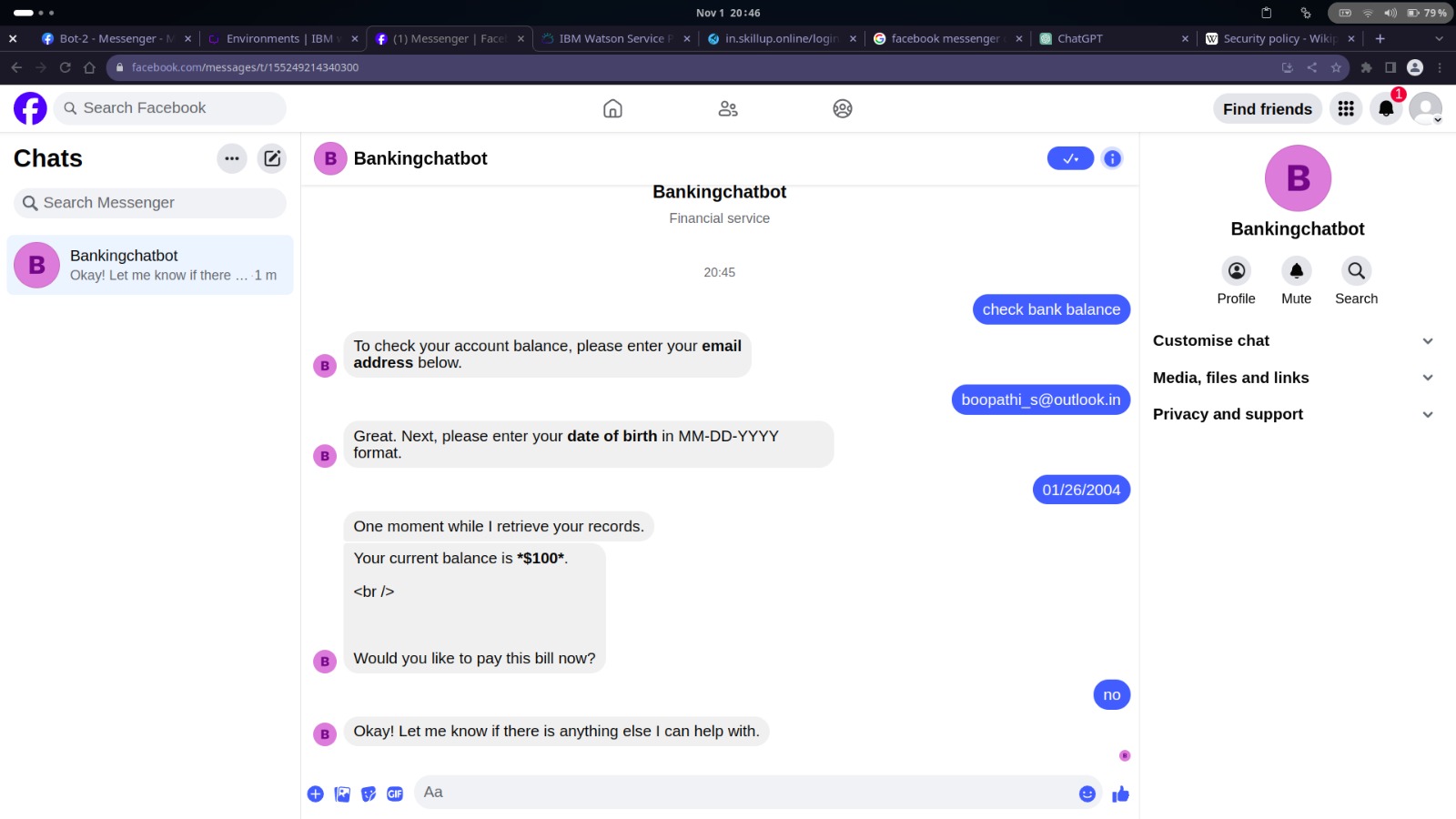
**Bill Payments:** The Bot facilitates bill payments, making it convenient for users to settle their financial obligations.

**Transaction History:** Users can review their transaction history, fostering transparency and accountability.

**Policy Awareness:** The Bot educates users about the bank’s policies, ensuring they make informed financial decisions.

**Compliance Assistance**: It provides guidance on banking regulations and compliance to help users stay within legal boundaries.



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