Watson Conversation Tooling Introduction

Overview

In this lab, you will familiarize yourself with the Watson Conversation service tooling by starting to develop a sample restaurant chatbot that handles reservations for a restaurant. This lab utilizes the new slots feature in the Conversation service that enables you to gather multiple pieces of information in a single dialog node and allow users of the chatbot to provide required information proactively

Prerequisites

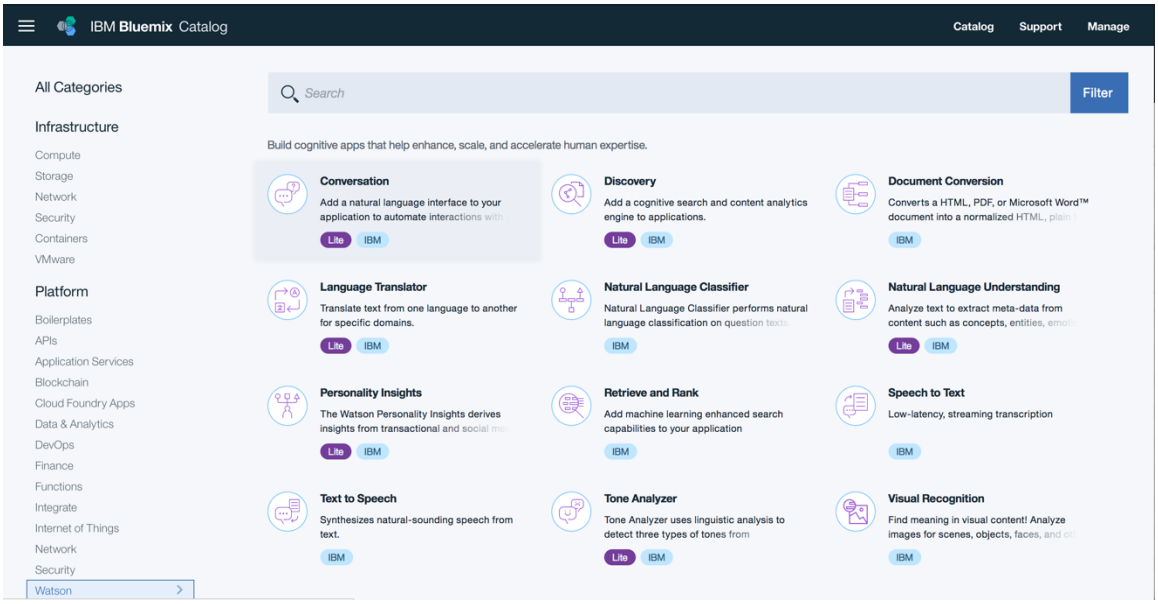
You need the following accounts and software:

- An IBM Bluemix account
- An Internet Explorer, Firefox, or Chrome web browser

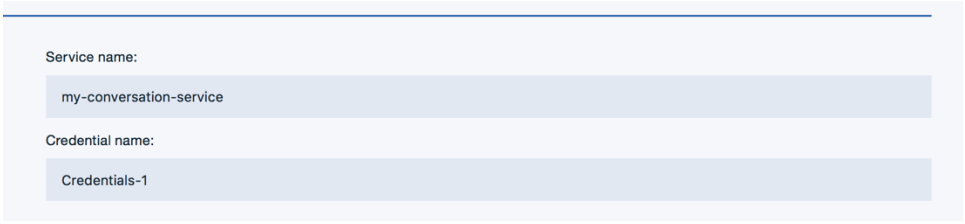
Lab Procedure

The following steps will walk you through the procedure to get a simple chatbot up and running .

