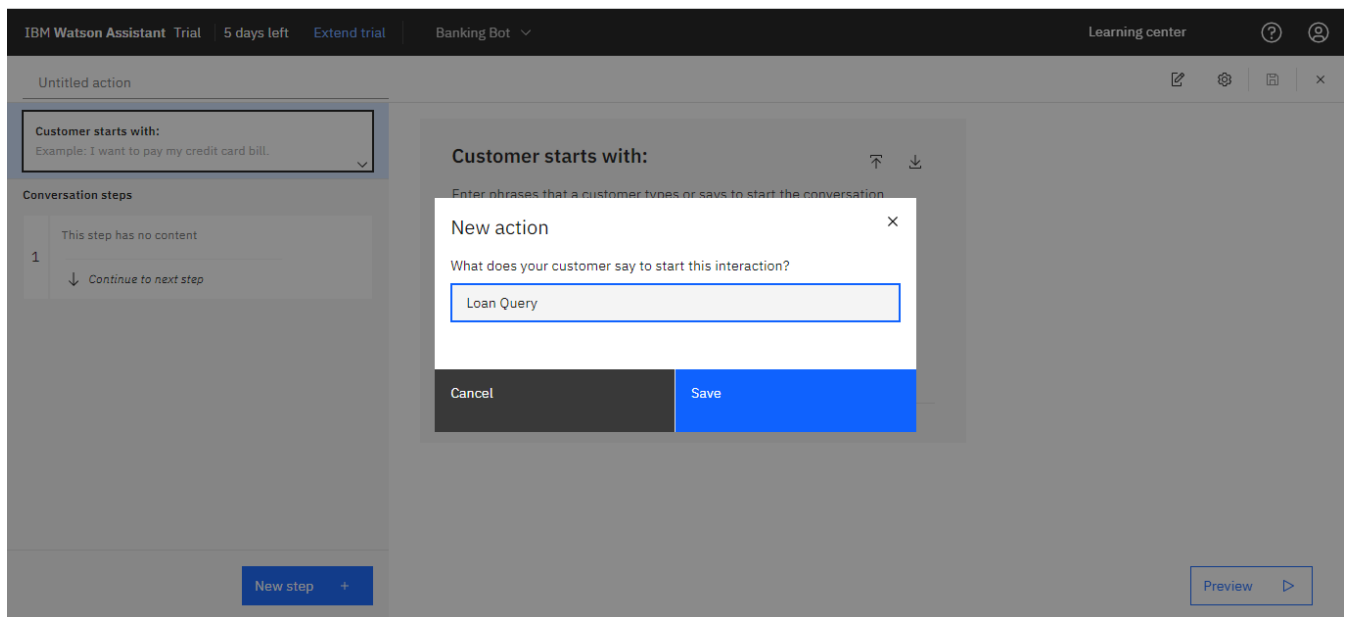


Project Development Phase Delivery of Sprint - 2

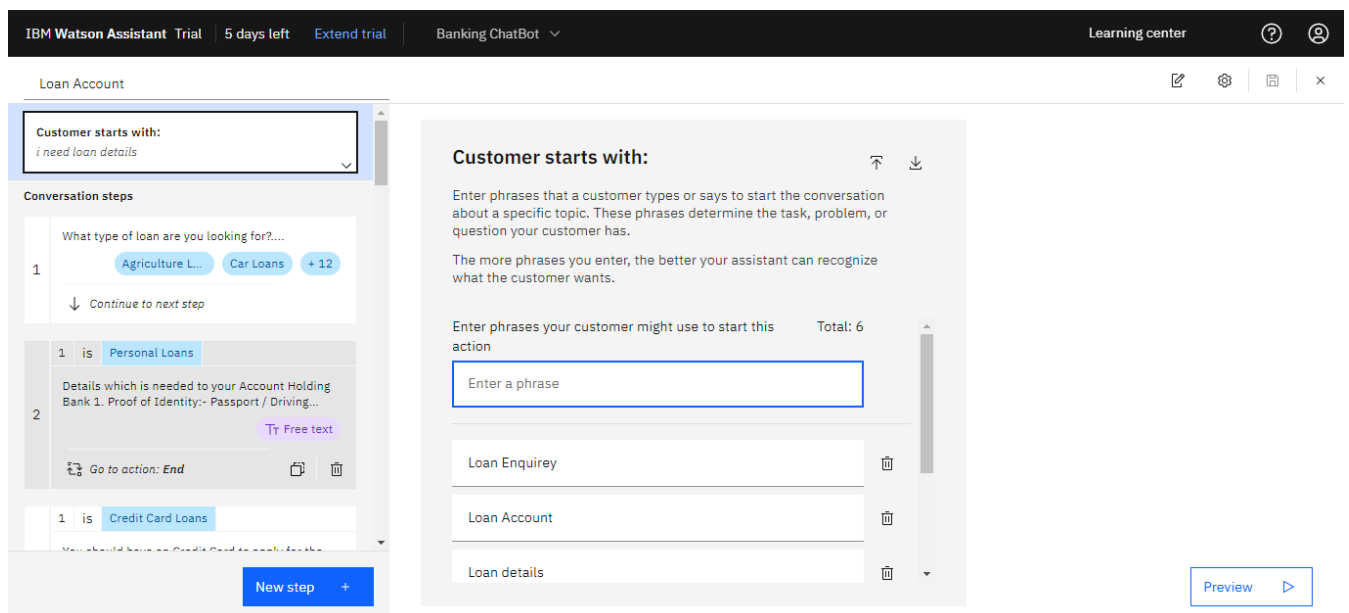
Date	29 October 2022
Team ID	PNT2022TMID02916
Project Name	AI based discourse for Banking Industry

