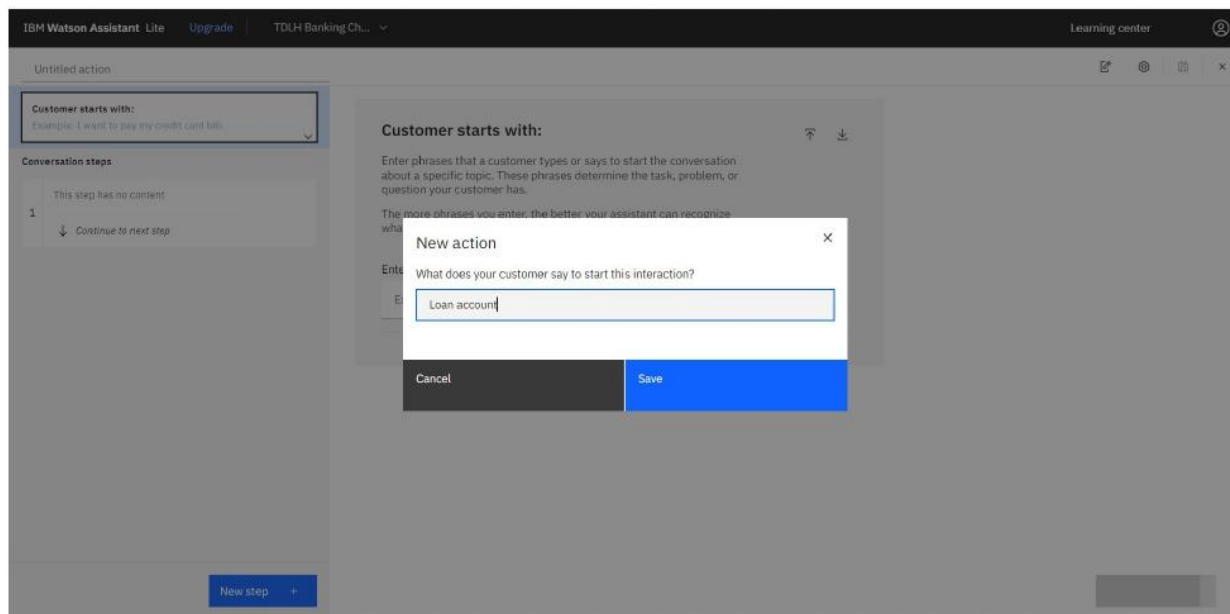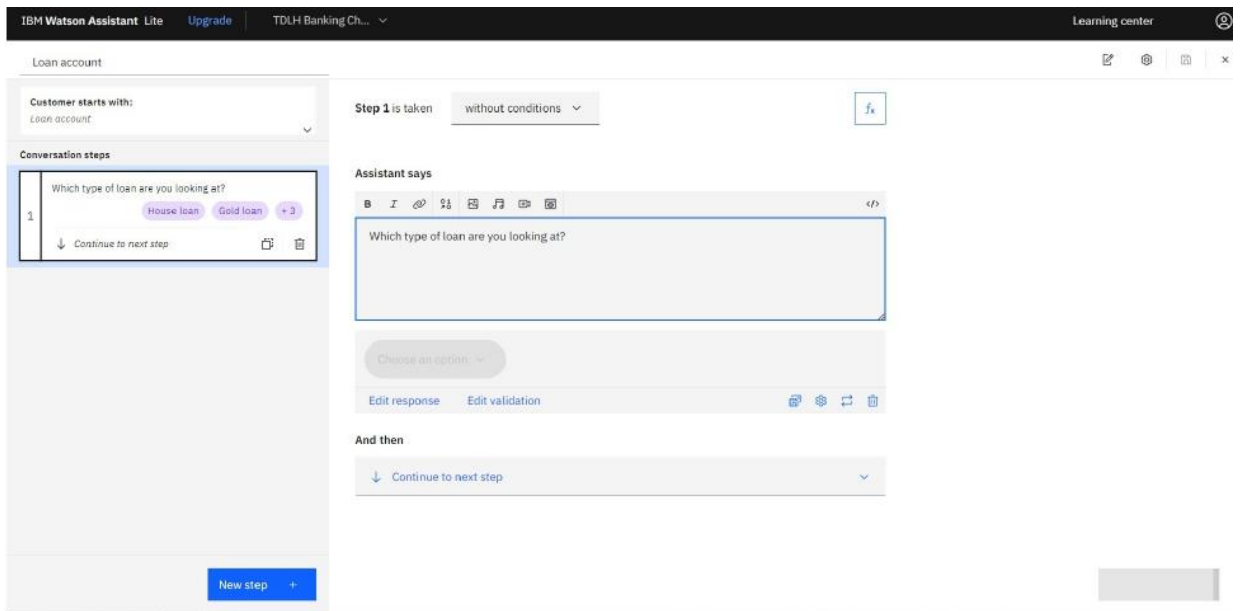