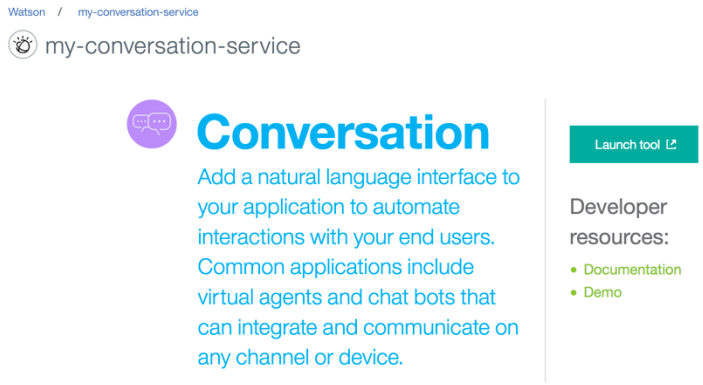
1. Login to Bluemix and click on the **Catalog** link in the top-right corner of the Bluemix dashboard.
2. Select the **Watson Conversation** tile under the section titled **Watson**.



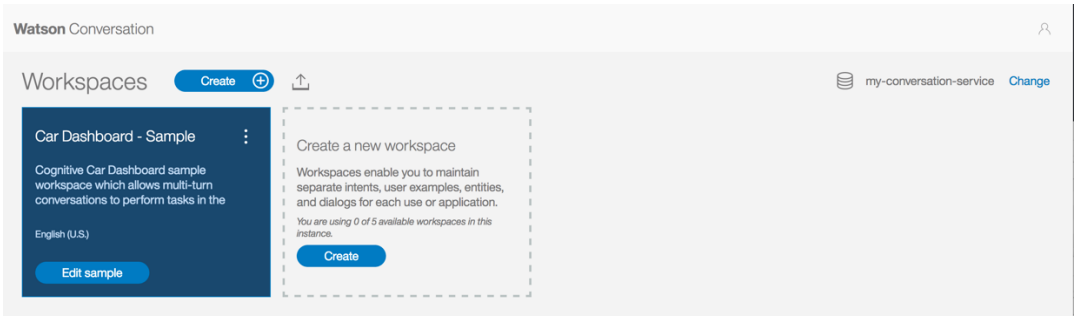
3. Enter my-conversation-service in the field labeled **Service name**. Click on **Create**.



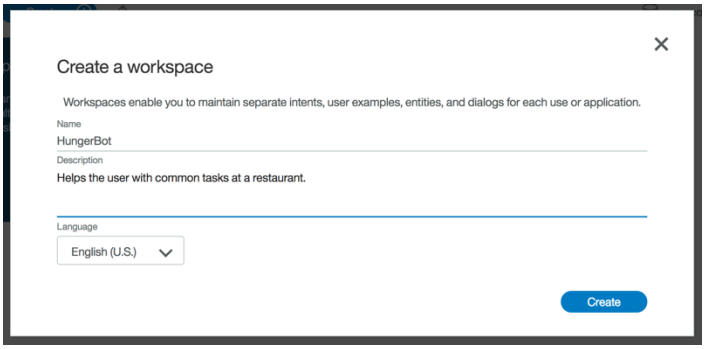
4. Click on the green **Launch tool** button to launch into the Watson Conversation tooling.



5. This is the Watson Conversation tooling where you can create workspaces and setup different chatbots dialogues and applications. There is an example Cognitive Car Dashboard workspace where you can see a more evolved training. However, we'll create a new workspace for our bot to use. Click on the **Create** button in the box labeled **Create a new workspace**.

