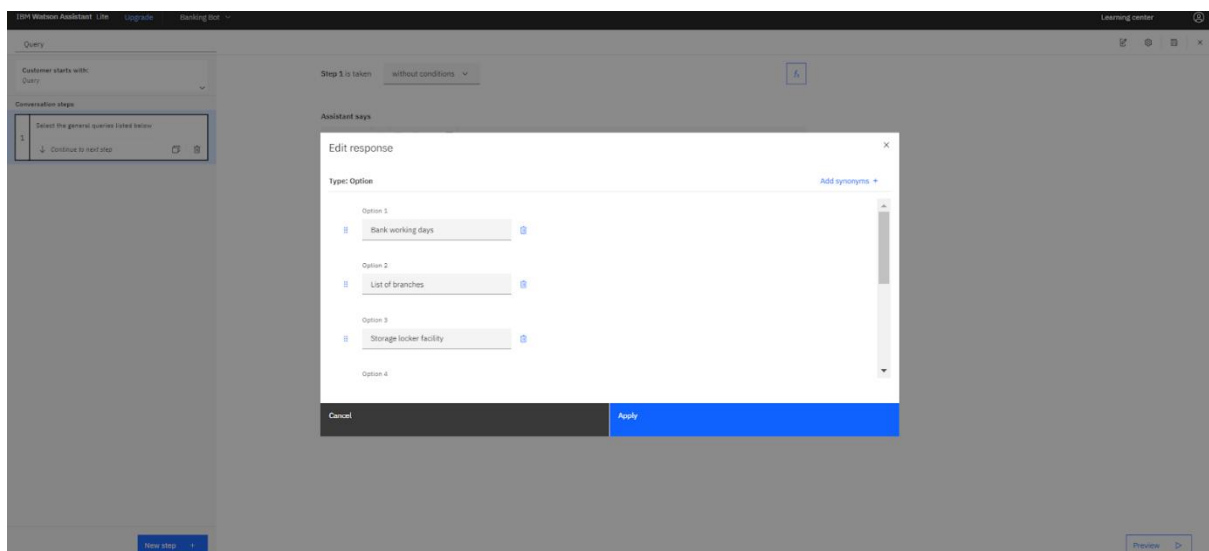
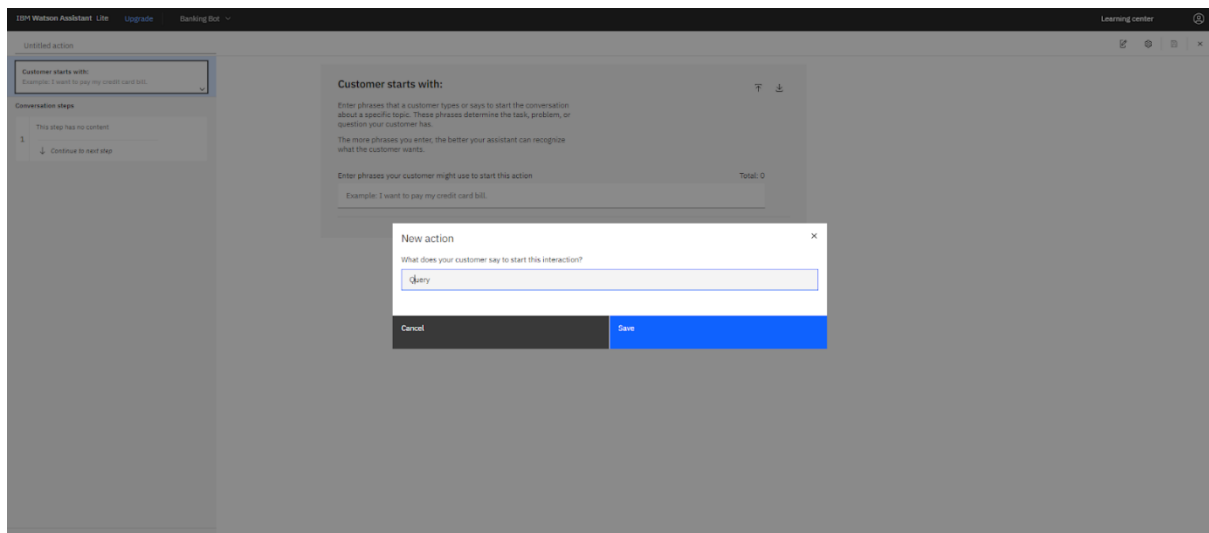


