
Building Chatbots with Watson Assistant (Workshop)

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Chatbot GIT 2019

What is a chatbot?

- ❑ Chatbots = bot + conversation
- ❑ Also known as chatterbots, virtual assistant, talkbot, and Conversational Agent
- ❑ A software agent able to have a conversation, interacting with the user by voice, text, images, and more



What are chatbots for?

- ❑ Quickly answering the most common questions and requests for information
- ❑ Provide immediate response
- ❑ 24/7 Availability
- ❑ Reduces time and human errors

Let's create a chatbot!

#1: Log into IBM Cloud.

#2: Click on the Create resource button on your dashboard.

#3: Search for Watson Assistant in the search field.

#4: Name your chatbot and click on the Create Button.

← View all



Watson Assistant

Lite • IBM

Watson Assistant lets you build conversational interfaces into any application, device, or channel.

[View Docs](#) [View API Docs](#) [Terms](#)

AUTHOR IBM
PUBLISHED 03/11/2019
TYPE Service

Service name:

Watson Assistant-yi

Choose a region/location to deploy in:

Dallas

Select a resource group: ⓘ

Default

Tags: ⓘ

Examples: env:dev, version-1

Pricing Plans

Monthly prices shown are for country or region: [United States](#)

PLAN	FEATURES	PRICING
✓ Lite	10,000 Messages/Month AI-Based Intent and Entity Recognition Entity Synonym Recommendations Visual Dialog Edit with Simple Response Types (Text, Options, Images, etc...) Prebuilt Content Available Analytics Dashboard with 7 Days of Storage 5 Dialog Skills, Each with 100 Dialog Nodes Shared Public Cloud	Free
<p>The Lite plan gets you started with 10,000 API calls per month at no cost. And when you upgrade to a paid plan, you'll keep all your intents, entities, dialog flows, and chat logs.</p> <p>Lite plan services are deleted after 30 days of inactivity.</p>		

Need Help?
[Contact IBM Cloud Support](#)

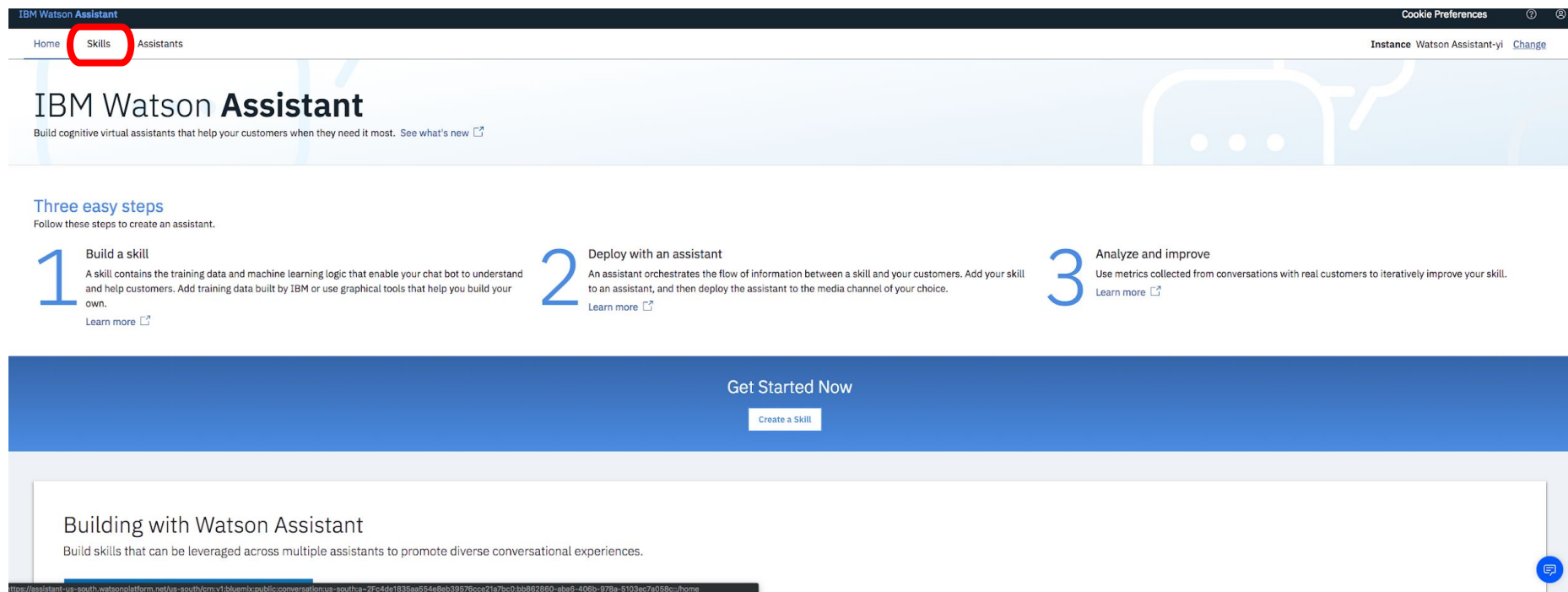
[Add to estimate](#)

