

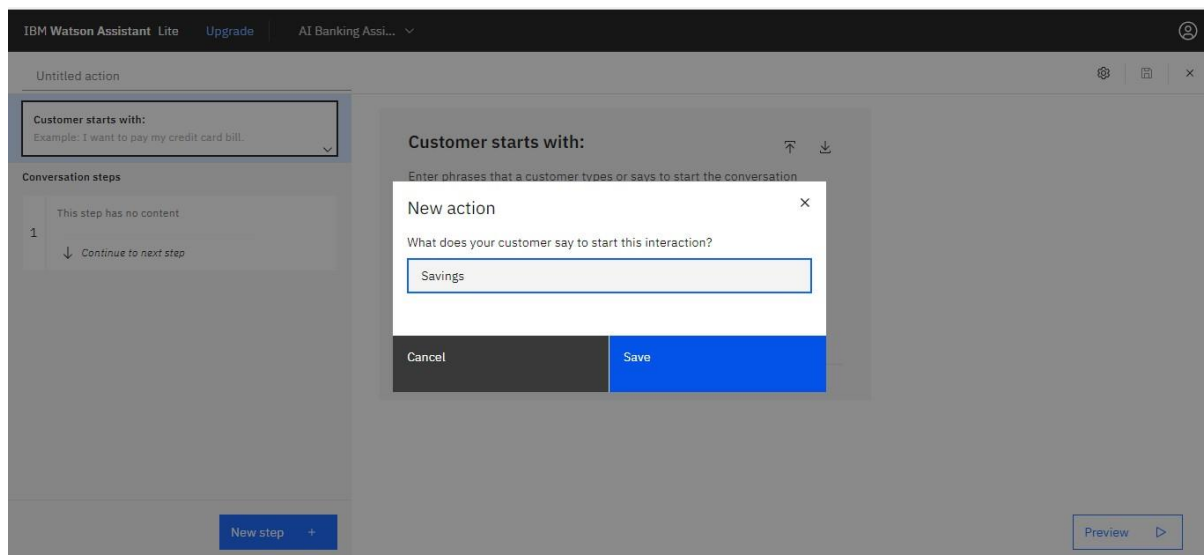
# Project Development Phase

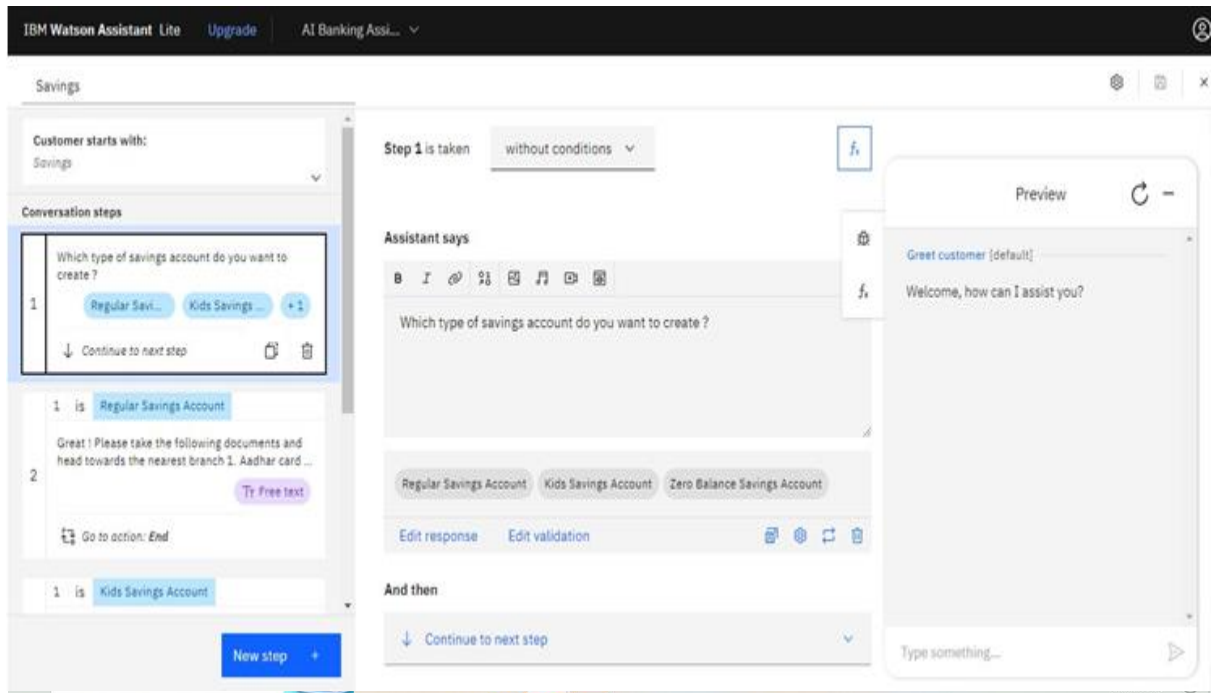
## Sprint – 2

Date	30 October 2022
Team ID	PNT2022TMID20494
Project Name	AI Based Discourse for Banking Industry
