

Project Title: Chatbot Deployment using IBM Cloud Watson Assistant

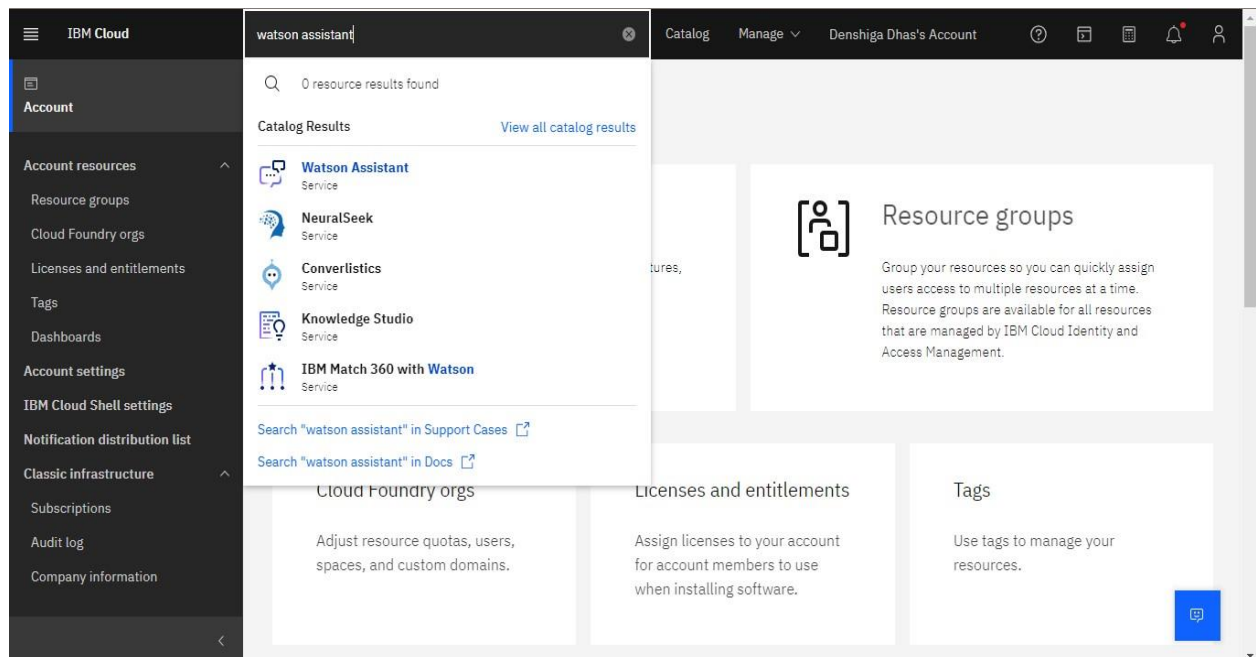
Phase 3: Development Part 1:

The steps to start building the Chat MATE chatbot using IBM Watson Assistant are as follows:

Step 1: *Create an IBM Cloud account*

- If we already have an account sign into it
- Else follow the prompts to create one.

Step 2: *Create a Watson Assistant Service Instance:*



- From the IBM Cloud dashboard, click on "**Create Resource.**"

- In the catalogue, search for "**Watson Assistant**" and select the service.
- Choose the appropriate plan based on the requirements
- Enter a service name, or keep the generated name, and click "**Create.**"

The screenshot displays the IBM Cloud Watson Assistant service creation interface. The top navigation bar includes the IBM Cloud logo, a search bar, and links to Catalog, Manage, and the user's account (Denshiga Dhas's Account). The main content area is divided into two sections: the left section for service configuration and the right sidebar for summary and actions.

Service Configuration Section:

- Header:** "Catalog / Watson Assistant" with a description: "Watson Assistant lets you build conversational interfaces into any application, device, or channel."
- Tabs:** "Create" (active) and "About".
- Left Sidebar:**
 - Type: Service
 - Provider: IBM
 - Last updated: 10/04/2023
 - Category: AI / Machine Learning
 - Compliance: EU Supported, HIPAA Enabled, IAM-enabled
 - Related links: API docs, Docs
- Main Content:**
 - Select a location:** A dropdown menu showing "Sydney (ibm:yp:au-syd)".
 - Select a pricing plan:** A section with a note: "Displayed prices do not include tax. Monthly prices shown are for country or location: [United States](#)". Below this is a red error message box: "Error retrieving plans data".
 - Configure your resource:** A section with a "Service name" field and a "Select a resource group" dropdown.

