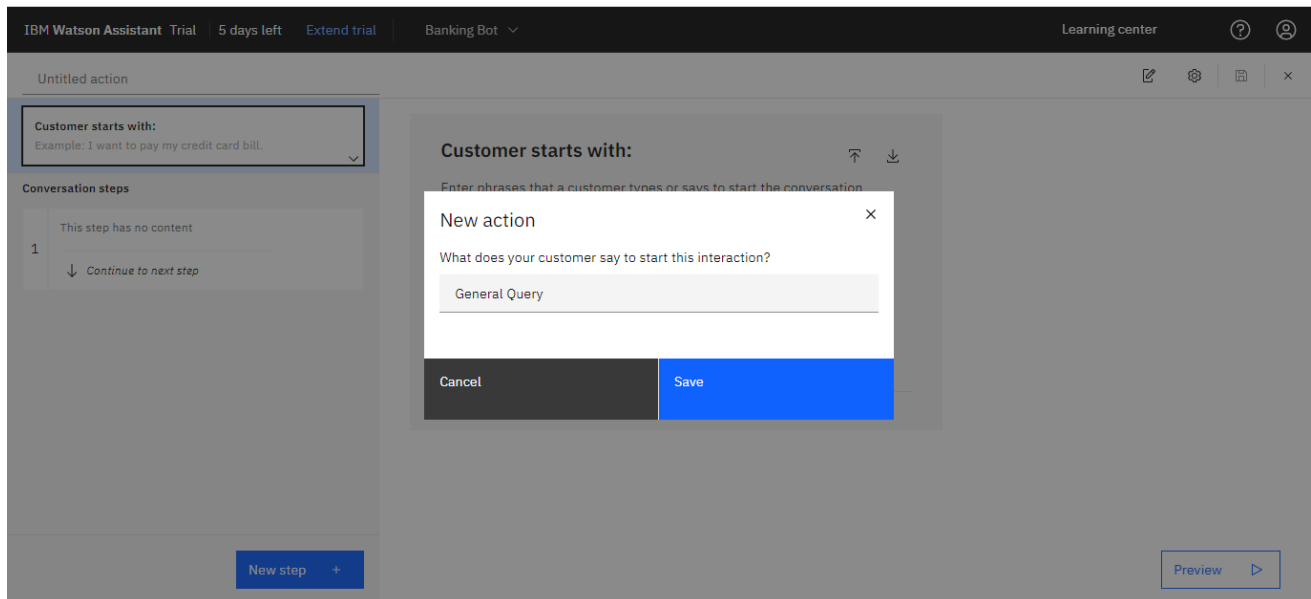


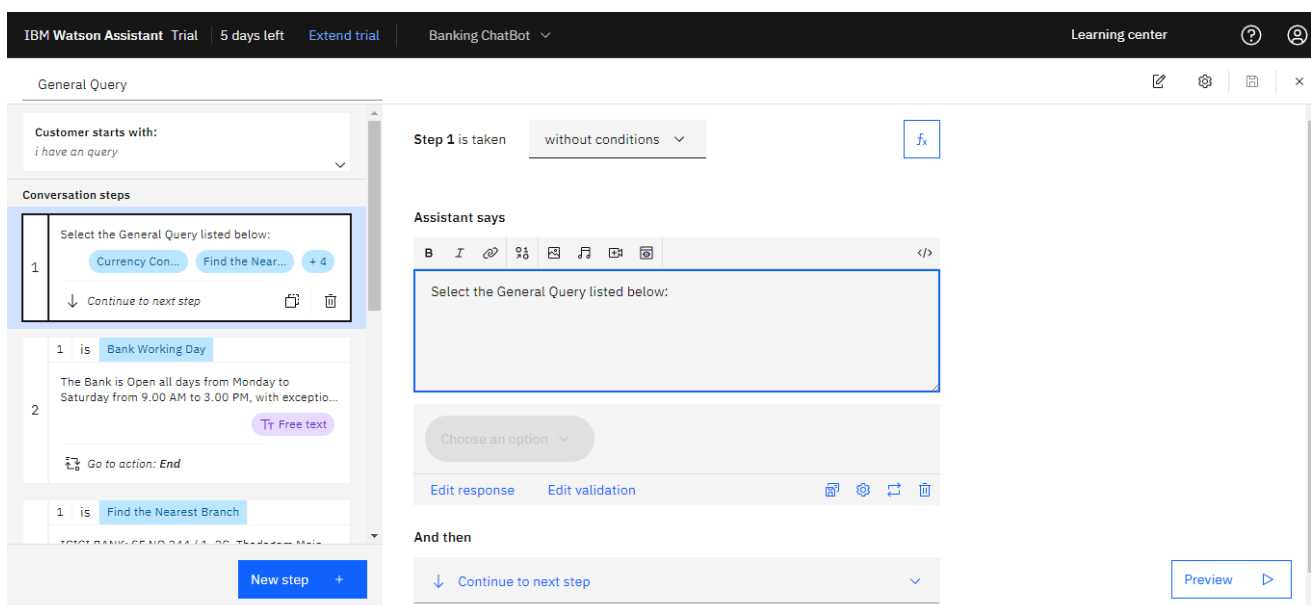
Project Development Phase Delivery of Sprint - 3