Project Development Phase

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:

The screenshot displays the IBM Watson Assistant console interface for configuring a chatbot flow. On the left, the 'Conversation steps' sidebar lists four steps. Step 4, 'Safe Deposit Locker facility is one of the ancillary services provided by the Bank to its customers...', is selected and highlighted with a blue border. The main workspace shows the configuration for Step 4. It includes a 'Step 4 is taken' header, a 'Conditions' section with a single condition '1. Select the general queries listed below is Storage locker facility', an 'Assistant says' section with a paragraph about the Safe Deposit Locker facility, and an 'And then' section with a 'Go to another action' dropdown set to 'End'. The bottom of the console features a 'New step' button and a 'Preview' button.

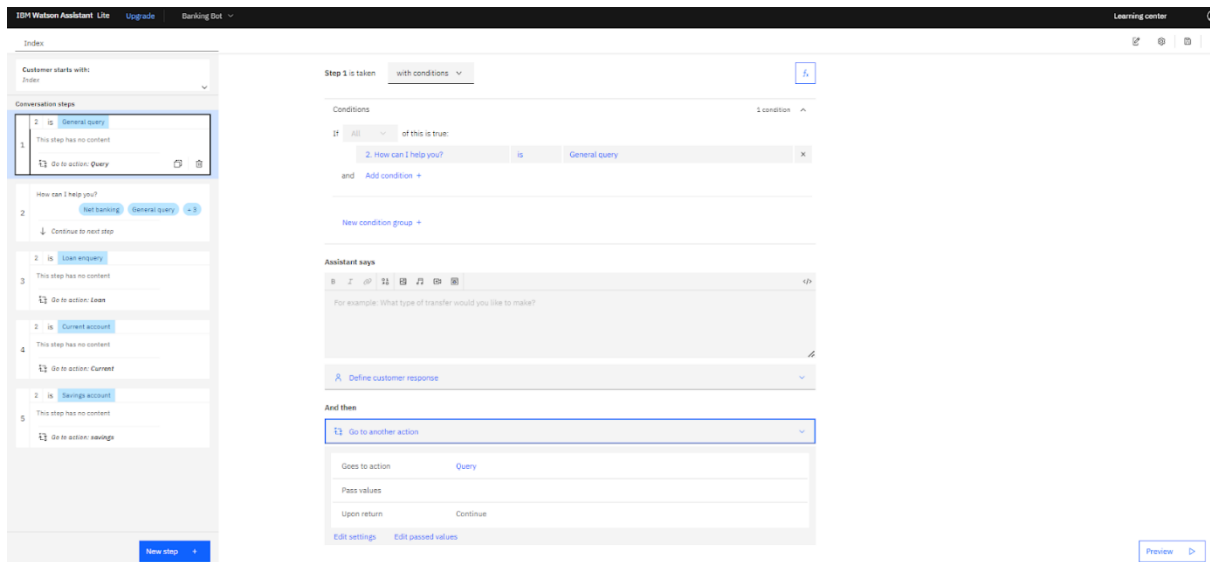
Currency conversion facility:

The screenshot displays the IBM Watson Assistant configuration interface. On the left, a 'Query' panel shows a list of conversation steps. Step 5, 'Currency conversion facility', is selected and highlighted. The main workspace shows the configuration for this step. It includes a 'Conditions' section with a single condition: '1. Select the general queries listed below' is 'Currency conversion facility'. Below this, the 'Assistant says' section contains a text 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.' The 'And then' section is configured to 'Go to another action', with 'End' selected as the target action. A 'Preview' button is visible in the bottom right corner.

