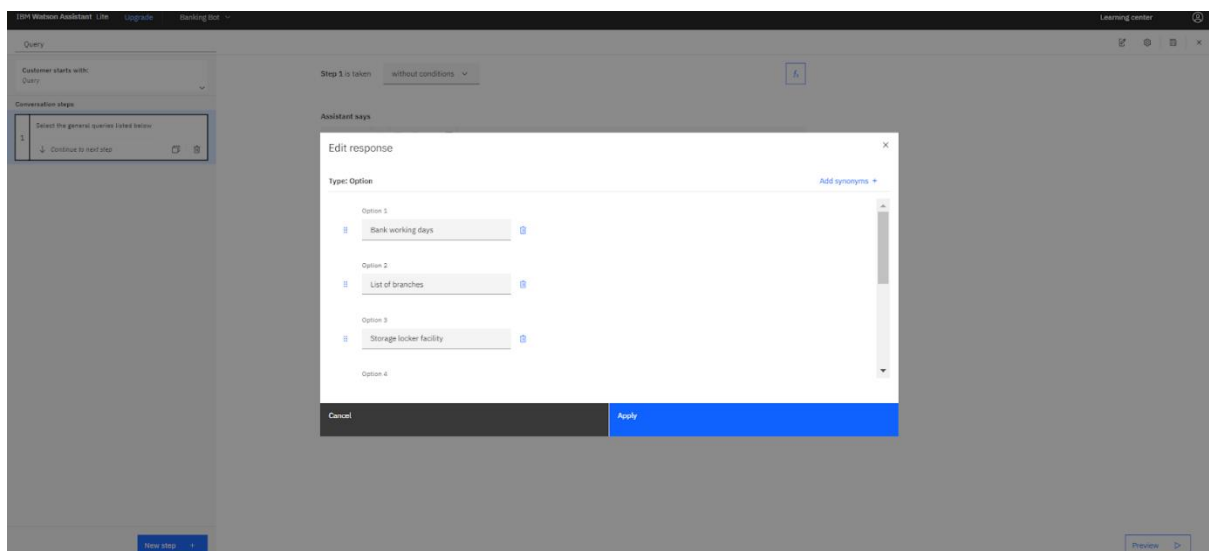
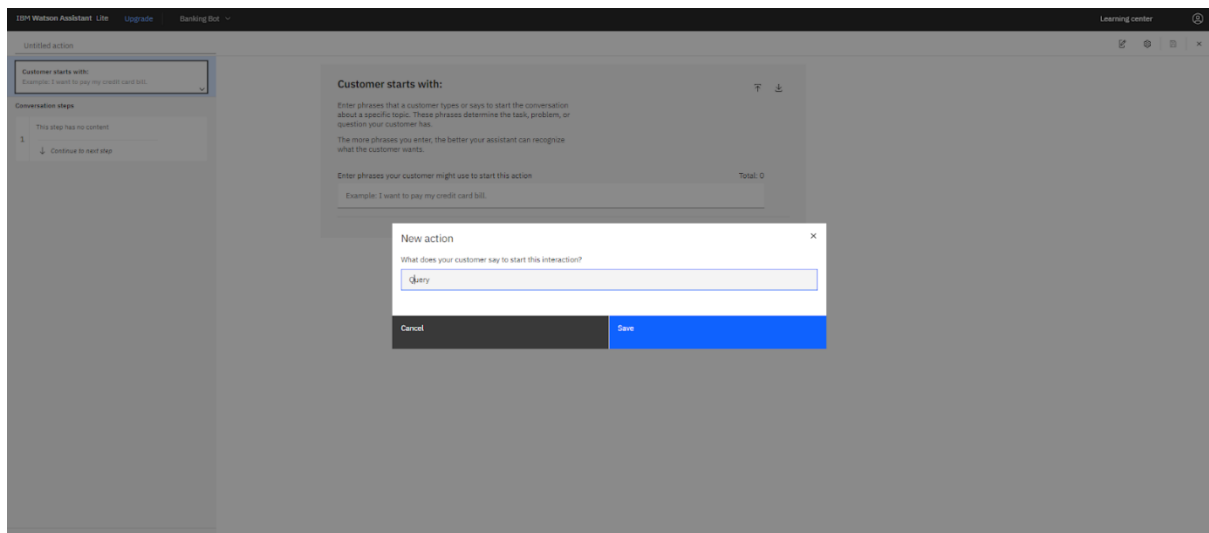


