

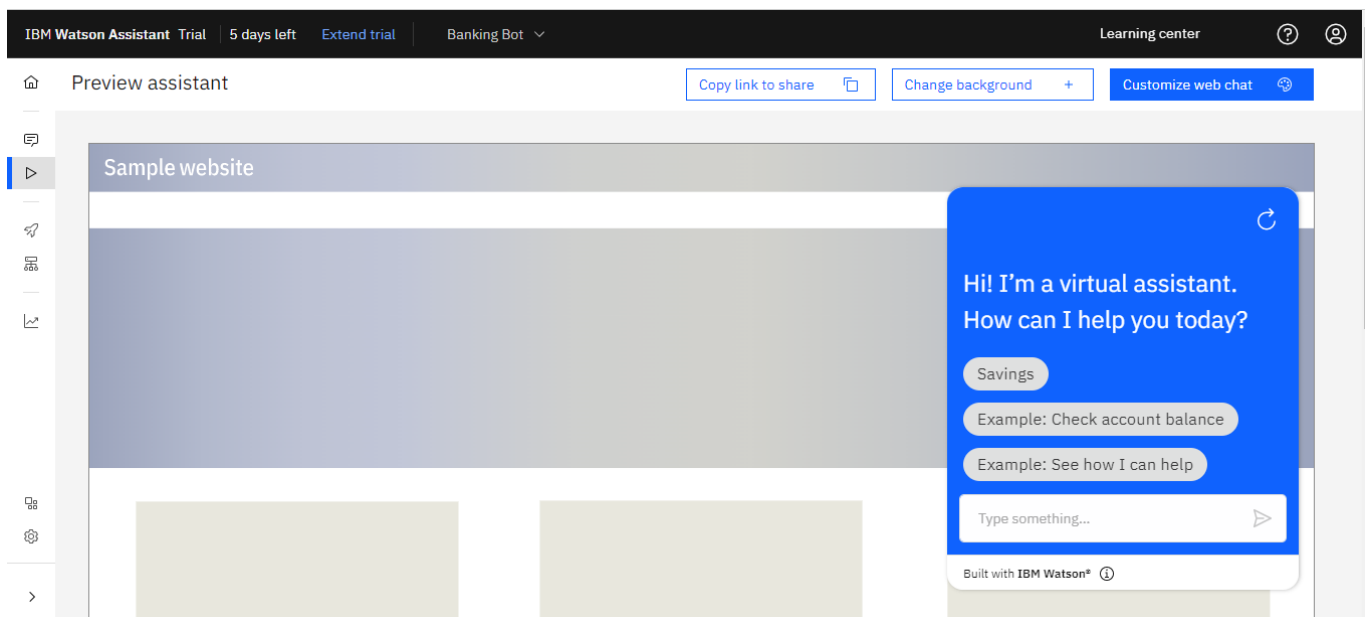
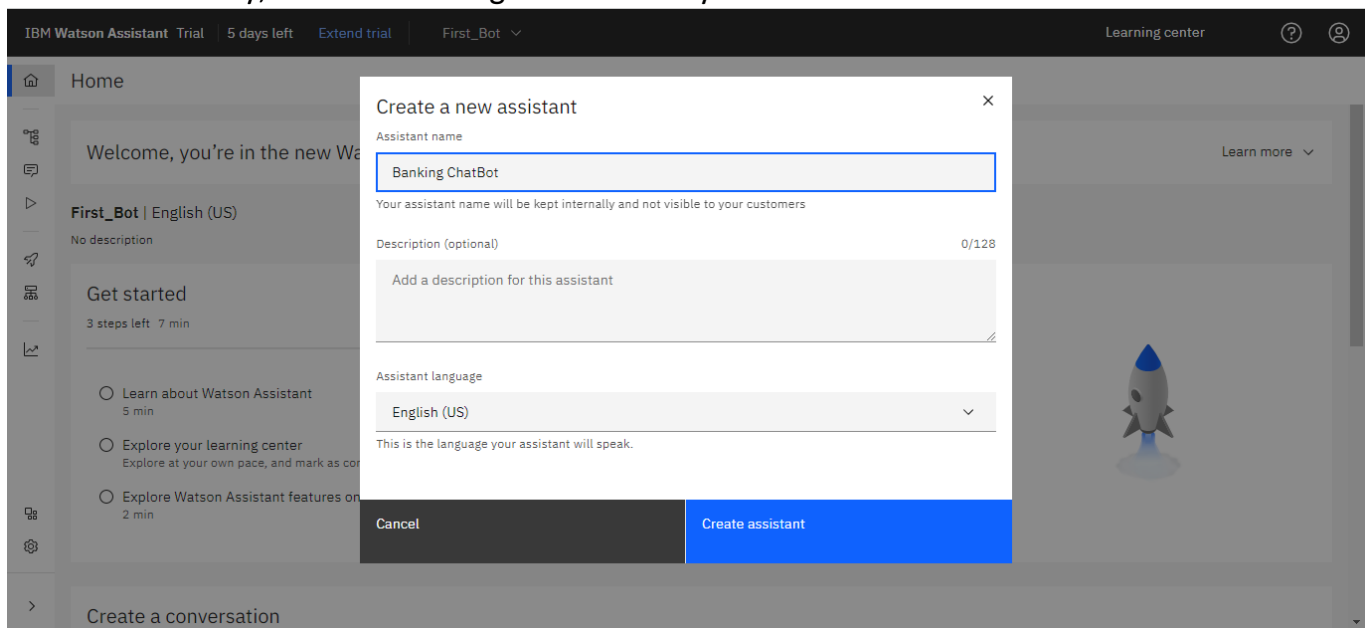
Project Development Phase