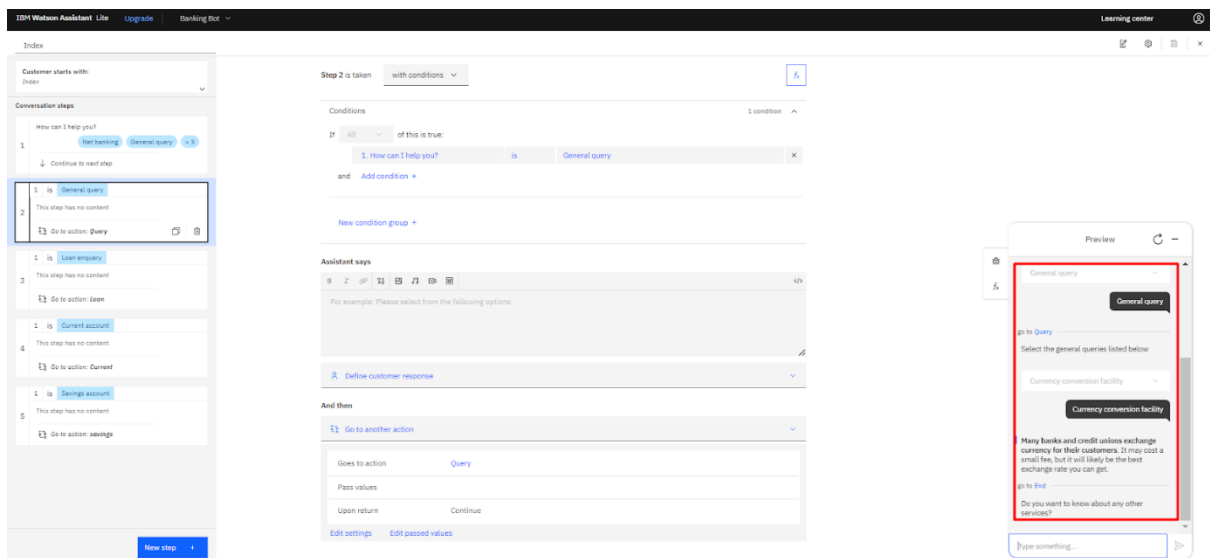
Find the nearest branch:

The screenshot displays the IBM Watson Assistant configuration interface for the 'Find a nearest branch' step. The 'Query' panel on the left shows step 7 selected. The main workspace shows the configuration for this step. The 'Conditions' section has a condition: '1. Select the general queries listed below' is 'Find a nearest branch'. The 'Assistant says' section contains a text 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/>'. The 'And then' section is configured to 'Go to another action', with 'End' selected as the target action. A 'Preview' button is visible in the bottom right corner.