Maximum Marks	8 Marks

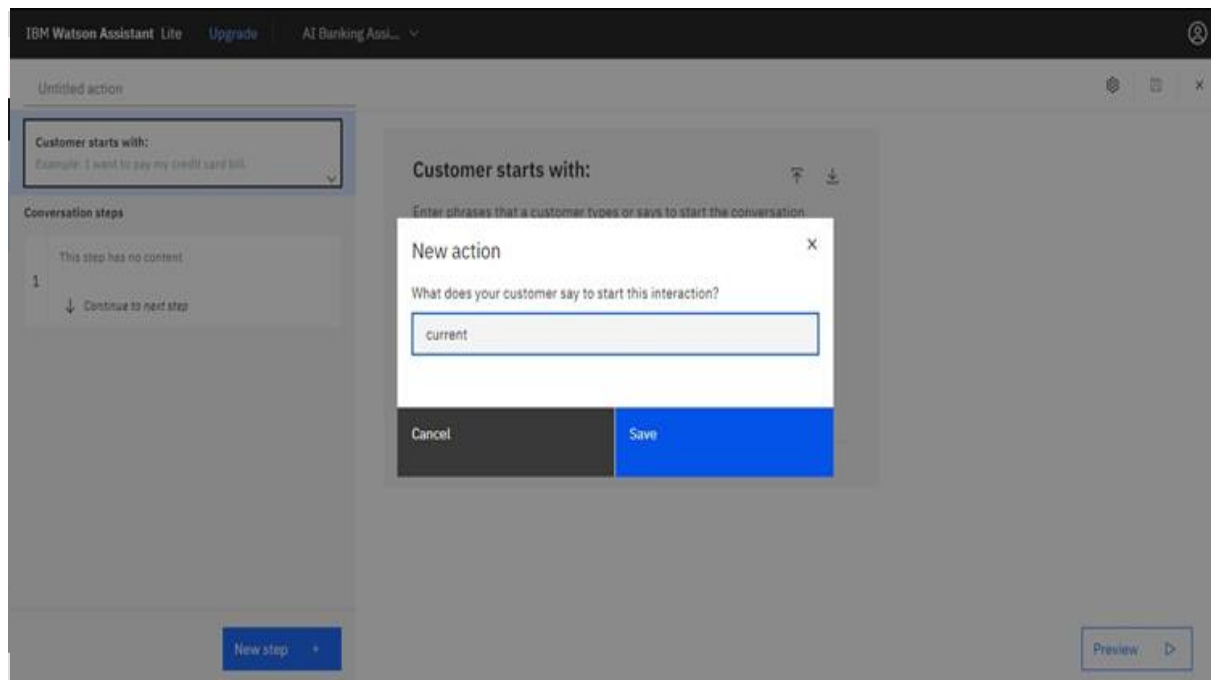
### Create Action for Savings Account Queries:

In this phase savings account creation and types of savings account information's are feed to the assistant.





