cloud.ibm.com/services/conversation/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aeu-gb%3Aa%2Ff7f7fdd84b324f3f8e2bc10a1415ebaa%3A2a0ad52c-21bd-4e3f-bab1-da7e424df1...

IBM **Cloud**

Search resources and products...

Catalog   Manage ⌄   Sudip Samanta's Account

Resource list /

watsonx Assistant-px ✓   Add tags ✎

Details   Actions ⌄

Manage

Service credentials

Plan

Start by launching the tool

Plan

Lite

| Launch watsonx Assistant | Getting started tutorial ⧉ | API reference |

Upgrade

Credentials

Download ⬇   Show credentials 👁

API key:

•••   ⧉

URL:

https://api.eu-gb.assistant.watson.cloud.ibm.com/instances/2a0ad5   ⧉

IBM **watsonx Assistant** Lite   Upgrade | Admission Bot ∨

Learning resources

View all assistants ⊞

What's new ☆   Documentation

Assistant Builder Home

Admission Bot

Last updated on August 7, 2025 11:28:32 AM GMT+5:30

ⓘ Your assistant now has new watsonx generative AI features! Learn more about intelligent information gathering.   Enable in settings   ✕

Enhance your assistant

Further improve and customize your assistant with these recommendations.

| **Build actions** Enhance and improve your assistant's actions. → | **Customize your greeting** Welcome your users in a unique way that aligns with your brand. → | **Create a fallback plan** Train your assistant to adapt to specific situations. → | **Set up search** Determine how your assistant extracts answers for your users' questions. → | **Preview & debug** Enable debug mode when you preview your assistant. → |

‹ 1/2 ›

Assistant architecture

Here's an overview that depicts the structure of your assistant.

Default behavior —— Conversational search
No content Add →   —— 🔍 Search

Classe room   Gmail   YouTube   Maps   Adobe Acrobat

IBM watsonx Assistant Lite   Upgrade   Admission Bot ⌄

Learning resources   ?   ⊙

Actions   ⚙

Created by you /

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

🔍 Filter by Title or Display name   ▽   📁   ⬆   **New action +**

	Title	Display name	Last edited	Examples	Steps	Status	
☐	📄 Good morning	-	5 minutes ago	6	3	✅	⋮
☐	📄 Following are the courses provided by us	-	a few seconds ago	4	2	✅	⋮
☐	📄 I want to enroll in this courses	-	an hour ago	1	3	✅	⋮

Items per page: 50 ⌄   Showing 1–3 of 3 items

1 ⌄   1 of 1 pages   ◀   ▶

Preview ▷

eu-gb.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aeu-gb%3Aa%2Ff7f7fdd84b324f3f8e2bc10a1415ebaa%3A2a0ad52c-21bd-4e3f-bab1-da7e424df...

Incognito

Classe room | Gmail | YouTube | Maps | Adobe Acrobat

IBM **watsonx Assistant** Lite   Upgrade   Admission Bot ⌄

Learning resources

Preview assistant

Copy link to share   Change layout   Change background   +   Customize web chat

Sample website

🏠   AI   ↻

watsonx 9:30 AM

Select an option   ⌄

You 9:30 AM

Data Science

watsonx 9:30 AM

Duration : 4 year (8 semester)
Fees : $ 50000 per year (Tuition Fees and others)
Core Courses : Data Mining , Machine Learning, Big Data Analysis, Data Visualization.

?

Type something...   ▷

eu-gb.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aeu-gb%3Aa%2Ff7f7fdd84b324f3f8e2bc10a1415ebaa%3A2a0ad52c-21bd-4e3f-bab1-da7e424df...

Incognito

Classe room   Gmail   YouTube   Maps   Adobe Acrobat

IBM **watsonx Assistant** Lite   **Upgrade**   Admission Bot ⌄   **Learning resources**   ⑦   ◎

Publish

Unpublished content

Changes to content made in your draft environment are reflected here.

Revert   **Publish**

Draft content	Change type	Content type	Last modified
Following are the courses provided by...	Updated	Actions	a few seconds ago
Good morning	Updated	Actions	5 minutes ago
Actions Settings	Updated	Settings	24 minutes ago
I want to enroll in this courses	Updated	Actions	an hour ago
Name	Updated	Variables	16 hours ago
ChatBot	Updated	Variables	16 hours ago
Fallback	Updated	Actions	17 hours ago
Trigger word detected	Updated	Actions	17 hours ago
No matches	Updated	Actions	17 hours ago

Classe room · Gmail · YouTube · Maps · Adobe Acrobat

IBM **watsonx Assistant** Lite · Upgrade · Admission Bot ⌄ · Learning resources

Publish

Unpublished content
Changes to content made in your draft environment are reflected here.

Revert · Publish

No changes since you last published

After you create, edit, or delete actions or variables, you can publish your changes.

