Project Development Phase
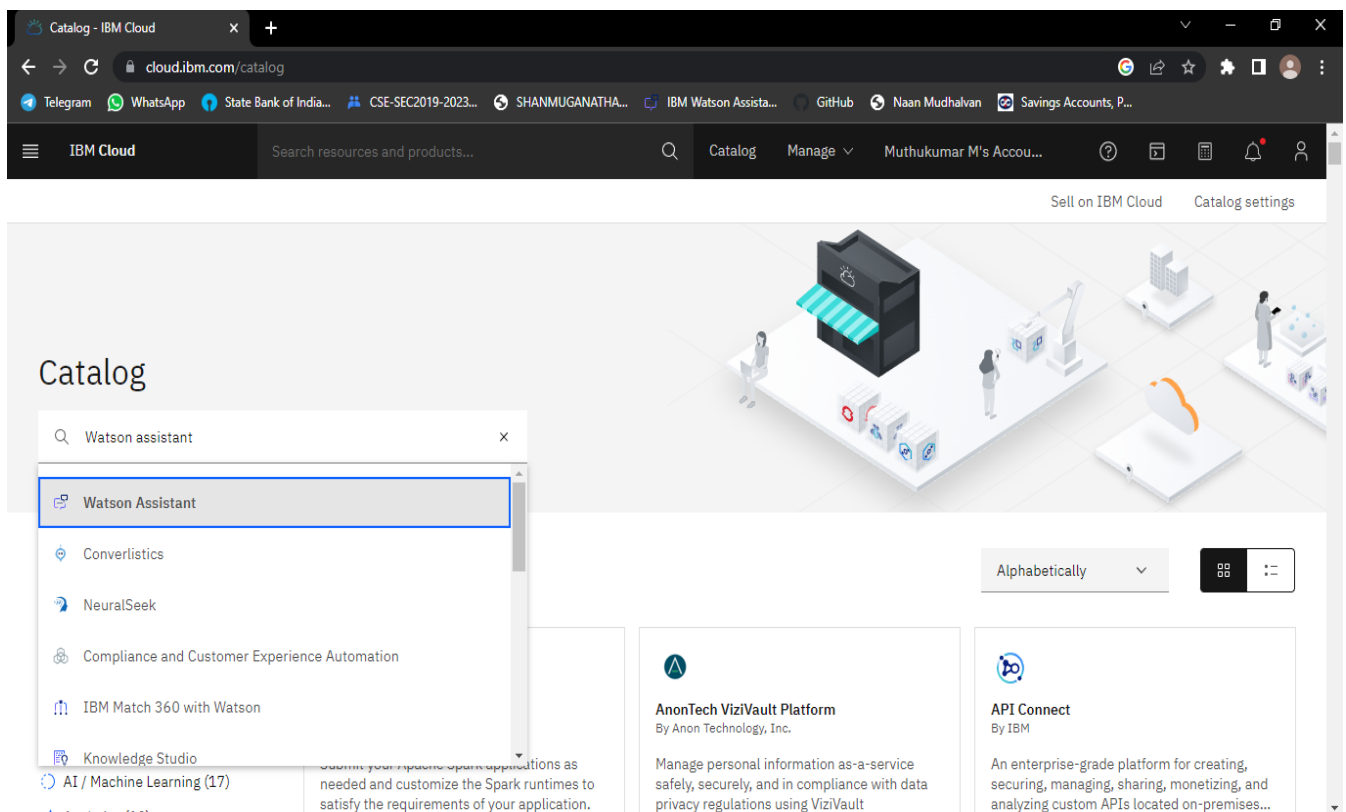**Sprint 1**

Date	02 November 2022
Team ID	PNT2022TMID48085
Project Name	Project – AI BASED DISCOURSE FORBANKING INDUSTRY

Sprint 1:

1.Create IBM Watson Assistant Service

2.Chatbot Skills Creation

3.Creating Saving Account Action

1.Create IBM Watson Assistant Service

1.1 IBM cloud → Open Catalog →Search the Watson Assistant→ Next choose the Watson Assistant.

1.2 Select a location→ Dallas(US-South) → Click the checkbox and Create the Watson Assistant.

1.3 Create the Watson Assistant name& Description→ Click the Next.

1.4 Choose the Industry →Banking and Financial Services & Click the next

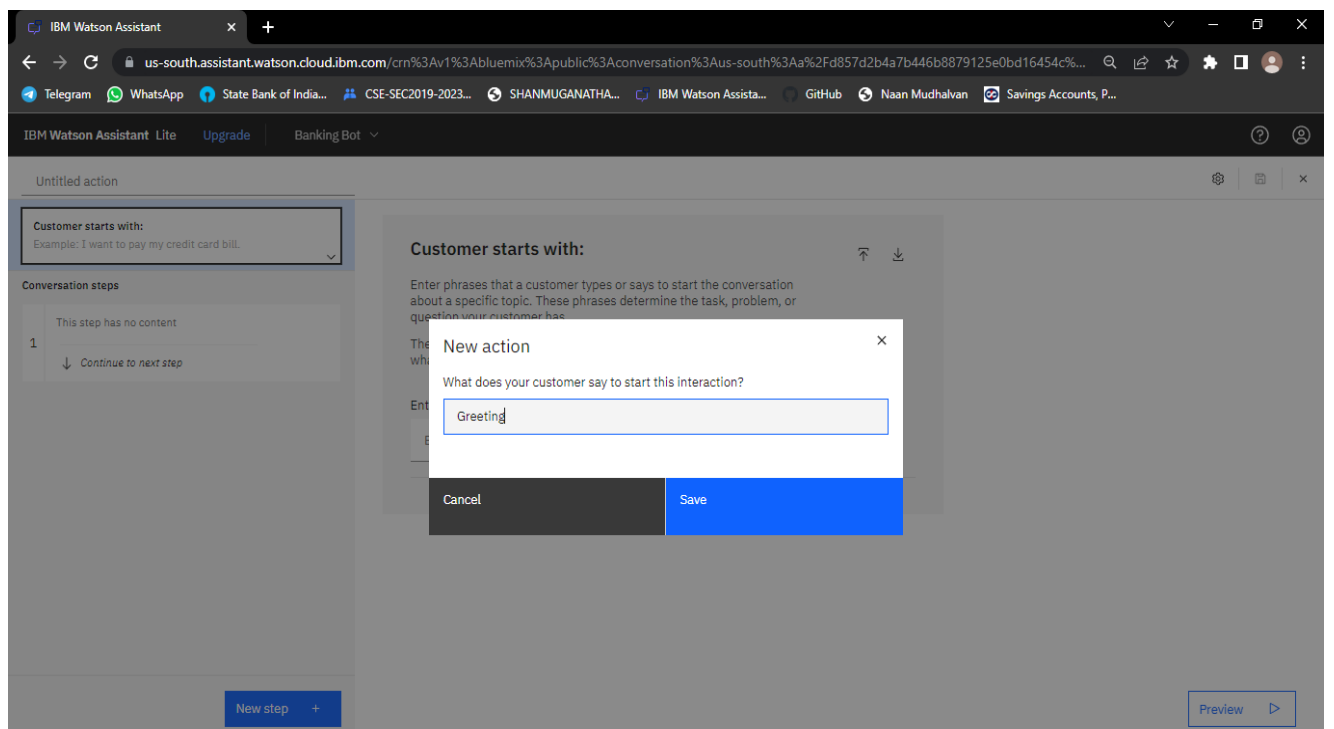## 1.5 Customize the chat UI (Primary, Secondary & Accent Color)→ Next

