

## Project Development Phase Delivery of Sprint - 3

<b>Date</b>	19 November 2022
<b>Team ID</b>	PNT2022TMID27784
<b>Project Name</b>	AI-based discourse for Banking Industry

### Creating Loan Account Action

Loan action is created with the necessary steps.

The screenshot displays the IBM Watson Assistant configuration interface for a 'Loan' conversation. The 'Conversation steps' panel on the left shows Step 1: 'What type of Loan you want?' with a dropdown menu containing 'House loan' and 'Gold loan'. The 'Assistant says' panel shows the question 'What type of Loan you want?'. The 'Preview' pane on the right shows a user input of 'Loan enquiry' and the assistant's response 'How can I help you?' followed by a dropdown menu for 'Loan enquiry'. The 'Step 1 is taken' dropdown is set to 'without conditions'.

The screenshot displays the IBM Watson Assistant configuration interface for a 'Loan' conversation, showing Step 5. The 'Conversation steps' panel on the left shows Step 5: 'What type of Loan you want?' with a dropdown menu containing 'Vehicle loan' and 'Topup loan'. The 'Assistant says' panel shows the question 'What type of Loan you want?'. The 'Preview' pane on the right shows a user input of 'Vehicle loan' and the assistant's response 'to eligible for a vehicle loan please contact our bank service provides with all existing loan details'. The 'Step 5 is taken' dropdown is set to 'with conditions'. The 'Conditions' panel shows the condition 'What type of Loan you want?' is 'Vehicle loan'.

## Creating General Query Action

General query action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant Lite interface. The 'General' tab is active. The 'Conversation steps' section shows a list of steps. Step 1 is selected, with the action 'Cibil' and 'Bank Working days'. The 'Assistant says' section shows the text 'Select the general queries listed below'. The 'And then' section shows 'Continue to next step'. A 'Preview' window is open, showing a chat interface with the text 'How can I help you?' and 'General Query'.

The screenshot shows the IBM Watson Assistant Lite interface with the 'General' tab active. The 'Conversation steps' section shows a list of steps. Step 4 is selected, with the action 'Storage locker facility'. The 'Conditions' section shows a condition: 'If All of this is true: 1. Select th... is Storage locker facility'. The 'Assistant says' section shows the text 'Chennai West Mambalam'. A 'Preview' window is open, showing a chat interface with the text 'Storage locker facility' and a list of locations: 'Chennai West Mambalam Virugambakkam Iyappanthangal Koyambedu Nungabakkam K.K Nagar'.

## Creating Net Banking Action

Net banking action is created with the necessary steps.

The screenshot displays the IBM Watson Assistant configuration interface for a conversation named "Net-banking". The "Customer starts with:" field is set to "Net-banking". Under "Conversation steps", Step 1 is defined with the trigger "what queries you have regarding net banking?". It includes two suggested responses: "Facing errors..." and "what are the ...". The "Assistant says" section shows a response template for "what queries you have regarding net banking?". A "Preview" window on the right shows a simulated chat interaction where the user asks "How can I help you?", the assistant responds with "Net-Banking", and the user asks "what queries you have regarding net banking?". The interface includes a "New step +" button at the bottom.

The screenshot displays the IBM Watson Assistant configuration interface for Step 3 of the "Net-banking" conversation. The "Step 3 is taken" condition is set to "with conditions". The "Conditions" section shows a rule: "If All of this is true: 1. what que... is how do i register for net banking and Add condition +". The "Assistant says" section contains a list of instructions: "1)Click on the 'login' or 'register' button. 2)Enter the account number, registered mobile number, branch code, CIF number, and any other information required, then click the 'submit' button. 3)Then, enter the OTP from the registered mobile number to complete the verification." The "Preview" window on the right shows a simulated chat interaction where the user asks "how do i register for net banking", and the assistant provides the numbered instructions. The interface includes a "New step +" button at the bottom.

**Note:** No code for this project. So, I attached the screenshot and step to build it.