

CHATBOT DEPLOYMENT WITH IBM

CLOUD WATSON ASSISTANT

PHASE-5: DOCUMENTATION

PROJECT OBJECTIVE:

The primary objective of our project is to develop a conversational Book Recommendation Chatbot utilizing IBM Cloud Watson Assistant with Actions to offer personalized book recommendations to users which is integrated in the Whatsapp using Twilio. This chatbot will analyze user input and reading preferences to deliver personalized book suggestions, facilitating users in discovering new and engaging reading material.

DESIGN THINKING PROCESS:[Book Recommendation Bot]

Empathize: Understand User Needs

- Conduct user research to empathize with potential users, identifying their reading preferences and pain points in finding books.
- Gather insights through surveys, interviews, and feedback from book enthusiasts.

Define: Clarify the Objectives

- Clearly define the chatbot's objectives, such as providing personalized book recommendations and enhancing the user's reading experience.
- Establish success criteria for the chatbot, including user satisfaction and the quality of book suggestions.

Ideate: Generate Innovative Ideas

- Brainstorm creative solutions for book recommendations. Consider how the chatbot can engage users and suggest books effectively.
- Explore options for integrating Action Skills in IBM Cloud Watson Assistant.

Prototype: Create a User-Focused Model

- Develop a prototype of the chatbot's user interface and conversation flows.
- Test the prototype with potential users to gather feedback on the chatbot's design and user interactions.

Test: Validate and Refine

- Conduct usability testing with a focus group to validate the chatbot's design and gather insights on its user-friendliness.
- Iterate on the prototype based on user feedback, focusing on actions and book recommendation features.

Deployment:

- Deploy the chatbot by integrating it with your chosen platform, such as a website or messaging app, and ensure it functions seamlessly in that environment. This integration typically involves the use of chat widgets, APIs, or platform-specific connectors to provide users access to the chatbot.
- Thoroughly test the chatbot in the deployment environment to ensure it operates as expected. Provide clear access points or instructions for users to interact with the chatbot on the platform, encouraging user engagement and book recommendations.

DEVELOPMENT PHASES:

Development Phases for the Book Recommendation Bot using Action Skills in IBM Cloud Watson Assistant:

IBM Cloud Watson Assistant Setup:

- Create an instance of IBM Cloud Watson Assistant and configure it for chatbot development.

- Ensure that Action Skills are enabled and set up correctly within Watson Assistant.

Intent and Entity Definition:

- Define the intents and entities that the chatbot will recognize to understand user queries related to book recommendations. These intents and entities will be used in Action Skills.

Action Skill Creation:

- Create Action Skills within IBM Watson Assistant to implement the logic and functionalities of your book recommendation bot.
- Use Action Skills to process user input, access the book recommendation algorithm or database, and generate personalized book suggestions.

User Interaction Design:

- Design a user-friendly interface for interacting with the chatbot. Ensure that the user interface is intuitive and engaging, incorporating Action Skills where necessary.

User Testing and Iteration:

- Test the chatbot with real users to gather feedback on its functionality and user experience. Iterate on the design and Action Skills based on user input and refine the book recommendation process.

Deployment:

- Deploy the chatbot on your chosen platform, such as a website or messaging app. Ensure that Action Skills are operational and that users can access the chatbot easily.

Continuous Improvement:

- Continuously monitor the chatbot's performance, gather user data, and make ongoing improvements to its recommendation capabilities and conversational skills, including enhancements to Action Skills.

INTEGRATION OF CHATBOT USING TWILIO IN WHATSAPP:

Integrating a chatbot with WhatsApp using Twilio adds another layer of communication to a project. Here are the steps for integrating the chatbot with WhatsApp using Twilio:

Step 1: Set Up Twilio Account

If you don't already have one, create an account on Twilio (<https://www.twilio.com/>).

Step 2: Obtain Twilio API Credentials

Once logged in, navigate to the Twilio Console.

Obtain your Twilio Account SID and Auth Token, which you will need to connect to Twilio's service.

Step 3: Purchase a WhatsApp Number

Inside the Twilio Console, you need to purchase a WhatsApp-enabled phone number.

This number will be used to send and receive WhatsApp messages. Make sure to set up this number for use with WhatsApp.

Step 4: Configure Webhooks

In your Twilio Console, set up webhooks to handle incoming and outgoing WhatsApp messages.

