Project Development Phase
Delivery of Sprint - 1

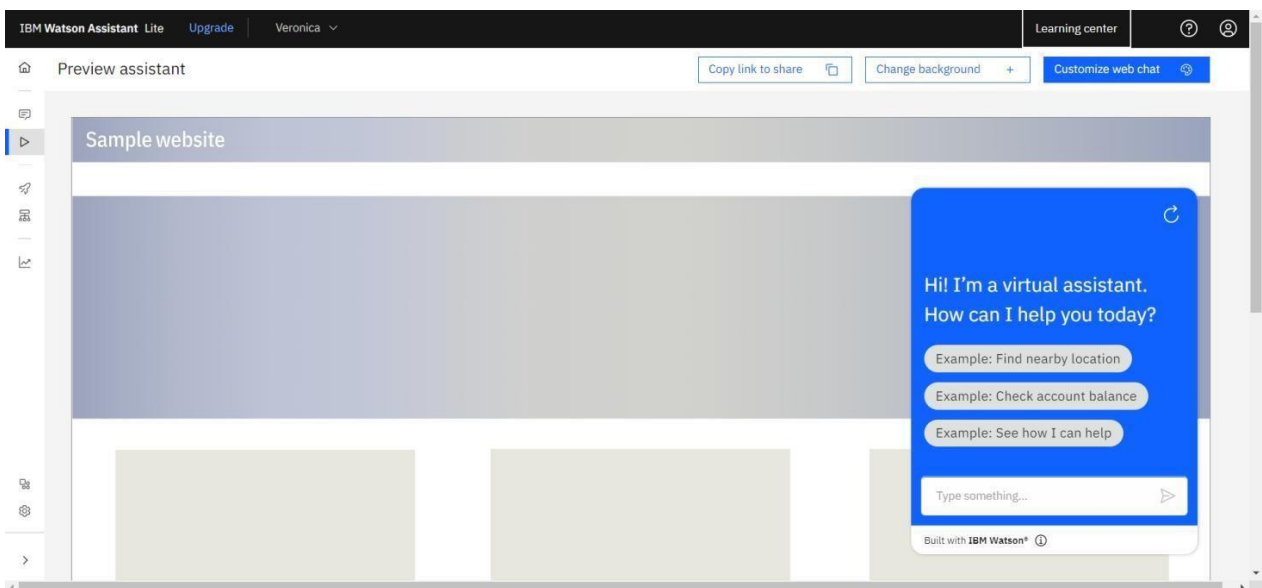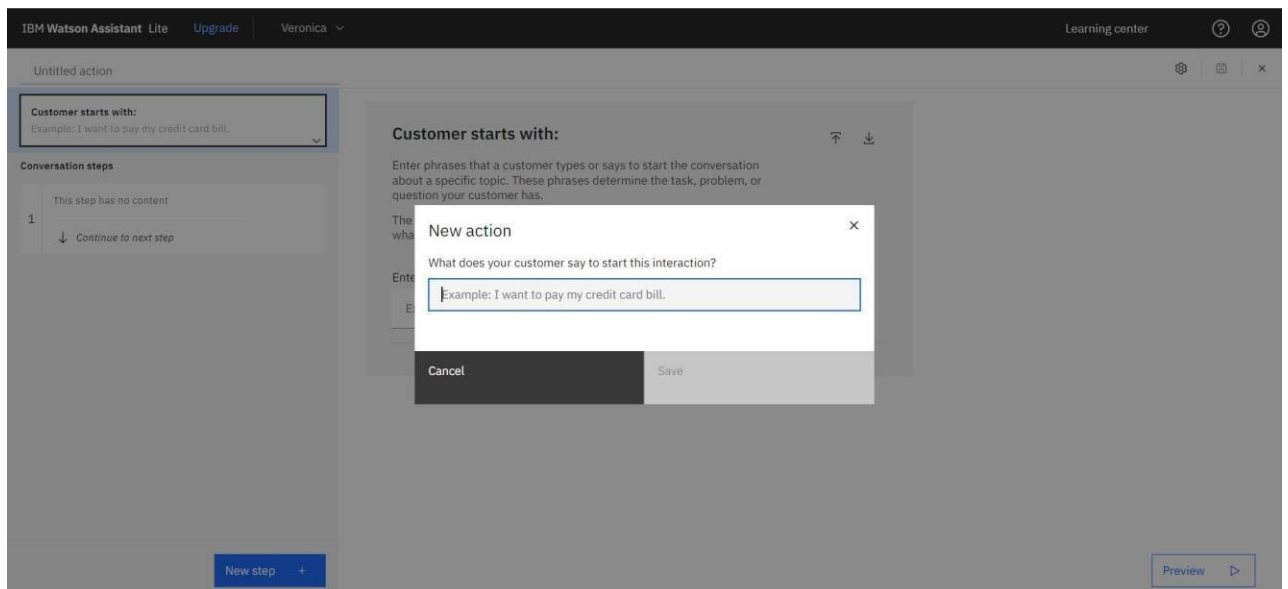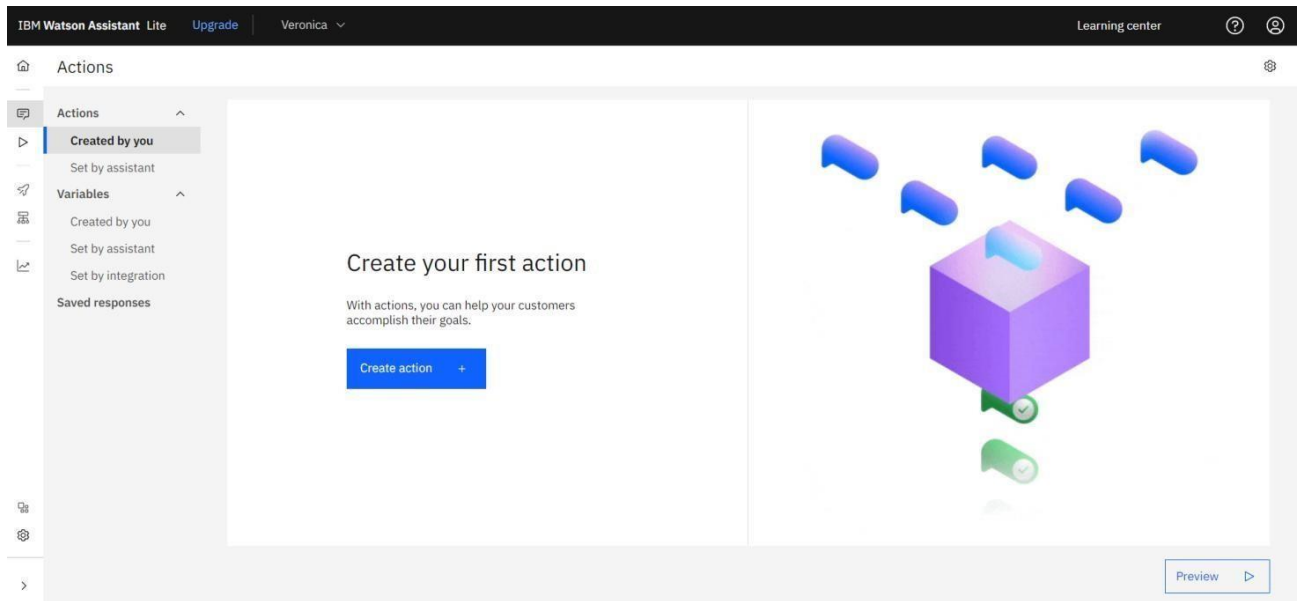| Date	09 November 2022
Team Members	YUVARAJ A,PRATHAP D,ARIHARAN P,KAMALESH S
Project Name	AI based discourse for Banking Industry

