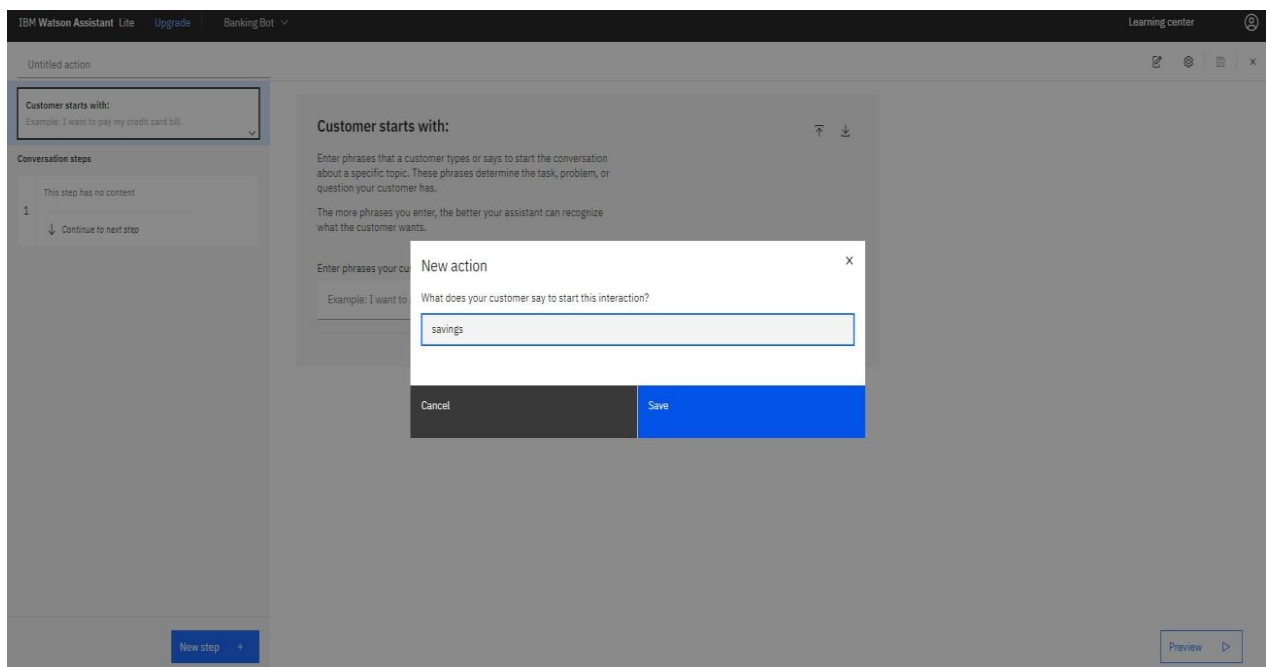


# CREATING SAVING ACCOUNT ACTION

|              |   |
|--------------|---|
| TEAM ID      | PNT2022TMID08538                        |
| PROJECT NAME | AI BASED DISCOURSE FOR BANKING INDUSTRY |

## CREATING SAVING ACCOUNT



Here we have three categories of savings account

- 1.Regular savings account
- 2.Kids savings account
- 3.Zero balance savings account

So when we select the savings account option we should be redirected to the above options

So we link the index actions with the savings actions

Now if we click the regular saving account option details will be displayed and conversation is ended based on our response i.e yes/no

If No:

IBM Watson Assistant Life Upgrade Banking Bot Learning center

savings

Customer starts with: savings

Conversation steps

1 Which type of savings account do you want to create? Regular savin... Kids savings... +1

2 1 is Regular savings account Great!Please take the following documents and head towards the nearest branch. Free text

Go to action: Enquiry

Step 2 is taken with conditions

Conditions

If All of this is true:

1. Which type of savings account d... is Regular savings account

and Add condition +

New condition group +

Assistant says

Great!Please take the following documents and head towards the nearest branch  
1.Aadhar card  
2.Pan card  
3.Passport size photo

User enters free text

Edit response Edit validation

And then

Preview

Regular savings account

Great!Please take the following documents and head towards the nearest branch  
1.Aadhar card  
2.Pan card  
3.Passport size photo

thanks

go to Enquiry

Yes No

No

Thank you.Have a nice day

There are no additional steps for this action

Type something...

If yes:

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Enquiry

Customer starts with: Enquiry

Conversation steps

1 This step has no content Yes No

2 1 is No Thank you.Have a nice day Action complete

3 1 is Yes This step has no content Go to action: Index

Conditions

If All of this is true:

1. No response is Yes

and Add condition +

New condition group +

Assistant says

For example: What size do you want to order?

