CHATBOT DEVLOPMENT

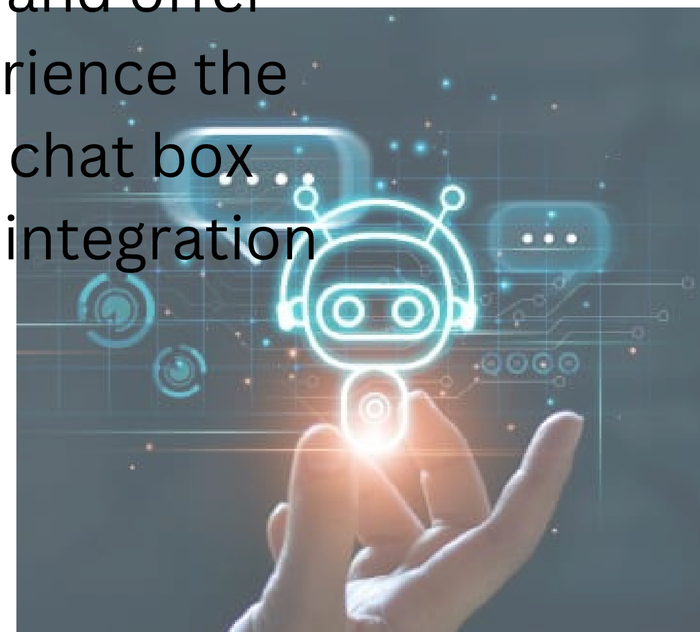
With IBM cloud Watson

ABSTRACT :

The chatbot streamlines IT support queries by automating the dialog flow. IBM Watson® Assistant is a question-and-answer .
system that provides a dialog interaction between the conversation system and users.
This style of interaction is commonly called a chatbot.

PROBLEM DEFINITION

The project involves creating a chartboard using IBM cloud wants and assistant the glow the goals is to develop a virtual guys that answers user on messaging platform like Facebook messenger and slack that chat what should provide help information and frequently asked question FAQ and offer your friendly conversation experience the project includes resigning that chat box personal configuration response integration with messenger



DESIGN THINKING

1. Personal design
2. User scenario
3. Conversation flow
4. Response configuration
5. platform integration
6. user experience

persona Design:

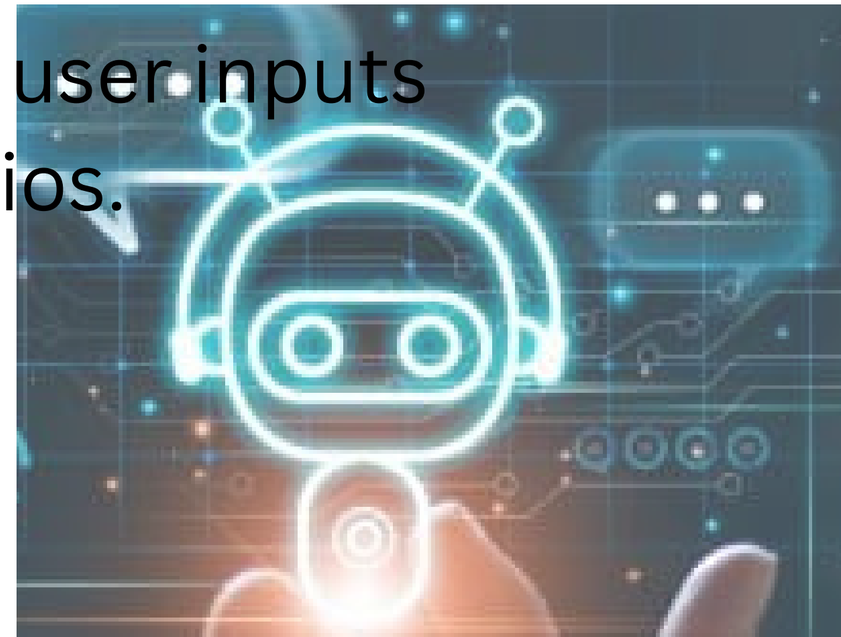
Understand your target audience and create user personas. Tailor the chatbot's personality, language, and design to match the preferences and needs of your users.

USER SCENARIO:

Implement personalization features, such as remembering user preferences, previous interactions, and user-specific data, to create a tailored experience.

Conversation flow

Design a conversational flow that guides users through interactions with the chatbot. Plan out how the bot will respond to various user inputs and scenarios.