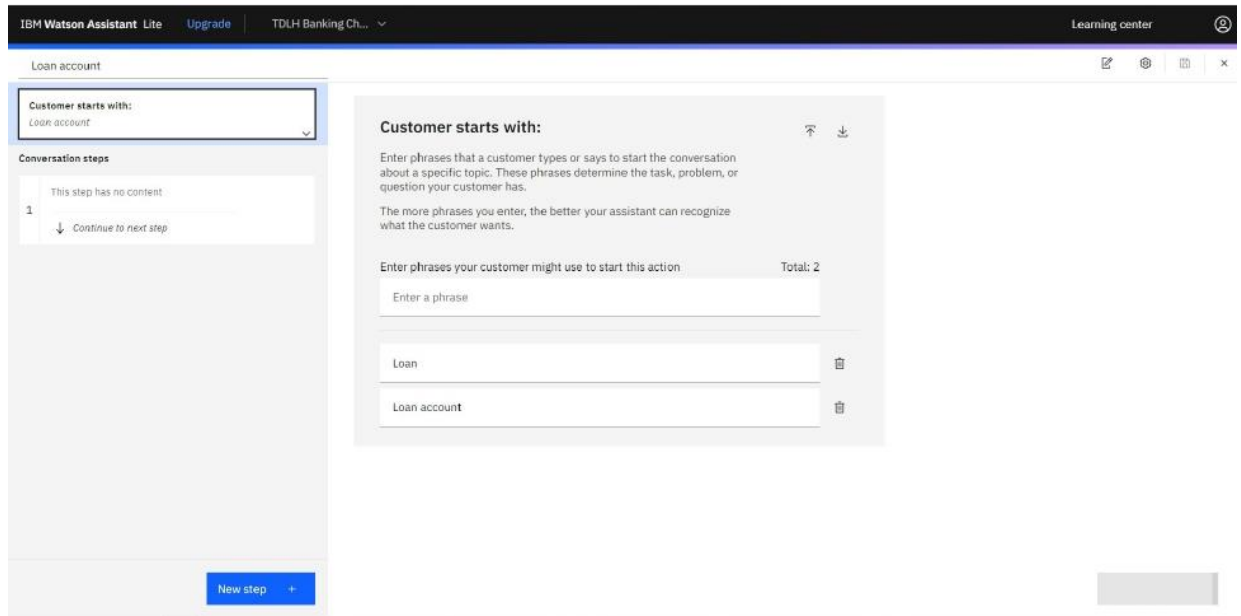# Project Development Phase