Creating IBM Watson Service

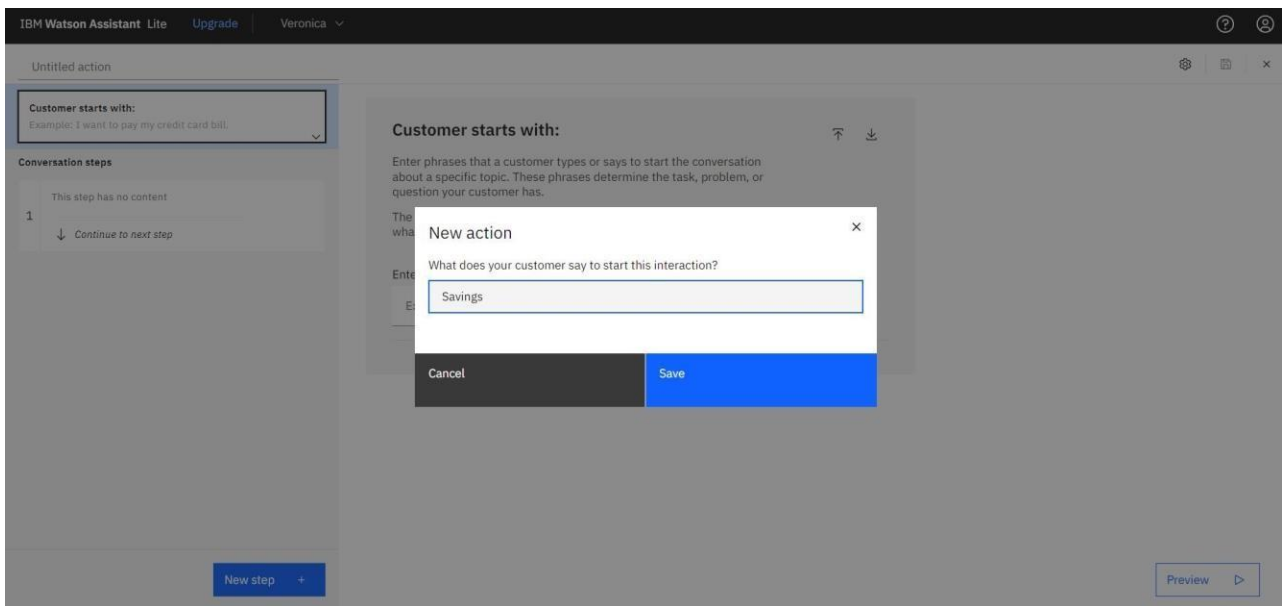In this activity, we are creating the necessary IBM Watson Service.
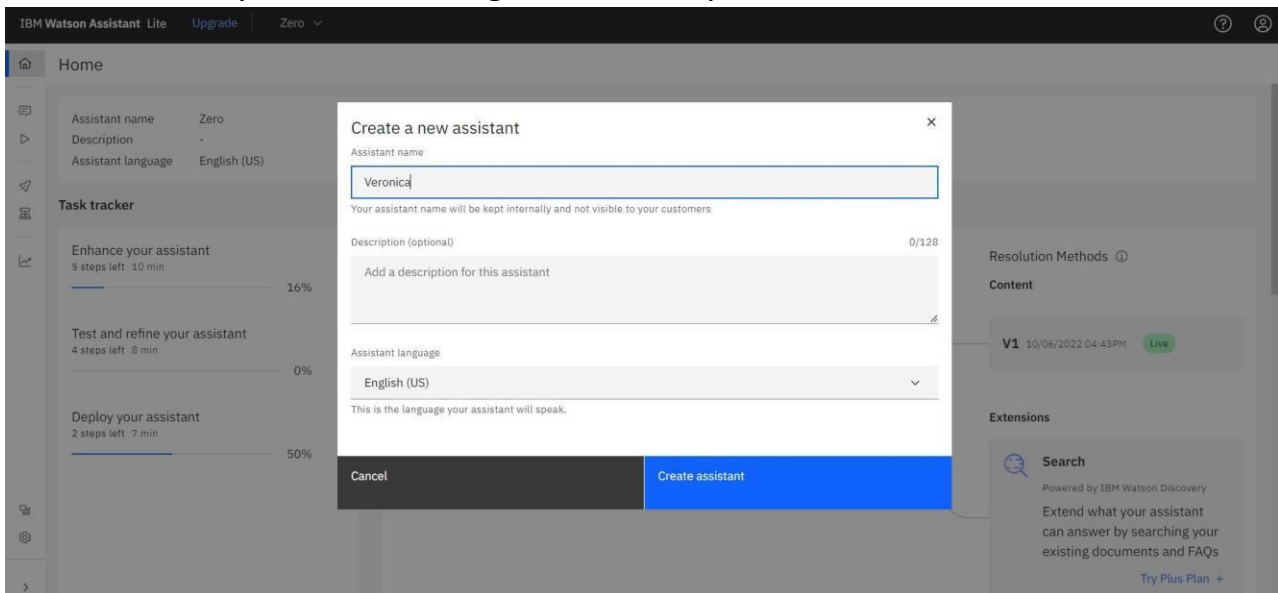
Creating Action Skills

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.

⌂   Actions   ⚙

Actions   ⌃
  Created by you
  Set by assistant
Variables   ⌃
  Created by you
  Set by assistant
  Set by integration
Saved responses

Create your first action

With actions, you can help your customers
accomplish their goals.

Create action   +

Preview   ▷

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*

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
wha

Ente

E:

New action   ✕

What does your customer say to start this interaction?

| Example: I want to pay my credit card bill. |

Cancel   Save

New step   +   Preview   ▷

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.