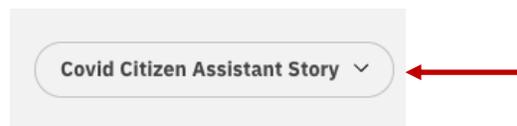


# How to Configure

## Watson Assistant for Customer Self-Service Demo

### Introduction:

The Watson Assistant for Self-Service live demo has been designed to showcase the key differentiating features of Watson Assistant. This demo uses the web chat integration to show a client how easy it is to incorporate a virtual assistant on any web site. This demo is trained with two out of the box “Stories”: Covid Assistant and Banking. You can use the Story dropdown to toggle between the two.



### What you can configure:

In this demo, you can add your own story to show a Web Chat you’ve created for the client or even use your client’s Web Chat. You can configure:

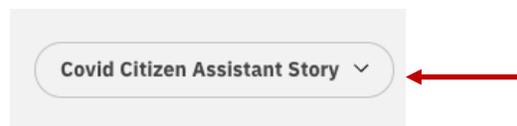
- The background behind the web chat
- The Web Chat that the demo uses
- The “Try it Out!” for each feature that corresponds to your web chat.

There are two ways to add a story. You can:

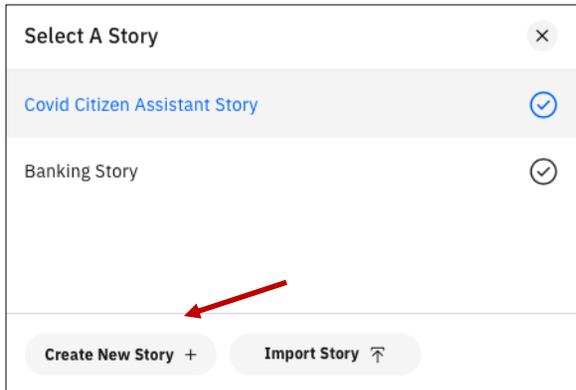
- Create New Story
- Export/Import Story

### Create a Story:

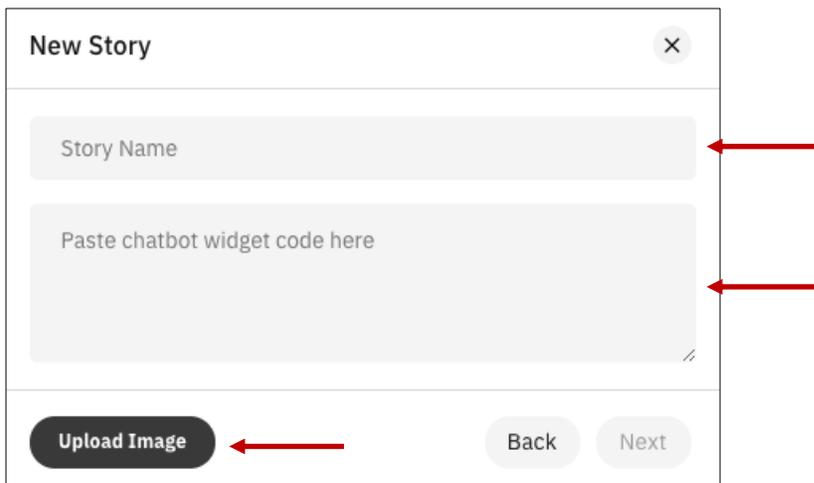
Click the story drop down:



You will see the following modal:



Click the “Create New Story +” button



### Story Name

This is the name that will appear on the story dropdown in the demo.

### Paste chatbot widget code here

This code is taken from the Watson Assistant tool when you set up the Web Chat integration. In the tooling, you'll need to configure the Web Chat integration for your Assistant. Note, the Watson Assistant web chat feature requires a plus or premium instance. Once you add the web chat integration, you'll see something similar to the below screenshot in the tooling.

Click the copy button in the top right corner and paste that in this text area.



### 'Try It Out' Utterances ×

Web Chat	<input type="text" value="Add an utterance, or leave blank"/>
Disambiguation	<input type="text" value="I want to do something"/>
Digressions	<input type="text" value="Do you tell any jokes?"/>

### Submit

Once you finished filling in the utterances for the features your web chat supports, click 'Submit' to add the story.

Now you can choose that story to use in the demo.

### Import a Story:

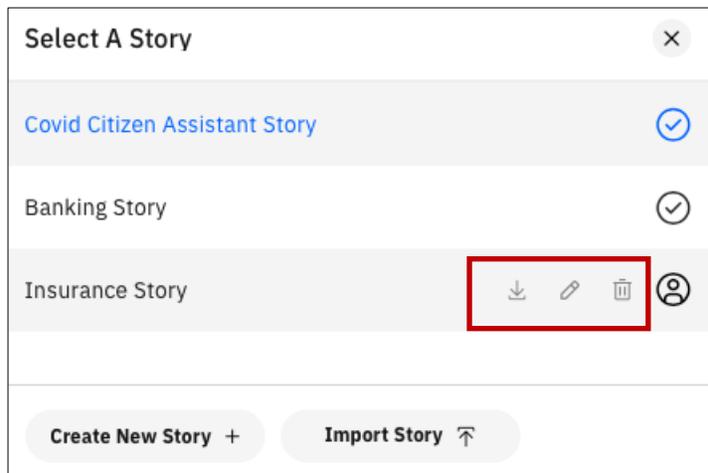
### Select A Story ×

Covid Citizen Assistant Story	<input checked="" type="checkbox"/>
Banking Story	<input checked="" type="checkbox"/>

You can choose any .zip file that has been exported from the demo.

### Maintain User Stories:

You can export, update, and delete any story you create or import.



**Export:** You can download your story to a .zip file. This allows you to save it and share with others.



**Edit:** You can edit your story and any of the fields. This is an easy way to just update one utterance or change the background without recreating the entire story.



**Delete:** You can delete any story you create.

## Frequently Asked Questions:

### How are the stories stored?

Credentials are stored locally on your machine using the browser's IndexedDB.

### Can anyone else see my stories?

No. They are stored locally and only you will see your custom stories.

### How do I get support with customizations or report an issue?

Visit the support channel #ibmdemos-watson and contact us. The team will do our best to answer your questions and address any issues.

### How can I contribute to this documentation?

If you see an issue in the documentation, you can report it on the #ibmdemos-watson slack channel. You can also use our open-source contribution process. Visit <https://github.ibm.com/dte-solutions/demo-content> for more details.