

## Project Development Phase Delivery of Sprint - 3

<b>College Name</b>	Anand Institute of Higher Technology
<b>Team ID</b>	PNT2022TMID37186
<b>Project Name</b>	AI-based discourse for Banking Industry

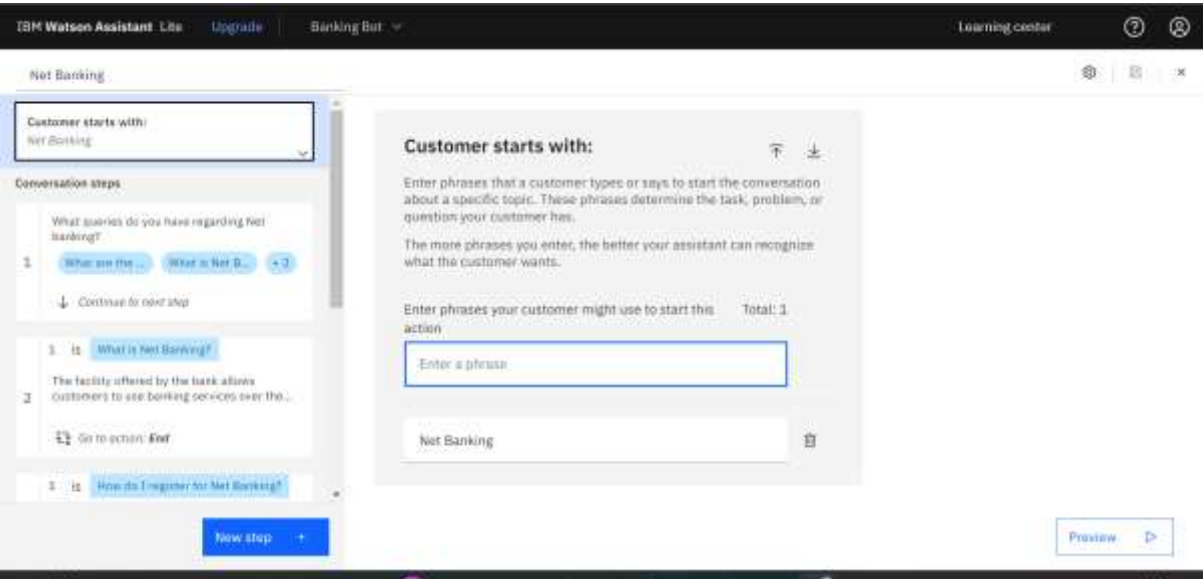
### Basic Loan - Account Action Creation

The screenshot shows the IBM Watson Assistant interface for creating a 'Loan' action. The top navigation bar includes 'IBM Watson Assistant', 'Life', 'Upgrade', 'Banking Bot', and 'Learning center'. The main workspace is divided into two panels. The left panel, titled 'Loan', shows the 'Conversation steps' for the 'Loan' action. It starts with 'Customer starts with: loan enquiry'. Step 1 is 'What type of loan are you looking at?' with options 'Vehicle loan', 'Trip loan', and '+ 3'. Step 2 is 'To be eligible for a house loan, please contact our bank service providers with all existing...' with a 'Go to action: End' button. Step 3 is 'Gold loan'. The right panel, titled 'Customer starts with:', provides instructions on how to enter phrases that a customer might use to start the conversation. It includes a text input field 'Enter a phrase' and a list of phrases: 'Loan' and 'How to apply loan?'. A 'Preview' button is located at the bottom right.

### Customer Query Action

The screenshot shows the IBM Watson Assistant interface for creating a 'Query' action. The top navigation bar includes 'IBM Watson Assistant', 'Life', 'Upgrade', 'Banking Bot', and 'Learning center'. The main workspace is divided into two panels. The left panel, titled 'Query', shows the 'Conversation steps' for the 'Query' action. It starts with 'Customer starts with: Query'. Step 1 is 'Select the general queries listed below' with options 'CBD', 'Bank Working...', and '+ 4'. Step 2 is 'The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception ...' with a 'Go to action: End' button. Step 3 is 'List of Branches'. The right panel, titled 'Customer starts with:', provides instructions on how to enter phrases that a customer might use to start the conversation. It includes a text input field 'Enter a phrase' and a list of phrases: 'Query in general' and 'general'. A 'Preview' button is located at the bottom right.

Internet Banking Action Creation



Thanking and End Credits creation

				New action +	
Name	Last edited	Status			
Current	2 days ago	✓	⋮		
Index	2 days ago	✓	⋮		
Register	3 days ago	✓	⋮		
Greeting	2 days ago	✓	⋮		
End Greeting	2 days ago	✓	⋮		

## Addition of more conversation :

The screenshot shows the IBM Watson Assistant Lite interface. On the left, a conversation flow for 'NetBanking' is displayed with five steps. Each step includes a question, a response, and a 'Go to action: End' button. The steps are:

- 1 is How do I register for Net Banking ?  
Please download the Net Banking requisition form and submit it to your home branch.  
Go to action: End
- 1 is What are the features of Net Banking ?  
Check account balances and statements. You can log into the internet banking account to check your...  
Go to action: End
- 1 is Facing errors in Net Banking ?  
Please contact our customer care executive or approach your closest branch.  
Go to action: End

On the right, the 'Customer starts with:' section is shown. It contains instructions on how to enter phrases that a customer might use to start the conversation. Below the instructions, there is a text input field labeled 'Enter a phrase' and a 'Total: 1' indicator. The phrase 'NetBanking' is entered in the field.

At the bottom right, there is a 'Preview' button.

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

The screenshot shows the 'Actions' page in the IBM Watson Assistant Lite interface. The page displays a list of actions created by the user, with columns for Name, Last edited, and Status. The actions listed are:

Name	Last edited	Status
Thanks	20 days ago	✓
Loan	20 days ago	✓
Index	20 days ago	✓
End	20 days ago	✓
Query	20 days ago	✓
Savings	20 days ago	✓
Current	20 days ago	✓
What can you do?	20 days ago	✓

At the bottom, there is a pagination bar showing 'Items per page: 50' and 'Showing 1-14 of 14 actions'. A 'Preview' button is located at the bottom right.