You'll need to specify the URL where Twilio should send incoming messages. This URL should point to your chatbot's endpoint (e.g., your chatbot API).

Step 5: Integrate with Your Chatbot

Modify your chatbot's code to handle incoming messages from Twilio.

You'll need to set up routes or endpoints to listen to incoming messages from Twilio.

Step 6: Send and Receive Messages

Use Twilio's API to send messages from your chatbot to WhatsApp users. You'll need to send messages to the WhatsApp number you purchased.

Process incoming messages from WhatsApp users, extract user queries, and respond accordingly using your chatbot logic.

Step 7: Test and Debug

Test the integration by sending and receiving messages through your WhatsApp-enabled Twilio number.

Ensure that your chatbot responds correctly to user queries.

Step 8: Deploy

Deploy your updated chatbot with the Twilio integration to your chosen hosting platform (e.g., IBM Cloud Foundry).

Step 9: Security and Compliance

Ensure that your chatbot complies with data protection and privacy regulations, as WhatsApp messaging may involve sensitive user data.

Step 10: Ongoing Maintenance

Plan for ongoing maintenance and monitoring to ensure that the integration remains functional as WhatsApp or Twilio make updates or changes to their services.

By following these steps, you can successfully integrate your chatbot with WhatsApp using Twilio, enhancing your project's communication capabilities.

CHATBOT PERSONA:

Name : **“LIBROBOT”**

LibroBot: Your Book Recommender

LibroBot is your literary companion, here to recommend your next great read. With a passion for books and a friendly attitude, LibroBot makes finding the perfect book easy and enjoyable. Just tell it your preferences, and let LibroBot do the rest. Discover new literary adventures with LibroBot by your side.

Personality Traits:

Friendly and Approachable:

LibroBot have a conversations with a friendly greeting and introduces itself, explaining its purpose as a book recommendation expert.

Knowledgeable and Enthusiastic:

LibroBot shares its enthusiasm for books and offers insights into different genres to you.

Helpful and Supportive:

LibroBot is dedicated to helping you find the perfect book, providing thoughtful recommendations and answering your book-related questions.

Conversational and Engaging:

LibroBot engages you in lively conversations, making the book recommendation process feel like a friendly chat.

Respectful and Non-judgmental:

LibroBot respects your reading preferences and encourages you to explore various genres.

CONVERSATIONAL FLOW :

here's a description of the conversation flow for "**LibroBot**"- Book Recommendation Chatbot:

User Initiation:

- The conversation begins when the user initiates the chat with "LibroBot" .
- This could be on a messaging app called whatsapp, where the chatbot is deployed.

LibroBot Introduction:

- LibroBot starts the conversation with a warm welcome and an introduction, setting the tone for a friendly and helpful interaction.

Understanding User Preferences:

- LibroBot starts by asking the user about their reading preferences. It wants to know what kind of books the user enjoys and provides options to guide the conversation.

Choosing a Genre:

- If the user wants to choose genre, LibroBot asks about specific types of books, like mystery or historical books like wise.

Book Recommendations:

- After collecting these preferences, LibroBot provides personalized book recommendations.

User Questions and Exploration:

- Users can ask questions about the recommended books or request more suggestions.

Help and Interaction:

- LibroBot responds to user questions, shares information about the books, and offers further assistance.

Goodbye and Thanks:

- The conversation ends with LibroBot thanking the user and leaving the door open for future book recommendations.

TECHNICAL IMPLEMENTATION USING WATSON ASSISTANT:

IBM Watson Assistant Setup:

- Start by setting up your Book Recommendation Bot using IBM Watson Assistant. This is like creating the brain of your chatbot that understands and responds to user requests.

Action Skills:

- Within Watson Assistant, you build Action Skills to make your bot smarter. These skills allow it to process information, like user requests for book recommendations.

Book Data:

- Connect your bot to a database or recommendation system that holds information about books. This way, your bot can provide personalized recommendations based on user preferences.

WhatsApp Integration with Twilio:

- Now, you use Twilio to connect your Watson Assistant-powered bot to WhatsApp. Think of Twilio as the bridge that allows your bot to chat with users on WhatsApp.

User Interaction:

- Users will send messages on WhatsApp to interact with your bot. The bot will receive these messages through Twilio, process them using Watson Assistant, and provide book recommendations or answer questions.

