

Project Development Phase Delivery of Sprint - 1

Date	26 October 2022
Team ID	PNT2022TMID18026
Project Name	AI based discourse for Banking Industry

Creating IBM Watson Service

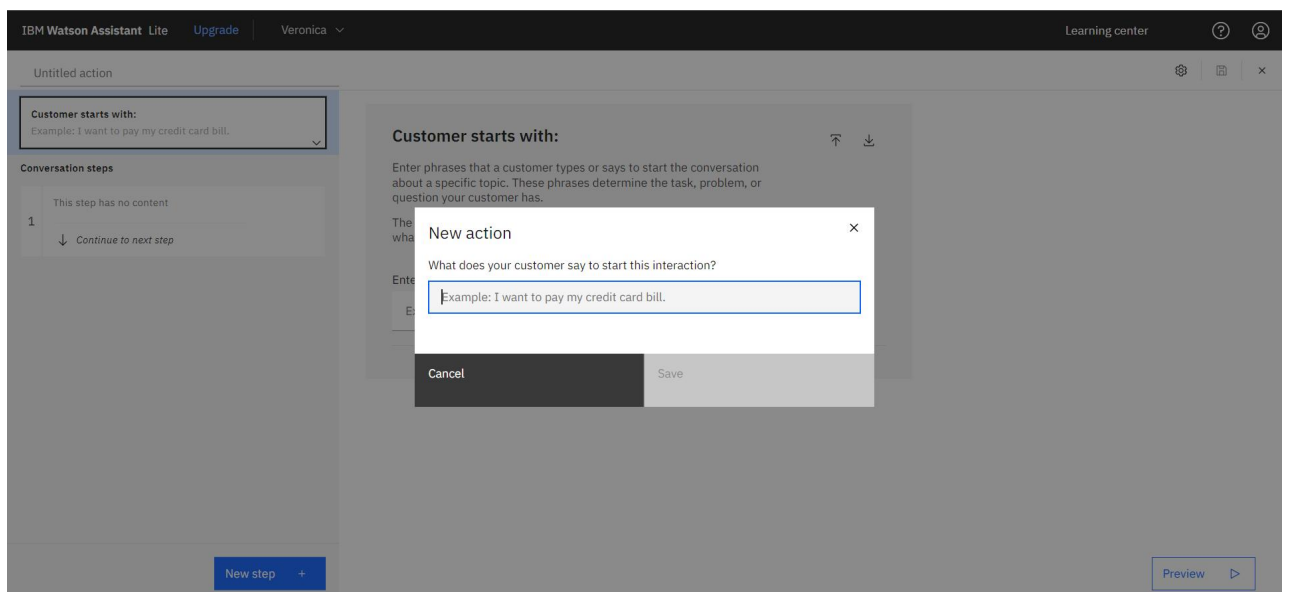
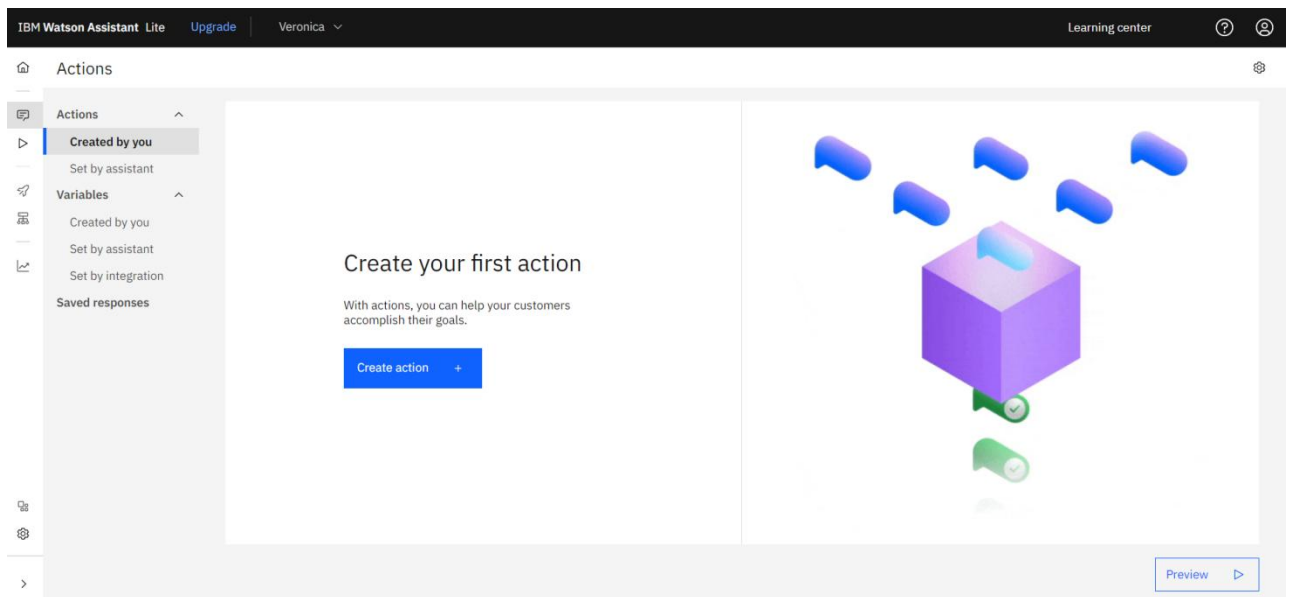
In this activity, we are creating the necessary IBM Watson Service.