Summary and Actions Section (Right Sidebar):

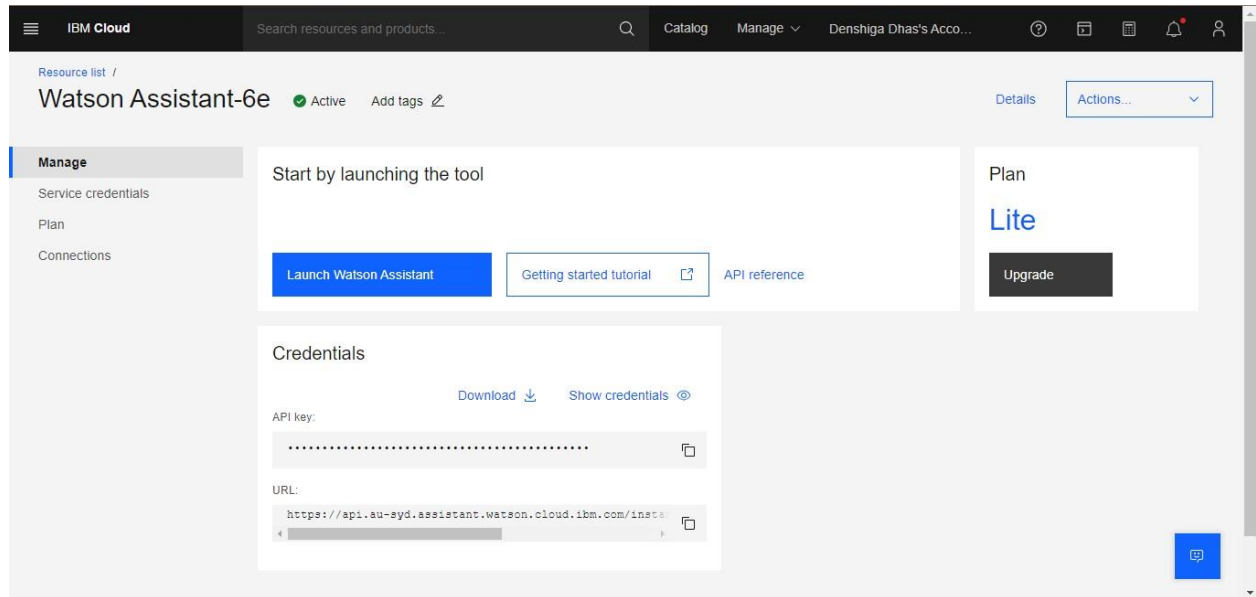
- Summary:** "Watson Assistant" with "Resource group: Default".
- License Agreement:** A checkbox labeled "I have read and agree to the following license agreements:" with a link to "Terms".
- Buttons:** "Create" and "Add to estimate".

Welcome to watsonx Assistant Section (Bottom):

- Header:** "Welcome to watsonx Assistant" with a "Next" button.
- Text:** "Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like."
- Form Fields:**
 - Assistant name:** A text input field containing "ChatMATE". Below it, a note: "Your assistant name will be kept internally and not visible to your customers".
 - Description (optional):** A text area containing "Chatbot to assist people on messaging platforms like facebook and slack". A character count "71/128" is shown.
 - Assistant language:** A dropdown menu showing "English (US)". Below it, a note: "This is the language your assistant will speak."

Step 3: *Configure Your Watson Assistant Service*

1. Once the service instance is created, open it from **the IBM Cloud dashboard**.
2. Inside the Watson Assistant service, click on the **"Launch Watson Assistant"** button to go to the Watson Assistant tool.



Step 4: Create Intents, Entities, and Dialog Nodes

1. Create Intents:

- Click on "Create Intent" and define intents such as "greet", "Information Seeker," "FAQ Navigation," etc.
- For each intent, add examples of user queries related to that intent (e.g., "Tell me about your company's history" for Information Seeker).


