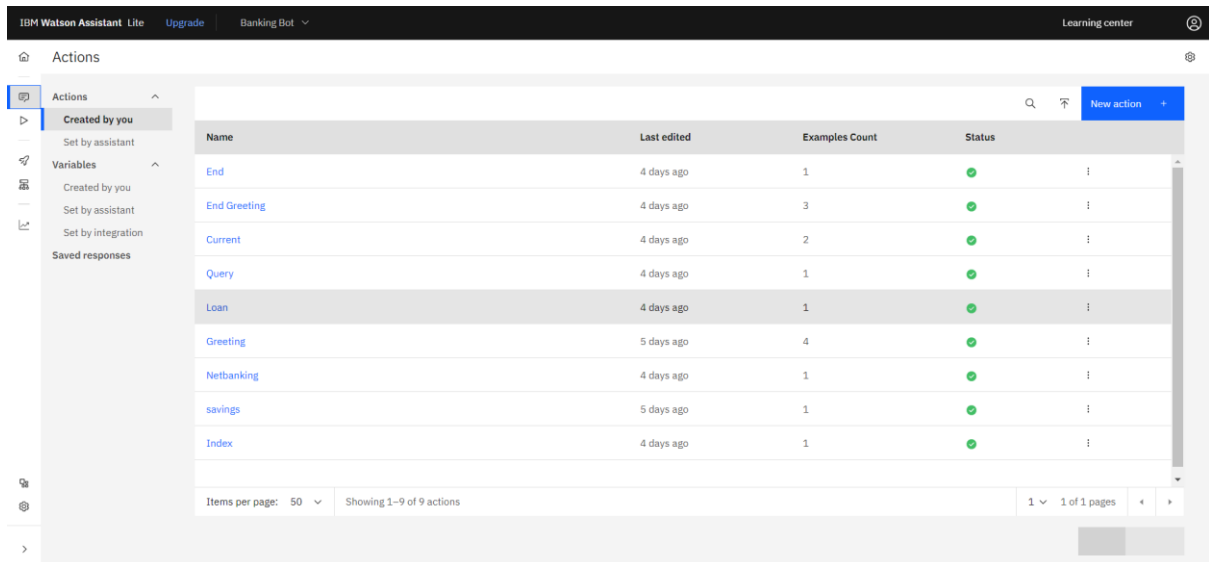


Chat bot skill creation

Team ID	PNT2022TMID08538
Project Name	AI based discourse for Banking Industry

Skills created:

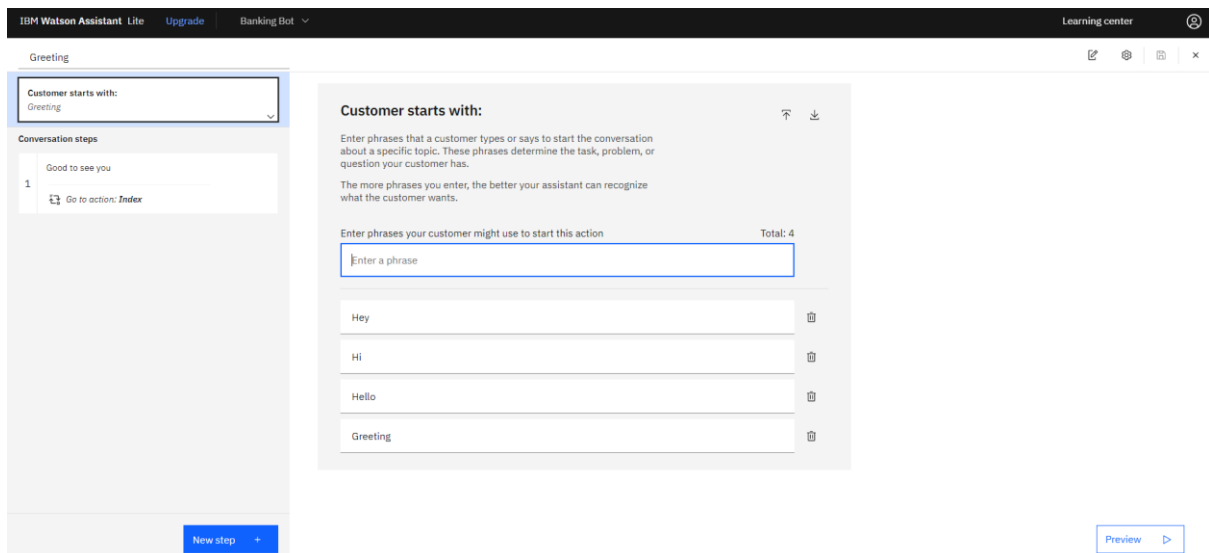


The screenshot shows the 'Actions' page in the IBM Watson Assistant interface. A sidebar on the left contains navigation options: 'Actions' (selected), 'Variables', and 'Saved responses'. The 'Actions' section is further divided into 'Created by you' and 'Set by assistant'. The main area displays a table of actions created by the user.

