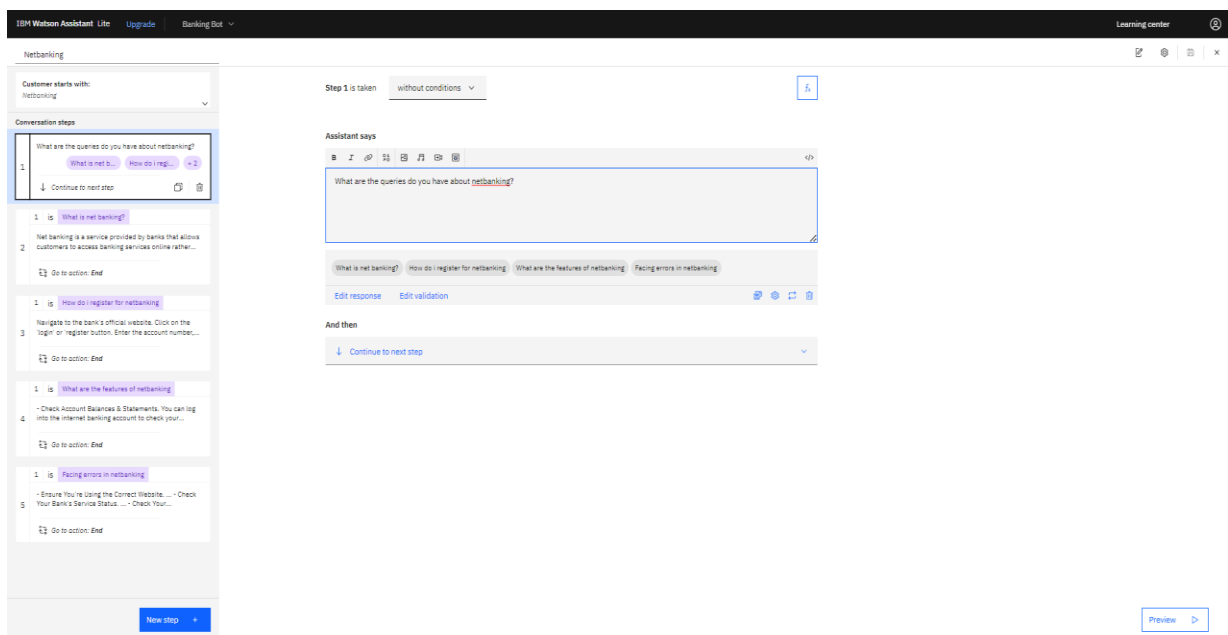
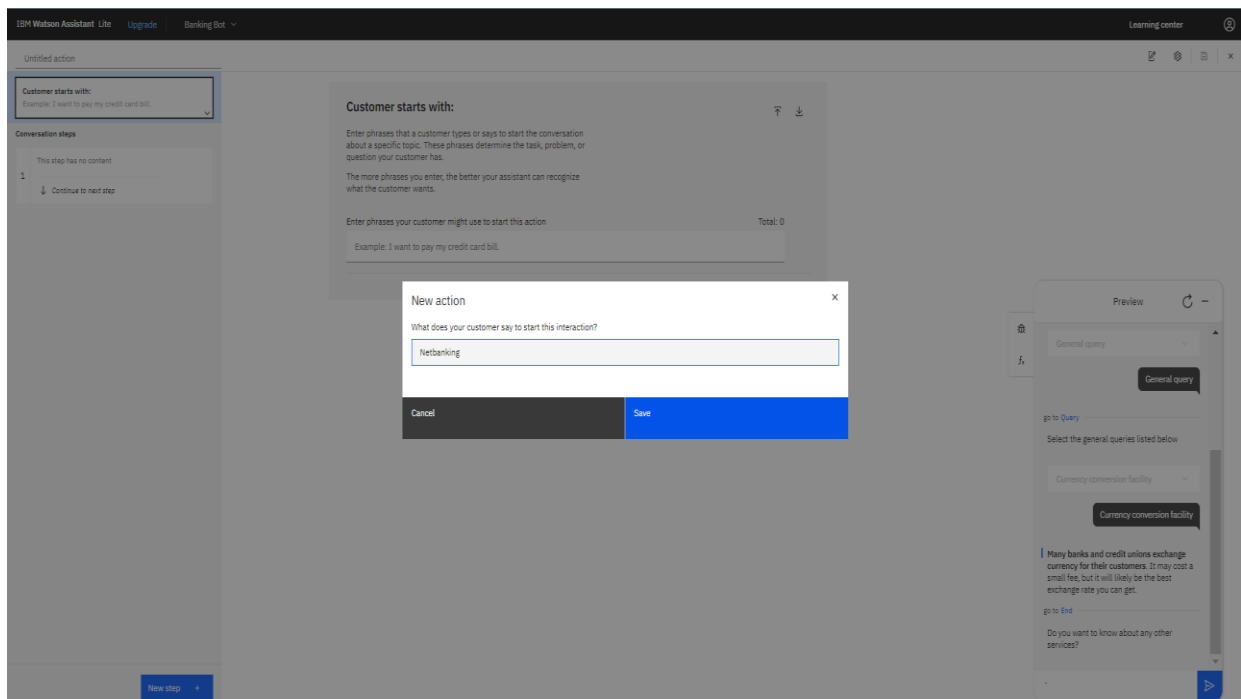


# CREATING NET BANKING ACTION

TEAM ID	PNT2022TMID08538
PROJECT NAME	AI BASED DISCOURSE FOR BANKING INDUSTRY

## CREATING NET BANKING



## Customer response:

The screenshot shows the IBM Watson Assistant interface for a 'Netbanking' bot. On the left, the 'Conversation steps' panel shows a single step with the instruction 'Continue to next step'. The main workspace displays 'Step 1 is taken' with the condition 'without conditions'. An 'Assistant says' dialog is open, titled 'Edit response'. It lists four options for the assistant's response:

- Option 1: What is net banking?
- Option 2: How do I register for netbanking?
- Option 3: What are the features of netbanking?
- Option 4: (empty)

At the bottom of the dialog are 'Cancel' and 'Apply' buttons. On the right, a 'Preview' pane shows a chat interface with a 'General query' input and a 'Currency conversion facility' response.