2. Define Entities:

- Click on "Create Entity" and define entities like "Product," "Contact Details," etc.


- For each entity, add synonyms and patterns to improve recognition accuracy (e.g., "phone number" as a synonym for "contact details").
- 3.Create Dialog Nodes:
- Click on "Create Dialog" and create dialog nodes for each intent and scenario (greeting, Information Seeker, etc.).
- Configure responses, conditions, and context variables within each dialog node.
- Implement fallback responses for handling unclear or unexpected user inputs.

Create an action

How would you like to build your action?



Start from scratch
Build with actions using your own use case.



Quick start with templates
Use one of our pre-built templates and use cases.

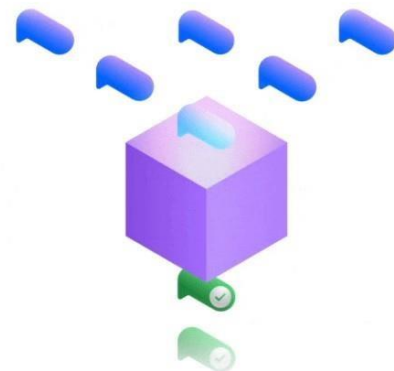
Actions

- All items ^
- Created by you
- Set by assistant
- Variables ^
- Created by you
- Set by assistant
- Set by integration
- Saved responses

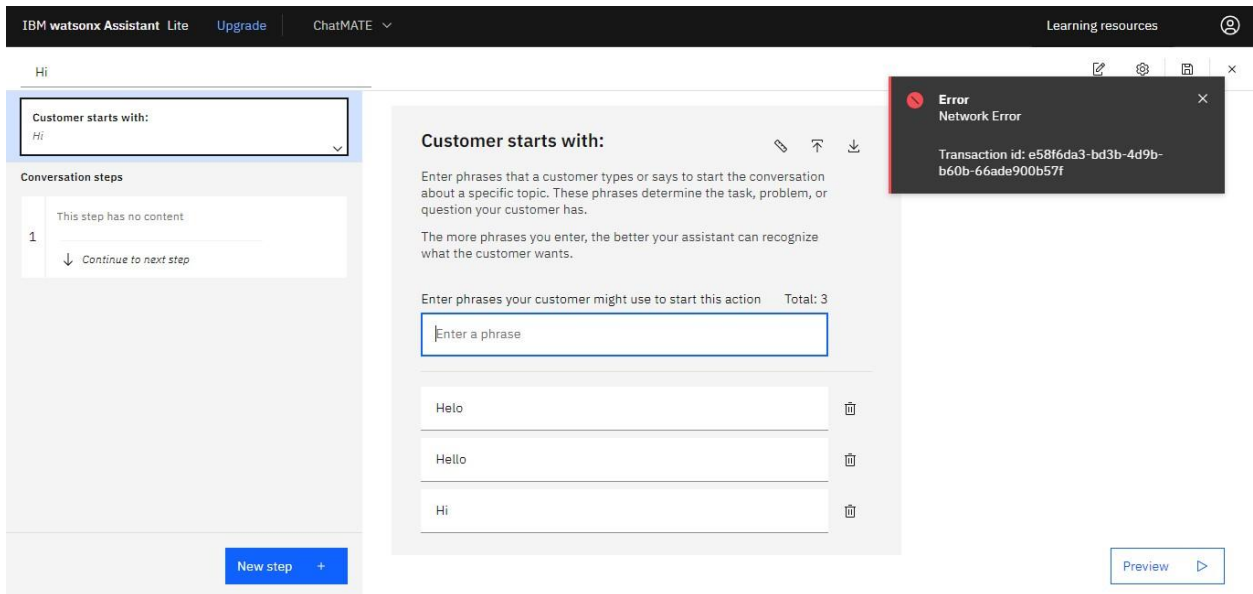
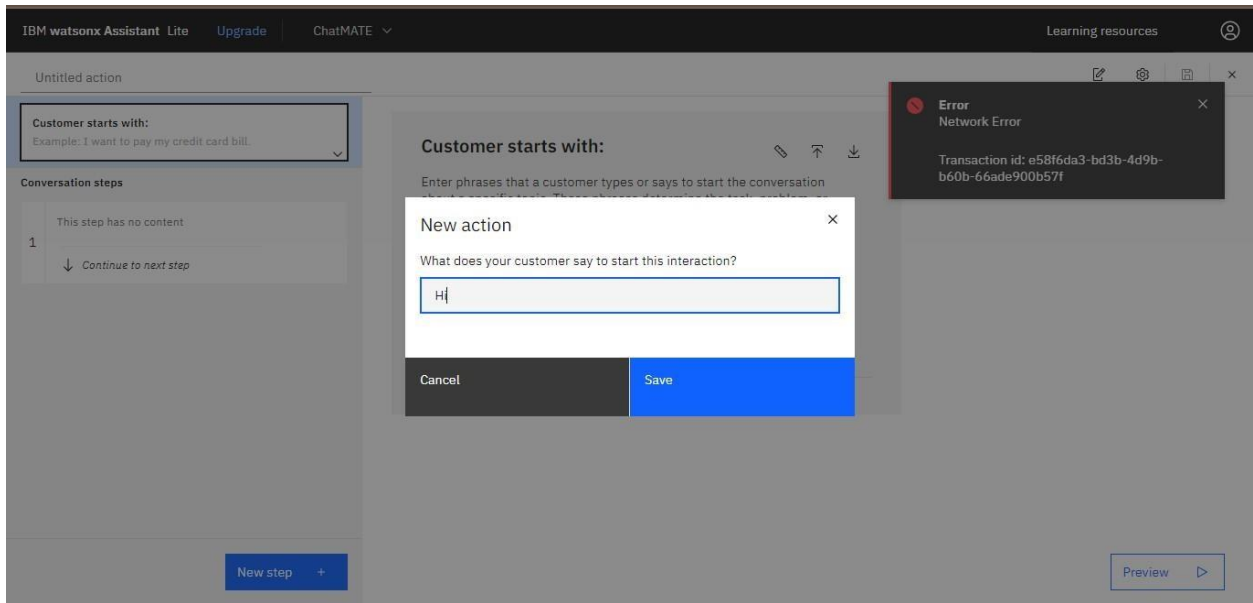
Create your first action