## Create Action for Current Account Queries:



IBM Watson Assistant Lite Upgrade AI Banking Assi...

Current

Conversation steps

1 What's your company type ?  
proprietorship partnership  
Continue to next step

1 is proprietorship  
Please take following Documents and approach the closest branch 1. Income tax returns of the...  
2  
Free text  
Go to action: End

1 is partnership  
Please take following Documents and approach the closest branch 1. Income tax returns of the...  
3  
Free text

New step +

Step 1 is taken without conditions

Assistant says

What's your company type ?

proprietorship partnership

Edit response Edit validation

And then

Continue to next step

Preview

Current recognized

What's your company type ?

proprietorship partnership

partnership

Please take following Documents and approach the closest branch

1. Income tax returns of the proprietor for the last 3 years
2. Company Agreement
3. Pan Card

Use the up arrow for prior messages

## Create Action for Loan Queries:

IBM Watson Assistant Lite Upgrade AI Banking Assi...

Loan

Customer starts with:  
Loan

Conversation steps

what type loan are you looking at ?  
1 House Loan Student Loan +3  
Continue to next step

1 is House Loan  
To be eligible for a house loan please contact our bank service providers with all existing loan...  
2  
Free text  
Go to action: End

1 is Gold Loan  
Please approach the bank with the following

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

Loan Account

Loan

Preview

Index recognized

How Can I help you ?