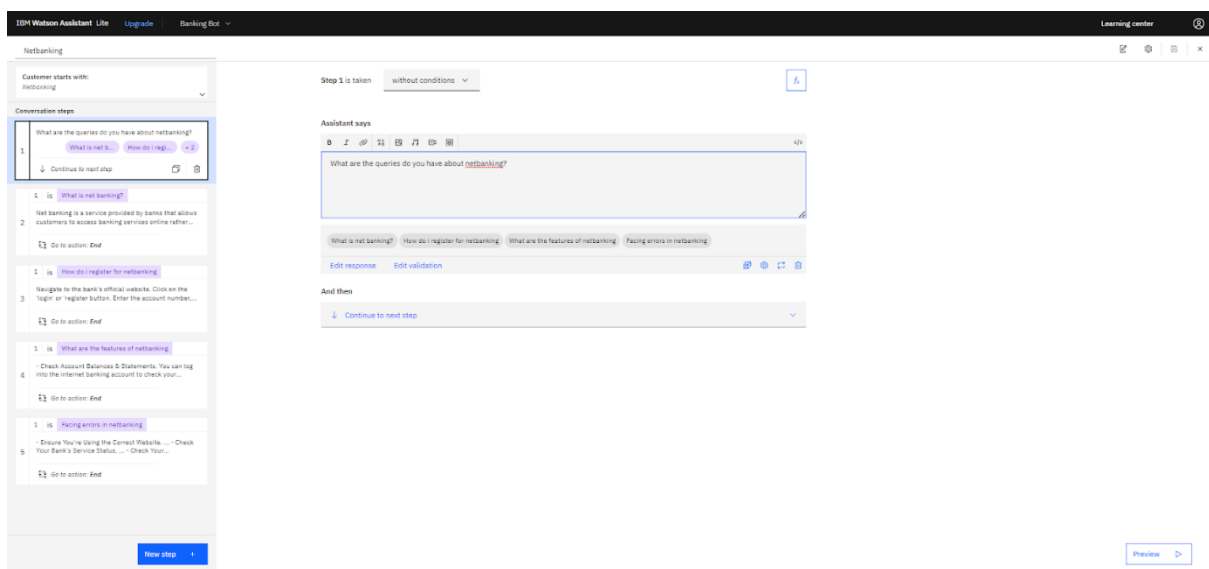
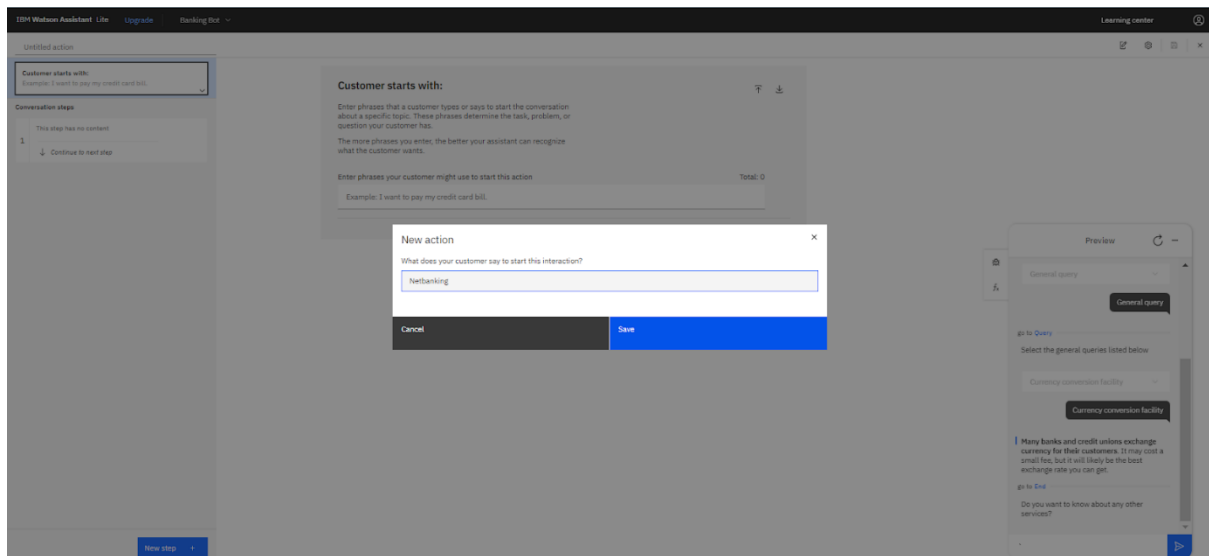
Now we have to link this action to the index action



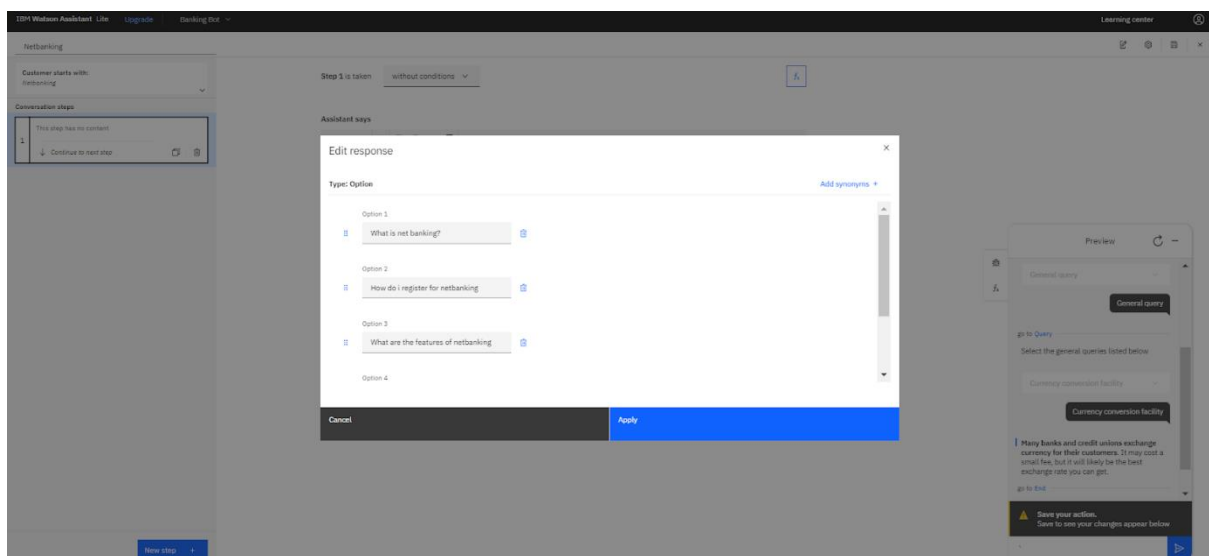
Preview:



5.Netbanking



Customer response:



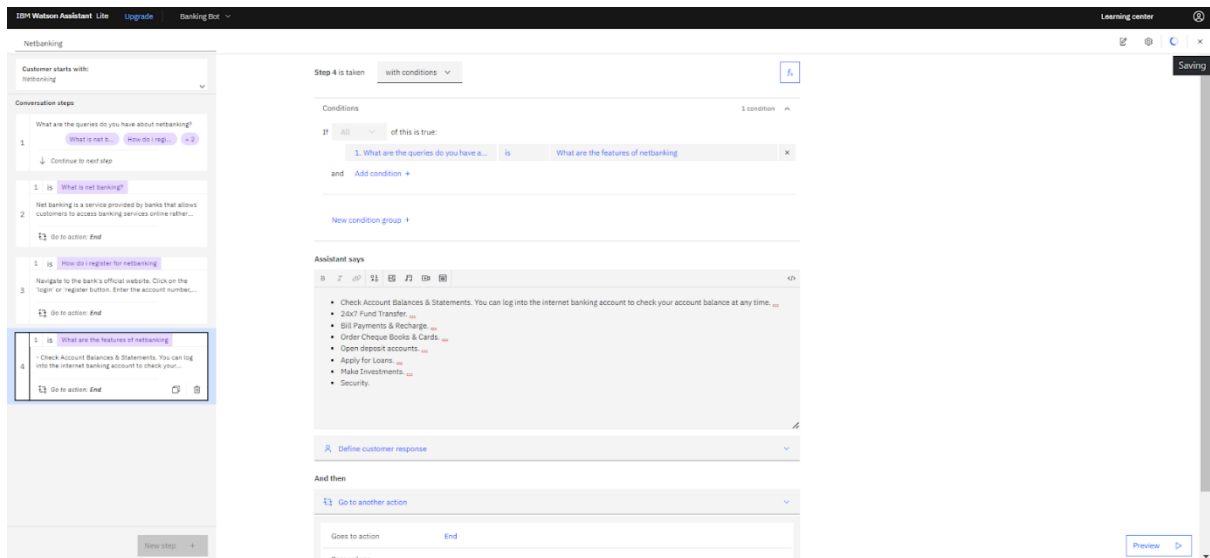
What is net banking?

The screenshot shows the IBM Watson Assistant interface for a 'Netbanking' topic. On the left, the 'Conversation steps' panel shows a flow starting with 'What are the queries do you have about netbanking?' leading to 'What is net banking?'. The main workspace displays 'Step 2 is taken' with a condition: 'If All of this is true: 1. What are the queries do you have a... is What is net banking?'. Below this, the 'Assistant says' section contains the text: 'Net banking is a service provided by banks that allows customers to access banking services online rather than visiting the bank in person.' The 'And then' section shows a 'Go to another action' dropdown set to 'End'. A 'Preview' button is at the bottom right.