With actions, you can help your customers accomplish their goals.

Create action +



Preview ▶



IBM watsonx Assistant LiteUpgradeChatMATE

Learning resources

Hi

Customer starts with:
Hi

Conversation steps

1

Heyy! Wats up?

Continue to next step

New step

Step 1

Is takenwithout conditions

Set variable values

Assistant says

Heyy! Wats up?

Define customer response

And then

Continue to next step

Preview

IBM watsonx Assistant LiteUpgradeChatMATE

Learning resources

Untitled action

Customer starts with:
Example: I want to pay my credit card bill.

Conversation steps

1

This step has no content

Continue to next step

New step

Customer starts with:

Enter phrases that a customer types or says to start the conversation

New action

What does your customer say to start this interaction?

What products/services do you offer?

CancelSave

Preview

IBM watsonx Assistant LiteUpgradeChatMATE vLearning resources

What products/services do you offer?

Customer starts with:
What products/services do you offer?

Conversation steps

1

You can find them under the services tab

Continue to next step

New step +

Step 1

Is takenwithout conditions

Set variable values

Assistant says

You can find them under the services tab

Define customer response

And then

Continue to next step

Preview

Welcome, how can I assist you?

Hi

Hi recognized

Heyy! Wats up?

There are no additional steps for this action. Add a new step or end the action.

What products/services do you offer?

What products/services do you offer? recognized

You can find them under the services tab

There are no additional steps for this action. Add a new step or end the action.

Type something...

IBM watsonx Assistant LiteUpgradeChatMATE vLearning resources

Untitled action

Customer starts with:
Example: I want to pay my credit card bill.

Conversation steps

1

This step has no content

Continue to next step

New step +

Customer starts with:

Enter phrases that a customer types or says to start the conversation

New action

What does your customer say to start this interaction?

How can I provide feedback about my experience?

CancelSave

Preview

IBM watsonx Assistant LiteUpgradeChatMATE

Learning resources

How can I provide feedback about my experience?