Project Development Phase

SPRINT 3

Date	08 November 2022
Team ID	PNT2022TMID08538
Project Name	AI based discourse for Banking Industry

1.General queries



Banking working days:

List of branches:

Storage locker facility:

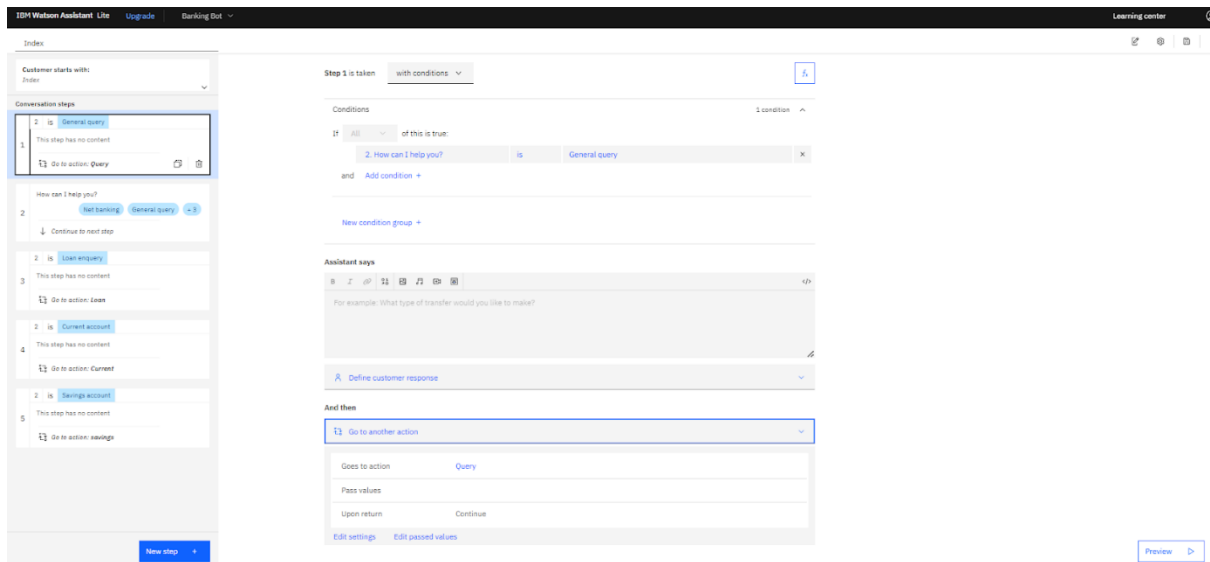
Currency conversion facility:

The screenshot displays the IBM Watson Assistant configuration interface. On the left, a 'Query' list shows several queries, with 'Currency conversion facility' selected and highlighted in blue. The main workspace is divided into two panels. The top panel, 'Step 5 is taken with conditions', shows a condition: '1. Select the general queries listed below' is 'Currency conversion facility'. The bottom panel, 'Assistant says', shows a response: 'Many banks and credit unions exchange currency for their customers. It may cost a small fee, but it will likely be the best exchange rate you can get.' Below this, the 'And then' section shows a 'Go to another action' dropdown set to 'End'. The 'Goes to action' field is 'End', 'Pass values' is empty, and 'Upon return' is 'Continue'.

