

Project Development Phase

SPRINT 1

Date	24 October 2022
Team ID	PNT2022TMID08538
Project Name	AI based discourse for Banking Industry

Create IBM Watson Assistant Service

Click on the catalog and you will be redirected to a page that will show you all the IBM services, from your left pane click on AI and then select Watson Assistant.

The screenshot shows the IBM Cloud Catalog interface. The top navigation bar includes the IBM Cloud logo, a search bar, and links to Catalog, Manage, and GOWTHAM G's Account. The main content area is titled "AI / Machine Learning" and shows a grid of 17 products. The left sidebar contains filters for Type, Delivery method, Deployment target, and Provider. The products displayed include Watson Assistant, Watson Studio, Compliance and Customer Experience Automation, Converlistics, IBM Match 360 with Watson, and Knowledge Studio.

The screenshot shows the IBM Cloud Catalog interface for the Watson Assistant service. The left sidebar contains filters for Type, Provider, Last updated, Category, Compliance, Location, and Related links. The main content area displays the Watson Assistant service details, including a table of pricing plans and a summary section.

Plan	Features	Pricing
Lite	Everything you need to get started, free for as long as you need it Up to 1,000 unique monthly active users (MAUs) chatting with your assistant Up to 10,000 messages per month --- Features --- - World-class conversational AI with Watson - Make your website assistant your own with Webchat - deploy Webchat in minutes, or use our fully extensible architecture - Bootstrap your assistant by using some of our prebuilt content - Connect to any application or database with a prebuilt integration, or build your own custom integration on top of API endpoints - Create engaging user interactions using images, buttons, and more - Analyse and enhance your assistant with our analytics dashboard - Take comfort knowing your assistant is reliably hosted on IBM Public Cloud --- Limits --- Up to 5 Skills (Dialog, Action, Search) 7 days of usage analytics Session inactivity timeout 5 minutes	Free

Summary

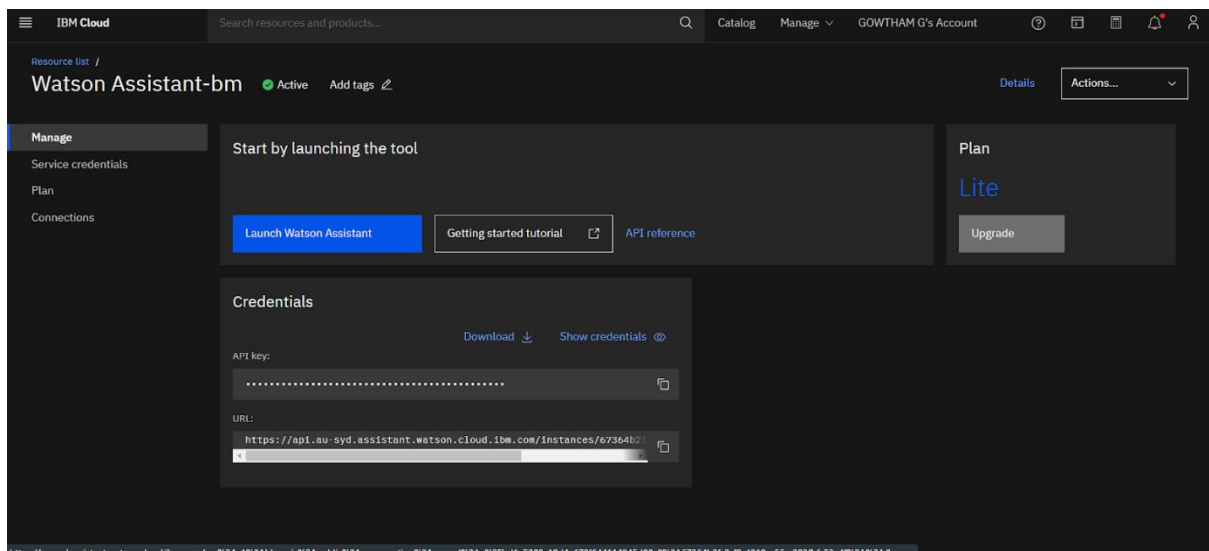
Watson Assistant **Free**

Location: Sydney
Plan: Lite
Service name: Watson Assistant-bm
Resource group: Default