Date	01 November 2022
Team ID	PNT2022TMID02916
Project Name	AI based discourse for Banking Industry

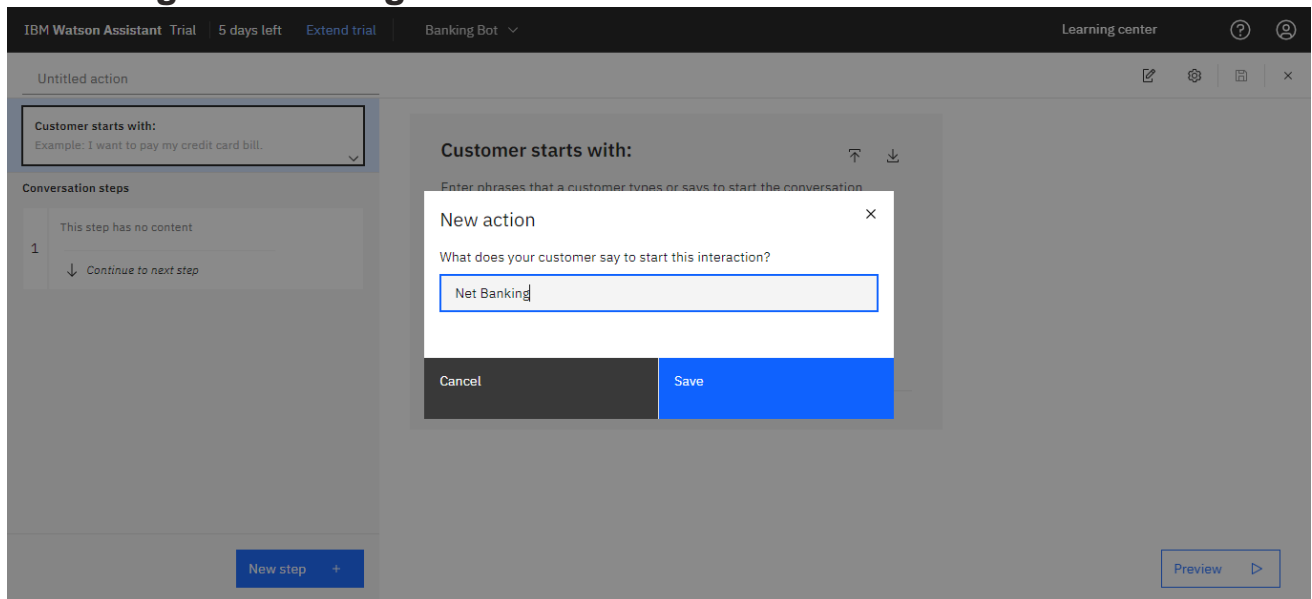
Creating General Query Action



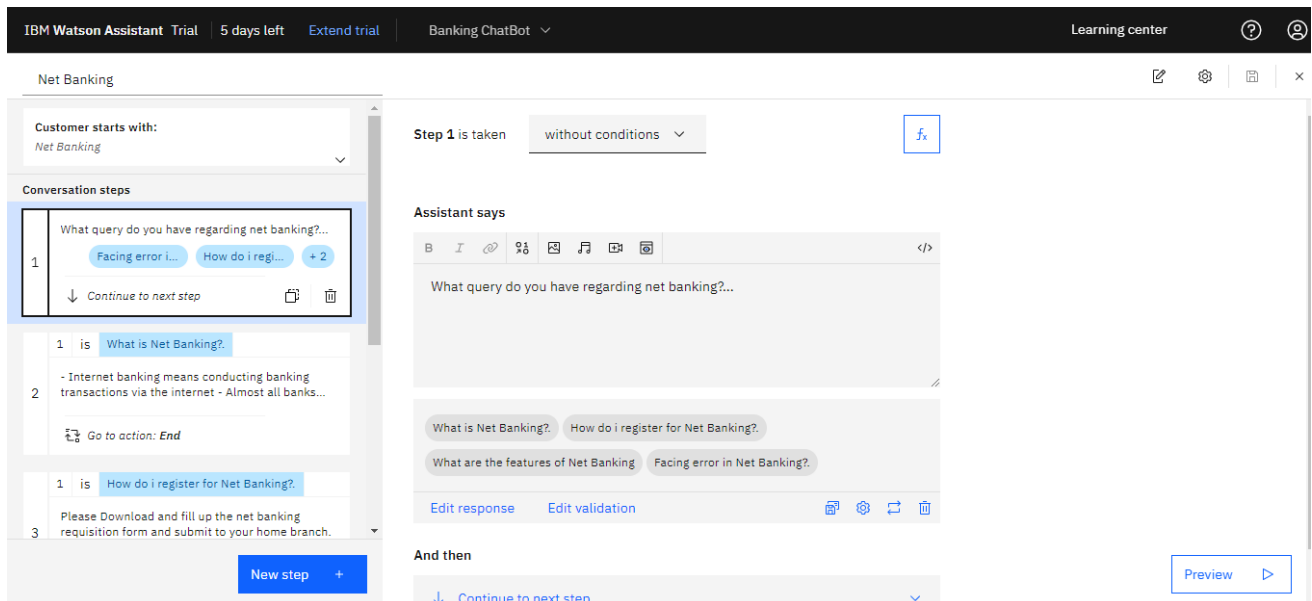
Adding steps in Query action to handle queries regarding Bank working hours, Currency conversion policy, Storage locker facility, CIBIL score, list of all branches, nearest available branch, etc.,



Creating Net Banking Action



Adding steps in Net Banking Action skill to handle queries of customers regarding significance and issues of netbanking.



IBM Watson Assistant Trial

5 days left

Extend trial

Banking ChatBot

Learning center

Net Banking

Customer starts with:
Net Banking

Conversation steps

What query do you have regarding net banking?...

1

Facing error i...

How do i regi...

+ 2

Continue to next step

1 is What is Net Banking?

2 - Internet banking means conducting banking transactions via the internet - Almost all banks...

Go to action: End

1 is How do i register for Net Banking?

3 Please Download and fill up the net banking requisition form and submit to your home branch.

New step

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

The more phrases you enter, the better your assistant can recognize what the customer wants.

Enter phrases your customer might use to start this action Total: 5

Enter a phrase

online banking

internet bank

Internet banking

Net Banking

Preview

In addition to this greeting, end greeting ,index and end actions are also created.

IBM Watson Assistant Trial

5 days left

Extend trial

Banking ChatBot

Learning center

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Examples Count	Status
End	17 minutes ago	1	✓
Net Banking	a minute ago	5	✓
Loan Account	5 hours ago	6	✓
Current Account	23 days ago	1	✓
General Query	19 minutes ago	6	✓
Index	20 minutes ago	1	✓

Items per page: 50

Showing 1–9 of 9 actions

1 1 of 1 pages

Preview

IBM Watson Assistant Trial

5 days left

Extend trial

Banking ChatBot

Learning center

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Examples Count	Status
Current Account	23 days ago	1	✓
General Query	19 minutes ago	6	✓
Index	20 minutes ago	1	✓
Greetings	25 days ago	4	✓
Savings Account	2 hours ago	3	✓
End Greeting	10 minutes ago	6	✓

Items per page: 50

Showing 1–9 of 9 actions

1 1 of 1 pages

Preview