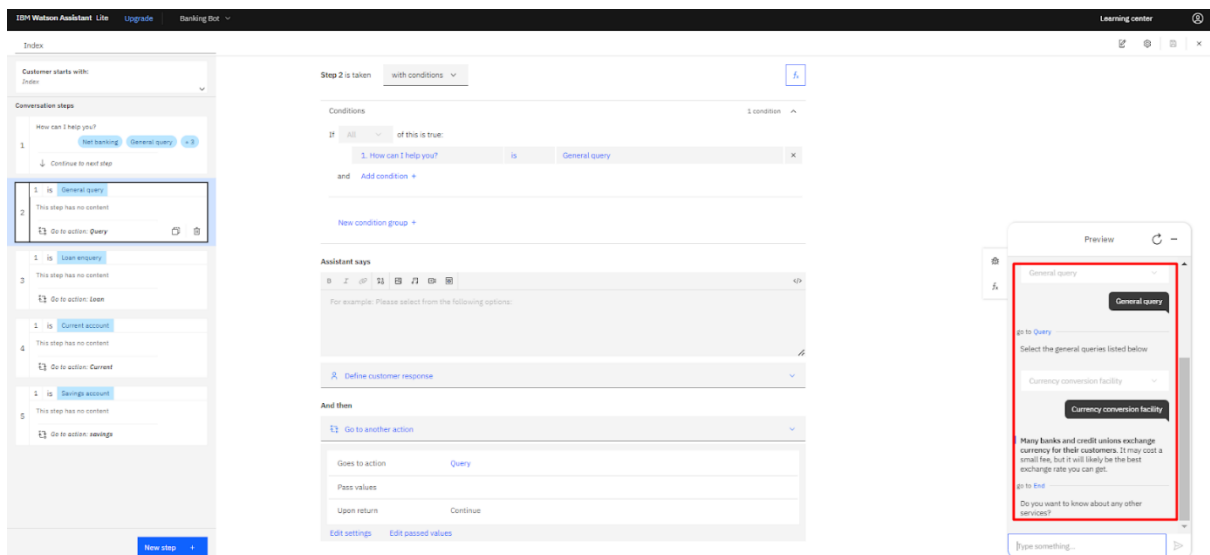
Find the nearest branch:

The screenshot displays the IBM Watson Assistant configuration interface. On the left, a 'Query' list shows several queries, with 'Find the nearest branch' selected and highlighted in blue. The main workspace is divided into two panels. The top panel, 'Step 7 is taken with conditions', shows a condition: '1. Select the general queries listed below' is 'Find the nearest branch'. The bottom panel, 'Assistant says', shows a response: 'You can make use of online tools available for the particular bank you search for. For example: https://near-me.hdfcbank.com/branch-locator/'. Below this, the 'And then' section shows a 'Go to another action' dropdown set to 'End'. The 'Goes to action' field is 'End', 'Pass values' is empty, and 'Upon return' is 'Continue'.