Delivery of Sprint - 2

Date	14 November 2022
Team ID	PNT2022TMID27760
Project Name	AI-Based Discourse for Banking Industry

Creating Loan account action

Loan account   ✎   ⚙   ▣   ✕

Customer starts with:
Loan account   ⌄

Conversation steps

1   This step has no content
     ↓ Continue to next 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	🗑

Loan account	🗑

New step   +

Loan account   ✎   ⚙   ▣   ✕

Customer starts with:
Loan account   ⌄

Conversation steps

1   Which type of loan are you looking at?
     House loan   Gold loan   + 3
     ↓ Continue to next step   ⧉   🗑

Step 1 is taken   without conditions ⌄   *f*x

Assistant says

B   *I*   ⋒   ⅔   ▤   ♫   ▭   ▣   </>

Which type of loan are you looking at?

Choose an option ⌄

Edit response   Edit validation   ⧉   ⚙   ⇄   🗑

And then

↓   Continue to next step   ⌄

New step   +

Loan account   ☑ ⚙ ▭ ✕

Customer starts with:
Loan account   ∨

Conversation steps

1	This step has no content
	↓ Continue to next 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	🗑
Loan account	🗑

New step   +

Loan account   ☑ ⚙ ▭ ✕

Customer starts with:
Loan account   ∨

Conversation steps

1	Which type of loan are you looking at?
	House loan Gold loan + 3
	↓ Continue to next step ⊡ 🗑

Step 1 is taken   without conditions ∨   *f*x

Assistant says

B *I* ⊘ ⅔ ▦ ♫ ▭ ▦   ‹/›

Which type of loan are you looking at?

Choose an option ∨

Edit response   Edit validation   ⊡ ⚙ ⇄ 🗑

And then

↓ Continue to next step   ∨

New step   +

Loan account   ✎   ⚙   ▢   ✕

Customer starts with:
Loan account   ∨

Conversation steps

1   Which type of loan are you looking at?
     House loan   Gold loan   + 3
     ↓ *Continue to next step*

2   1 is House loan
     To be eligible for a house loan please contact out bank
     service provides with all existing loan details
     ⇄ *Go to action:* **End**   ▢   🗑

                                                    New step +

Step 2 is taken   with conditions ∨   *fx*

Conditions   1 condition ∧

If   All ∨ of this is true:

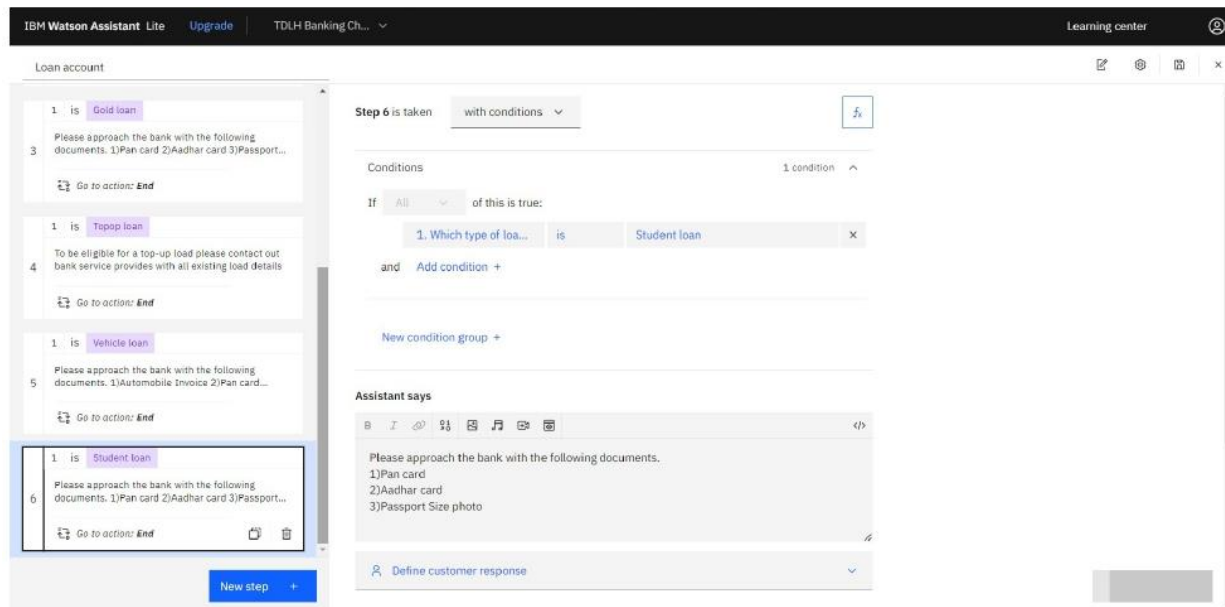   1. Which type of loa...   is   House loan   ✕

and   Add condition +

New condition group +

Assistant says

B *I* ⊘ ⅛½ ▣ ♫ ▣▸ ▦   </>

To be eligible for a house loan please contact out bank service provides with all existing loan
details