Testing:

- Before going live, make sure to test your bot to ensure it understands and responds to user messages correctly.

Deployment:


- Once your bot works well, you deploy it so that real WhatsApp users can start chatting with it.

User Engagement:

- Promote your bot on WhatsApp and encourage users to chat with it for book recommendations. You can also use Twilio to send notifications or updates to users.

EXAMPLE OF USER QUERIES AND THE CHATBOT'S RESPONSES:

Thursday

 This business works with other companies to manage this chat. Tap to learn more.

Hello 9:38 PM ✓✓

Great! I'd be happy to help you find the perfect book. Can you tell me a bit about your preferences? Do you have a specific genre in mind, or are you open to exploring different genres?

9:39 PM

1. Mystery Books
 2. Fantasy Novels
 3. Science Fiction Books
 4. History Books
 5. Self Development Books
 6. Books for Kids
 7. Non-Fiction Books
 8. Biographies
 9. Auto Biographies
 10. Inspirational Books
- Reply with the option number.*

9:39 PM

1 9:39 PM ✓✓

1. "The Da Vinci Code" by Dan Brown
2. "In the Woods" by Tana French
3. "The Hound of the Baskervilles" by Arthur Conan Doyle
4. "The Silent Patient" by Alex Michaelides
5. "Before I Go to Sleep" by S.J. Watson

Are you Satisfied with the result ?

9:39 PM

 Message



1. Yes
2. No
Reply with the option number.

9:39 PM

1 9:39 PM ✓✓

Thank you! If you have any more questions or need further recommendations in the future, feel free to reach out.

9:39 PM

Hi 9:41 PM ✓✓

Great! I'd be happy to help you find the perfect book. Can you tell me a bit about your preferences? Do you have a specific genre in mind, or are you open to exploring different genres?

9:41 PM

1. Mystery Books
2. Fantasy Novels
3. Science Fiction Books
4. History Books
5. Self Development Books
6. Books for Kids
7. Non-Fiction Books
8. Biographies
9. Auto Biographies
10. Inspirational Books
Reply with the option number.

9:41 PM

5 9:41 PM ✓✓

1. "The 7 Habits of Highly Effective People" by Stephen R. Covey



Message



1. "The 7 Habits of Highly Effective People" by Stephen R. Covey
2. "Awaken the Giant Within" by Tony Robbins
3. "Atomic Habits" by James Clear
4. "Mindset: The New Psychology of Success" by Carol S. Dweck
5. "Daring Greatly" by Brené Brown

Are you Satisfied with the result? 9:41 PM

1. Yes
 2. No
- Reply with the option number. 9:41 PM

2 9:41 PM ✓✓

1. "The Power of Habit" by Charles Duhigg
2. "Grit: The Power of Passion and Perseverance" by Angela Duckworth
3. "You Are a Badass" by Jen Sincero
4. "Start with Why" by Simon Sinek
5. "The Subtle Art of Not Giving a F*ck" by Mark Manson