The screenshot shows the IBM Watson Assistant Lite interface. A modal dialog titled "Create a new assistant" is open. The "Assistant name" field contains "Veronica". Below it, a note states: "Your assistant name will be kept internally and not visible to your customers". The "Description (optional)" field is empty, with a character count of 0/128. The "Assistant language" dropdown is set to "English (US)". At the bottom of the dialog are "Cancel" and "Create assistant" buttons. In the background, the "Home" page is visible, showing a "Task tracker" with three items: "Enhance your assistant" (16% complete), "Test and refine your assistant" (0% complete), and "Deploy your assistant" (50% complete). On the right, there are sections for "Resolution Methods", "Content" (showing version V1 as live), and "Extensions" (including a "Search" extension powered by IBM Watson Discovery).

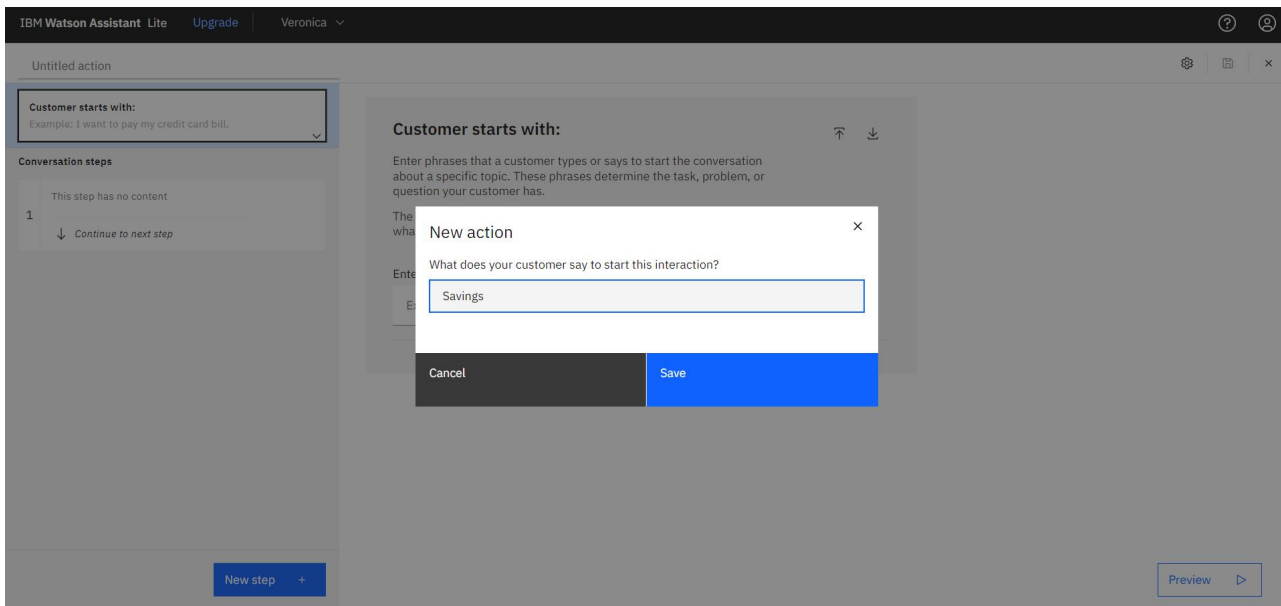
The screenshot shows the "Preview assistant" screen in the IBM Watson Assistant Lite interface. The top bar includes "IBM Watson Assistant Lite", "Upgrade", and the assistant name "Veronica". There are buttons for "Copy link to share", "Change background", and "Customize web chat". The main area displays a "Sample website" with a blue chat widget overlay. The chat widget contains the text: "Hi! I'm a virtual assistant. How can I help you today?". Below this text are three example prompts: "Example: Find nearby location", "Example: Check account balance", and "Example: See how I can help". At the bottom of the widget is a text input field with the placeholder "Type something..." and a send button. The footer of the widget says "Built with IBM Watson®".

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



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.