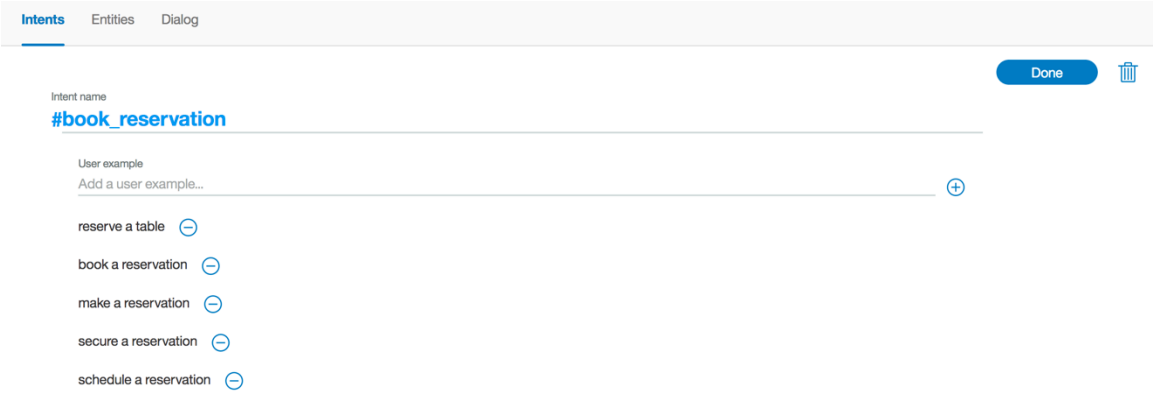


6. Enter a name for the chatbot and a description. Use the answers you wrote on page 2. Click **Create** when finished.

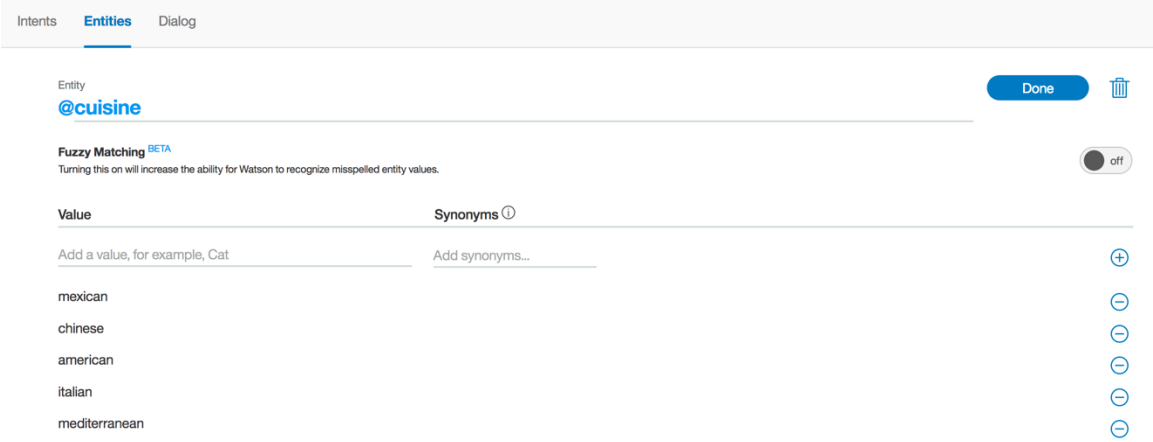


7. You will be redirected into a page with three tabs, **Intents**, **Entities**, and **Dialog**. Under the **Intents** tab, click on **Create new** to create the first intent.

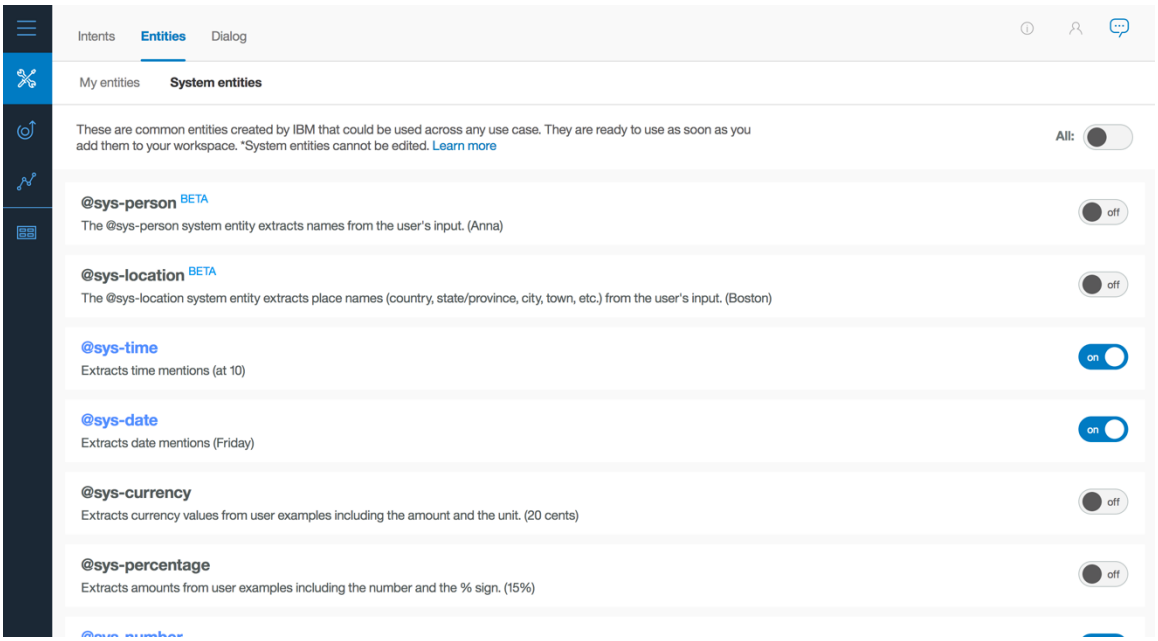
8. Name the Intent **#book_reservation** . Add the five examples shown in the screenshot below. Click on **Done** when finished.