Items per page: 10 ⌄ · 0-0 of 0 items · 1 ⌄ · of 1 page · ◄ · ►

Recent versions

V2 · Live

08/07/2025 11:28AM
Contains actions

eu-gb.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aeu-gb%3Aa%2Ff7f7fdd84b324f3f8e2bc10a1415ebaa%3A2a0ad52c-21bd-4e3f-bab1-da7e4...

Incognito

Classe room   Gmail   YouTube   Maps   Adobe Acrobat

IBM **watsonx Assistant** Lite   Upgrade   Admission Bot ⌄

Learning resources

Deploy your assistant to third-party channels to expand your reach.

SMS

Facebook messenger

Genesys Bot Connector

Add   +

Add   +

Add   +

Edit channel   ✕

Open WhatsApp with Twilio

You are about to be directed to your WhatsApp with Twilio integration. Please select the environment for your WhatsApp with Twilio. Edits to your integration will only apply for that environment.

App with Twilio

Environment

Live	⌄

Open   ✎

Cancel   Confirm

Extensions

Add features or content to your assistant using custom or pre-built extensions. Learn more

Build custom extension   →

Search

Extend the scope of what your assistant can answer by searching documents and websites.

Segment

Get a better understanding of your users' end-to-end journeys by combining your assistant's data with other sources.

Try Plus plan +

Learn more

Classe room   Gmail   YouTube   Maps   Adobe Acrobat

IBM **watsonx Assistant** Lite   Upgrade   Admission Bot ∨   Learning resources   ?   ◉

WhatsApp with Twilio Live

Close   Save and exit

Basic setup	Click to chat	Advanced options

▤ Twilio account information

WhatsApp integration requires Twilio, see setup details below, and find your credentials on Twilio.

Account SID

AC075f2751f3c992c57e7f442c6d25dfd4

Auth token

••••••••••

Webhook

Copy the uniquely generated webhook below and provide to Twilio. This will allow messages to be sent and received through WhatsApp.

WhatsApp webhook

https://integrations.eu-gb.assistant.watson.appdomain.cloud/   ⎘

Twilio Home

My first Twilio account ⌄   Trial: $15.18 Upgrade

🔍 Jump to...

Admin ⌄   🔔●   ⑦   ▦   👤 ⌄

Account Dashboard

Develop   Monitor

› # Phone Numbers

⌄ 💬 Messaging

Overview

⌄ Try it out

Send an SMS

Send a WhatsApp
message

Virtual Phone

Services

› Senders

Content Template Builder

› Settings

«

⌄ Account Info

Account SID

AC075f2751f3c992c!   📋

Auth Token

••••••••••••••••••   📋   **Show**

⚠ Always store your token securely to
protect your account. Learn more ⎘

You are in a trial account and can only send
messages and make calls to verified phone
numbers. Learn more about your trial account ⎘

Go to account settings →

API Keys

Go to API Keys

⌄ Impact Access Program

Program status: Inactive

When you're ready to launch, sign up for Impact
Access to get credits and discounted pricing.

Get $100 credit

Learn about the credits and discounts ⎘ that will
be applied to your account.

⌄ Twilio.org builder resources

Build with guides, templates, and integrations for:

- Community & constituents
- Donors & supporters
- Staff & volunteers

Explore Impact Access Builder Hub →

Open WhatsApp?

https://api.whatsapp.com wants to open this application.

☑ Always allow api.whatsapp.com to open links of this type in the associated app

Open WhatsApp   Cancel

WhatsApp   Feature

Download ⬇

Chat on WhatsApp with +1 415-523-8886

Continue to Chat

join took-experience

Don't have WhatsApp yet?
Download

← → ↻ ⊘ console.twilio.com/us1/develop/sms/try-it-out/whatsapp-learn?frameUrl=%2Fconsole%2Fsms%2Fwhatsapp%2Flearn%3Fx-target-region%3Dus1

⊞ Apps ⊞ ▐ Classe room M Gmail ▶ YouTube ♥ Maps ▲ Adobe Acrobat

⊞ Twilio Home   My first Twilio account ⌄   Trial: $15.50 Upgrade   🔍 Jump to...   Admin ⌄   🔔● ⑦ ⊞ 👤⌄

⊡ Account Dashboard

Develop   **Monitor**

⌄ # Phone Numbers

⌄ 💬 **Messaging**

   Overview

  ⌄ Try it out

     Send an SMS

     Send a WhatsApp message

   Virtual Phone

   Services

  ⌄ Senders

   Content Template Builder

  ⌄ Settings

«

---

after your original message.

To

whatsapp:+916294433561 ⌄

From

whatsapp:+14155238886

Content Template Type

Appointment Reminders ⌄

Content Template Message

Your appointment is coming up on {{1}} at {{2}}. If you need to change it, please reply back and let us know.