[Create](#)

FEEDBACK

#4: Click on the Launch tool button.

#5. Click on the Skills menu on the top of the page.



The screenshot shows the IBM Watson Assistant web interface. At the top, there is a dark navigation bar with the text "IBM Watson Assistant" on the left and "Cookie Preferences" on the right. Below this is a lighter navigation bar with three tabs: "Home", "Skills", and "Assistants". The "Skills" tab is highlighted with a red square. To the right of these tabs, the text "Instance Watson Assistant-yi" and a "Change" link are visible. The main content area has a light blue header with the "IBM Watson Assistant" logo and the tagline "Build cognitive virtual assistants that help your customers when they need it most. See what's new". Below this, a section titled "Three easy steps" lists the process: 1. Build a skill, 2. Deploy with an assistant, and 3. Analyze and improve. Each step includes a brief description and a "Learn more" link. At the bottom, a large blue banner contains the text "Get Started Now" and a "Create a Skill" button. Below the banner, a section titled "Building with Watson Assistant" explains that skills can be leveraged across multiple assistants. A small chat icon is in the bottom right corner.

IBM Watson Assistant

Home Skills Assistants

Instance Watson Assistant-yi Change

IBM Watson Assistant

Build cognitive virtual assistants that help your customers when they need it most. [See what's new](#)

Three easy steps

Follow these steps to create an assistant.

- 1 Build a skill**
A skill contains the training data and machine learning logic that enable your chat bot to understand and help customers. Add training data built by IBM or use graphical tools that help you build your own.
[Learn more](#)
- 2 Deploy with an assistant**
An assistant orchestrates the flow of information between a skill and your customers. Add your skill to an assistant, and then deploy the assistant to the media channel of your choice.
[Learn more](#)
- 3 Analyze and improve**
Use metrics collected from conversations with real customers to iteratively improve your skill.
[Learn more](#)

Get Started Now

Create a Skill

Building with Watson Assistant

Build skills that can be leveraged across multiple assistants to promote diverse conversational experiences.

https://assistant-us-south.watsonplatform.net/us-south/crm/v1/bluemix/public-conversation/us-south/a-2f04de1835ae54e8e339576cca21a7bc0bb862660-abc6-4080-b7ba-5103ec7a059c/_home

#6: Click on the Create Skill button.

#7: Enter a name and an optional Description.

Create Dialog Skill

Create a new skill, start building a skill using the customer care sample, or import an existing skill.

Create skill Use sample skill Import skill

Name

Ice cream store skill

Name your skill, for example **Account application** or **Personal banking**.

Description (optional)

Add a description for this skill

Language

English (US)

Create dialog skill

#8: Click on the Create Dialog skill button to generate the skill.

Concept #1: Intents and Entities

An intent is the goal or purpose of the user's message.

Examples:

- ❑ #greetings with examples: ["hello", "hi", "hey", "good morning", "good afternoon"]
- ❑ #hours_info with examples: ["When do you open", "When are you open", "Are you open on Saturdays?", "What are your hours?", "Are you open on Christmas' Day?"]

An entity is a value of the user's input that you can use to provide different responses to a particular intent.

Examples:

- ❑ @locations with examples: ["Toronto" with synonyms ("The 6ix", "Queen City")]
- ❑ @types_ice_creams with examples: ["sundae", "sandwich", "ice cream cake", "popsicle", "gelato"]

Let's try it out!

Skills /

Ice Cream Store Skill

A skill for an ice cream store chain.