⅋ Define customer response   ∨

Loan account   ✎   ⚙   ▢   ✕

Customer starts with:
Loan account   ∨

Conversation steps

1   Which type of loan are you looking at?
     House loan   Gold loan   + 3
     ↓ *Continue to next step*

2   1 is House loan
     To be eligible for a house loan please contact out bank
     service provides with all existing loan details
     ⇄ *Go to action:* **End**

3   1 is Gold loan
     Please approach the bank with the following
     documents. 1)Pan card 2)Aadhar card 3)Passport Siz...
     ⇄ *Go to action:* **End**   ▢   🗑

                                                    New step +

Step 3 is taken   with conditions ∨   *fx*

Conditions   1 condition ∧

If   All ∨ of this is true:

        1. Which type of loa...   is   Gold loan   ✕

and   Add condition +

New condition group +

Assistant says

B *I* ⊘ ⅛½ ▣ ♫ ▣▸ ▦   </>
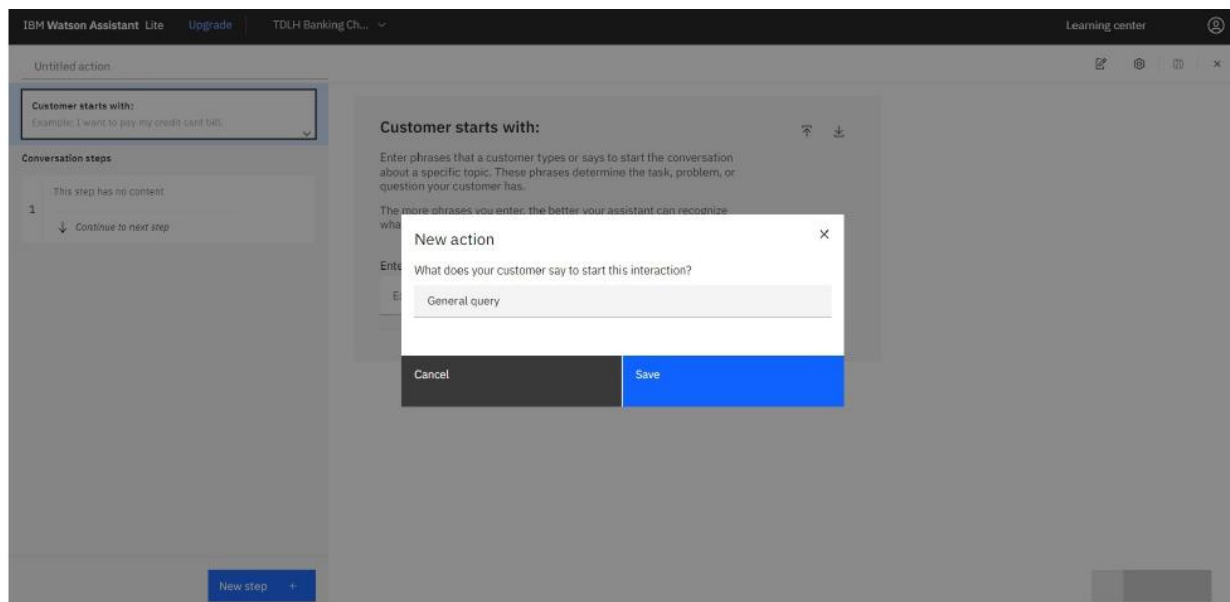
Please approach the bank with the following documents.
1)Pan card
2)Aadhar card
3)Passport Size photo

⅋ Define customer response   ∨

Creating a general query action

general query

Customer starts with:
General query   ∨

Conversation steps

1 Select the general queries listed below.
   (Bank Workin...) (List of Branc...) (+ 4)
   ↓ Continue to next step   ▢ 🗑

Step 1 is taken   without conditions ∨   *fx*

Assistant says

B *I* ⊘ ⅔ ▦ ♫ ▣ ▣   </>

Select the general queries listed below.