Customer starts with:
How can I provide feedback about my experience?

Conversation steps

1

Through email

Continue to next step

New step +

Step 1

Is takenwithout conditions

Set variable values

Assistant says

Through email

Define customer response

And then

Continue to next step

Preview

Greet customer (default)

Welcome, how can I assist you?

Hi

Hi recognized

Heyy! Wats up?

There are no additional steps for this action. Add a new step or end the action.

What products/services do you offer?

IBM watsonx Assistant LiteUpgradeChatMATE

Learning resources

Untitled action

Customer starts with:
Example: I want to pay my credit card bill.

Conversation steps

1

This step has no content

Continue to next step

New step +

Customer starts with:

Enter phrases that a customer types or says to start the conversation

New action

What does your customer say to start this interaction?

What is your return and refund policy?

CancelSave

Error

Network Error

Transaction id: 5ce8d19b-3cdf-4c29-b899-31e4407f2382

Preview

IBM watsonx Assistant LiteUpgradeChatMATE vLearning resources

What is your return and refund policy?

Customer starts with:
What is your return and refund policy?

Conversation steps

1

Yes you can return the item within 3 days if you are not satisfied with it and the amount will be credited...

Continue to next step

New step +

Step 1

Is takenwithout conditions

Set variable values

Assistant says

Yes you can return the item within 3 days if you are not satisfied with it and the amount will be credited in your account within a week time

Define customer response

And then

Continue to next step

Preview

IBM watsonx Assistant LiteUpgradeChatMATE vLearning resources

How can I reset my password?

Customer starts with:
How can I reset my password?

Conversation steps

1

To reset your password ,you can visit our website and go to the 'Forget Password' page

Continue to next step

2

Alright is there anything more to know?

Confirmation

Continue to next step

2 is Yes

3

I am always available to answer you

Continue to next step

New step +

Step 4

Is takenwith conditions

Set variable values

Conditions

1 condition

If All of this is true:

2. Alright is th... is No

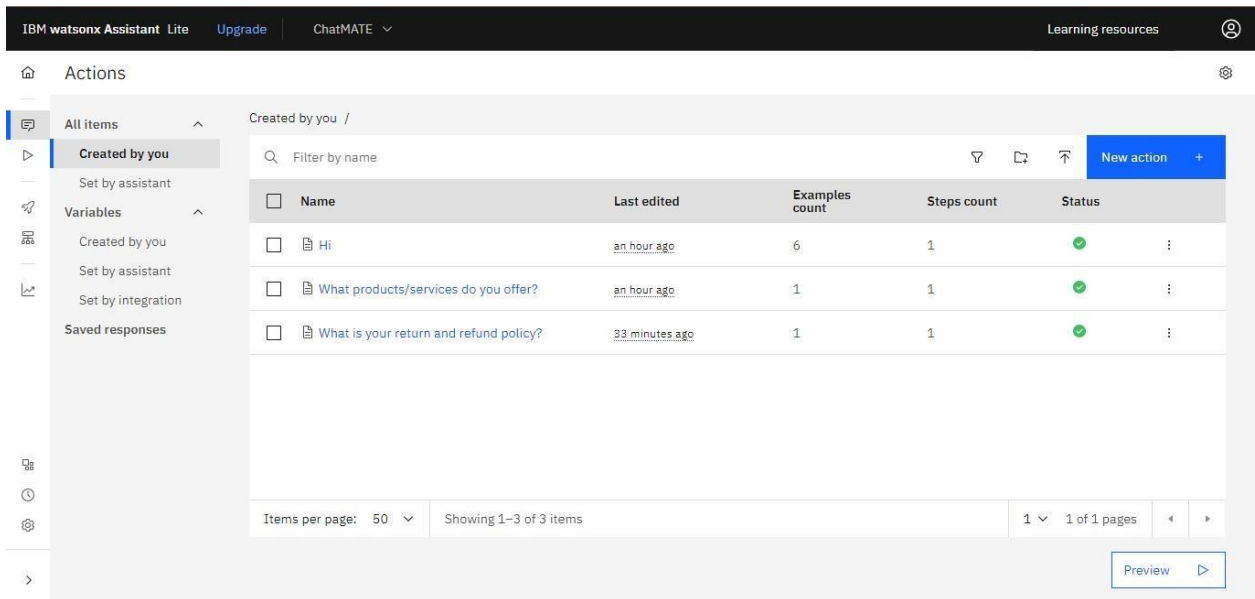
and Add condition +

New condition group +

Assistant says

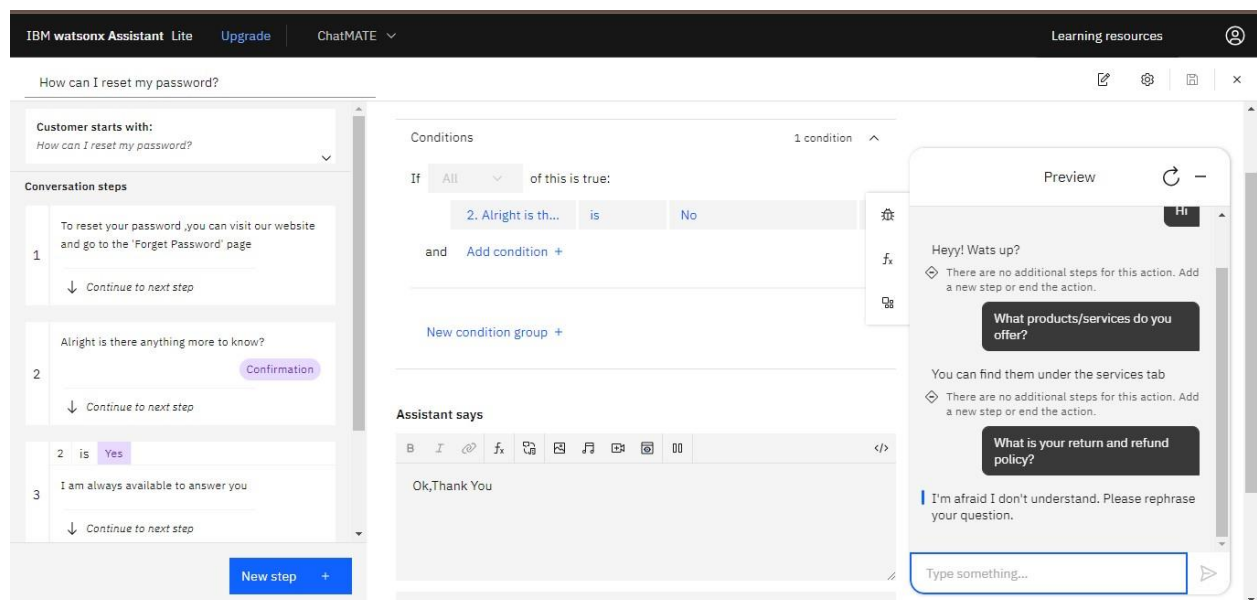
Ok,Thank You

Preview



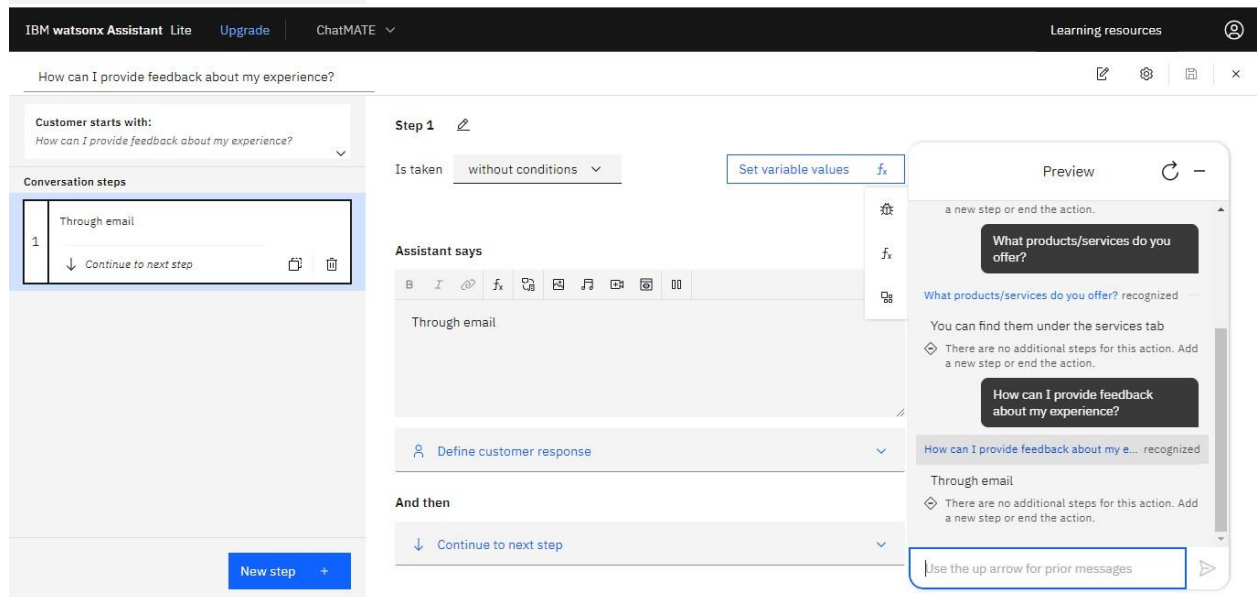
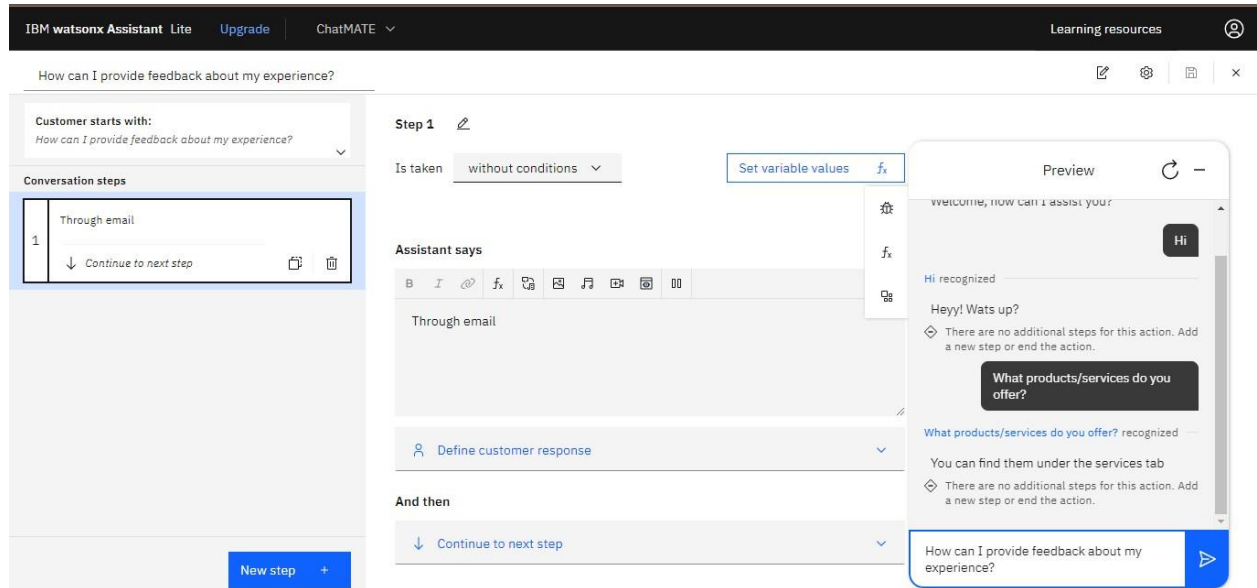
Step 5: Implement Fallback Responses

1. In the dialog, create a node for fallback responses we can name it as 'anything else'
2. Configure this node to trigger when the assistant recognizes a #anything_else intent or when it doesn't recognize the user's input.



Step 6: Test Your Chatbot

1. Click on the **"Try it"** button in the Watson Assistant tool.
2. Interact with your chatbot using the provided user examples and test various scenarios.
3. Ensure that the chatbot responds appropriately to different intents and user inputs.



By these steps, we can start building the chatbot **“Chat MATE”** using **IBM Cloud Watson Assistant**.