Delivery of Sprint - 1

Date	26 October 2022
Team ID	PNT2022TMID02916
Project Name	AI based discourse for Banking Industry

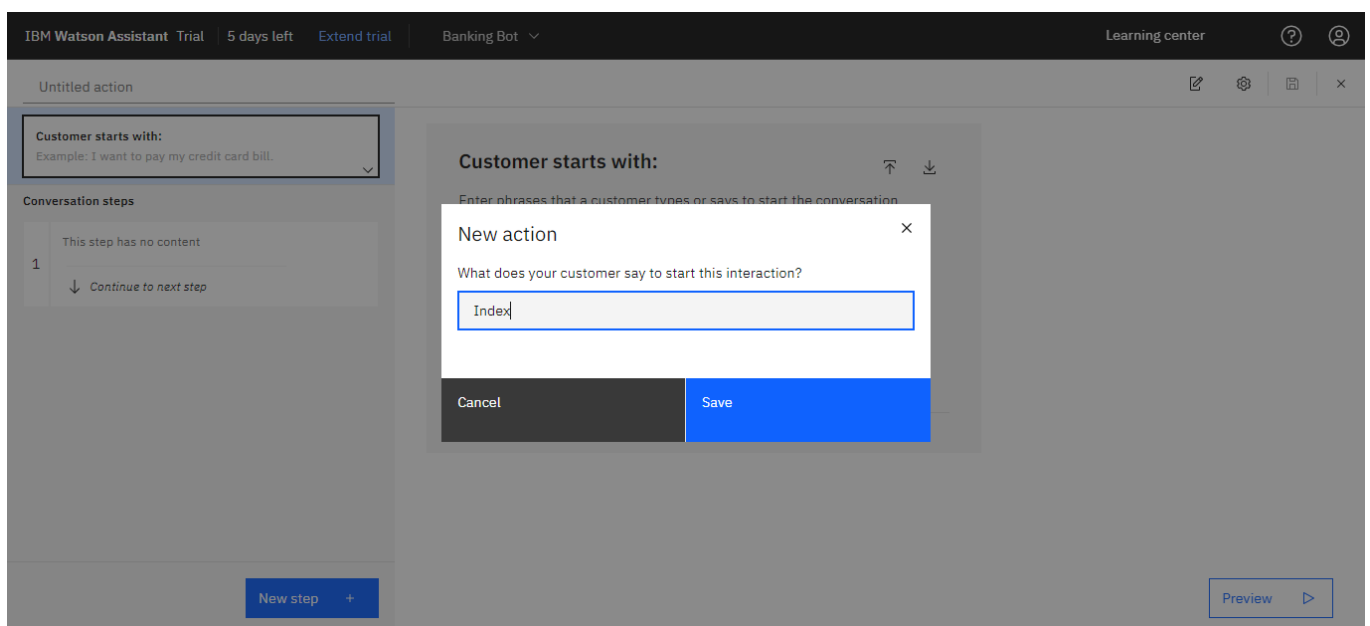
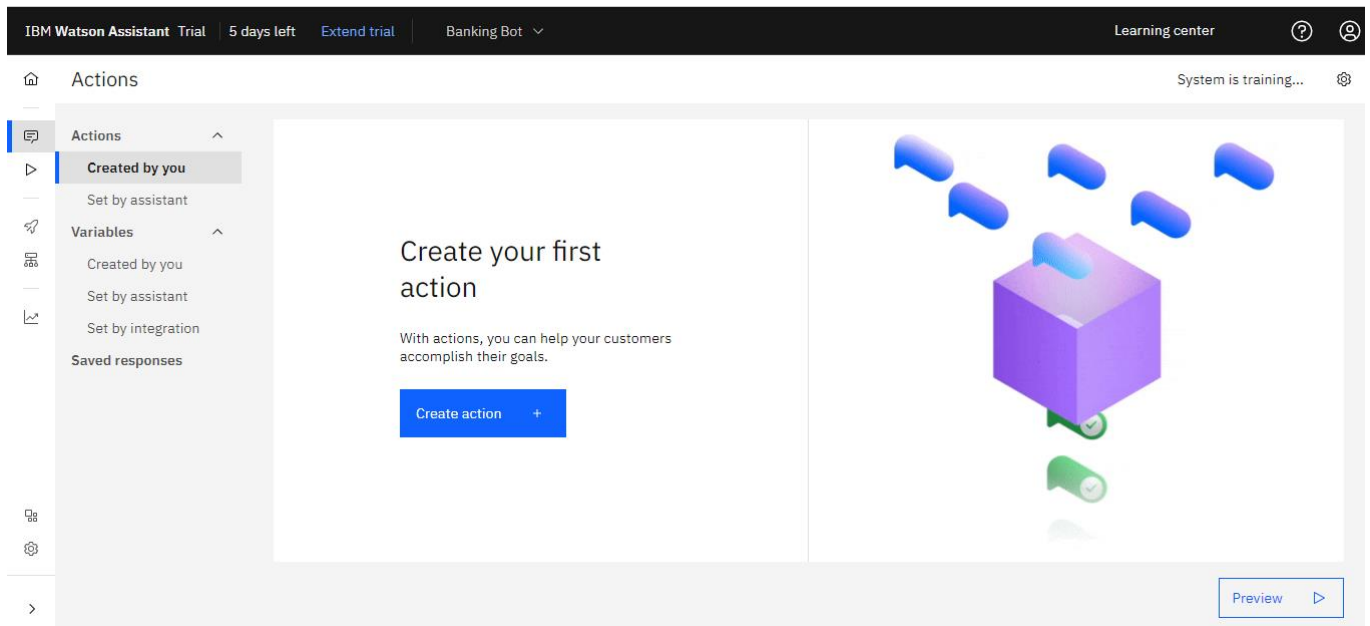
Creating IBM Watson Service

In this activity, we are creating the necessary IBM Watson Service.



Creating Action Skills

Skills are nothing but actions and steps. Steps are the subset of actions where conversations are built and the assistant is integrated with these skills.



Creating Savings Action

IBM Watson Assistant Trial5 days leftExtend trialBanking Bot

Learning center

Savings

Customer starts with:
Savings

Conversation steps

1

This step has no content

Continue to next step

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: 1

Enter a phrase

Savings

Preview

In this step, we are adding steps in Savings Action to handle customer queries regarding Regular Savings Account, Kids Savings Account and Zero - Balance Account creation.

Savings Account

Customer starts with:
Savings Account

Conversation steps

1

Which type of Savings Account do you want to create?..

Senior Citize... Family Savin... + 5

Continue to next step

1 is Regular Savings Account

Great! Please take the Documents and head towards to the nearest branch. 1. Aadhar Card 2....

Go to action: End

1 is Zero Balance or Basic Savings Account

Great! Please take the Documents and head

New step +

Step 1 is takenwithout conditions

Assistant says

Which type of Savings Account do you want to create?..

Choose an option

Edit responseEdit validation

And then

Continue to next step

Preview