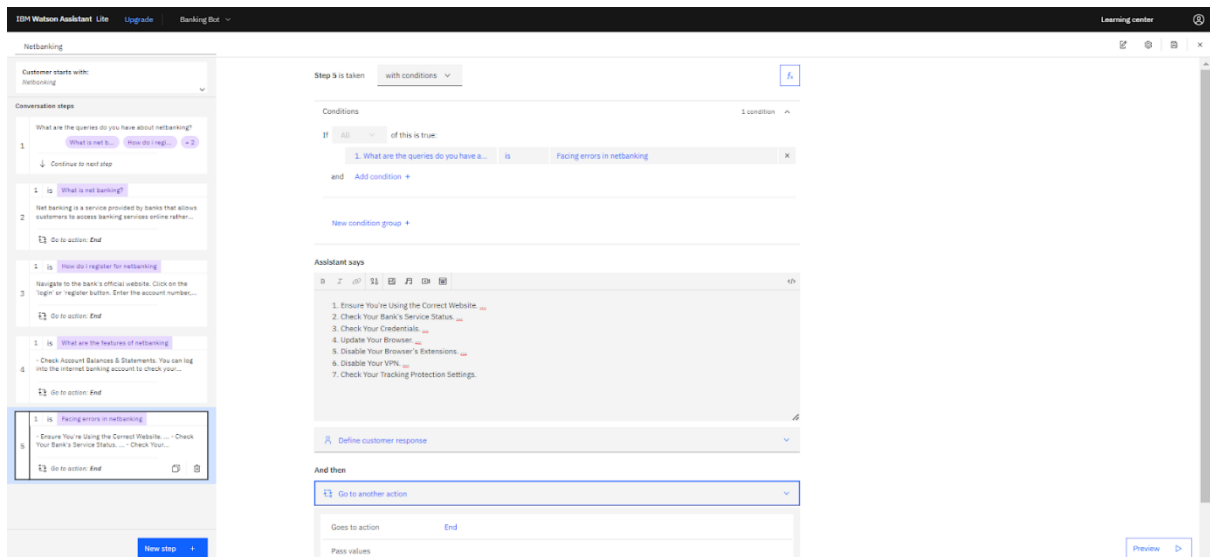
How do I register myself for netbanking?

The screenshot shows the IBM Watson Assistant interface for a 'Netbanking' topic, specifically Step 3. The 'Conversation steps' panel on the left shows a flow from 'What is net banking?' to 'How do I register for netbanking?'. The main workspace displays 'Step 3 is taken' with a condition: 'If All of this is true: 1. What are the queries do you have a... is How do I register for netbanking?'. The 'Assistant says' section contains the text: '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 'And then' section shows a 'Go to another action' dropdown set to 'End'. A 'Preview' button is at the bottom right.

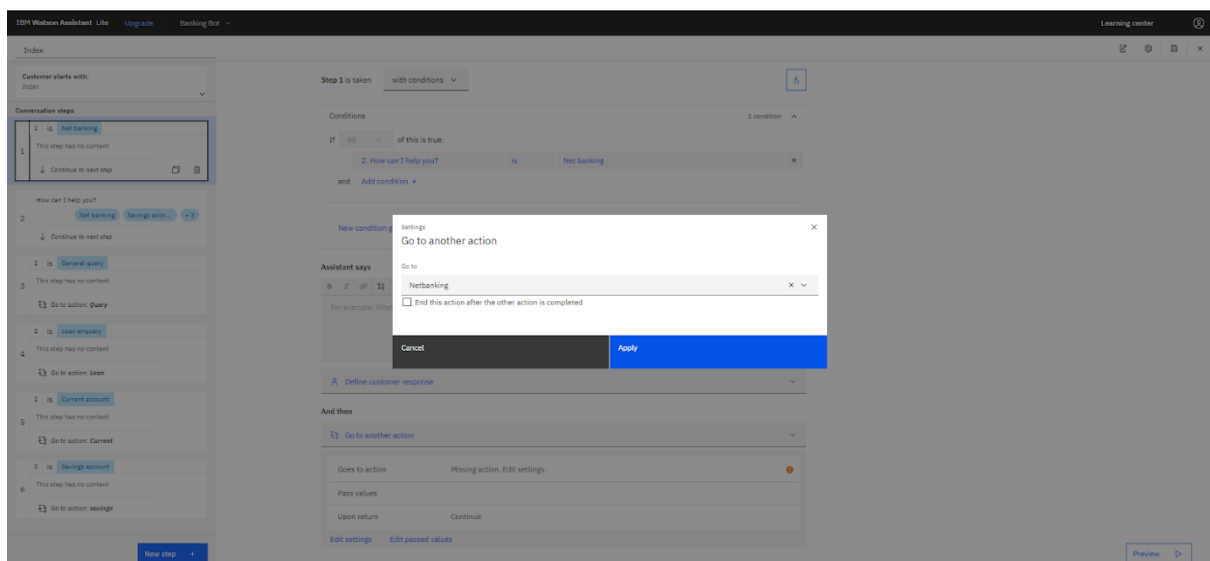
What are the features of netbanking?