☒ I have read and agree to the following license agreements:
[Terms](#)

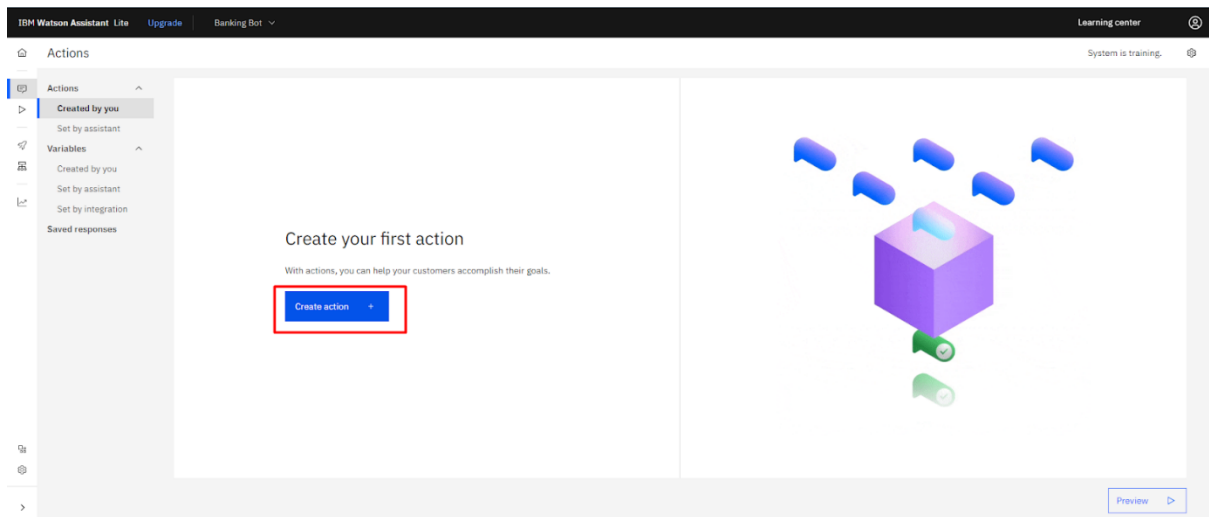
[Create](#)

[Add to estimate](#)



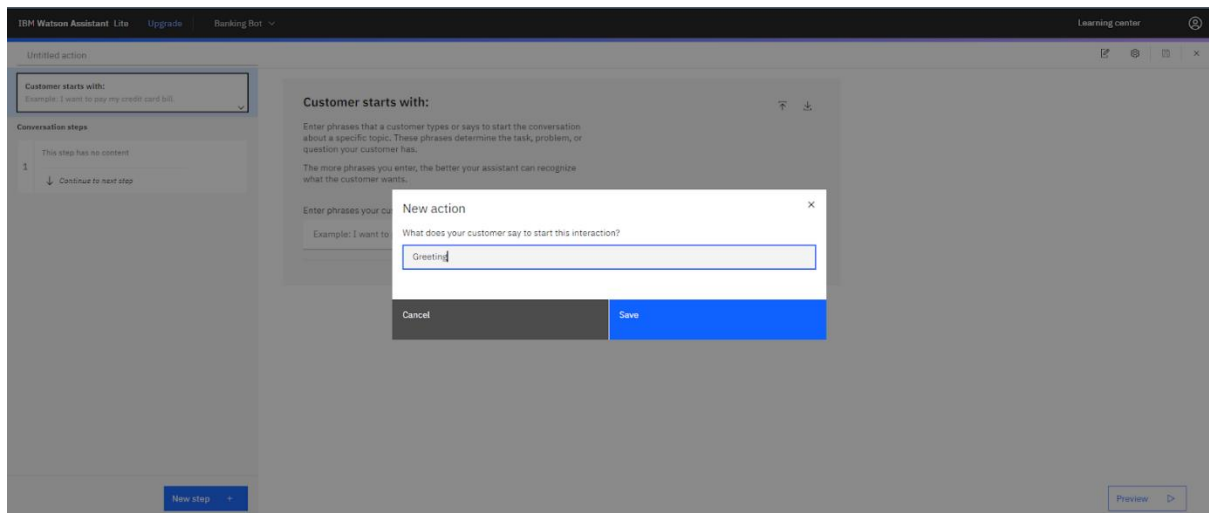
Creating actions:

After launching assistant we are creating actions:

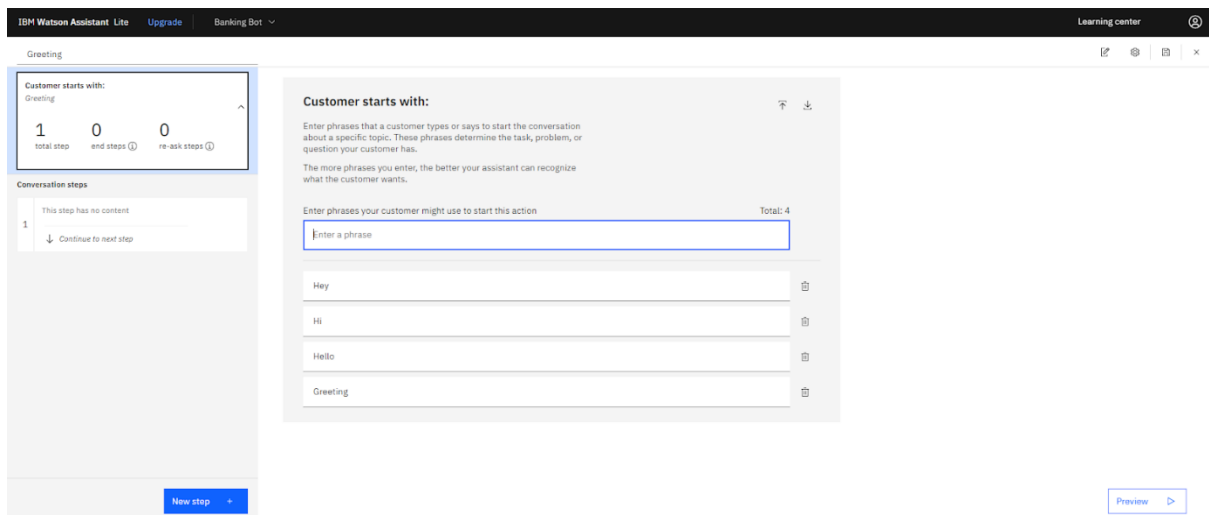


Naming the action as greeting

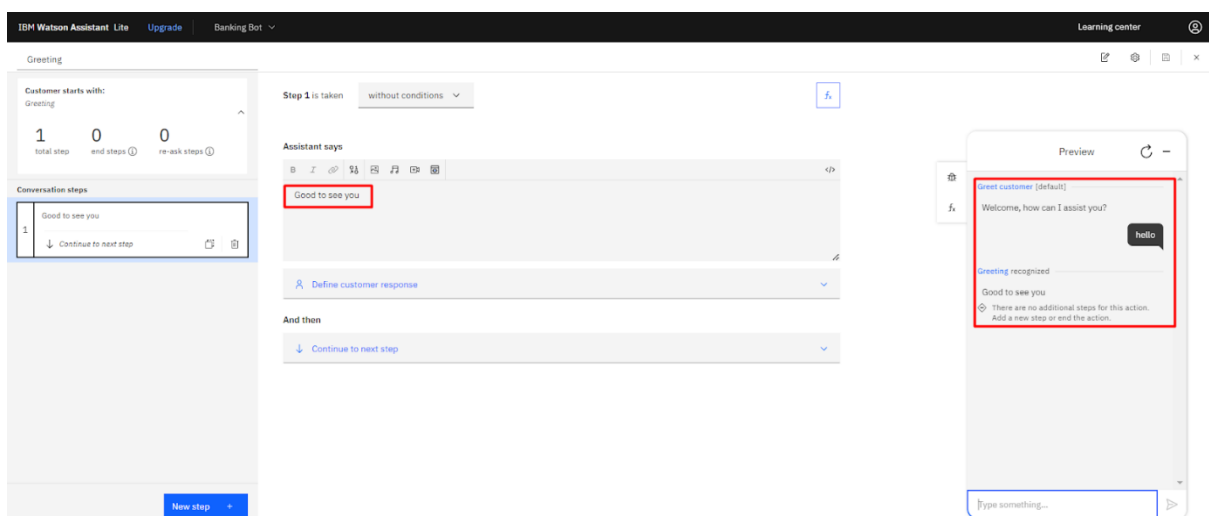
Greeting action:



In the conversation starts with section we give hi, hey and hello

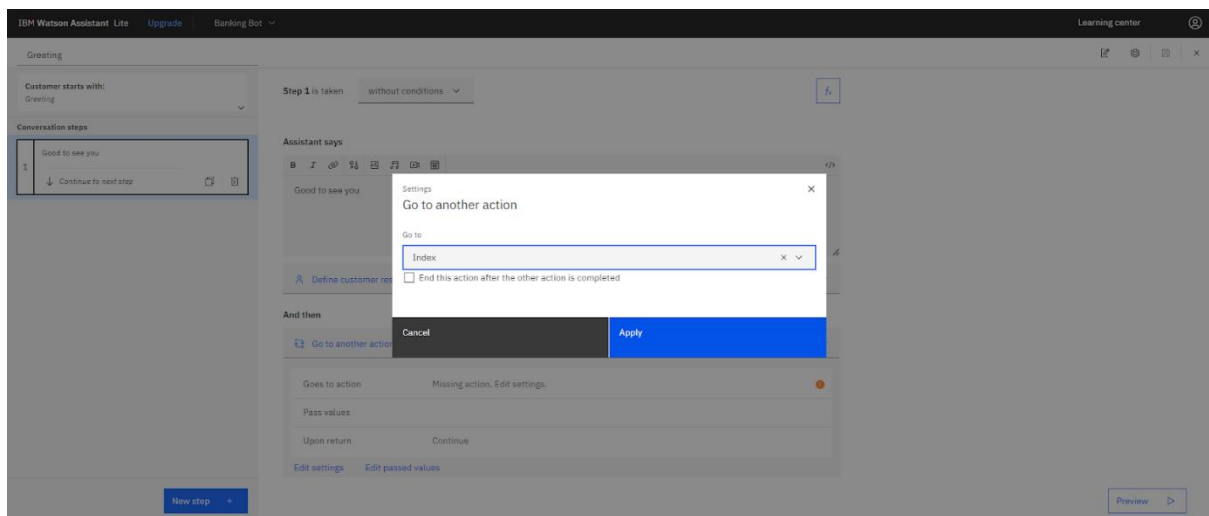


Next we add the conversation steps and the preview bot replies us if we say hello.



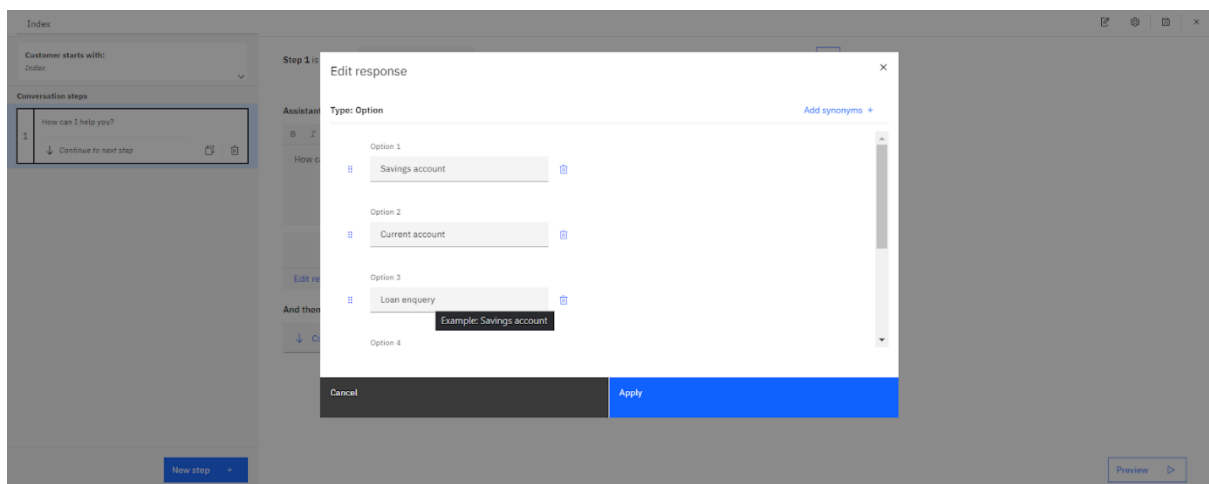
Now the bot responds to us. Let us add another action and link that to Greeting action.

