



HCL Clara Virtual Assistant for HCL Workload Automation

Demo

Scenario 5 Adding intents to Clara

Before you start Demo Scenario 5

- This Demo Scenario requires you first run part 3 (Adding user credentials) of the Demo Scenario 1: Meet Clara.
- If the warning message “Notifications are disabled” appears on Clara chat window, click the provided button to enable Clara notifications in your browser.
- Download the [intentDemo.csv file](#) containing the **custom intent** that you want to add to Clara Knowledge Base.

1. Adding a custom intent to Clara Knowledge Base

Steps:

1. You, as a Clara Administrator, may want to add to Clara Knowledge Base a new custom intent (FAQ) contained in the **intentDemo.csv** file. The file contains a table with three columns:
 - **description** - the new question you want to add
 - **response** – Clara response
 - **learn** – alternative questions for Clara training

Any valid markdown content is allowed for Clara responses.

description	response	learn
How to set Clara credentials?	You can add your credentials by clicking on "[Open Dashboard]/(dashboard/credential-manager)" on menu, and then "add credentials".	how can i set my credentials? how can i change my credentials? how to set credentials? change credentials

2. Open the three dots menu on Clara chat window:
 - Select: **Control Panel**
3. From the side bar of Clara Control Panel
 - Select **Intent Manager**
4. Click on **Custom** to open the custom intent table for WAd.
5. Verify that the custom intent table is empty (no custom intents added so far).
6. Click the **Import** button and upload the intentDemo.csv file.
7. Refresh the Control Panel page and verify that the custom intent table contains the new intent.
8. From Clara chat window:
 - Type: **How to set Clara credentials?**
9. Verify that Clara correctly replies with the response just added to the custom intent table.