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 'netbanking' chatbot. The left sidebar shows a list of conversation steps, with the first step selected. The main area shows the assistant's response to a customer query: 'What are the queries do you have about netbanking?'. The assistant responds with a list of queries: 'Facing errors in netbanking', 'What are the features of netbanking', 'How do I register for netbanking', and 'What is net banking?'. Below this, there are buttons for 'Edit response' and 'Edit validation'. To the right, a preview window shows a simulated chatbot interaction with a user. The user asks 'How can I help you?', and the chatbot responds with 'Net banking'. The user then asks 'What are the queries do you have about netbanking?', and the chatbot responds with 'What is net banking?'. The preview window also shows a detailed description of net banking and a 'Preview' button.

Another end greeting action

The screenshot shows the IBM Watson Assistant interface for a 'netbanking' chatbot. A 'New action' dialog box is open, prompting the user to enter a phrase that a customer types or says to start the conversation. The dialog box contains the text 'What does your customer say to start this interaction?' and a text input field with the value 'End Greeting'. Below the input field are 'Cancel' and 'Save' buttons. The background shows the 'Customer starts with:' section of the chatbot configuration, which includes instructions on how to enter phrases and an example of a customer starting with 'Example: I want to pay my credit card bill.'.

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

Not 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

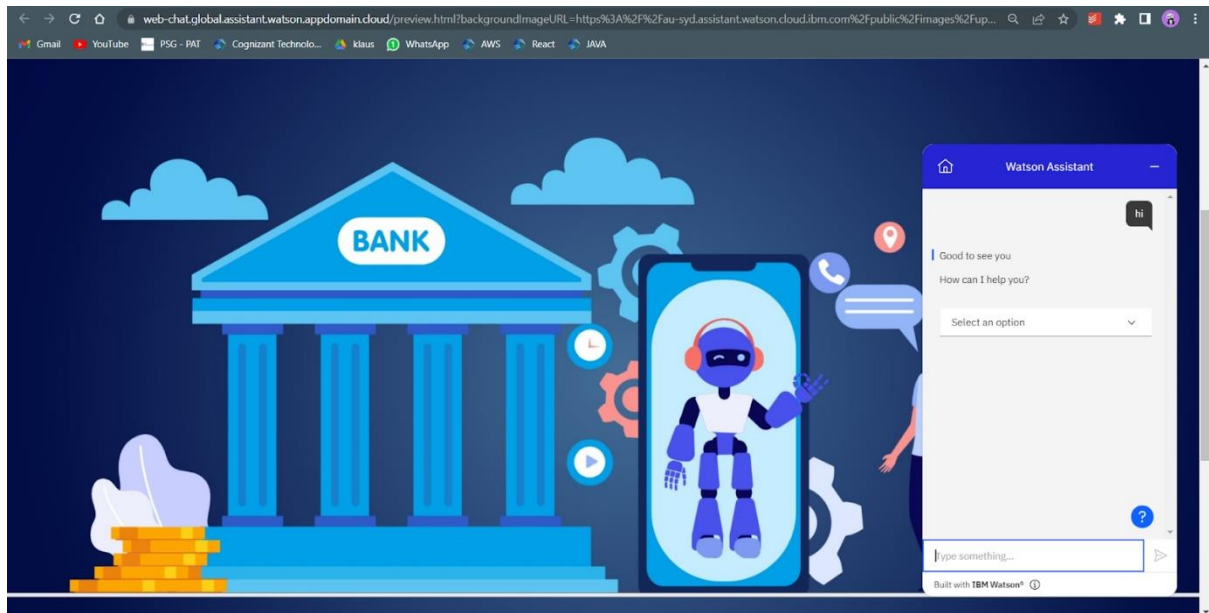
Showing 1-9 of 9 actions

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-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...





Watson Assistant

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...



Built with IBM Watson® ⓘ