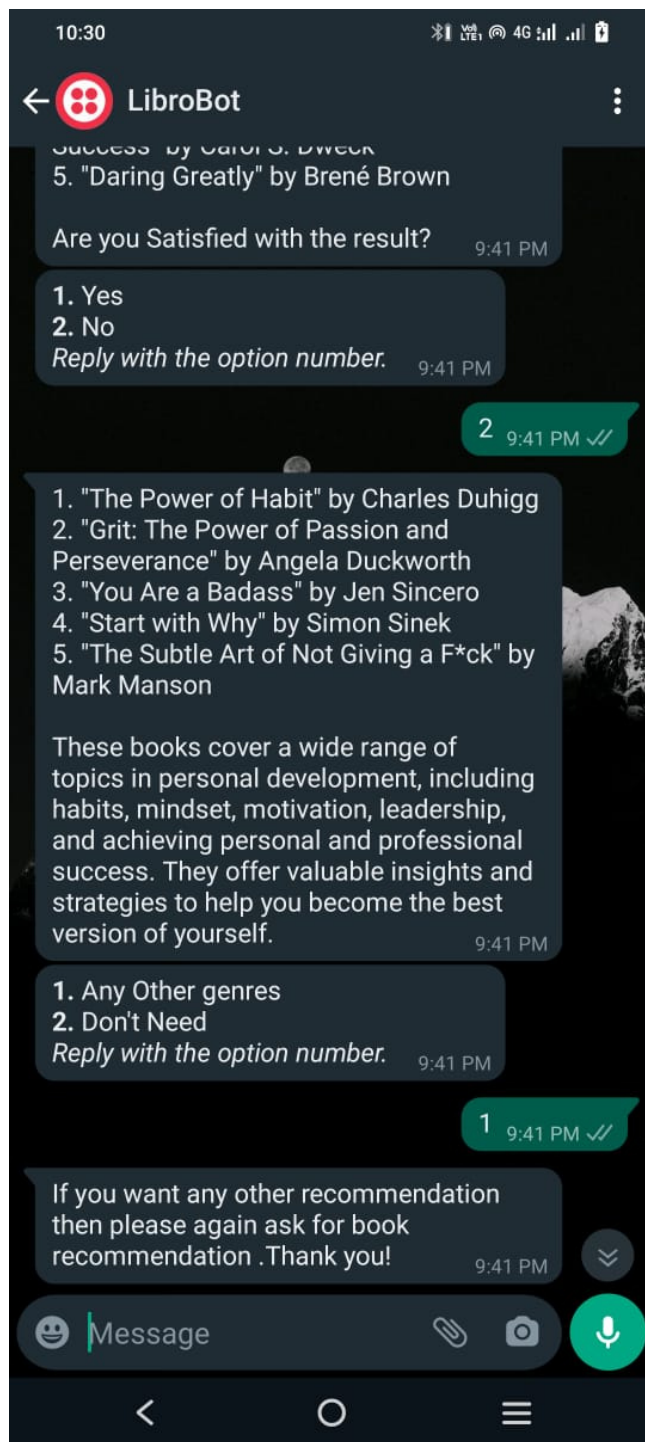
These books cover a wide range of topics in personal development, including habits, mindset, motivation, leadership, and achieving personal and professional success. They offer valuable insights and strategies to help you become the best version of yourself. 9:41 PM

1. Any Other genres
 2. Don't Need
- Reply with the option number. 9:41 PM



Message





**ACTIONS WHICH IS DONE IN THE IBM CLOUD WATSON
ASSISTANT:**

Book Recommendation Bot

Customer starts with:
Hi, I'm looking for a new book to read.

5100
total steps end steps (1) re-ask steps (1)

Conversation steps

Great! I'd be happy to help you find the perfect book. Can you tell me a bit about your...

1

Non-Fiction ... Inspirational ... + 8

Continue to next step

1 is Mystery Books

1. The Da Vinci Code by Dan Brown 2. In the Woods by Tana French 3. The Hound of the...

2

New step +

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

The more phrases you enter, the better your assistant can recognize what the customer wants.

Enter phrases your customer might use to start this action Total: 7

action

Enter a phrase

book recommendation

good afternoon

good evening

Activate Windows
Go to Settings to activate Windows
[Preview](#)

Book Recommendation Bot

Woods by Tana French 3. The Hound of the...

2

Confirmation

Continue to next step

2 is Yes

Thank you! If you have any more questions or need further recommendations in the future, feel...

3

Continue to next step

2 is No

Certainly! If you're open to exploring books beyond history, here are some recommendations...

4

Any Other ge... Don't Need

Continue to next step

New step +

Customer starts with:

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book recommendation

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good evening

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Book Recommendation Bot

4 is Any Other genres

If you want any other recommendation then please again ask for book recommendation .Than...

Continue to next step

4 is Don't Need

Thankyou,If you ever have more questions or need further recommendations, don't hesitate to...

Continue to next step

1 is Fantasy Novels

1. The Hobbit by J.R.R. Tolkien 2. Harry Potter and the Sorcerer's Stone by J.K. Rowling 3. A Song of...

Confirmation

Customer starts with:

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Book Recommendation Bot

1. The Hobbit by J.R.R. Tolkien 2. Harry Potter and the Sorcerer's Stone by J.K. Rowling 3. A Song of...

Confirmation

Continue to next step

7 is Yes

Thank you! If you have any more questions or need further recommendations in the future, feel...

Continue to next step

7 is No

1. The Way of Kings by Brandon Sanderson 2. The Lies of Locke Lamora by Scott Lynch 3. The Wheel...

Don't Need Any Other ge...

Continue to next step

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

The more phrases you enter, the better your assistant can recognize what the customer wants.