Loan Enquiry

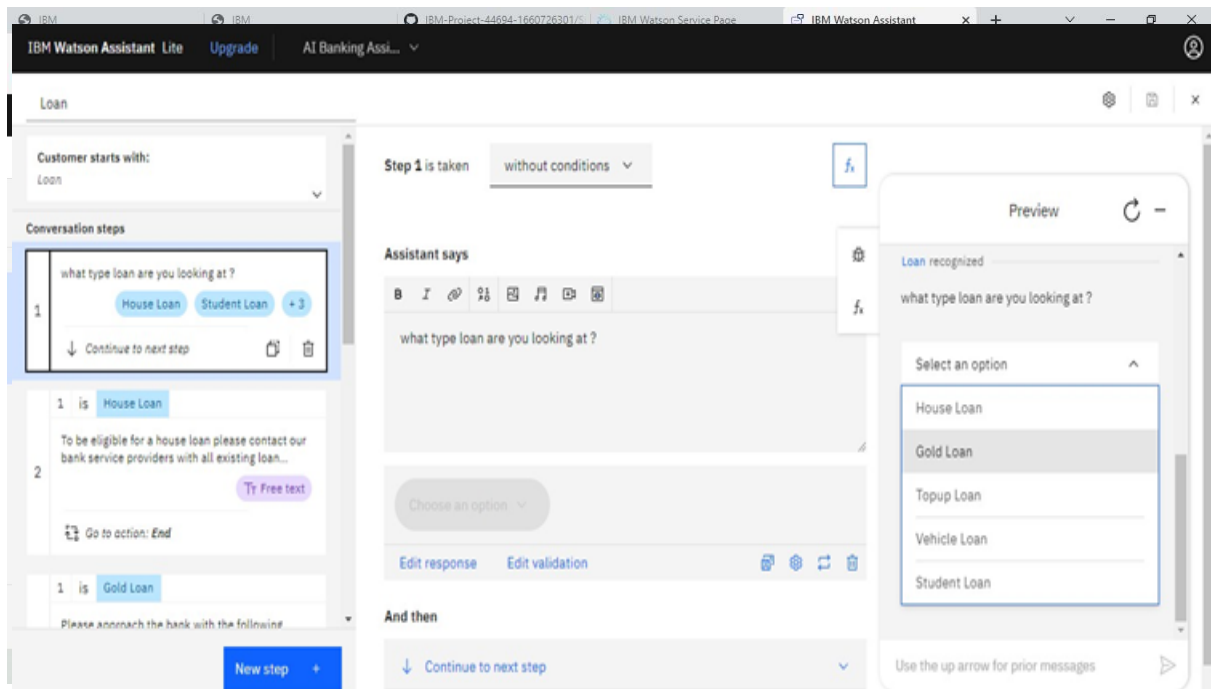
Loan Enquiry

Loan recognized

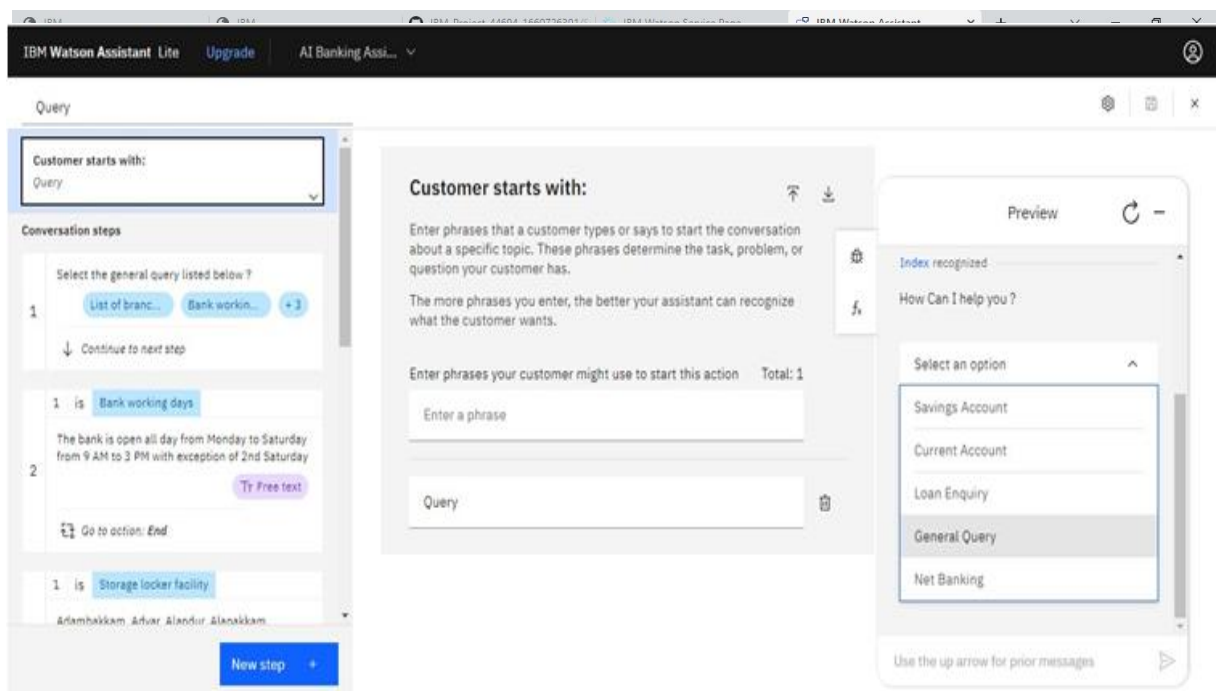
what type loan are you looking at ?