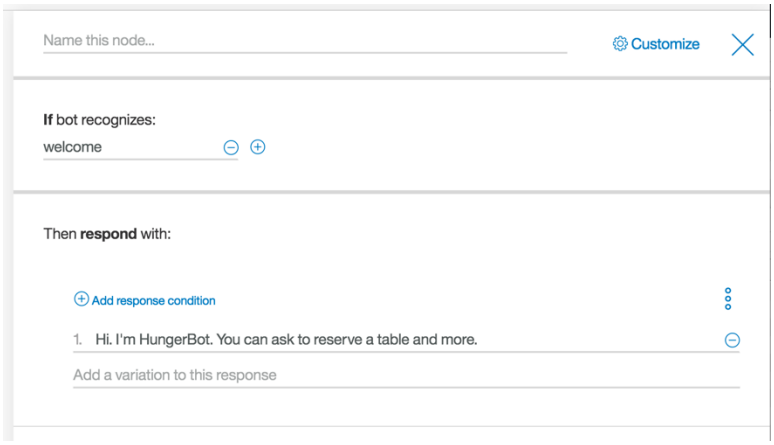
9. Click on the **Entities** tab in the top menu bar. This is where you can add entities. Add an entity called **@cuisine** and then add the five entity values shown below. Click **Done** when finished.



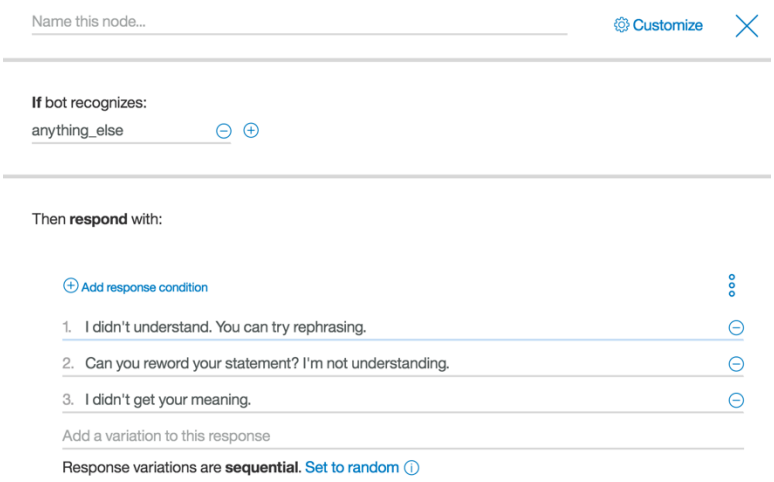
10. The Watson Conversation has a handful of common entities created by IBM that can be used across any use case. These entities include: date, time, currency, percentage, and numbers. Click on **System entities**. Toggle on the switch for @sys-time, @sys-date, and @sys-number to enable the entities.