(Choose an option ∨)

Edit response   Edit validation   ▱ ⊛ ⇄ 🗑

And then

↓ Continue to next step   ∨

New step +

---

general query

Customer starts with:
General query   ∨

Conversation steps

1 Select the general queries listed below.
   (Bank Workin...) (List of Branc...) (+ 4)
   ↓ Continue to next step

2 1 is (Bank Working Days)
   The bank is open all days from Monday to Saturday
   from 9 am to 3pm, with exception of 2nd Saturdays
   ⇄ Go to action: **End**   ▢ 🗑

Step 2 is taken   with conditions ∨   *fx*

Conditions   1 condition ∧

If (All ∨) of this is true:

   (1. Select the genera...) (is) (Bank Working Days) ✕

and Add condition +

New condition group +

Assistant says

B *I* ⊘ ⅔ ▦ ♫ ▣ ▣   </>

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

⊙ Define customer response   ∨

New step +

general query   ✎ ⚙ ▣ ✕

Customer starts with:
General query   ⌄

Conversation steps

1 Select the general queries listed below.
   (Bank Workin...) (List of Branc...) (+4)
   ↓ Continue to next step

2 1 is Bank Working Days
   The bank is open all days from Monday to Saturday
   from 9 am to 3pm, with exception of 2nd Saturdays
   ⇄ *Go to action:* **End**

3 1 is List of Branches
   - adyar - alagapuram - alangudi - alappatti - ambattur -
   anaiyur - anna nagar (chennai) - annanagar - ...
   ⇄ *Go to action:* **End**   ⧉ 🗑

[New step +]

Step 3 is taken   [with conditions ⌄]   [ƒₓ]

Conditions   1 condition ⌃

If [All ⌄] of this is true:
      1. Select the genera...   is   List of Branches   ✕
and   Add condition +

New condition group +

Assistant says

B I ⬚ ⅔ ▣ ♫ ▣▶ ▣   </>
                  • arepalayam
                  • ariyalur
                  • ariyamangalam
                  • arumbakkam
                  • arumbavur
                  • avadi
                  • avinashi branch
                  • b.odaiyur
                  • bharathiar university
                  • boochi atthipedu

---

general query   ✎ ⚙ ▣ ✕

Conversation steps

1 Select the general queries listed below.
   (Bank Workin...) (List of Branc...) (+4)
   ↓ Continue to next step

2 1 is Bank Working Days
   The bank is open all days from Monday to Saturday
   from 9 am to 3pm, with exception of 2nd Saturdays
   ⇄ *Go to action:* **End**

3 1 is List of Branches
   - alagapuram - adyar - alangudi - alappatti -
   ambattur - anaiyur - anna nagar (chennai) - ...
   ⇄ *Go to action:* **End**

4 1 is Storage Locker Facility
   - alagapuram - adyar - alangudi - alappatti -
   ambattur - anaiyur - anna nagar (chennai) - ...
   ⇄ *Go to action:* **End**   ⧉ 🗑

[New step +]

Step 4 is taken   [with conditions ⌄]   [ƒₓ]

