

# Configuring Automatic Responses

Server

 In addition to the automatic responses integrated with IBM Watson (described here) it is also possible to configure automated responses using Service Desk IF-THEN automation - see [this page](#) for details.

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## Overview

Chat for Service Management is able to integrate with [IBM Watson Assistant](#) to automatically handle conversations with a customer. This feature is useful in many situations, for example:

- handling the customer conversations when you are contacted after your office hours, when there is no human agent available
- handling greetings and introductions
- serving self-help material, such as pointers to knowledge base articles relevant for the customer's problem

When you enable the Assistant for the service portal, it will handle conversations **until the human agent responds to the customer**. After that, the Assistant no longer follows the conversation and it must be handled by humans from then on.

Additionally, you can configure the Assistant to only respond:

- to requests that are not yet assigned to any human agents
- when no human agent is [online](#) in your organization - in this case, the customer will see the "robot" icon in the chat widget instead of the usual "paper plane":



## Prerequisites

In order for Chat for Service Management to be able to integrate with IBM Watson Assistant, your Jira must be able to make direct outgoing network calls to the Assistant's API web service URL (see below). You may need to configure your network firewall rules to allow this.

## Configuration

## IBM Watson Assistant

You can make the [IBM Watson Assistant](#) chat bot automatically handle conversations with the customer. To work correctly, the chat bot must be trained to handle user input in a way that is appropriate for this project. See its [documentation](#) for more details.

- Enable  Enable IBM Watson Assistant
- When this checkbox is checked, IBM Watson Assistant takes over the conversation until a human agent responds to the customer with a public comment
- Only if request is not assigned yet
- When this checkbox is checked, IBM Watson Assistant is only invoked when the request has not been assigned to anybody yet
- Only if no agents are online
- When this checkbox is checked, IBM Watson Assistant is only invoked when no agent is online

### Credentials

IBM Watson Assistant requires authenticated connection from your Jira. Credentials to be used can be set up on [this page](#).

Assistant ID

**Assistant ID** to be used by the IBM Watson Assistant

Service URL

Assistant's **service URL**

API Key

Your **API key** in IBM Cloud

Configuring the Assistant requires:

- specifying the **Assistant ID** of the assistant, which you want to use for this project's chat
- specifying **Service URL** of the assistant, which depends on which geographical region the assistant was instantiated on the IBM infrastructure
- setting **API key** for access to the assistant

To find the **Service URL** and **API key**, go to the [bluemix console page](#) and click on the assistant service to show its details:



# Resource list

Create resource

Collapse all | Expand all

Name ▲	Group	Location	Status	Tags
Filter by name or IP address...	Filter by group or org... ▼	Filter... ▼	Filter...	Filter... ▼
▼ Devices (0)				
▼ VPC infrastructure (0)				
▼ Clusters (0)				
▼ Cloud Foundry apps (0)				
▼ Cloud Foundry services (0)				
^ Services (1)				
assistant LBZYA	Default	Frankfurt	● Active	— ⋮
Storage (0)				
▼ Network (0)				
▼ Cloud Foundry enterprise environments (0)				
▼ Functions namespaces (0)				
▼ Apps (0)				
▼ Developer tools (0)				
▼ VMware (0)				
▼ Schematics workspaces (0)				

FEEDBACK

Resource list / assistant LBZYA 0.28% Used | 9972 Api calls available [Details](#)

Resource group: Default Location: Frankfurt Add tags [✎](#)

Start by launching the tool

Launch Watson Assistant Getting started tutorial [↗](#) API reference Upgrade

Plan Lite

Credentials

Download [↓](#) Show credentials [👁](#)

API key:   
 .....

URL:   
 https://api.eu-de.assistant.watson.cloud.ibm.com/instances/07b61954-e17a-4a8d-966f-8ec247f9

View all credentials in the **Service credentials** tab.

FEEDBACK

It is important to note that access credentials of your Assistant instance must have been created **after 13 December 2019**. If they are older, they cannot be used with Chat. You will recognize this problem by the fact that **Service URL** is going to be of the form <https://gateway-.watsonplatform.net/assistant/api> - for example <https://gateway-fra.watsonplatform.net/assistant/api>.