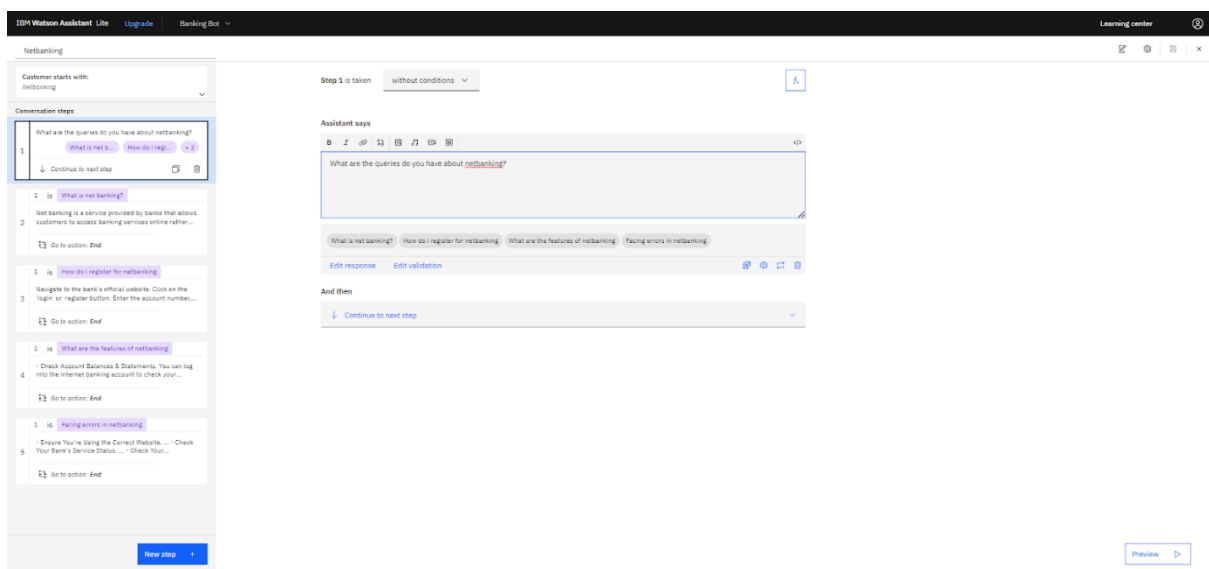
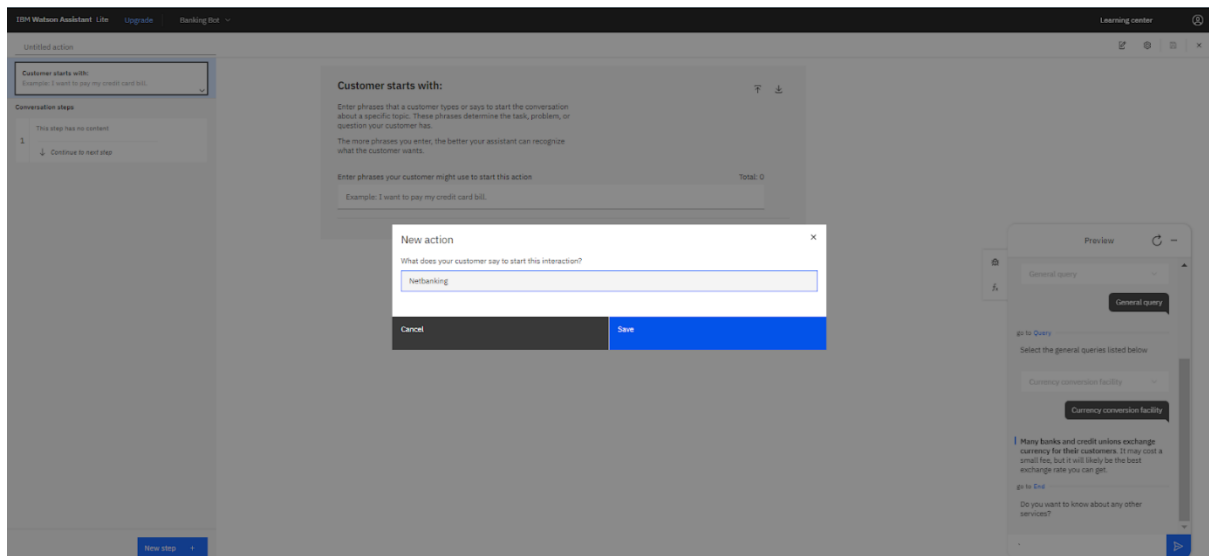
Now we have to link this action to the index action