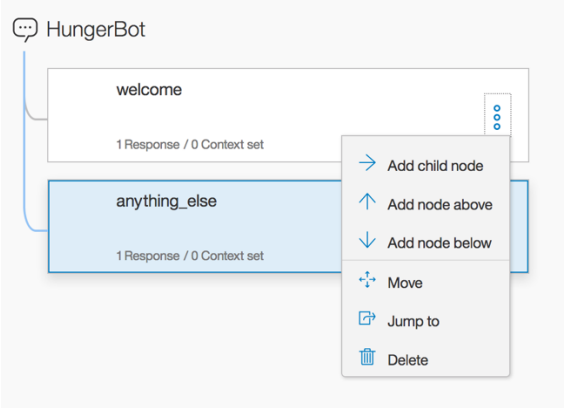
11. Click on the **Dialog** tab in the top menu bar. Click **Create**. There are two nodes added by default. The welcome condition is triggered when the chatbot is initially started. This is a good place to introduce the bot and suggest actions the user can ask of this chatbot.



12. The second node checks for the condition *anything else*. In the event the user enters something that wasn't expected, the service will return this response. Ideally, it should convey a way for the user to recover. Add one of the example phrases shown below

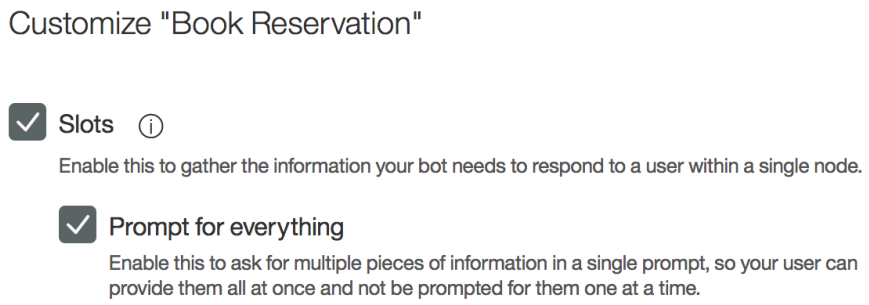


13. Return back to the welcome node and click on the three dots on the right side of the node. Select **Add node below** from the menu.

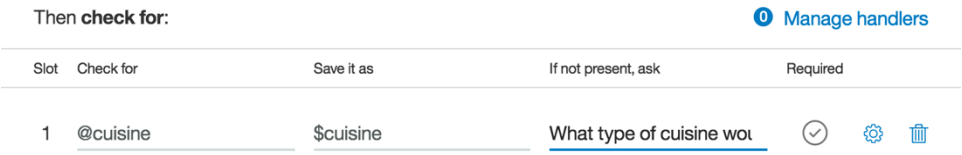


14. Add a node to test the condition of the first intent, #book_reservation, as shown below.

15. Click on **Customize** in the top right corner. Enable **Slots** and **Prompt for everything**.



16. Add a slot for @cuisine, with the prompt *What type of cuisine would you like?*



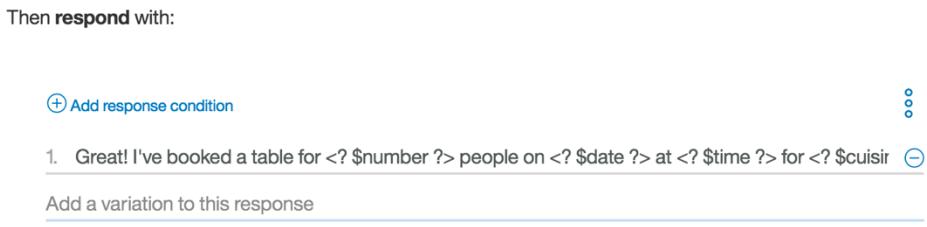
17. Add another slot for @sys-date, with the prompt What day would you like to reserve?

18. Add another slot for @sys-time, with the prompt What time would you like to reserve?

19. Add another slot for @sys-number, with the prompt How many people will be coming?

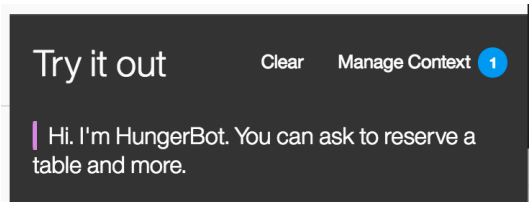
20. If no slots are prefilled, prompt the user to provide a cuisine.

21. Have the bot respond with the details of the reservation. The <? ... ?> syntax uses the values stored in the context and injects them into the response.