Conditions   1 condition ⌃

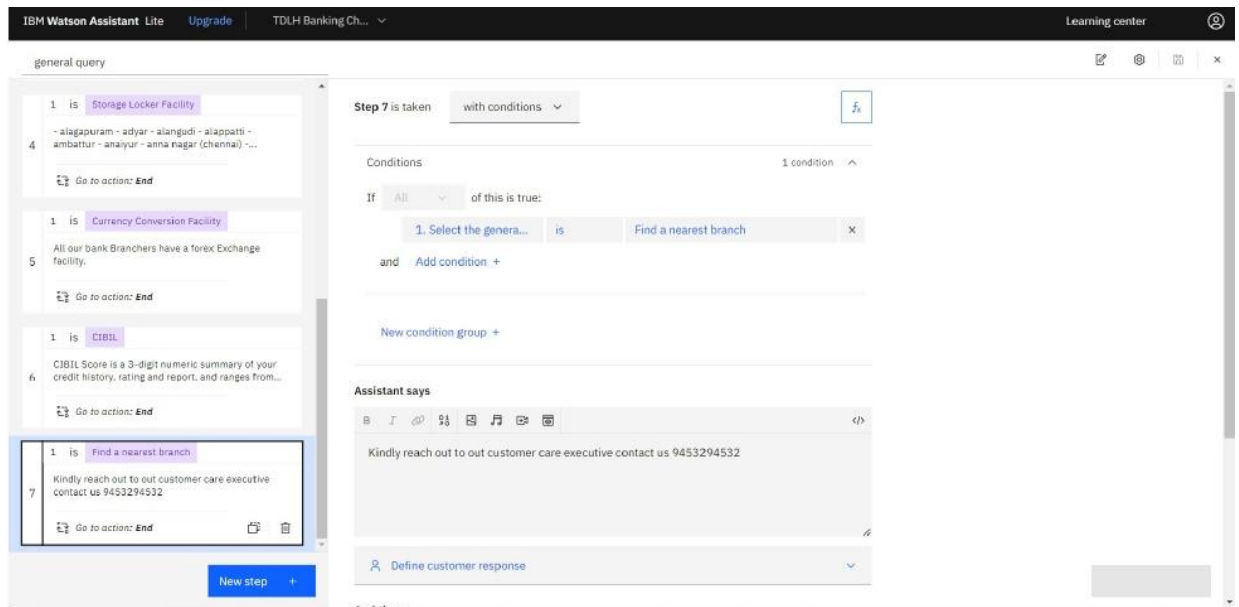If [All ⌄] of this is true:
      1. Select the genera...   is   Storage Locker Facility   ✕
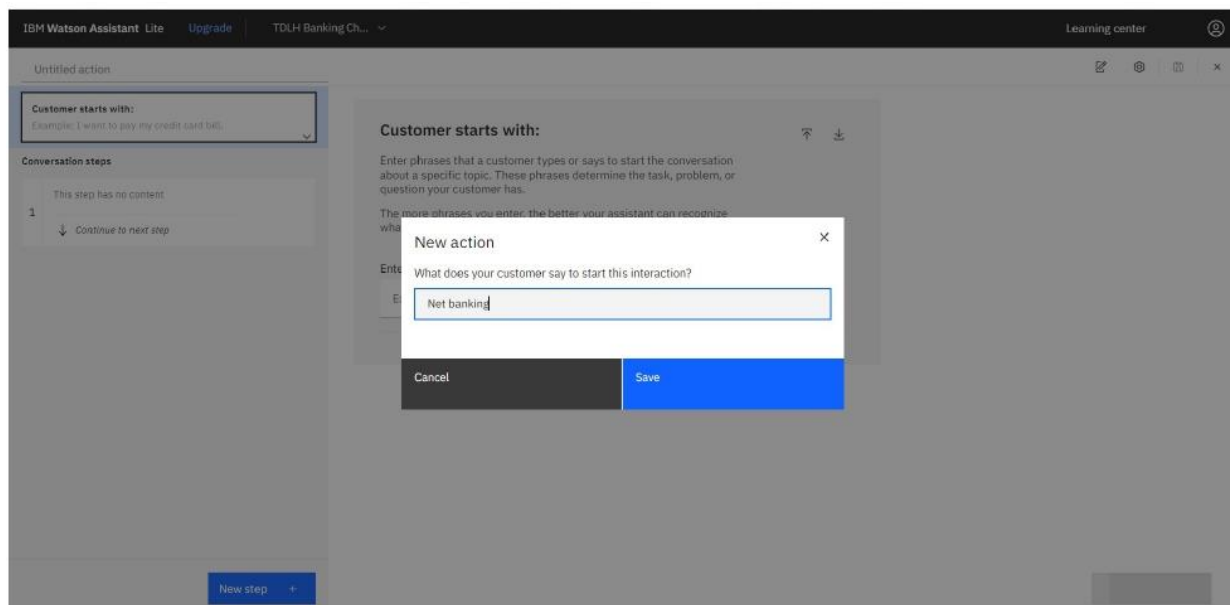and   Add condition +