Index action:

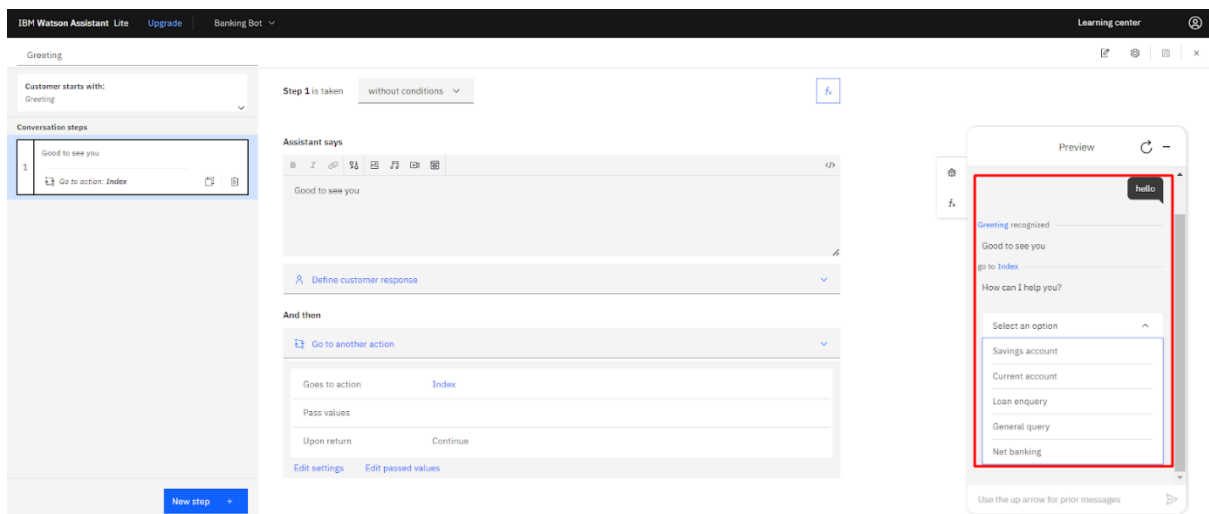


Here the bot asks “how can i help u”

We add customer response which has 5 categories like savings account,current account,loan queries,general queries and netbanking as options