[Intents](#) [Entities](#) [Dialog](#) [Analytics](#) [Version History](#) [Content Catalog](#)

Add intent

☐ Intent (2) ▼

☐ #greetings

☐ #hours_info

Description

greet the user

ask about store hour

Modified ▼

an hour ago

an hour ago

In Conflict

5

5

Examples

5

5

Try it

Save new version



Concept #2: Simple Dialogs

Dialog uses intents and entities to define a response to each user's input. It defines how your chatbot will respond to what users are saying.

Example:

Default welcome response: "Hello. My name is Watson and I'm a chatbot. How can I help you? You can ask me about our store hours."

If the chatbot recognizes #hours_info intent, respond to the user: "We are open to 10 AM to 5 PM from Monday to Friday."

**Let's respond to hours of
operation intent**



Concept #2: Conditional Dialogs

What if we want to give a specific response based on entities.

Example:

: "Could you recommend me sundae? "

The chatbot will recognize #ice_cream_suggestion and @ice_cream_type:sundae, respond to the user: "Our best selling sundae is caramel drizzle sundae".

Let's generate your WordPress website!

Let's deploy your chatbot to your website!

IBM Watson Assistant

Cookie Preferences

HomeSkillsAssistants

Instance Watson Assistant-yi [Change](#)


Assistants


Build a virtual assistant that understands the unique business needs of your customers, and share it across multiple channels.

Create new

Time to create an Assistant

An assistant is the user-facing component that manages the flow of information between your skills and your customers.

Click **Create new** to get started. [Learn more](#) 



#1: Click Add Dialog Skill.

#2: Select Add existing skill.

#3: Click on the View API Details link.

#4: Save the Assistant URL, username, and Password

The screenshot shows the IBM Watson Assistant interface. At the top, there's a navigation bar with 'Home', 'Skills', and 'Assistants'. The 'Assistants' tab is active, and the instance is 'my chatbot 111'. Below the navigation bar, the breadcrumb is '< Assistants' and the assistant name is 'watson chatbot'. The main content area is divided into two panels. The left panel is titled 'Skills' and contains a table for the 'game store skill'. The right panel is titled 'Integrations' and has a 'Preview Link' button. A dropdown menu is open over the 'Integrations' panel, showing 'View API Details', 'Settings', and 'Delete'.

Home Skills Assistants Instance my chatbot 111 [Change](#)

< Assistants

watson chatbot

Skills

A skill is building block of your assistant. A dialog skill is created by authoring intents, entities, and nodes. A search skill helps your dialog skill by providing answers from linked documents or web pages. [Learn more](#)

game store skill				
LANGUAGE:	TRAINED DATA:	VERSION:	CREATED:	UPDATED:
Korean	3 Intents 3 Entities 6 Dialog Nodes	Development	Apr 12 2019, 22:28 -04:00	Apr 12 2019, 22:28 -04:00

LINKED ASSISTANTS (1): watson chatbot

Integrations

Choose a channel to deploy your Assistant

[Add integration](#)

[Preview Link](#)

- View API Details
- Settings
- Delete

#5: Visit your WordPress Dashboard.

#6: Press the Log In button with Username and Password.

#7: Click on Plugins in the sidebar.

#8: Click Activate under the Watson Assistant plugin.

Password.

Dashboard

Posts

Media

Pages

Comments

Appearance

Plugins

Users

Tools

Settings

Watson Assistant

Set Up Chatbot

Customize Plugin

Advanced Features

Collapse menu

1. Building a chatbot

2. Plugin Setup

Having Issues?

This is where you get to finally connect the Watson Assistant chatbot you built to your website. To do this, you need to get the URL and credentials of your Watson Assistant. To find these values, navigate to the Assistant you've built and activate [View API Details](#) link.

Enter these values in their corresponding fields below. Once you click "Save Changes", the plugin will verify if the credentials are valid and notify you of whether or not the configuration was successful.

Assistant Details and Service Credentials

Specify the Assistant URL, username and password for your Watson Assistant below.

Specify the Assistant URL and API key for your Watson Assistant below.

[I don't see a username and password in my credentials](#)

☒ Enable Chatbot

Assistant URL

Username

Password

Let's check our website!

**You can also customize your website
with images and texts**