• Add "date" for {{1}}

12/1

• Add "time" for {{2}}

3pm

Request

| curl | Java | Ruby | PHP | Python | C# | Node.js |

☐ Show auth token

📋 ⎋

```
curl 'https://api.twilio.com/2010-04-
01/Accounts/AC075f2751f3c992c57e7f442c6d25dfd4/Messages.json' -X
POST \
--data-urlencode 'To=whatsapp:+916294433561' \
--data-urlencode 'From=whatsapp:+14155238886' \
--data-urlencode 'ContentSid=HXb5b62575e6e4ff6129ad7c8efe1f983e'
\
--data-urlencode 'ContentVariables={"1":"12/1","2":"3pm"}' \
-u AC075f2751f3c992c57e7f442c6d25dfd4:[AuthToken]
```

Response

📋

Response will appear here after you make request

Twilio Home

My first Twilio account ⌄   Trial: **$15.235** **Upgrade**

🔍 Jump to...

✅ **Message Received!** You now have 24-hours between your Sandbox and your WhatsApp account, without the use of templates. ✕

📊 Account Dashboard

Develop   **Monitor**

Twilio Sandbox for WhatsApp lets you test your app in a developer environment without WhatsApp approval for your account.

Sandbox   Sandbox settings

> **#** Phone Numbers

∨ 💬 **Messaging**

   Overview

  ∨ Try it out

     Send an SMS

     Send a WhatsApp message

   Virtual Phone

   Services

  > Senders

   Content Template Builder

  > Settings

«

✅ Connect to sandbox ——— ✅ Business-Initiated message ——— 🔵 **User-Initiated conversation** ——— ⚙ Wrap-up

Next step →

Start an user-Initiated conversation

When your customers message you first, outside of an existing conversation window, you can reply without having to use templates. This user-initated conversation lasts for 24 hours from when the customer sent the first message.

To test this, simply reply to the WhatsApp notification you just received on your device to start a 24-hour conversation window.

Message from you:

From: whatsapp:+916294433561

Body: Good morning

To

whatsapp:+916294433561   ⌄

From

Request

curl | Java | Ruby | PHP | Python | C# | Node.js

Show auth token

Apps | Classe room | Gmail | YouTube | Maps | Adobe Acrobat

Twilio Home

My first Twilio account ⌄   Trial: $15.235 Upgrade

Q Jump to...

✓ **Message Received!** You now have 24-hours between your Sandbox and your WhatsApp account, without the use of templates. ✕

Account Dashboard

Develop   Monitor

> # Phone Numbers

⌄ 💬 **Messaging**

    Overview

    ⌄ Try it out

        Send an SMS

        Send a WhatsApp message

    Virtual Phone

    Services

    > Senders

    Content Template Builder

    > Settings

«

Twilio Sandbox for WhatsApp lets you test your app in a developer environment without WhatsApp approval for your account.

Sandbox | **Sandbox settings**

Sandbox Configuration

To send and receive messages from the Sandbox to your Application, configure your endpoint URLs. Learn more ↗

When a message comes in   Method

`https://integrations.eu-gb.assistant.watson.appdomain.cloud/public/twiliowhat`   POST ⌄

Status callback URL   Method

[   ]   GET ⌄

Save

Sandbox Participants

Invite your friends to your Sandbox. Use WhatsApp and send a message from your device to

🟢 +1 415 523 8886 📋

with code **join took-experience** 📋

Twilio Home

My first Twilio account ⌄   Trial: **$15.50** Upgrade

🔍 Jump to...

Admin ⌄   🔔   ⑦   ⊞   👤 ⌄

Account Dashboard

Develop   Monitor

> # Phone Numbers
⌄ 💬 **Messaging**
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   ⌄ Try it out
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      Send a WhatsApp message
   Virtual Phone
   Services
   > Senders
   Content Template Builder
   > Settings

«

Connect to WhatsApp Sandbox

To begin testing, connect to Twilio sandbox by sending a WhatsApp message from your device to the Twilio number.

Scan the QR code on mobile

Send a WhatsApp message

Use WhatsApp and send a message from your device to

🟢 **+1 415 523 8886** 📋

with code **join took-experience** 📋

Open WhatsApp 🔗

OR

Twilio WhatsApp Sandbox

RESULTS

← Twilio ⋮

Block | Add

Today

This business uses a secure service from Meta to manage this chat. Tap to learn more.

join took-experience 11:33 am ✓✓

Twilio Sandbox: ✅ You are all set! The sandbox can now send/receive messages from whatsapp:+14155238886. Reply stop to leave the sandbox any time. 11:33 am

Good morning 11:33 am ✓✓

Hello welcome to Admission Bot 11:33 am

What is your name ? 11:33 am

Sudip 11:33 am ✓✓

welcome to Admission Bot How may i assit you 11:33 am

Course 11:34 am ✓✓

Following are the courses provided by us 11:34 am

1. Data Science
2. Cloud computing
3. Cyber security
4. Web development
5. Block chain
Reply with the option number. 11:34 am

1 11:34 am ✓✓

Duration : 4 year (8 semester)

Fees : $ 50000 per year (Tuition Fees and others)

Core Courses : Data Mining , Machine Learning, Big Data Analysis, Data Visualization. 11:34 am

Message 📎 📷 🎤