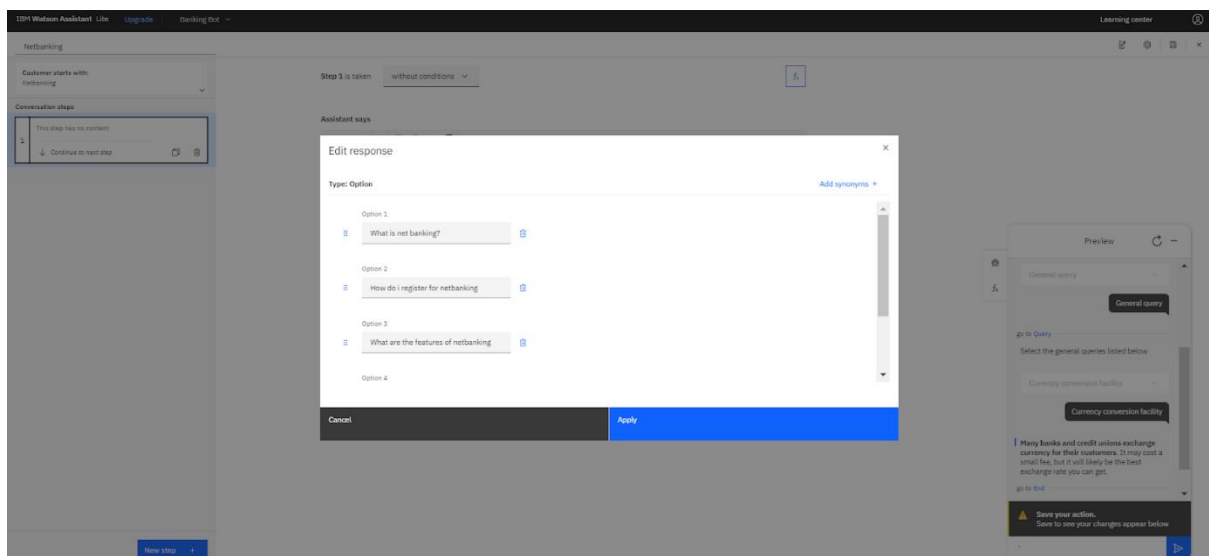
Preview:



5.Netbanking



Customer response:



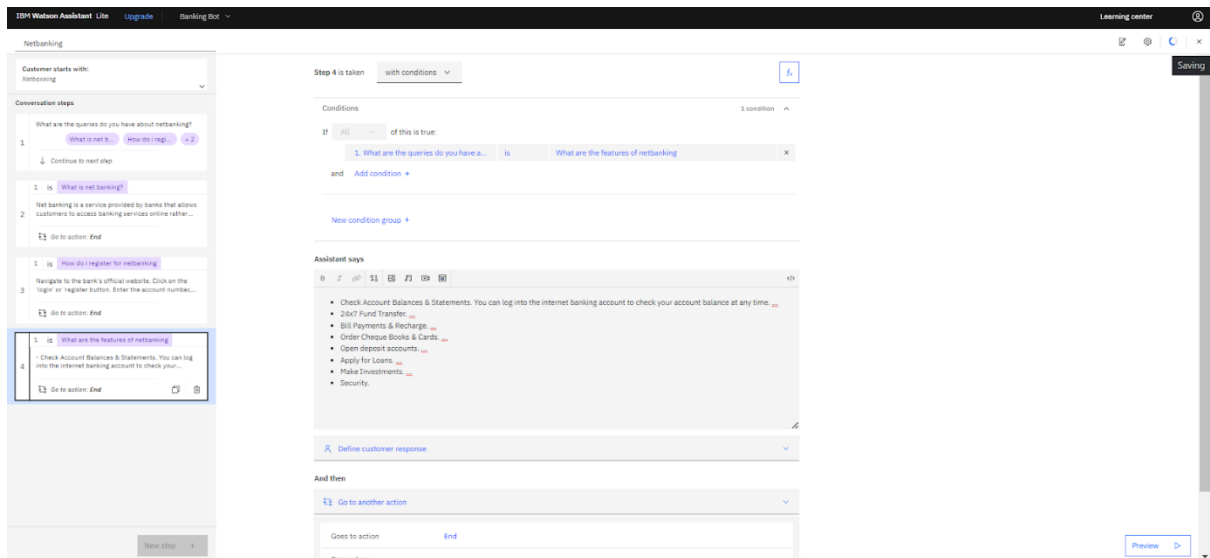
What is net banking?

The screenshot shows the IBM Watson Assistant interface for a 'Netbanking' topic. On the left, a 'Conversation steps' panel shows a flow: Step 1 asks 'What are the queries do you have about netbanking?' with options 'What's net b...' and 'How do I reg...'. Step 2 is 'What is net banking?' with a response: 'Net banking is a service provided by banks that allows customers to access banking services online rather...'. The main workspace shows 'Step 2 is taken' with a condition '1. What are the queries do you have a... is What is net banking?'. The 'Assistant says' section contains the response text: 'Net banking is a service provided by banks that allows customers to access banking services online rather than visiting the bank in person.' Below this, the 'And then' section shows 'Go to another action' with 'End' as the next action.

