

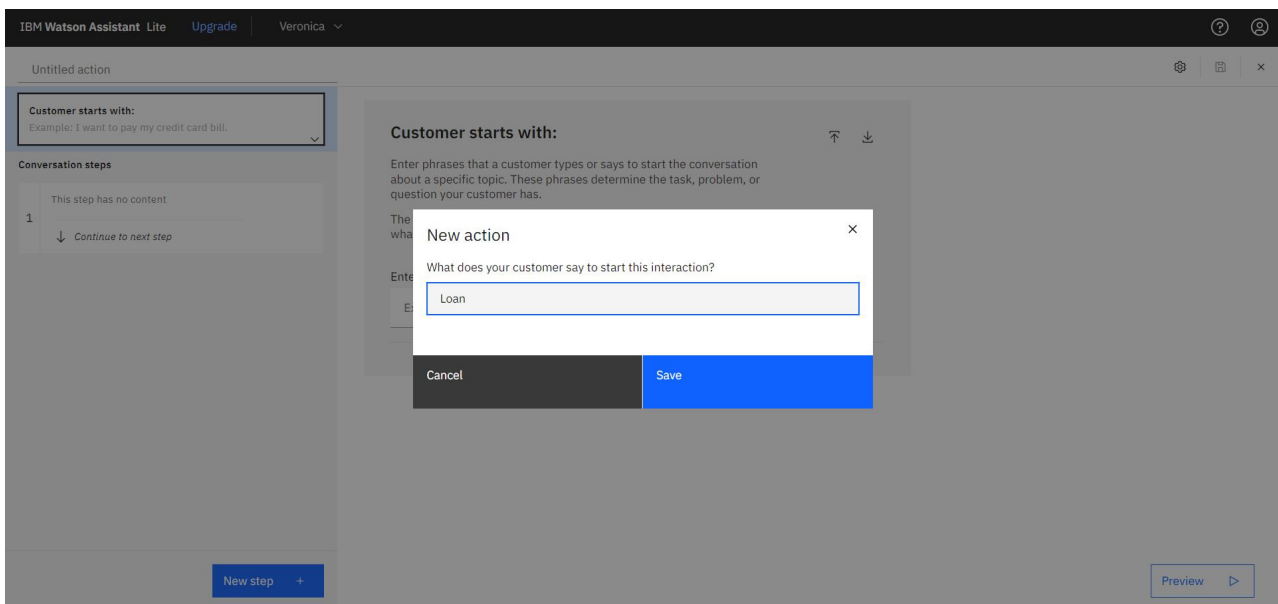
Project Development Phase

Delivery of Sprint - 2

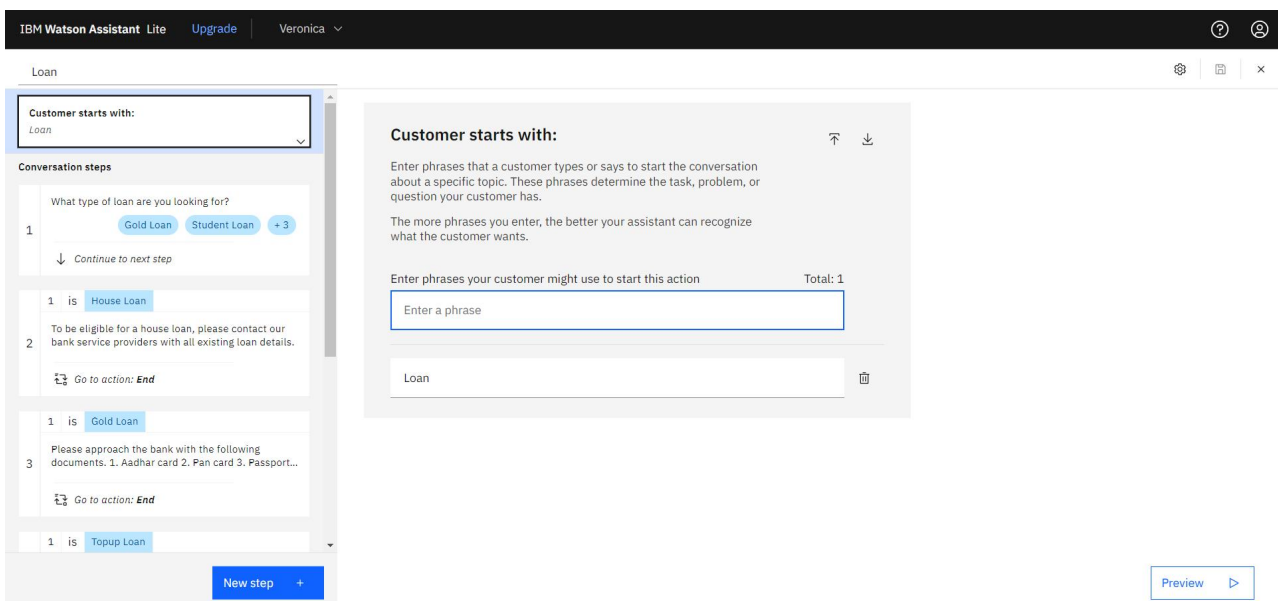
Date	29 October 2022
Team ID	PNT2022TMID18026
Project Name	AI based discourse for Banking Industry

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 LiteUpgradeVeronica

Loan

3

Please approach the bank with the following documents. 1. Aadhar card 2. Pan card 3. Passport...

Go to action: End

1 is Topup Loan

To be eligible for a top-up loan, please contact our bank service providers with all your existing loan...

Go to action: End

1 is Vehicle Loan

Kindly approach the bank with the following documents: 1. Automobile Invoice 2. Pan card 3....

Go to action: End

1 is Student Loan

Please approach the bank with the following documents: 1. Acceptance letter from an academi...

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: 1

Enter a phrase

Loan

Preview

Creating Current Account Action

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

IBM Watson Assistant LiteUpgradeVeronica

Untitled action

Customer starts with:
Example: I want to pay my credit card bill.

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 action

Current

CancelSave

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

1

What is your company type?

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 propieto...

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