If this is the case, you will have to create new credentials and use their **Service ID** and **API Key**:

Resource list / assistant OKTCA

Resource group: Default Location: Frankfurt Add tags [✎](#)

Service credentials

Credentials are provided in JSON format. The JSON snippet lists credentials, such as the API key and secret, as well as connection information for the service. [Learn more](#)

Service credentials [New credential +](#)

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<input type="checkbox"/>	Key Name	Date Created	Actions
<input type="checkbox"/>	Auto-generated credentials	JUL 19, 2019 - 11:15:26 AM	View credentials ^ <a href="#">🗑</a>

```

{
  "apikey": ".....",
  "iam_apikey_description": "Auto-generated for key 1d9ea755-6012-48e0-a4f4-6c81901a95fd",
  "iam_apikey_name": "Auto-generated credentials",
  "iam_role_crn": "crn:v1:bluemix:public:iam:::serviceRole:Manager",
  "iam_serviceid_crn": "crn:v1:bluemix:public:iam-identity::a/a3a646b97b7644a1855a54b7f035a08",
  "serviceid:ServiceId-5fd8bcf1-2cef-4e77-9add-34c18457f044",
  "url": "https://gateway-fra.watsonplatform.net/assistant/api"
}

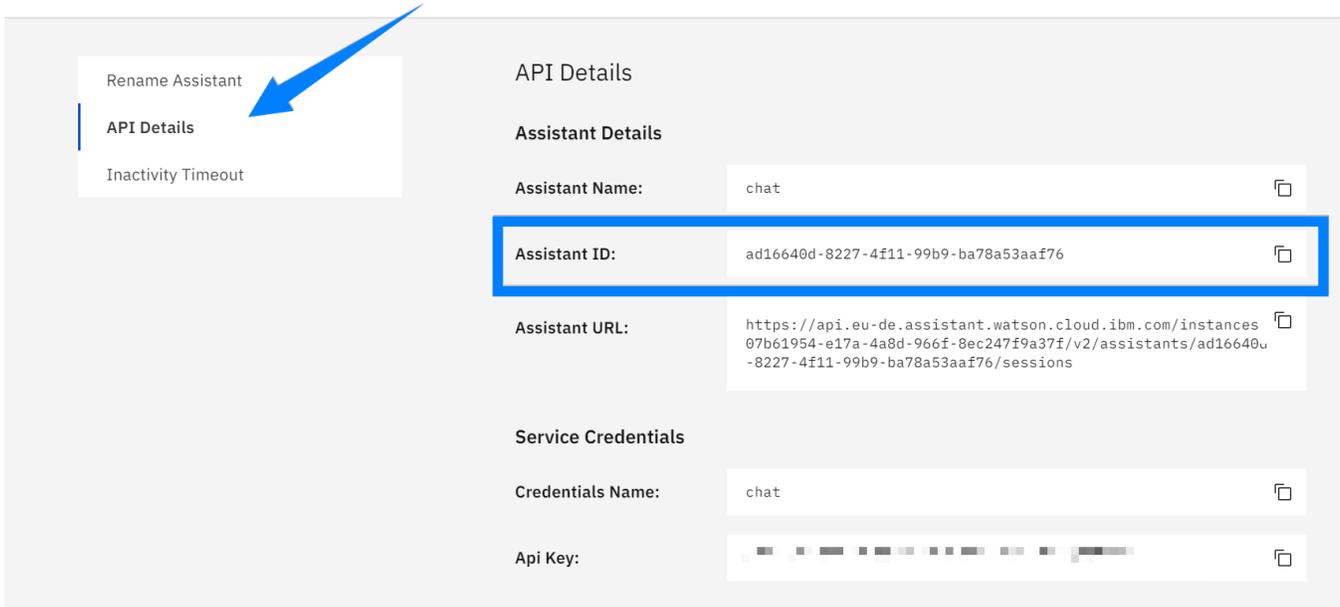
```

FEEDBACK



# Assistant Settings

chat



The screenshot shows the 'Assistant Settings' interface for an assistant named 'chat'. On the left, a sidebar contains three tabs: 'Rename Assistant', 'API Details' (which is selected and highlighted with a blue arrow), and 'Inactivity Timeout'. The main content area is titled 'API Details' and contains the following information:

- Assistant Details**
  - Assistant Name:** chat
  - Assistant ID:** ad16640d-8227-4f11-99b9-ba78a53aaf76 (This field is highlighted with a blue box)
  - Assistant URL:** `https://api.eu-de.assistant.watson.cloud.ibm.com/instances/07b61954-e17a-4a8d-966f-8ec247f9a37f/v2/assistants/ad16640d-8227-4f11-99b9-ba78a53aaf76/sessions`
- Service Credentials**
  - Credentials Name:** chat
  - Api Key:** [Redacted]

## Training the Assistant

In order to be useful, the IBM Watson Assistant must be trained to respond to the customer appropriately for the Service Desk portal, where you want to use it. This training is crucial for the proper operation of the assistant.

To learn how to train the Assistant, go to its [getting started page](#).

Cloud

Cloud version of Chat does not offer IBM Watson Assistant integration at this time.