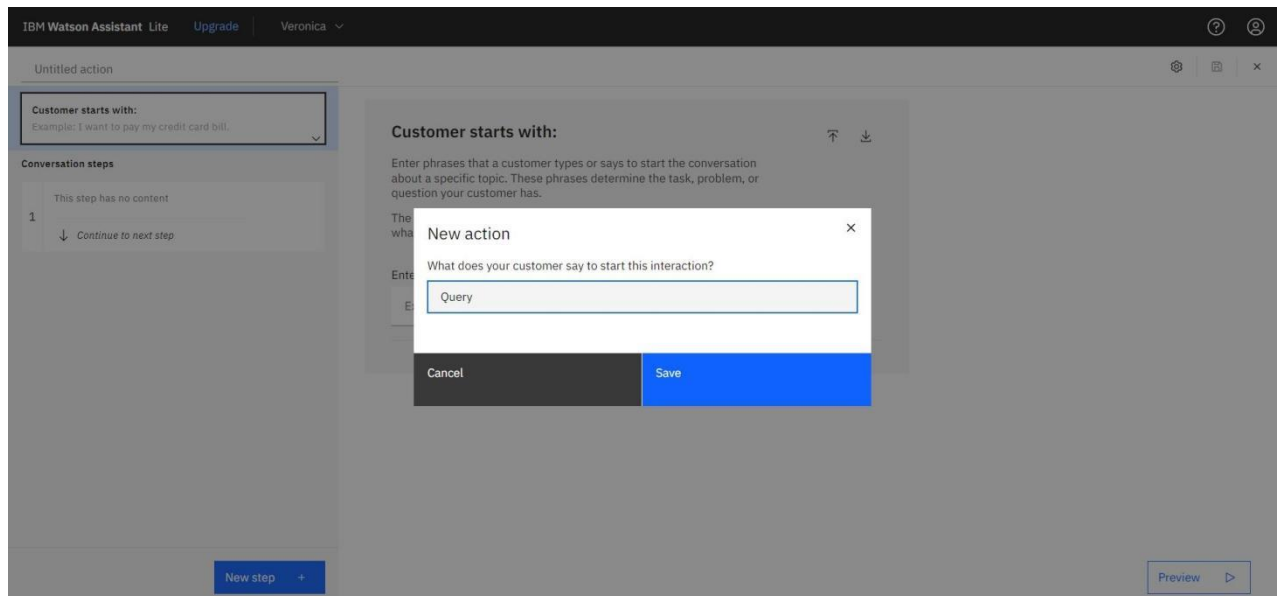


## Project Development Phase

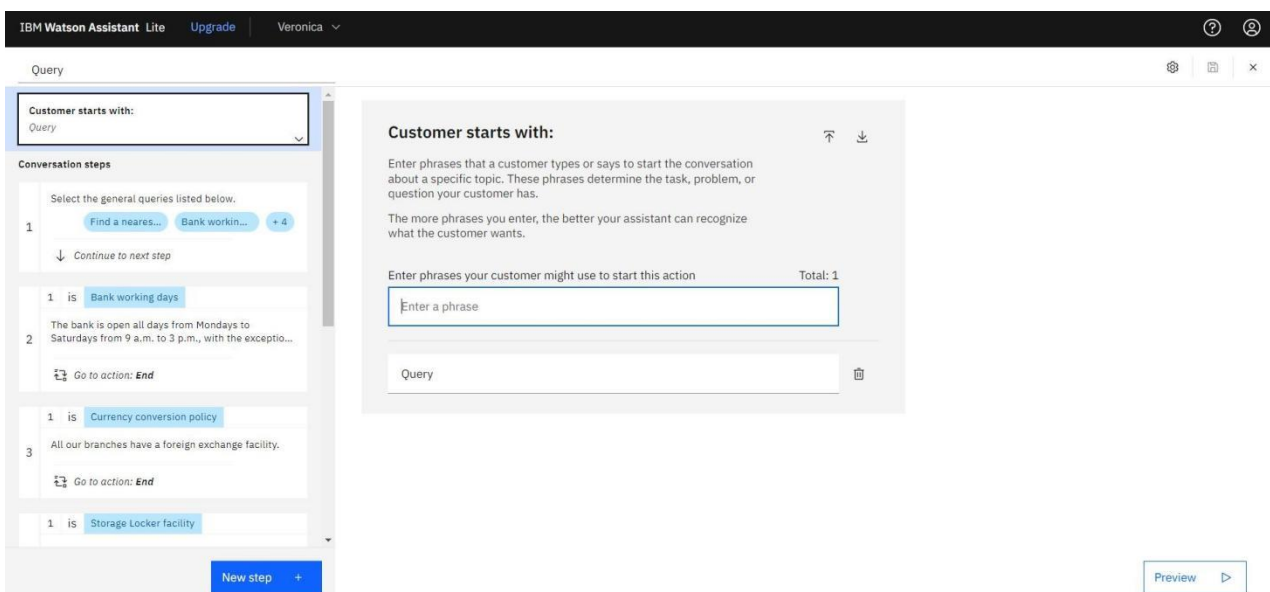
### Delivery of Sprint - 3

|              |   |
|--------------|---|
| Date         | 05 November 2022                        |
| Team ID      | PNT2022TMID51531                        |
| Project Name | AI based discourse for Banking Industry |

