

Creating skills and assistant for Chatbot

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Creating Loan Account Action

The screenshot displays the IBM Watson Assistant interface for configuring a skill named 'Loan'. The interface is divided into two main panels: 'Conversation steps' on the left and 'Customer starts with' on the right.

Conversation steps:

- Step 1:** Welcome!!
 A genuine thanks for showing interest in our Loans. (Continue to next step)
- Step 2:** Okay. So what type of loan are you looking for? (Suggestions: Home Loan, personal loan) (Continue to next step)
- Step 3:** As your source of income is vital for us to assure you a loan for your home, firstly please tell us... (Suggestions: Retried, Home maker, + 3)

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 (Total: 4)

- personal loan
- How to apply loan
- Home loan
- Loan

A 'Preview' button is located at the bottom right of the interface.

IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center

Loan

Customer starts with:
Loan

Conversation steps

1

Welcome!!
 A genuine thanks for showing interest in our Loans.
Continue to next step

2

Okay. So what type of loan are you looking for?
Home Loanpersonal loan
Continue to next step

2 is Home Loan

As your source of income is vital for us to assure you a loan for your home, firstly please tell us...
RetriedHome maker+ 3

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 thisTotal: 4

Enter a phrase

personal loan

How to apply loan

Home loan

Loan

Preview

Loan

Loan recognized

Welcome!!
A genuine thanks for showing interest in our Loans.
Okay. So what type of loan are you looking for?
Home Loanpersonal loan
Home Loan
As your source of income is vital for us to
Type something...