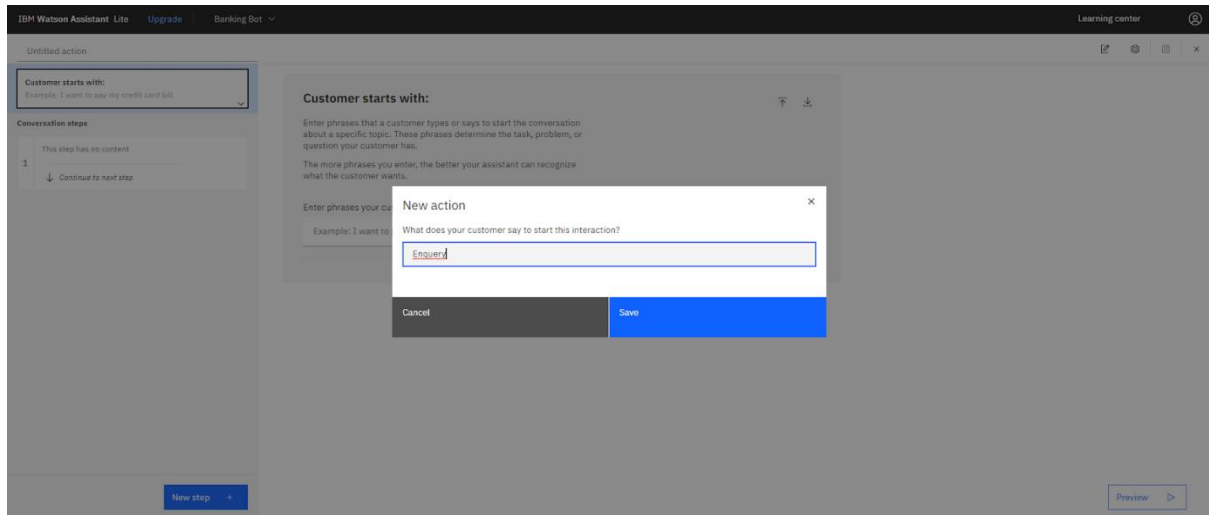


Now if we say hello..we are asked to select the options

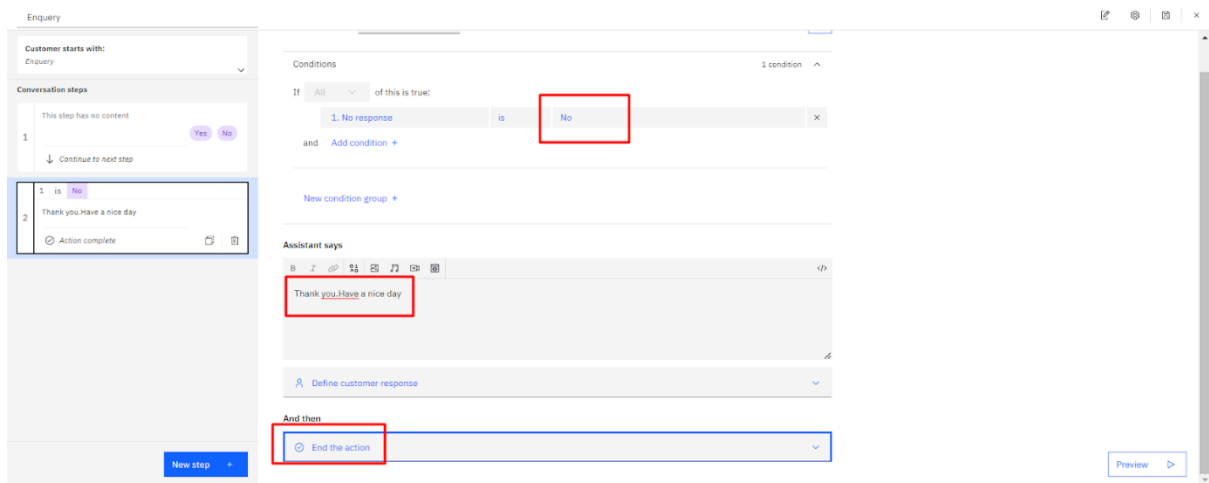
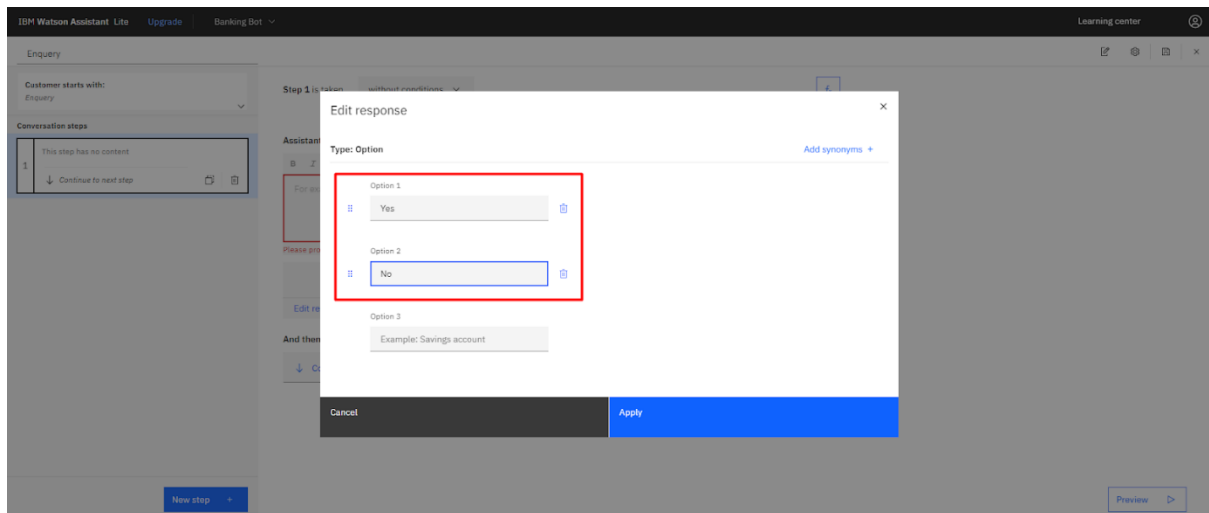