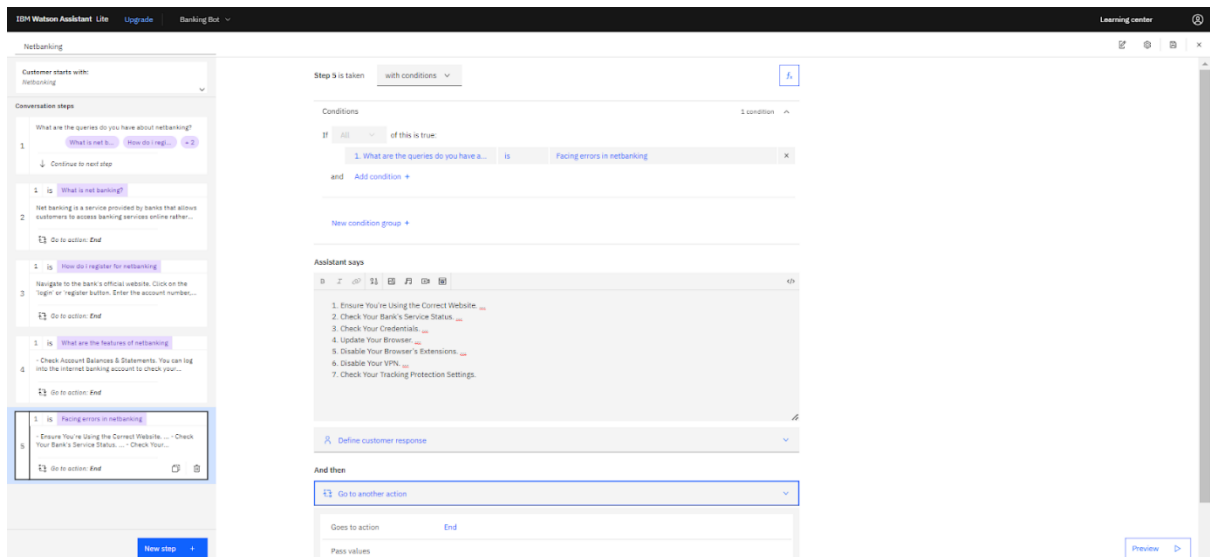
How do I register myself for netbanking?

The screenshot shows the IBM Watson Assistant interface for a 'Netbanking' topic, specifically Step 3. The 'Conversation steps' panel on the left shows Step 3 as 'How do I register for netbanking?' with a response: 'Navigate to the bank's official website. Click on the "login" or "register" button. Enter the account 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 main workspace shows 'Step 3 is taken' with a condition '1. What are the queries do you have a... is How do I register for netbanking?'. The 'Assistant says' section contains the detailed response text. The 'And then' section shows 'Go to another action' with 'End' as the next action.