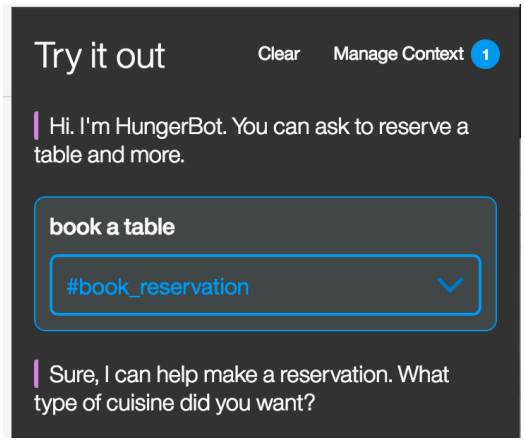


22. To test the bot, click on the **Ask Watson** icon in the top-right corner of the tooling.

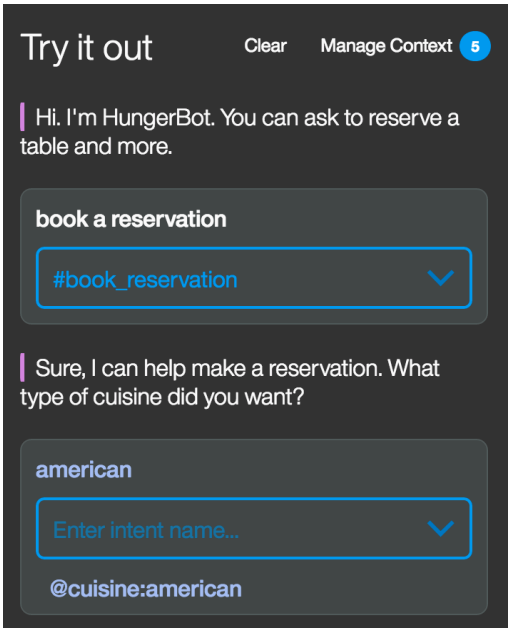
23. A side panel appears and shows the contents of the node that matches welcome. Enter a message that triggers the #book_reservation intent. We can ask "book a table"



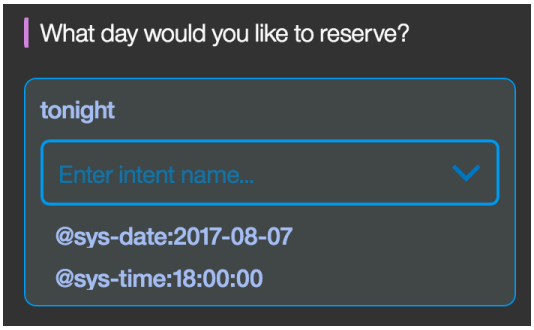
24. Notice that the intent #book_reservation was recognized. The #book_reservation node was triggered and the output includes the response from the Book Reservation node. The user is prompted for a choice of cuisine.



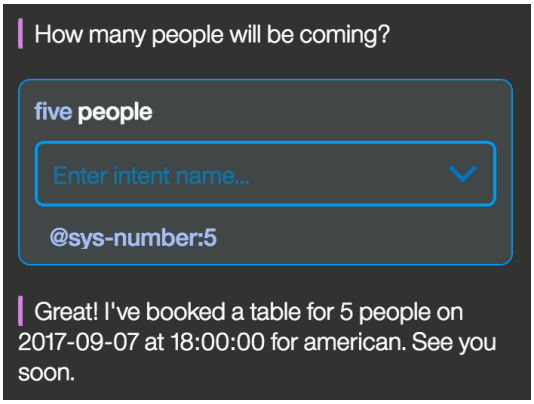
25. When the user enters a cuisine, the @cuisine entity is recognized.



26. When the user enters a date or time, Watson extracts out the value using the system entities @sys-date and @sys-time.



27. Finally, when the user enters a number (either numerically or spelled out) for the number of people in the reservation, Watson extracts out the number using the system entity @sys-number.



Summary

The Watson Conversation service is able to handle gathering multiple pieces of information, parsing the user input, and placing the values into a context that is used to inject into the response back to the user.