

Creating skills and assistant for Chatbot

Team ID	PNT2022TMID50438
Project Name	AI Based Discourse for Banking Industry

Creating General Query Action

The screenshot shows the IBM Watson Assistant interface for a 'Banking Chatbot'. The 'Customer starts with' section is configured with the following steps:

- Step 1:** I can get you that information right away! Where are you based? (Options: Delhi, Kerala, +3)
- Step 2:** The best way to contact us in **Step 1** is by calling 1-800-000-000.

The 'Enter phrases your customer might use to start this action' section contains the following phrases:

- Enter a phrase
- Query
- Who can I call?

The 'Preview' button is visible at the bottom right.

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The 'Preview' window is open, showing a chatbot interaction:

- Chatbot: Welcome, how can I assist you?
- User: how can i call
- Chatbot: Query recognized
- Chatbot: I can get you that information right away! Where are you based?
- User: chennai
- Chatbot: Type something...