New condition group +

Assistant says

B I ⬚ ⅔ ▣ ♫ ▣▶ ▣   </>

                  • alagapuram

                      • adyar
                      • alangudi
                      • alappatti
                      • ambattur
                      • anaiyur
                      • anna nagar (chennai)
                      • annanagar
                      • arambakkam

general query   ✎ ⚙ ⊡ ✕

2	1 is Bank Working Days
	The bank is open all days from Monday to Saturday from 9 am to 3pm, with exception of 2nd Saturdays
	⮌ Go to action: **End**

3	1 is List of Branches
	- alagapuram - adyar - alangudi - alappatti - ambattur - analyur - anna nagar (chennai) -...
	⮌ Go to action: **End**

4	1 is Storage Locker Facility
	- alagapuram - adyar - alangudi - alappatti - ambattur - analyur - anna nagar (chennai) -...
	⮌ Go to action: **End**

5	1 is Currency Conversion Facility
	All our bank Branchers have a forex Exchange facility.
	⮌ Go to action: **End** ⧉ 🗑

New step +

Step 5 is taken   with conditions ⌄   *fx*

Conditions   1 condition ⌃

If   All ⌄   of this is true:

    1. Select the genera...   is   Currency Conversion Facility   ✕

and   Add condition +

New condition group +

Assistant says

B *I* ⌗ ⅑ ⊡ ♫ ▣ ▤   </>

All our bank Branchers have a forex Exchange facility.

⊙ Define customer response   ⌄

And then

---

general query   ✎ ⚙ ⊡ ✕

3	1 is List of Branches
	- alagapuram - adyar - alangudi - alappatti - ambattur - analyur - anna nagar (chennai) -...
	⮌ Go to action: **End**

4	1 is Storage Locker Facility
	- alagapuram - adyar - alangudi - alappatti - ambattur - analyur - anna nagar (chennai) -...
	⮌ Go to action: **End**

5	1 is Currency Conversion Facility
	All our bank Branchers have a forex Exchange facility.
	⮌ Go to action: **End**

6	1 is CIBIL
	CIBIL Score is a 3-digit numeric summary of your credit history, rating and report, and ranges from...
	⮌ Go to action: **End** ⧉ 🗑

New step +

Step 6 is taken   with conditions ⌄   *fx*

Conditions   1 condition ⌃

If   All ⌄   of this is true:

    1. Select the genera...   is   CIBIL   ✕

and   Add condition +

New condition group +

Assistant says

B *I* ⌗ ⅑ ⊡ ♫ ▣ ▤   </>

CIBIL Score is a 3-digit numeric summary of your credit history, rating and report, and ranges from 300 to 900. The closer your score is to 900, the better your credit rating is.

⊙ Define customer response   ⌄

And then

Creating a Net banking action

Net banking

Customer starts with:
Net banking

Conversation steps

What queries do you have regarding Netbamking ?

1   [What is Net B...] [How do I regi...] [+ 2]

↓ *Continue to next step*

Step 1 is taken   [without conditions ∨]   [*fx*]

Assistant says

B *I* ⊘ ⅜ 🖾 🎵 🎞 🖼   ⟨/⟩

What queries do you have regarding Netbamking ?

[What is Net Banking?] [How do I register for Net Banking?] [What are the features of Net Banking?]

[Facing errors in Net Banking]

Edit response   **Edit validation**   🗐 ⚙ ⇄ 🗑

And then

↓ Continue to next step   ∨

New step +

Net banking

Customer starts with:
Net banking

Conversation steps

What queries do you have regarding Netbamking ?

1   [What is Net B...] [How do I regi...] [+ 2]

↓ *Continue to next step*

2   [1] is [What is Net Banking?]