Creating LoanAction

Create a new Loan Action Skill



Adding steps in loan action to handle customer queries regarding Housing loan, Gold loan, Top-up loan, Student loan, and Vehicle loan.



IBM Watson Assistant Trial5 days leftExtend trialBanking ChatBotLearning center

Loan Account

1 is Home Loans

When you wish to purchase a house, [applying for a home loan](https://www.bankbazaar.com/hom...

4

Go to action: End

1 is Car Loans

Buying a car can definitely instill a great sense of joy and happiness in you. A car will remain as yo...

5

Go to action: End

1 is Two-Wheeler Loans

A two-wheeler is pretty essential in today's world. May it be going for a long ride or a busy road in a...

6

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 actionTotal: 6

action

Enter a phrase

Loan Enquiry

Loan Account

Loan details

Preview

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Loan Account

1 is Small Business Loans

Small Business Loans are loans that are provided to small scale and medium scale businesses to...

7

Go to action: End

1 is Payday Loans

While there is no set definition of a payday loan, it is usually a short-term, high cost loan, generally...

8

Go to action: End

1 is Home Renovation Loan

A home improvement loan is a type of home loan you can avail of to renovate your house and fund...

9

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 actionTotal: 6

action

Enter a phrase

Loan Enquiry

Loan Account

Loan details

Preview

Creating Current Account Action

Create a new action skill Current, for the current account action.

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Learning center

Current Account

Customer starts with:
Current Account

Conversation steps

1

What was your Company Type?..

ProprietorshipPartnership

Continue to next step

2

1 is Proprietorship

Please! Take these documents and approach to the closest branch... 1. Income Tax Returns of th...

Free text

Go to action: End

1 is Partnership

Please! Take these documents and approach to the closest branch... 1. Income Tax Returns of th...

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: 1

Enter a phrase

Current Account

Preview

IBM Watson Assistant Trial5 days leftExtend trialBanking ChatBot

Learning center

Current Account

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: 1

Enter a phrase

Current Account

Conversation steps

1

What was your Company Type?..

ProprietorshipPartnership

Continue to next step

2

1 is Proprietorship

Please! Take these documents and approach to the closest branch... 1. Income Tax Returns of th...

Free text

Go to action: End

3

1 is Partnership

Please! Take these documents and approach to the closest branch... 1. Income Tax Returns of th...

Free text

Go to action: End

New step +

Preview

Adding steps in Current action to handle customer queries regarding Partnership and Proprietorship account creation.

IBM Watson Assistant LiteUpgradeVeronica

Current

Customer starts with:
Current Account

Conversation steps

What is your company type?

1

PartnershipProprietorship

Continue to next step

1 is Proprietorship

2

Please take the following documents and approach the nearest branch. 1. Income tax returns of the proprie...

Go to action: End

1 is Partnership

3

Please take the following documents and approach the nearest branch. 1. Income tax returns of the partners...

Go to action: End

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 actionTotal: 2

Enter a phrase

Current

Current Account

Preview