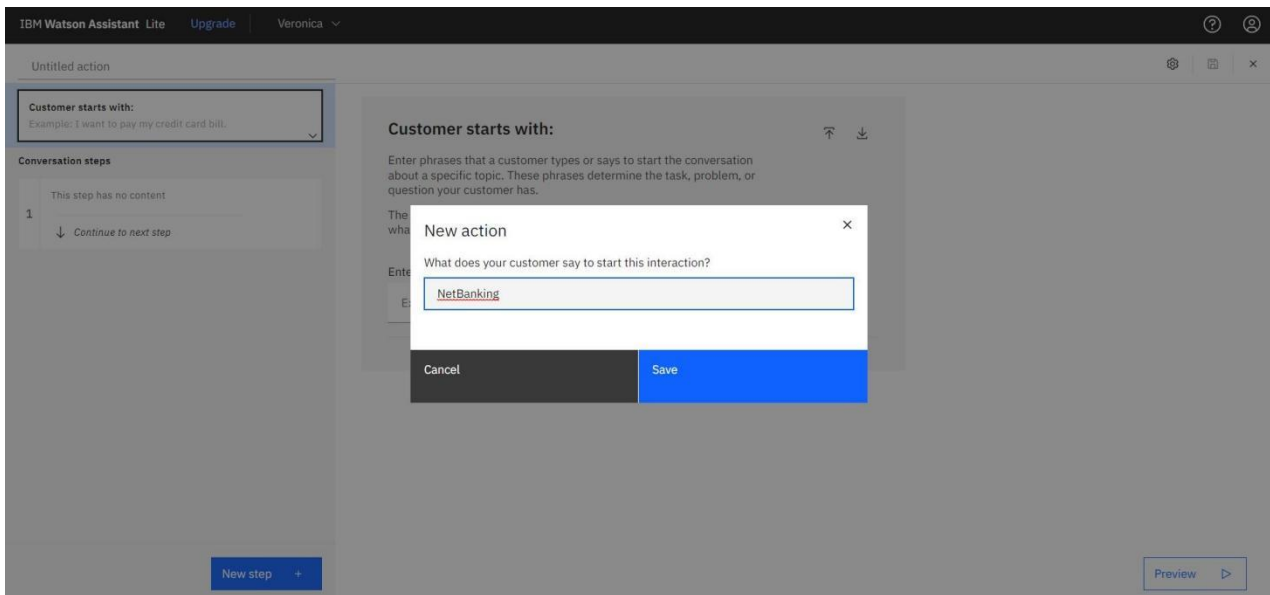
### creating General Query Action



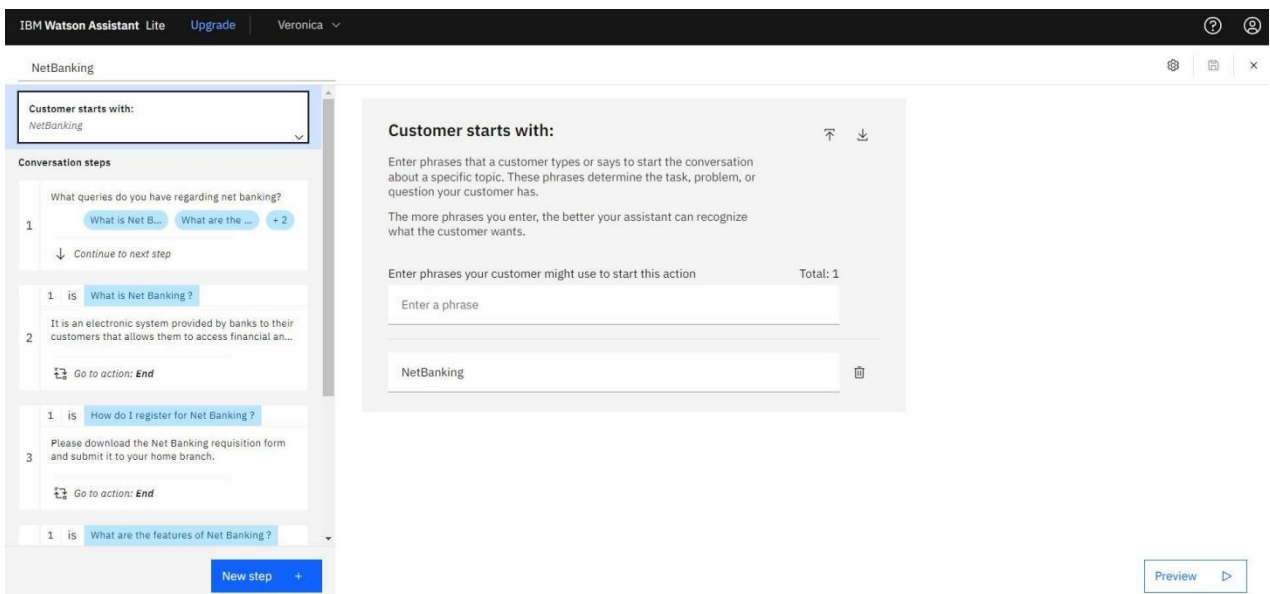
Adding steps in Query action to handle queries regarding Bank working hours, Currency conversion policy, Storage locker facility, CIBIL score, list of all branches, nearest available branch, etc.,



## Creating Net Banking Action



Adding steps in Net Banking Action skill to handle queries of customers regarding significance and issues of net banking.



IBM Watson Assistant LiteUpgradeVeronica

NetBanking

2

It is an electronic system provided by banks to their customers that allows them to access financial an...

Go to action: End

1 is

How do I register for Net Banking ?

Please download the Net Banking requisition form and submit it to your home branch.

Go to action: End

1 is

What are the features of Net Banking ?

- Check account balances and statements. You can log into the internet banking account to check your...

Go to action: End

1 is

Facing errors in Net Banking ?

Please contact our customer care executive or approach your closest branch.

Go to action: End

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 actionTotal: 1

Enter a phrase

NetBanking

New step +

Preview

In addition to this greeting, end greeting ,index and end actions are also created.

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

| Name             | Last edited | Status |
|------------------|-------------|--------|
| Thanks           | 20 days ago | ✓      |
| Loan             | 20 days ago | ✓      |
| Index            | 20 days ago | ✓      |
| End              | 20 days ago | ✓      |
| Query            | 20 days ago | ✓      |
| Savings          | 20 days ago | ✓      |
| Current          | 20 days ago | ✓      |
| What can you do? | 20 days ago | ✓      |

Items per page: 50Showing 1-14 of 14 actions11 of 1 pages

Preview