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

⇅ *Go to action:* **End**   🗐 🗑

Conditions   1 condition ∧

If [All ∨] of this is true:

[1. What queries do ...] [is] [What is Net Banking?] [×]

and Add condition +

New condition group +

Assistant says

B *I* ⊘ ⅜ 🖾 🎵 🎞 🖼   ⟨/⟩

The facility offered by the bank allows customers to use banking services over the internet.
Customers need not visit their bank's branch office to avail each and every small service

👤 Define customer response   ∨

And then

⇅ Go to another action   ∨

New step +

Net banking   ✏   ⚙   🖺   ✕

Customer starts with:
Net banking   ∨

Conversation steps

1   What queries do you have regarding Netbamking ?
    [What is Net B...] [How do I regi...] [+2]
    ↓ Continue to next step

2   1   is   [What is Net Banking?]
    The facility offered by the bank allows customers to
    use banking services over the internet. Customers ne...
    ⇄ Go to action: **End**

3   1   is   [How do I register for Net Banking?]
    Please download and fill up the net banking requisition
    form and submit it to your home branch.
    ⇄ Go to action: **End**   🗇   🗑

                                          New step   +

Step 3 is taken   [with conditions ∨]   [ƒₓ]

Conditions   1 condition   ∧

If   [All ∨]   of this is true:

        [1. What queries do ...]   [is]   [How do I register for Net Banking?]   ✕

and   Add condition +

New condition group +

Assistant says

B   I   ⌭   ⅘   ▣   ♫   ▣   ▣   </>

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

⠂ Define customer response   ∨

Net banking   ✏   ⚙   🖺   ✕

Conversation steps

1   What queries do you have regarding Netbamking ?
    [What is Net B...] [How do I regi...] [+2]
    ↓ Continue to next step

2   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 Net Banking?]
    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?]
    - Check Account Balances & Statements. You can
    log into the internet banking account to check your...
    ⇄ Go to action: **End**   🗇   🗑

                                          New step   +

Step 4 is taken   [with conditions ∨]   [ƒₓ]

Conditions   1 condition   ∧

If   [All ∨]   of this is true:

        [1. What queries do ...]   [is]   [What are the features of Net Bankin...]   ✕

and   Add condition +

New condition group +

Assistant says

B   I   ⌭   ⅘   ▣   ♫   ▣   ▣   </>

- Check Account Balances & Statements. You can log into the internet banking account to
  check your account balance at any time. ...

  - 24x7 Fund Transfer. ...
  - Bill Payments & Recharge. ...
  - Order Cheque Books & Cards. ...
  - Open deposit accounts. ...
  - Apply for Loans. ...
  - Make Investments. ...
  - Security.

End

End

Customer starts with:
End

Conversation steps

1. Do you want to know about some other services?
   No Yes
   ↓ Continue to next step

2. 1 is Yes
   This step has no content
   ⇄ Go to action: *Index*

3. 1 is No
   Thank you Have a nice day
   ↓ Continue to next step

New step   +

Step 1 is taken   without conditions ⌄   *ƒx*

Assistant says

B *I* ∅ ⅔ ⧉ ♫ ▣ ▦   </>

Do you want to know about some other services?

Yes No

Edit response   Edit validation   ⧉ ⚙ ⇄ 🗑

And then

↓ Continue to next step   ⌄

Preview ▷

End

Customer starts with:
End

Conversation steps

1. Do you want to know about some other services?
   No Yes
   ↓ Continue to next step

2. 1 is Yes
   This step has no content
   ⇄ Go to action: *Index*

3. 1 is No
   Thank you Have a nice day
   ↓ Continue to next step

New step   +

Step 2 is taken   with conditions ⌄   *ƒx*

Conditions   1 condition ∧

If All ⌄ of this is true:

    1. Do you want to kn...   is   Yes   ×

and Add condition +

New condition group +

Assistant says

B *I* ∅ ⅔ ⧉ ♫ ▣ ▦   </>

For example: Please select from the following options:

⩍ Define customer response   ⌄

Preview ▷

End greeting

Index to add