

Project Development Phase

Sprint 3:

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Project Name	AI based discourse for Banking Industry

Step 1: Create action for Net Banking

The screenshot shows the IBM Watson Assistant interface for a topic named "Net Banking". On the left, the "Conversation steps" panel lists three steps. Step 1 is highlighted and contains the text "What queries do you have regarding net banking.?" with two suggested responses: "What is Net B..." and "How do I regi...". Below this, step 2 is "Facing errors in Net Banking." with a response "Please contact customer care or approach the nearest branch." and an action "Go to action: End". Step 3 is "What are the features of Net Banking.?" with a response "1)Check the account statement online." and an action "Go to action: End". A "New step +" button is at the bottom of the list. On the right, the "Assistant says" panel shows the selected response for Step 1: "What queries do you have regarding net banking..?". Below this, a list of suggested responses is shown: "What is Net Banking..?", "How do I register for Net Banking..?", "What are the features of Net Banking..?", and "Facing errors in Net Banking.". There are buttons for "Edit response" and "Edit validation". At the bottom, the "And then" section shows a dropdown menu set to "Continue to next step". A "Preview" button is located at the bottom right.

Step 2: Create action for Query

The screenshot shows the IBM Watson Assistant interface for a topic named "Query". On the left, the "Conversation steps" panel lists three steps. Step 1 is highlighted and contains the text "Please select the queries listed below." with two suggested responses: "Storage lock..." and "Find nearest ...". Below this, step 2 is "Find nearest branch" with a response "Kindly reach out to our customer care executive." and an action "Go to action: End". Step 3 is "Currency conversion facility" with a response "All our bank branches have the forex exchange facility." and an action "Go to action: End". A "New step +" button is at the bottom of the list. On the right, the "Assistant says" panel shows the selected response for Step 1: "Please select the queries listed below.". Below this, a list of suggested responses is shown: "Storage lock...", "Find nearest ...", and "Currency conversion facility". There are buttons for "Edit response" and "Edit validation". At the bottom, the "And then" section shows a dropdown menu set to "Continue to next step". A "Preview" button is located at the bottom right.

Step 3: Create action for Loan

The screenshot shows the IBM Watson Assistant interface for creating a new action named 'Loan'. The interface is divided into several sections:

- Customer starts with:** A dropdown menu showing 'Loan'.
- Conversation steps:** A list of steps for the 'Loan' action. Step 1 is highlighted, showing a prompt 'What type of loan you looking for..?' with buttons for 'Gold Loan' and 'Education Lo...'. Step 2 is 'Please approach the bank with the following details.' and Step 3 is 'Kindly approach the bank with the following documents.'.
- Step 2 is taken:** A dropdown menu showing 'with conditions'.
- Conditions:** A section for defining conditions. It shows a single condition: 'If All of this is true: 1. What type of loan... is Gold Loan'.
- Assistant says:** A text area for the assistant's response. It contains the text: 'Please approach the bank with the following details. 1.Acceptance letter from Institution 2.Pan Card 3.Passport Size Photos'.

Buttons for 'New step', 'Preview', and 'Go to action: End' are visible.

Step 4: Create action for End Greetings

The screenshot shows the IBM Watson Assistant interface for creating a new action named 'End greeting'. The interface is divided into several sections:

- Customer starts with:** A dropdown menu showing 'Thank you'.
- Conversation steps:** A list of steps for the 'End greeting' action. Step 1 is highlighted, showing a prompt 'This step has no content' with a button for 'Action complete'.
- Step 1 is taken:** A dropdown menu showing 'without conditions'.
- Assistant says:** A text area for the assistant's response. It contains the text: 'For example: What type of transfer would you like to make?'.
- And then:** A section for defining the action. It shows a single action: 'End the action'.

Buttons for 'New step', 'Preview', and 'Define customer response' are visible.

Response Screenshots:

