CHATBOT DEPLOYMENT WITH IBM CLOUD WATSON ASSISTANT

PHASE-4: DEVELOPMENT PART-2(INTEGRATION PART)

CHATBOT NAME: APPOINTMENT

We are already developed a chatbot in phase 3. In this phase, we will integrate chatbot which is created using IBM Watson Assistant with WhatsApp in Twilio.

Here are the steps for integrating chatbot with WhatsApp…

- Login into Twilio account.
- In this dashboard, it has account SID, auth token.
- We connect the account SID and auth token in Twilio with IBM Watson.
- After the above procedure, it will give integration code.
- Save this integration code in sandbox setting.
- After saving this code, the Twilio will give the number. Then it will also provide one code to start the conversation.

leave the sandbox any time. 19:52

Hlo 19:53 ✓✓

Let's confirm your appointment. I'll
need to authenticate you first.
What's the email address associated
with the appointment? 19:53

ssowmiyamanikandan73@gmail.com
19:55 ✓✓

1. Yes, confirm this appointment
2. No, I'd like to make a modification
Reply with the option number. 19:55

Thanks. I've found you in our
system! You currently have an
appointment scheduled for Oct 25,
2023 at 2:25 PM. Would you like to
confirm this appointment?$ 19:55

1 19:56 ✓✓

Great! You're all set. We'll see you at
your upcoming appointment! 19:56

Hii 19:56

😊 Message

Let's confirm your appointment. I'll
need to authenticate you first.
What's the email address associated
with the appointment? 19:56

ssowmiyamanikandan73@gmail.com
19:57 ✓✓

Thanks. I've found you in our
system! You currently have an
appointment scheduled for Oct 25,
2023 at 2:27 PM. Would you like to
confirm this appointment?$ 19:57

1. Yes, confirm this appointment
2. No, I'd like to make a modification
Reply with the option number. 19:57

2 19:57 ✓✓

What change would you like to
make? 19:57

1. Cancel this appointment
2. Change this appointment
Reply with the option number. 19:57

2 19:57

😊 Message

Alright, let's get your appointment
updated.

How long would you like to meet
for? 19:57

1. 15 minutes
2. 30 minutes
3. 1 hour
Reply with the option number. 19:57

2 19:57 ✓✓

What day works best for you? 19:57

Friday 19:57 ✓✓

What time works best for you on
Oct 27, 2023 ? 19:57

9 am 19:58 ✓✓

1. Yes that's right
2. Not quite
Reply with the option number. 19:58

Great. Just to confirm, you'd like to
book an appointment on Oct 27,
2023 at 9:00 AM for 30 minutes

😊 Message

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2 19:57 ✓✓

What day works best for you? 19:57

Friday 19:57 ✓✓

What time works best for you on
Oct 27, 2023 ? 19:57

9 am 19:58 ✓✓

1. Yes that's right
2. Not quite
Reply with the option number. 19:58

Great. Just to confirm, you'd like to
book an appointment on Oct 27,
2023 at 9:00 AM for 30 minutes

Is that correct ? 19:58

1 19:58 ✓✓

You're all set. I've sent the calendar
invite to your email at
ssowmiyamanikandan73@gmail.com

Enjoy the rest of your day! 19:58

😊 Message