Name	Last edited	Examples Count	Status
End	4 days ago	1	✓
End Greeting	4 days ago	3	✓
Current	4 days ago	2	✓
Query	4 days ago	1	✓
Loan	4 days ago	1	✓
Greeting	5 days ago	4	✓
Netbanking	4 days ago	1	✓
savings	5 days ago	1	✓
Index	4 days ago	1	✓

At the bottom of the table, it says 'Items per page: 50' and 'Showing 1-9 of 9 actions'. There are also pagination controls showing '1' of '1' pages.

1. Greetings action



The screenshot shows the configuration page for the 'Greeting' action. On the left, a sidebar shows the 'Conversation steps' with a single step '1' containing the text 'Good to see you' and a link 'Go to action: Index'. The main area is titled 'Customer starts with:' and contains instructions: '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.' Below this, there is a text input field 'Enter phrases your customer might use to start this action' with a 'Total: 4' indicator. Below the input field, there is a list of phrases: 'Hey', 'Hi', 'Hello', and 'Greeting', each with a trash icon to its right. At the bottom right, there is a 'Preview' button.

2. Savings action

IBM Watson Assistant Lite

Upgrade

Banking Bot

Learning center

savings

Customer starts with:

savings

Conversation steps

Which type of savings account do you want to create?

1

Kids savings

Regular savin...

+ 1

Continue to next step

1 is Regular savings account

Great!Please take the following documents and head towards the nearest branch

2

Tr Free text

Go to action: End

1 is Kids savings account

Awesome!Please take the following documents and head to nearest branch

3

Tr Free text

Go to action: End

1 is Zero balance savings account

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: 1

Enter a phrase

savings

Preview

3.Current account action

IBM Watson Assistant Lite

Upgrade

Banking Bot

Learning center

Current

Customer starts with:

Current

Conversation steps

What's your company type?

1

Partnership

Proprietorship

Continue to next step

1 is Proprietorship

Please take the following documents and approach the closest branch

2

Tr Free text

Go to action: End

1 is Partnership

Please take the following documents and approach the nearest bank

3

Tr Free text

Go to action: End

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: 2

Enter a phrase

Current account

Current

Preview

4.Loan action

IBM Watson Assistant Lite

Upgrade

Banking Bot

Learning center

Loan

Customer starts with:

Loan

Conversation steps

What type of loan are you looking for?

1

Student loan

Gold loan

+ 3

Continue to next step

1 is House loan

To be eligible for a house loan please contact our bank service providers with all existing loan details

2

Tr Free text

Go to action: End

1 is Gold loan

You can avail a gold loan easily from a bank either through online or offline. It requires document...

3

Tr Free text

Go to action: End

1 is Topup loan

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: 1

Enter a phrase

Loan

Preview

5.General query action

IBM Watson Assistant LiteUpgradeBanking Bot

Learning center

Query

Customer starts with:
Query

Conversation steps

1 Select the general queries listed below
List of bran... Storage lock... + 4
Continue to next step

1 is Bank working days
Monday through Friday are Indian Bank's working days.
Go to action: End

1 is List of branches
Peelamedu,Gandhipuram,RS Puram,Ukkadam,Singanalloor
Go to action: End

1 is Storage locker facility
Safe Deposit Locker facility is one of the ancillary services provided by the Bank to its customers...
Go to action: End

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: 1
Enter a phrase

Query

Preview

6.Netbanking action

IBM Watson Assistant LiteUpgradeBanking Bot

Learning center

Netbanking

Customer starts with:
Netbanking

Conversation steps

1 What are the queries do you have about netbanking?
How do I reg... Facing errors... + 2
Continue to next step

1 is What is net banking?
Net banking is a service provided by banks that allows customers to access banking services onlin...
Go to action: End

1 is How do I register for netbanking?
Navigate to the bank's official website. Click on the 'login' or 'register' button. Enter the account numb...
Go to action: End

1 is What are the features of netbanking
- Check Account Balances & Statements. You can log into the internet banking account to check you...
Go to action: End

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: 1
Enter a phrase

Netbanking

Preview

7.End action

End

Customer starts with:
Enquiry

Conversation steps

1

Do you want to know about any other services?

1 is No

Continue to next step

2

Thank you.Have a nice day!

Continue to next step

3

This step has no content

Go to action: Index

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.

Enter phrases your customer might use to start this action

Enter a phrase

Enquiry

Total: 1

Preview