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All Bookmarks

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Book Recommendation Bot

9 is Any Other genres

If you want any other recommendation then please again ask for book recommendation...

Continue to next step

10

9 is Don't Need

Thankyou!,If you ever have more questions or need further recommendations, don't hesitate t...

Continue to next step

11

1 is Science Fiction Books

1. Dune by Frank Herbert 2. Neuromancer by William Gibson 3. Foundation by Isaac Asimov ...

Confirmation

Continue to next step

New step +

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

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All Bookmarks

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Book Recommendation Bot

13

Thank you! If you have any more questions or need further recommendations in the future, fe...

Continue to next step

12 is No

1. 'The Martian by Andy Weir' 2. 'Snow Crash by Neal Stephenson' 3. 'Hyperion by Dan...

Don't Need Any Other ge...

Continue to next step

14

14 is Any Other genres

If you want any other recommendation then please again ask for book recommendation...

Continue to next step

New step +

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

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All Bookmarks

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Book Recommendation Bot

14 is **Won't Need**

16 Thank you!.If you ever have more questions or need further recommendations, don't hesitate t...

Continue to next step

1 is **History Books**

17 1. A People's History of the United States by Howard Zinn 2. Guns, Germs, and Steel by Jare...

Confirmation

Continue to next step

17 is **Yes**

18 Thank you! If you have any more questions or need further recommendations in the future, fe...

Continue to next step

New step +

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

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All Bookmarks

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Book Recommendation Bot

19 1. The Wright Brothers by David McCullough 2. 1491: New Revelations of the Americas Before...

Don't Need Any Other ge...

Continue to next step

19 is **Any Other genres**

20 If you want any other recommendation then please again ask for book recommendation...

Continue to next step

19 is **Don't Need**

21 Thank you!.If you ever have more questions or need further recommendations, don't hesitate t...

Continue to next step

New step +

Customer starts with:

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All Bookmarks

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Book Recommendation Bot

1 is Biographies

22 is Confirmation

23 is Yes

24 is No

1. Steve Jobs by Walter Isaacson 2. The Diary of a Young Girl by Anne Frank 3. The Immortal Lif...

Thank you! If you have any more questions or need further recommendations in the future, fe...

1. 'The Glass Castle' by Jeannette Walls' 2. 'Malcolm X: A Life of Reinvention by Manning...

1. 'The Glass Castle' by Jeannette Walls' 2. 'Malcolm X: A Life of Reinvention by Manning Marable' 3. 'Einstein: His Life and Universe by Walter Isaacson' 4. 'Angela's Ashes by Frank McCourt' 5. 'Long Walk to Freedom by Nelson Mandela'

Continue to next step

Continue to next step

Continue to next step

Continue to next step

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Enter phrases your customer might use to start this action Total: 7

Enter a phrase

book recommendation

book recommendation

book recommendation

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All Bookmarks

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Book Recommendation Bot

25 is Confirmation

26 is Don't Need

27 is Inspirational Books

If you want any other recommendation then please again ask for book recommendation...

Thank you! If you ever have more questions or need further recommendations, don't hesitate t...

1. The Alchemist by Paulo Coelho 2. Man's Search for Meaning by Viktor E. Frankl 3. The...

Continue to next step

Continue to next step

Continue to next step

Continue to next step

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Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

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All Bookmarks

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Book Recommendation Bot

28

Thank you! If you have any more questions or need further recommendations in the future, fe...

↓ Continue to next step

27 is No

1. The 7 Habits of Highly Effective People by Stephen R. Covey 2. Awaken the Giant Within b...

29

Any Other ge... Don't Need

↓ Continue to next step

29 is Any Other genres

30

If you want any other recommendation then please again ask for book recommendation...

↓ Continue to next step

New step +

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

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All Bookmarks

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Book Recommendation Bot

31

Thankyou!,If you ever have more questions or need further recommendations, don't hesitate t...

↓ Continue to next step

1 is Auto Biographies

1. The Diary of a Young Girl by Anne Frank 2. The Story of My Experiments with Truth by Mahatm...

32

Confirmation

↓ Continue to next step

32 is Yes

33

Thank you! If you have any more questions or need further recommendations in the future, fe...

↓ Continue to next step

New step +

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

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All Bookmarks

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Book Recommendation Bot

32 is No

1. The Long Hard Road Out of Hell by Marilyn Manson 2. My Life by Bill Clinton 3. Bossypants...

Any Other ge... Don't Need

Continue to next step

34 is Any Other genres

If you want any other recommendation then please again ask for book recommendation...

