

Project Development Phase

Sprint 2:

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Project Name	AI based discourse for Banking Industry

Step 1: Create the actions for Greetings.

The screenshot shows the IBM Watson Assistant interface for the 'Greeting' action. On the left, a sidebar shows the 'Conversation steps' with a single step: 'Hi, Good to see you.' with a 'Go to action: Index' button. The main area is titled 'Customer starts with:' and contains a list of phrases: 'Greeting', 'Hello', 'Hi', and 'Hey'. A 'New step' button is at the bottom left.

Step 2: Create the actions for Index

The screenshot shows the IBM Watson Assistant interface for the 'Index' action. On the left, a sidebar shows the 'Conversation steps' with three steps: 'How can I help you..?', 'Current Account', and 'Savings Account'. The main area is titled 'Assistant says' and shows a response 'How can I help you..?' with a 'JSON added (custom response type)' button. A 'New step' button is at the bottom left.

Step 3: Create actions for Savings Account

The screenshot shows the IBM Watson Assistant Lite interface for configuring a 'Savings' account. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', and 'BankBot'. The left sidebar shows 'Savings' as the selected topic. The main area is divided into two panels. The left panel, titled 'Conversation steps', shows a sequence of steps: Step 1 asks 'What type of Saving account you need to create..?' with a 'Continue to next step' button; Step 2 is a 'Zero Balance Savings Account' with a 'Free text' input and a 'Go to action: End' button; Step 3 is a 'Kids Savings Account' with a 'Free text' input and a 'Go to action: End' button. The right panel, titled 'Assistant says', shows the assistant's response to Step 1, which is 'What type of Saving account you need to create..?'. Below this, a 'JSON added (custom response type)' section is visible, with 'Edit response' and 'Edit validation' buttons. The bottom right of the interface has a 'New step' button and a 'Preview' button.

Step 4: Create actions for Current Account.

The screenshot shows the IBM Watson Assistant Lite interface for configuring a 'Current' account. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', and 'BankBot'. The left sidebar shows 'Current' as the selected topic. The main area is divided into two panels. The left panel, titled 'Conversation steps', shows a sequence of steps: Step 1 asks 'What's your company type..?' with 'Partnership' and 'Proprietorship' buttons and a 'Continue to next step' button; Step 2 is a 'Partnership' with a 'Free text' input and a 'Go to action: End' button; Step 3 is a 'Proprietorship' with a 'Free text' input and a 'Go to action: End' button. The right panel, titled 'Assistant says', shows the assistant's response to Step 1, which is 'What's your company type..?'. Below this, a 'JSON added (custom response type)' section is visible, with 'Edit response' and 'Edit validation' buttons. The bottom right of the interface has a 'New step' button and a 'Preview' button.

Step 5: Create actions for End.

The screenshot shows the IBM Watson Assistant Lite interface. At the top, there's a header with 'IBM Watson Assistant Lite', 'Upgrade', and 'BankBot'. Below this, the 'End' action is being configured. On the left, a 'Conversation steps' panel shows a list of steps. Step 1 is highlighted, with a question 'Do you have any other queries to ask..?' and 'Yes'/'No' buttons. Step 2 says 'Thank you. Have a nice day.' and 'Action complete'. Step 3 is empty. On the right, the 'Assistant says' panel shows the same question and buttons. Below this, the 'And then' section has a 'Continue to next step' action. A 'Preview' button is at the bottom right.

Response Screenshots:

The three screenshots show the chatbot's response to user input. The first screenshot shows the 'Greet customer' action with the message 'Welcome, how can I assist you?' and a 'Hi' button. The second screenshot shows the 'Greeting recognized' action with the message 'Hi, Good to see you.' and a 'How can I help you..?' prompt. The third screenshot shows the 'go to Index' action with a list of options: 'Regular Savings Account', 'Kids Savings Account', and 'Zero Balance Savings Account'. The user has selected 'Regular Savings Account', and the chatbot responds with 'Great, take the following documents and reach the nearest branch.' and a list of required documents: 'Aadhar Card', 'Pan Card', and 'Passport size Photo'. The final screenshot shows the 'Greeting ended' action with the message 'Thank you. Have a nice day.' and a 'Do you have any other queries to ask..?' prompt with 'Yes'/'No' buttons.