Define customer response

And then

Go to another action

Preview

1.Aadhar card  
2.Pan card  
3.Passport size photo

thanks

go to Enquiry

Yes No

Yes

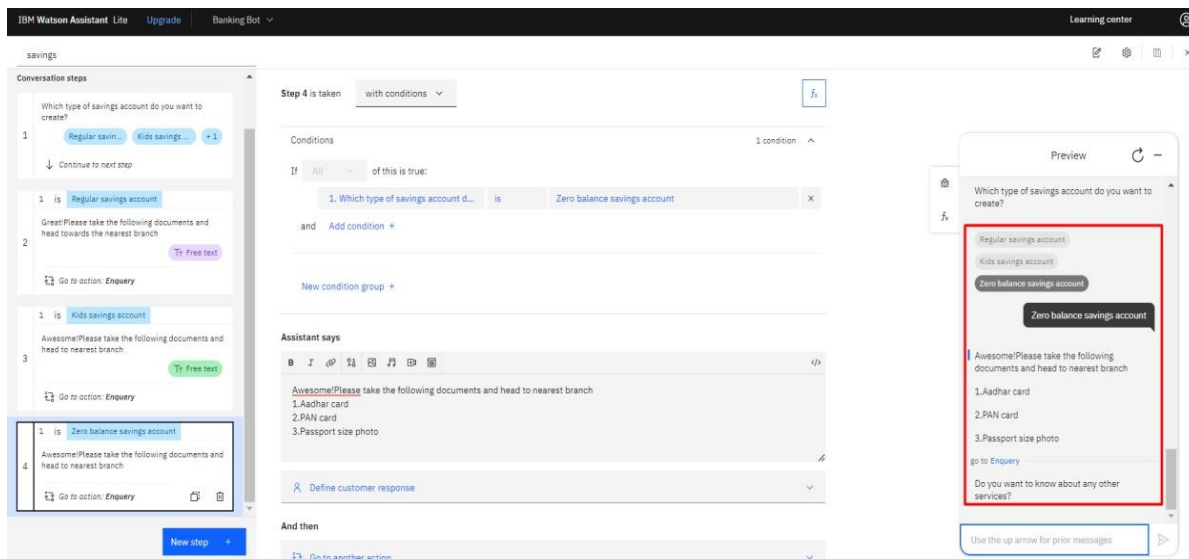
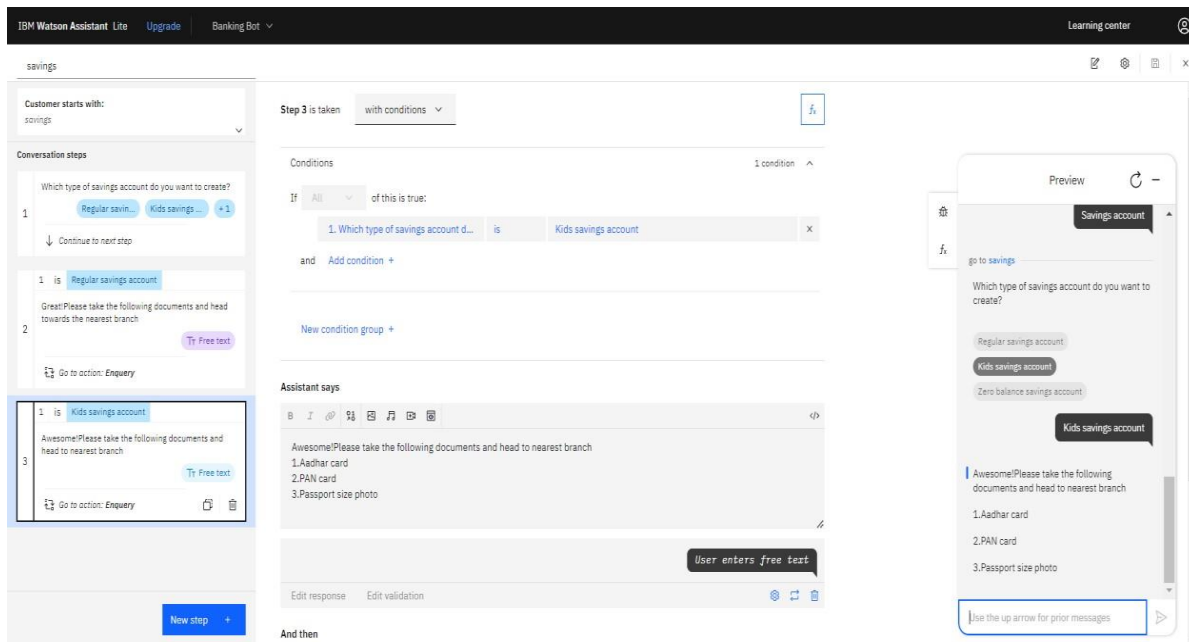
go to Index

How can I help you?

Select an option

Type something...

The same goes for kids savings account and zero balance account



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.