Branding and Tone

Establish a consistent tone and voice for your chatbot that aligns with your brand's personality. Ensure that the bot's responses are in line with your brand's messaging.

visual design

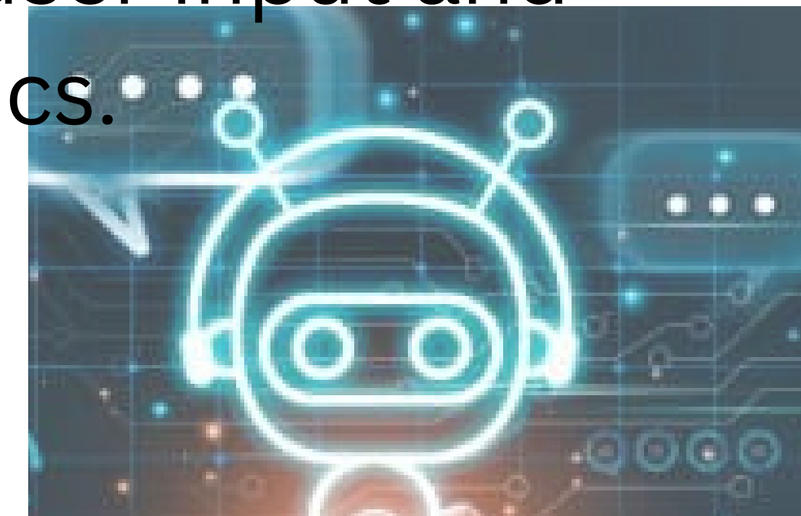
your chatbot has a visual interface, design a user-friendly and aesthetically pleasing layout. Consider color schemes, fonts, and iconography that match your brand.

User interface (UI)

Ensure that the user interface is intuitive and easy to navigate. Keep menus, buttons, and options simple and user-friendly.

