

IBM WATSON ASSISTANT SERVICE

TEAM ID	PNT2022TID20494
PROJECT TITLE	AI BASED DISCOUSE FOR BANKING INDUSTRY
TEAM MEMBERS	POOVIGA.S MAGISHA.K NITISHA SREE.V NIVETHITHA.R

IBM Cloud

Search resources and products...

Catalog

Manage

Nivethitha Ravichandran's Account

?

Resource list /

Watson Assistant-lj

Active

Add tags

Details

Actions...

Manage

Service credentials

Plan

Connections

Start by launching the tool

Launch Watson Assistant

Getting started tutorial

API reference

Plan

Lite

Upgrade

Credentials

Download

Show credentials

API key:

.....

URL:

https://api.us-south.assistant.watson.cloud.ibm.com/instances/33c581e3

IBM Watson Assistant Lite

Upgrade

Banking Bot

Learning center

?

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Examples Count	Status
Greeting	11 days ago	4	✓
Query	11 days ago	1	✓
Savings	11 days ago	1	✓
Net Banking	11 days ago	1	✓
Loan	11 days ago	1	✓
Index	11 days ago	1	✓
Current	11 days ago	2	✓
End	11 days ago	1	✓
End greeting	11 days ago	3	✓

Items per page: 50

Showing 1-9 of 9 actions

1

1 of 1 pages

Preview

Greeting

Customer starts with:

Hey

Conversation steps

1

Good to see you

Go to action: Index

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

Total: 4

Enter a phrase

Greeting

Hello

Hi

Hey

Preview

Index

Customer starts with:

Index

6

0

0

total steps

end steps

re-ask steps

Conversation steps

How can I help you?

1

Savings acco...

Loan enquiry

+ 3

Continue to next step

1 is Savings account

This step has no content

2

Go to action: Savings

1 is Current account

This step has no content

3

Go to action: Current

1 is Loan enquiry

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

Total: 1

Enter a phrase

Index

Preview

Query

Customer starts with:
Query

700
total stepsend stepsre-ask steps

Conversation steps

Select the general queries listed below.

1Storage Lock... Currency Con... + 4

Continue to next step

1 is Bank Working days

2The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.

Go to action: End

1 is List of Branches

3MADAMBAKKAM,KOTTURPURAM,KORATTUR,KOTTIVAKAM,WASHERMENPET,CHENNAI WEST...

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

Query

Preview

Savings

Customer starts with:
Savings

Conversation steps

Which type of savings account do you want to create?

1Regular savin... Kids savings ... + 1

Continue to next step

1 is Regular savings Account

2Great! Please take the following documents and head towards the nearest branch.

Go to action: End

1 is Kids savings Account

3Awesome! Please take the following documents and head towards the nearest branch.

Go to action: End

1 is Zero Balance savings Account

4Amazing! Please take the following documents and head towards the nearest branch.

New step +

Customer starts with:

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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

Savings

Preview

Net Banking

Customer starts with:
Net Banking

Conversation steps

1

What queries do you have regarding Netbanking?

What are the ... What is Net B... + 2

Continue to next step

1

is

What is Net Banking?

The facility offered by the bank allows customers to use banking services over the Internet. Customers...

Go to action: End

3

1

is

How do I register for NetBanking?

Please download and fill up the net banking requisition form and submit it to your home branch.

Go to action: End

4

1

is

What are the features of Net Banking?

1)Check the account statement online.

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 Total: 1

Enter a phrase

Net Banking

Preview

Loan

Customer starts with:
Loan

Conversation steps

1

What type of loan are you looking at?

Topup loan House loan + 3

Continue to next step

2

1

is

House loan

To be eligible for a house loan please contact our bank service providers with all existing loan details.

Go to action: End

3

1

is

Gold loan

Please approach the bank with the following documents

Go to action: End

4

1

is

Topup loan

To be eligible for a house loan please contact our bank service providers with all existing loan details.

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 Total: 1

Enter a phrase

Loan

Preview

Current



Customer starts with:
Current account

Conversation steps

What's your company type?

1

Proprietorship Partnership

Continue to next step

1 is Proprietorship

2

Please take the following documents and approach the closest branch.

Go to action: End

1 is Partnership

3

Please take the following documents and approach the closest branch.

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 action

Total: 2

Enter a phrase

Current



Current account



Preview



End



Customer starts with:
End

Conversation steps

Do you want to know about some other services?

1

Yes No

Continue to next step

1 is No

2

Thank you. Have a nice day.

Continue to next step

1 is Yes

3

This step has no content

Go to action: Index

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

Total: 1

Enter a phrase

End



Preview



End greeting

Customer starts with:
thank you

Conversation steps

1 This step has no content
Action complete

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 Total: 3

Enter a phrase

End greeting

Thanks

thank you

Preview

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Examples Count
Greeting	11 days ago	4
Query	11 days ago	1
Savings	11 days ago	1
Net Banking	11 days ago	1
Loan	11 days ago	1
Index	11 days ago	1
Current	11 days ago	2
End	11 days ago	1
End greeting	11 days ago	3

Items per page: 50 Showing 1–9 of 9 actions

Preview

Greet customer [default]
Welcome, how can I assist you?
HI

Greeting recognized
Good to see you
go to Index
How can I help you?
Select an option

Type something...

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Examples Count
Greeting	11 days ago	4
Query	8 minutes ago	1
Savings	11 days ago	1
Net Banking	11 days ago	1
Loan	11 days ago	1
Index	11 days ago	1
Current	11 days ago	2
End	11 days ago	1
End greeting	11 days ago	3

Items per page: 50Showing 1-9 of 9 actions

Preview

Loan enquiry

go to Loan

What type of loan are you looking at?

Topup loan

Topup loan

To be eligible for a house loan please contact our bank service providers with all existing loan details.

go to End

Do you want to know about some other services?

Use the up arrow for prior messages