## What is net banking?

The screenshot shows the IBM Watson Assistant interface for a 'Netbanking' bot. On the left, the 'Conversation steps' panel shows two steps: Step 1 with the instruction 'Continue to next step' and Step 2 with the instruction 'Go to action: End'. The main workspace displays 'Step 2 is taken' with the condition 'with conditions'. A 'Conditions' section shows a single condition: '1. What are the queries do you have a... is What is net banking?'. Below this, the 'Assistant says' section shows the response: 'Net banking is a service provided by banks that allows customers to access banking services online rather than visiting the bank in person.' At the bottom, the 'And then' section shows the action 'Go to another action' with a dropdown menu. A 'Preview' button is located at the bottom right.

## How do I register myself for netbanking?

The screenshot shows the IBM Watson Assistant interface for a 'Netbanking' topic. The left sidebar lists conversation steps, with Step 3, 'How do I register for netbanking?', selected. The main workspace shows the configuration for Step 3, which is taken 'with conditions'. The conditions are defined as 'All of this is true: 1. What are the queries do you have a... is How do I register for netbanking'. The assistant's response is a detailed instruction: 'Navigate to the bank's official website. Click on the 'login' or 'register' button. Enter the account number, registered mobile number, branch code, CIF number, and any other information required, then click the 'submit' button. Then, enter the OTP from the registered mobile number to complete the verification.' The 'And then' section is set to 'Go to another action', which leads to the 'End' action.

## What are the features of netbanking?

The screenshot shows the IBM Watson Assistant interface for the 'Netbanking' topic, now showing Step 4 configuration. The left sidebar shows Step 4, 'What are the features of netbanking?', selected. The main workspace shows the configuration for Step 4, which is taken 'with conditions'. The conditions are defined as 'All of this is true: 1. What are the queries do you have a... is What are the features of netbanking'. The assistant's response is a list of features: '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.', and 'Security.' The 'And then' section is set to 'Go to another action', which leads to the 'End' action. A 'Saving' button is visible in the top right corner.

## Facing errors in netbanking

The screenshot shows the IBM Watson Assistant interface for the 'Netbanking' topic. The left sidebar displays the 'Conversation steps' for 'Netbanking', with step 5, 'Facing errors in netbanking', highlighted. The main workspace shows the configuration for this step:

- Step 5 is taken** with conditions.
- Conditions:** A single condition is defined: 'If All of this is true: 1. What are the queries do you have a... is Facing errors in netbanking'.
- Assistant says:** A list of 7 instructions is provided: 1. Ensure You're Using the Correct Website, 2. Check Your Bank's Service Status, 3. Check Your Credentials, 4. Update Your Browser, 5. Disable Your Browser's Extensions, 6. Disable Your VPN, 7. Check Your Tracking Protection Settings.
- And then:** The action is set to 'Go to another action'.
- Goes to action:** 'End'.
- Pass values:** (Empty).

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

## Now we have to link the netbanking action to index action

The screenshot shows the IBM Watson Assistant interface for the 'Index' topic. The left sidebar displays the 'Conversation steps' for 'Index', with step 2, 'Net banking', highlighted. The main workspace shows the configuration for this step:

- Step 1 is taken** with conditions.
- Conditions:** A single condition is defined: 'If All of this is true: 2. How can I help you? is Net banking'.
- Assistant says:** (Empty).
- And then:** The action is set to 'Go to another action'.
- Goes to action:** 'Missing action. Edit settings.' (indicated by a red error icon).
- Pass values:** (Empty).
- Upon return:** 'Continue'.

A modal dialog titled 'Settings' is open, showing the configuration for the 'Go to another action' step:

- Go to:** 'Netbanking' (selected from a dropdown).
- ☐ End this action after the other action is completed.
- Buttons: 'Cancel' and 'Apply'.

Buttons for 'New step', 'Preview', and 'Edit settings' are visible.

## Preview:

The screenshot displays the IBM Watson Assistant interface for a chatbot named "Banking Bot". The interface is divided into three main sections:

- Conversation steps:** A list of steps for the chatbot's logic. Step 1 is highlighted, showing a trigger "What are the queries do you have about netbanking?" and a response "Facing errors...".
- Assistant says:** A preview of the chatbot's output. It shows the trigger question and the response "Facing errors in netbanking?". Below this, there are buttons for "Edit response" and "Edit validation".
- Preview:** A mobile device mockup showing the chatbot's interaction. It displays the trigger question, the response "Facing errors in netbanking?", and a follow-up question "What is net banking?". The response "Net banking is a service provided by banks that allows customers to access banking services online rather than visiting the bank in person." is shown.

As our entire project is about creating a chatbot using Watson Assistant, we have comparatively less coding part. Hardly we are having about 2 to 3 coding areas which are not necessarily needed in this task.

So, we just attached screenshots of the entire process of developing the chatbot.