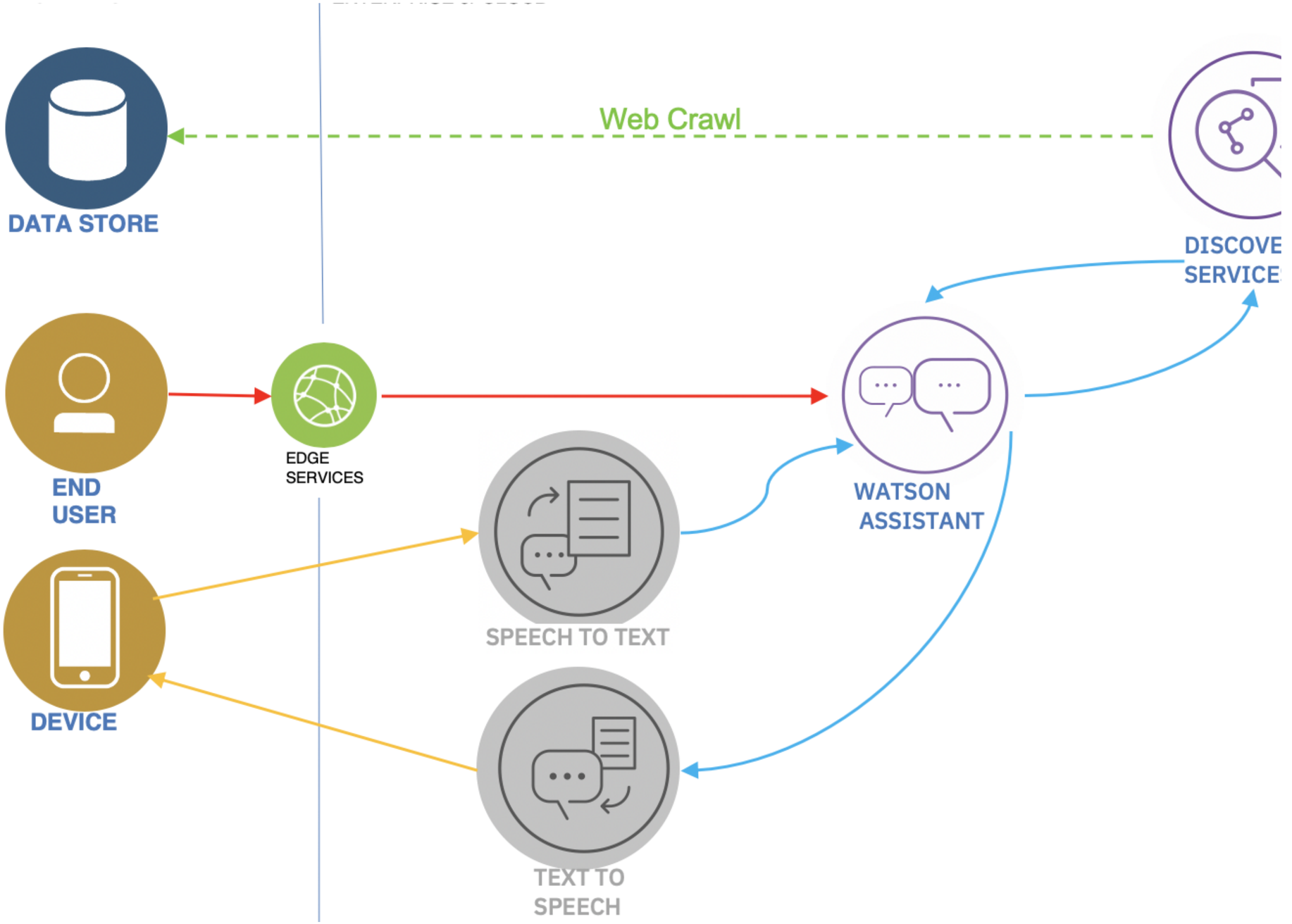
Testing and feedback

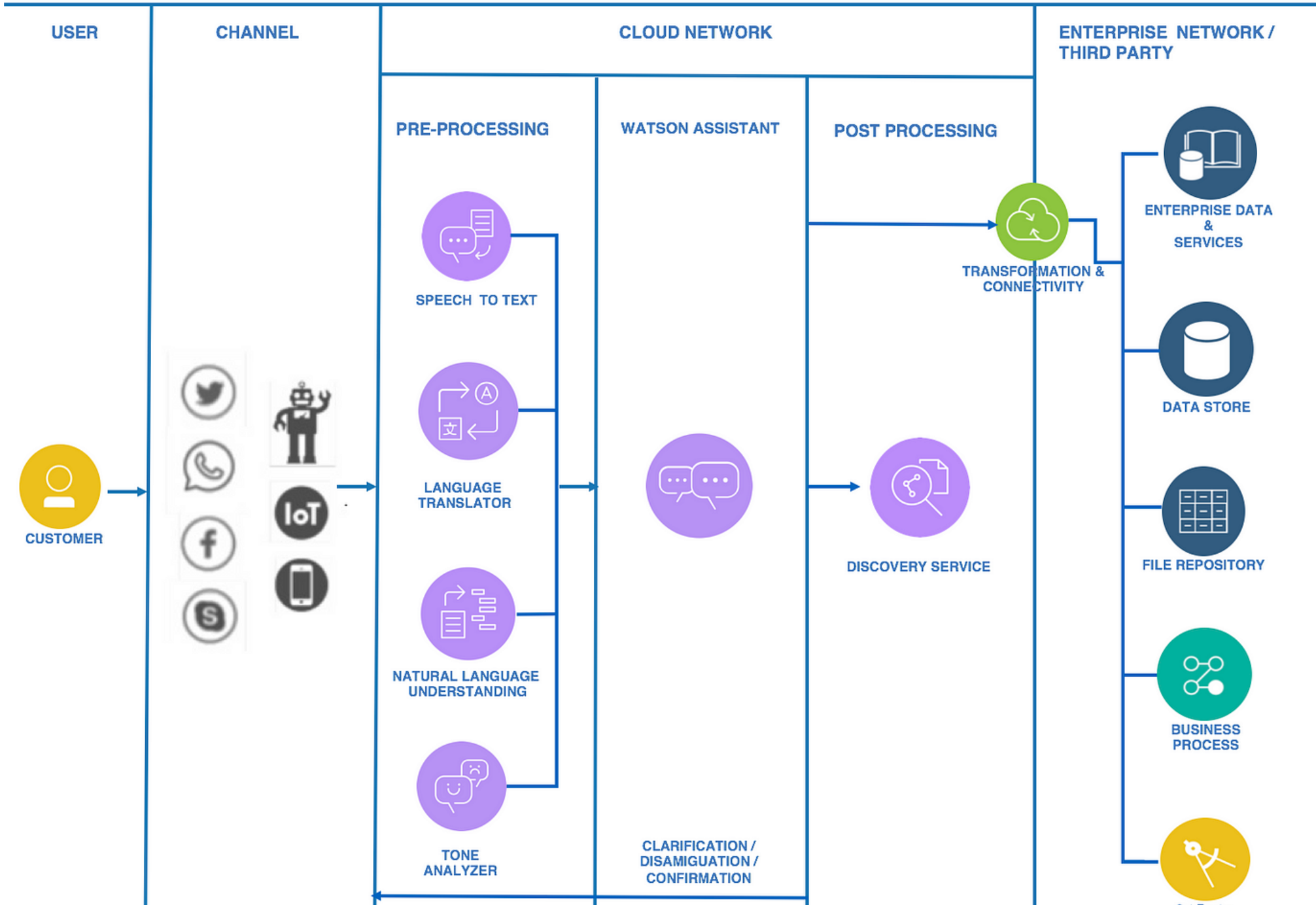
Continuously test your chatbot with real users and gather feedback to make improvements. Adjust the design based on user input and analytics.



Multi-channel support

applicable, design your chatbot to work across multiple platforms and channels, such as websites, messaging apps, and voice assistants.


Web Crawl
DATA STORE
DISCOVE
SERVICE
END
USER
EDGE
SERVICES
WATSON
ASSISTANT
SPEECH TO TEXT
DEVICE
TEXT TO
SPEECH


USER
CHANNEL
CLOUD NETWORK
ENTERPRISE NETWORK / THIRD PARTY
PRE-PROCESSING
WATSON ASSISTANT
POST PROCESSING
CUSTOMER
SPEECH TO TEXT
LANGUAGE TRANSLATOR
NATURAL LANGUAGE UNDERSTANDING
TONE ANALYZER
IoT
TRANSFORMATION & CONNECTIVITY
DISCOVERY SERVICE
CLARIFICATION / DISAMIGUATION / CONFIRMATION
ENTERPRISE DATA & SERVICES
DATA STORE
FILE REPOSITORY
BUSINESS PROCESS

THANK YOU