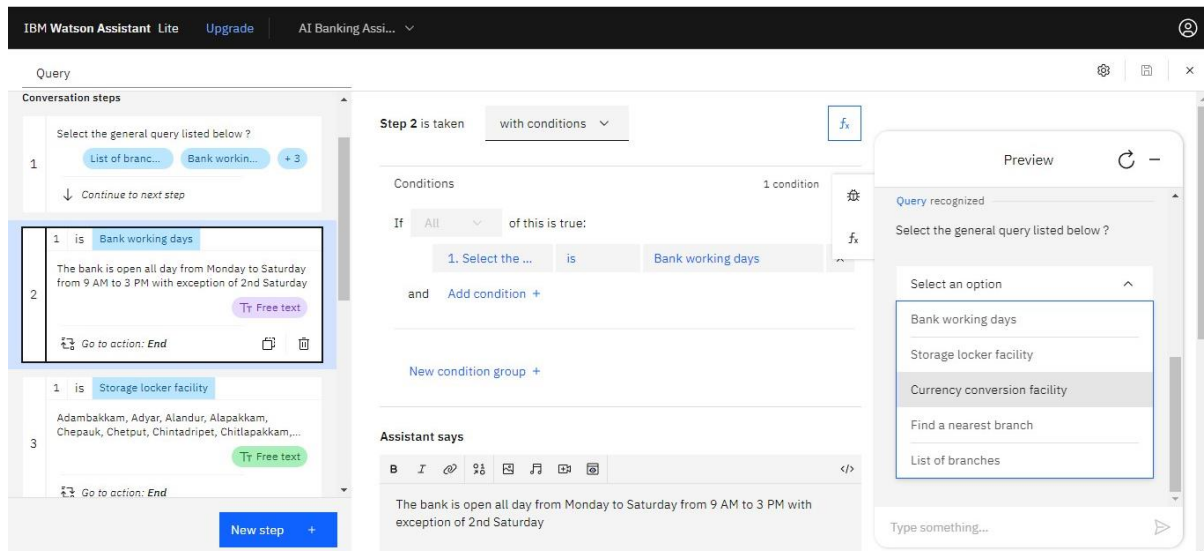
Select an option

Type something...

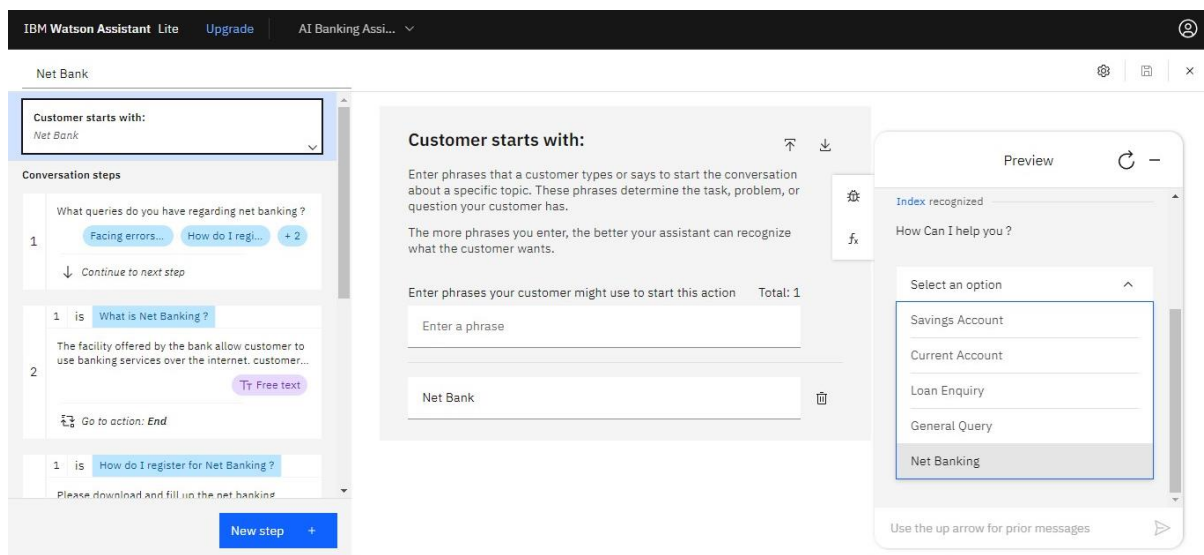


## Create Action for General Queries:





## Create Action for Net banking Queries:





Net Bank



Customer starts with:  
Net Bank

#### Conversation steps

What queries do you have regarding net banking ?

1 Facing errors... How do I regi... + 2

Continue to next step

1 is What is Net Banking ?

The facility offered by the bank allow customer to use banking services over the internet. customer...

2

Free text

Go to action: End

1 is How do I register for Net Banking ?

Please download and fill up the net banking

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 Bank

#### Preview

What queries do you have regarding net banking ?

What is Net Banking ?

How do I register for Net Banking ?

What are the feature of Net Banking ?

Facing errors in Net Banking

How do I register for Net Banking ?

Please download and fill up the net banking request form and submit it your home branch

Use the up arrow for prior messages