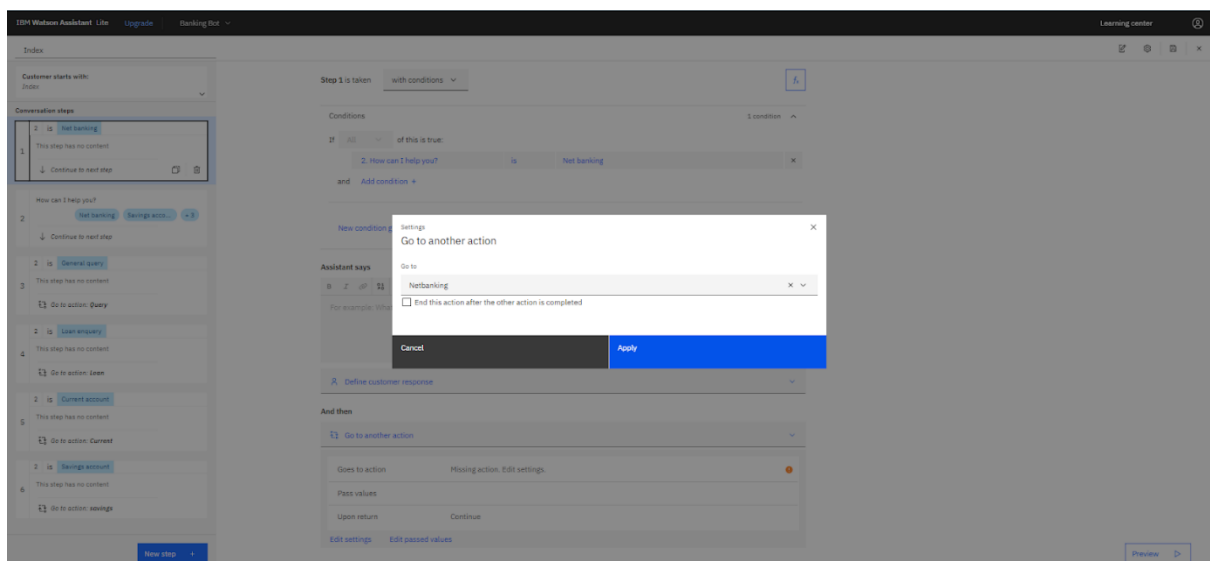
What are the features of netbanking?



Facing errors in netbanking.



Now we have to link the netbanking action to index action



Preview:

The screenshot displays the IBM Watson Assistant interface for a 'Banking Bot'. The main workspace shows a conversation flow for 'Netbanking'. On the left, a 'Conversation steps' panel lists five steps: 1. 'What are the queries do you have about netbanking?' (with sub-phrases 'Facing errors...' and 'What are the...'), 2. 'Net banking is a service provided by banks that allow customers to access banking services online rather...', 3. 'How do I register for netbanking?', 4. 'What are the features of netbanking?', and 5. 'Facing errors in netbanking'. The central workspace shows the assistant's response to the first step: 'What are the queries do you have about netbanking?'. Below this, there are buttons for 'Edit response' and 'Edit validation'. To the right, a 'Preview' window shows a simulated chatbot interaction. The chatbot asks 'How can I help you?' and 'What are the queries do you have about netbanking?'. The user responds with 'Net banking' and 'What is net banking?'. The chatbot then provides a definition of net banking and asks if the user wants to know about other services.

Another end greeting action

The screenshot shows the IBM Watson Assistant interface for a 'Banking Bot'. The main workspace is titled 'Untitled action'. It shows a 'Conversation steps' panel with one step: 'This step has no content'. The central workspace shows the 'Customer starts with:' section, which is currently empty. A 'New action' dialog box is open, prompting the user to 'What does your customer say to start this interaction?'. The user has entered 'End Greeting' in the input field. The dialog box has 'Cancel' and 'Save' buttons. At the bottom right of the workspace, there is a 'Preview' button.

IBM Watson Assistant Lite

Upgrade

Banking Bot

Learning center

End Greeting

Customer starts with:

End Greeting

Conversation steps

1

This step has no content

Continue to next step

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: 3

Enter a phrase

thank you

thanks

End Greeting

Preview

IBM Watson Assistant Lite

Upgrade

Banking Bot

Learning center

End Greeting

Customer starts with:

End Greeting

Conversation steps

1

This step has no content

Action complete

New step

Step 1 is taken

without conditions

Assistant says

For example: Please select from the following options:

Define customer response

And then

End the action

Preview

Net banking is a service provided by banks that allows customers to access banking services online rather than visiting the bank in person.

go to End

Do you want to know about any other services?

no

Thank you. Have a nice day

There are no additional steps for this action. Add a new step or end the action.

Greeting ended

thanks

Action complete

End Greeting ended

Type something...