The next step is to end the chat after the user gets all the details he/she wants.

End action:

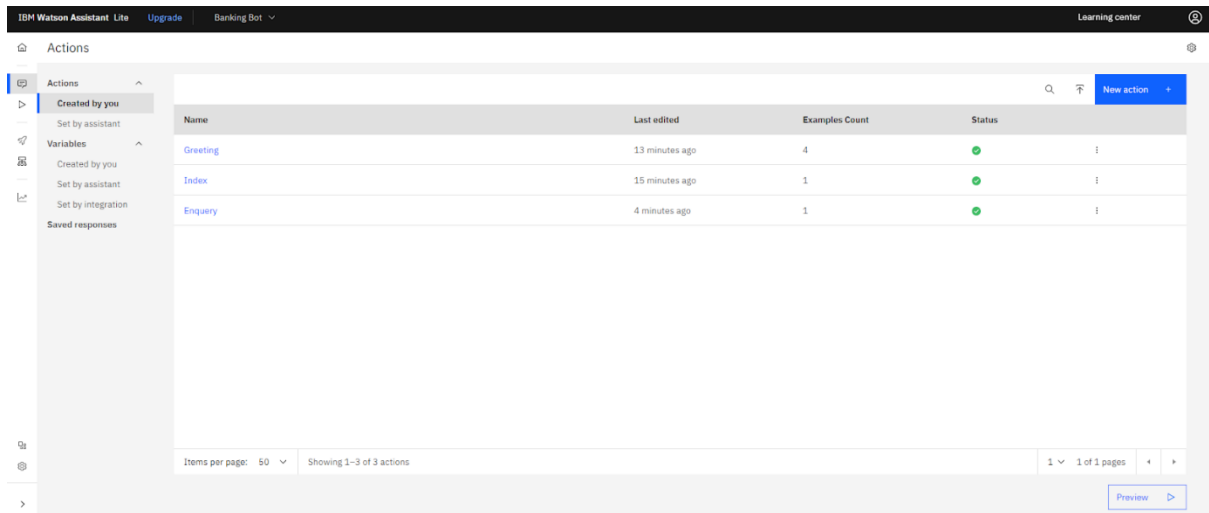


We add customer response actions as Yes or No



Now we have successfully created three basic actions of our chat bot.
In the next steps we will create 5 actions for savings account,current account,Loan query,general query and net banking

Output Screenshots:



The screenshot displays the 'Actions' section of the IBM Watson Assistant interface. The left sidebar contains navigation options: 'Actions' (selected), 'Created by you', 'Set by assistant', 'Variables', 'Created by you', 'Set by assistant', 'Set by integration', and 'Saved responses'. The main area shows a table with three actions:

Name	Last edited	Examples Count	Status	
Greeting	13 minutes ago	4	✓	!
Index	15 minutes ago	1	✓	!
Enquiry	4 minutes ago	1	✓	!

At the bottom, there is a pagination bar indicating 'Items per page: 50', 'Showing 1-3 of 3 actions', and '1 of 1 pages'. A 'Preview' button is located at the bottom right.