Continue to next step

34 is Don't Need

Thankyou!,If you ever have more questions or need further recommendations, don't hesitate t...

Continue to next step

New step +

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All Bookmarks

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Book Recommendation Bot

1 is Self Development Books

1. The 7 Habits of Highly Effective People by Stephen R. Covey 2. Awaken the Giant Within b...

Confirmation

Continue to next step

37 is Yes

Thank you! If you have any more questions or need further recommendations in the future, fe...

Continue to next step

37 is No

1. The Power of Habit by Charles Duhigg 2. Grit: The Power of Passion and Perseverance by...

Don't Need Any Other ge...

New step +

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

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🔖 🌐 ⚙️

All Bookmarks

IBM watsonx Assistant Lite Upgrade Book Recommendation... Learning resources

Book Recommendation Bot

39 is Any Other genres

40 If you want any other recommendation then please again ask for book recommendation...

↓ Continue to next step

39 is Don't Need

41 Thank you! If you ever have more questions or need further recommendations, don't hesitate t...

↓ Continue to next step

1 is Books for Kids

42 1. Where the Wild Things Are by Maurice Sendak
2. Goodnight Moon by Margaret Wise Brown 3...

Confirmation

↓ Continue to next step

New step +

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

The more phrases you enter, the better your assistant can recognize what the customer wants.

Enter phrases your customer might use to start this action Total: 7

action

Enter a phrase

book recommendation

good afternoon

good evening

Activate Windows
Go to Settings to activate Windows.
Preview

← → ↻

au-syd.assistant.watson.cloud.ibm.com/cm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F5004af0a4b944e458dc367302ec99886%3A778b1df...

🔖 🌐 ⚙️

All Bookmarks

IBM watsonx Assistant Lite Upgrade Book Recommendation... Learning resources

Book Recommendation Bot

42 is Yes

43 Thank you! If you have any more questions or need further recommendations in the future, fe...

↓ Continue to next step

42 is No

44 1. The Cat in the Hat by Dr. Seuss 2. Charlotte's Web by E.B. White 3. The Chronicles of Narnia...

Any Other ge... Don't Need

↓ Continue to next step

44 is Any Other genres

45 If you want any other recommendation then please again ask for book recommendation...

↓ Continue to next step

New step +

Customer starts with:

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action

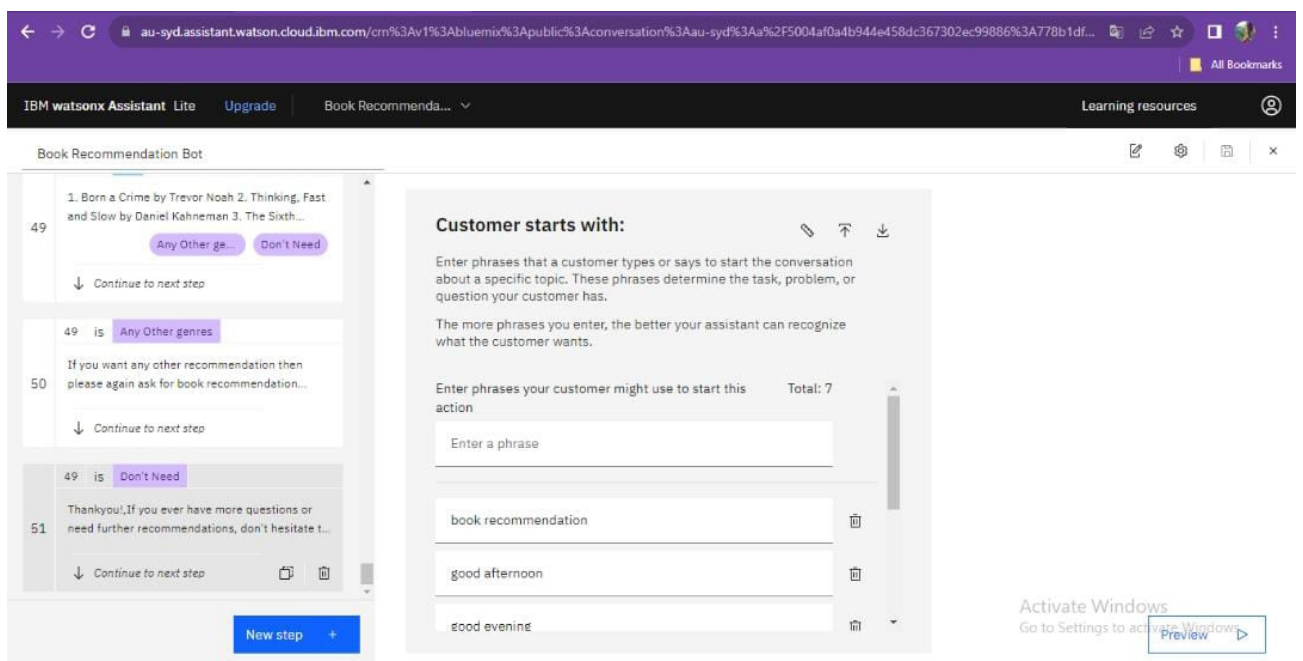
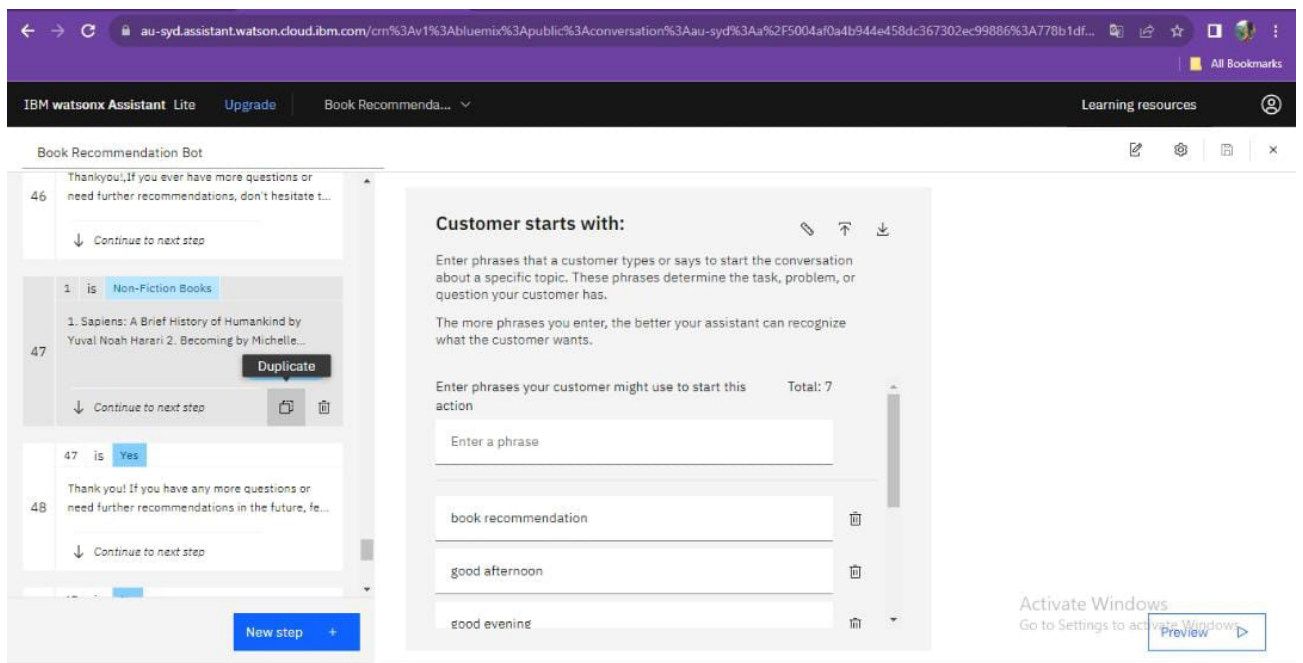
Enter a phrase

book recommendation

good afternoon

good evening

Activate Windows
Go to Settings to activate Windows.
Preview



Link of our Published Chatbot:

<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=https%3A%2F%2Fau-syd.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-778b1df1-62ad-4bbc-8286-6a7e14af0378%3A%3A2f41d3a3-473f-43bc-a266-d337457abb3c&integrationID=5d50b246-fdc3-4d3a-8b8c->

[38edcf2c073a®ion=au-syd&serviceInstanceID=778b1df1-62ad-4bbc-8286-6a7e14af0378](#)