All skills are created

IBM Watson Assistant Lite

Upgrade

Banking Bot

Learning center

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Examples Count	Status
End	2 minutes ago	1	✓
End Greeting	5 minutes ago	3	✓
Current	2 hours ago	2	✓
Query	an hour ago	1	✓
Loan	an hour ago	1	✓
Greeting	a day ago	4	✓
Netbanking	8 minutes ago	1	✓
savings	a day ago	1	✓
Index	an hour ago	1	✓

Items per page: 50

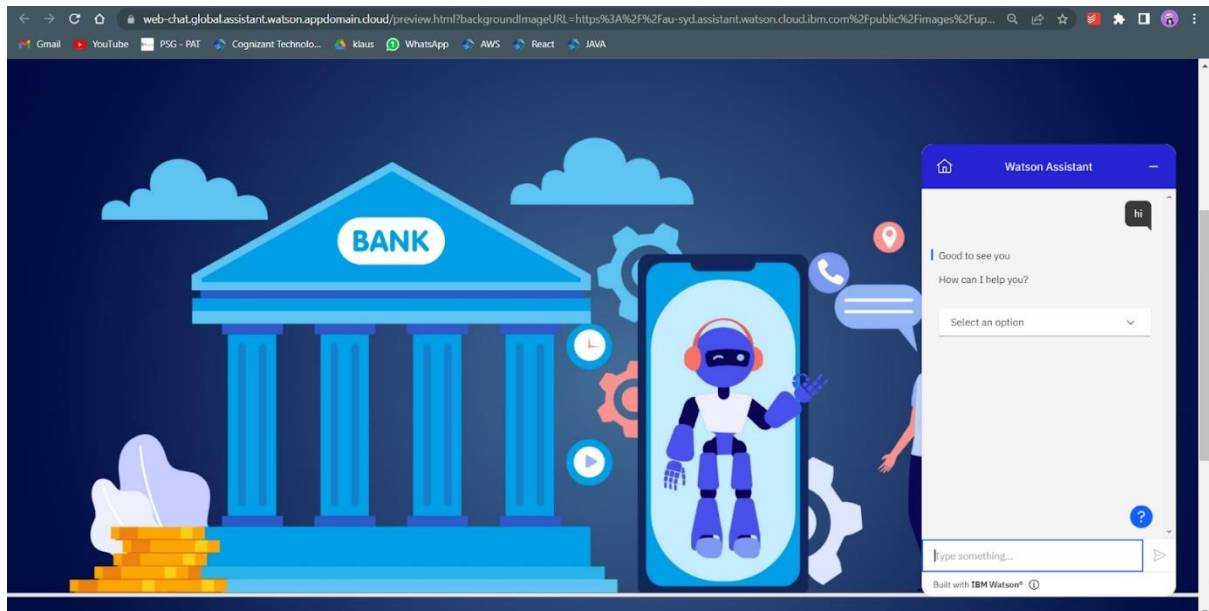
Showing 1-9 of 9 actions

1 1 of 1 pages

Preview

Output screenshots:

Draft



[https://web-
chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=https%
3A%2F%2Fau-syd.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-67364b2f-
0cf9-4319-a56c-383fbfc52a4f%3A%3Af4a15bc4-8f18-4497-b413-
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syd&serviceInstanceID=67364b2f-0cf9-4319-a56c-383fbfc52a4f](https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=https%3A%2F%2Fau-syd.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-67364b2f-0cf9-4319-a56c-383fbfc52a4f%3A%3Af4a15bc4-8f18-4497-b413-c92e5608c611&integrationID=10c69519-59b5-4eeb-a3f2-daec38359b4b®ion=au-syd&serviceInstanceID=67364b2f-0cf9-4319-a56c-383fbfc52a4f)

Hi! I'm a virtual assistant.
How can I help you today?

Example: Schedule an appointment

Example: Make a payment

Example: See how I can help

Example: Schedule an appointment

Example: Make a payment

Type something...



Built with **IBM Watson®** ⓘ



Watson Assistant

hi

Good to see you

How can I help you?

Select an option ^

Savings account

Current account

Loan enquiry

General query

Net banking



Type something...





Net banking

What are the queries do you have about netbanking?

Facing errors in netbanking

What are the features of netbanking

How do i register for netbanking?

What is net banking?

Facing errors in netbanking

- Ensure You're Using the Correct Website. ...
- Check Your Bank's Service Status. ...
- Check Your Credentials. ...



Type something...