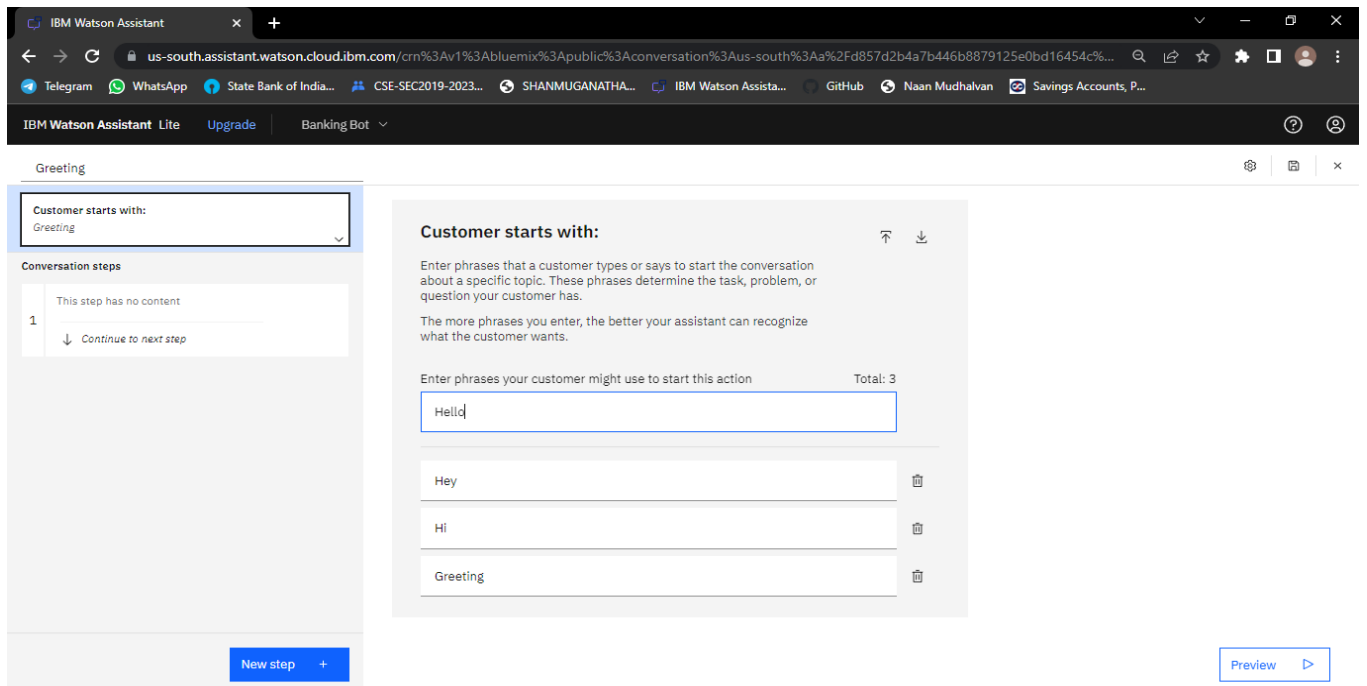1.6 Watson Assistant service will be created successfully.
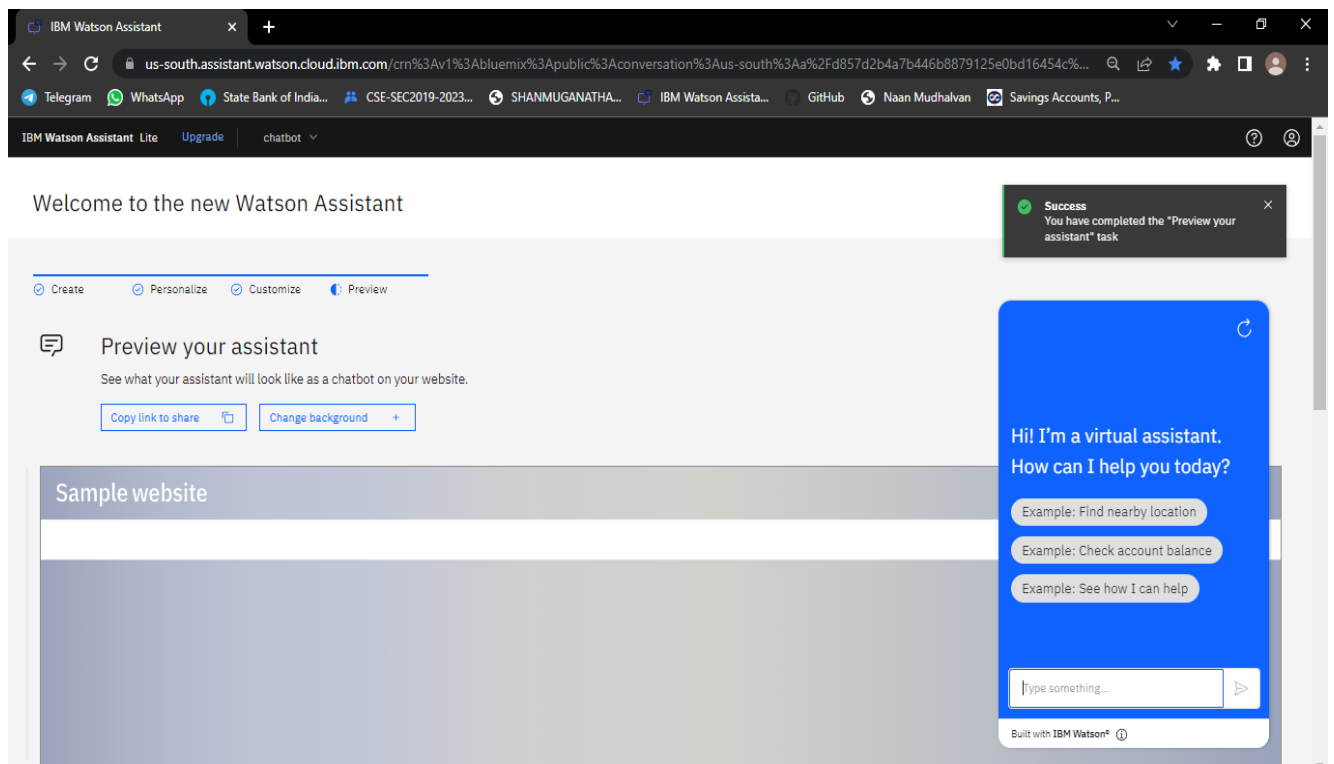
2.Chatbot Skills Creation

- Greeting
- Index
- End

2.1 Create the New Action Greeting→Click the save

2.2 Create the Customers Starts with (Hi, Hello, Hey) & Create the **Conversation step 1.**

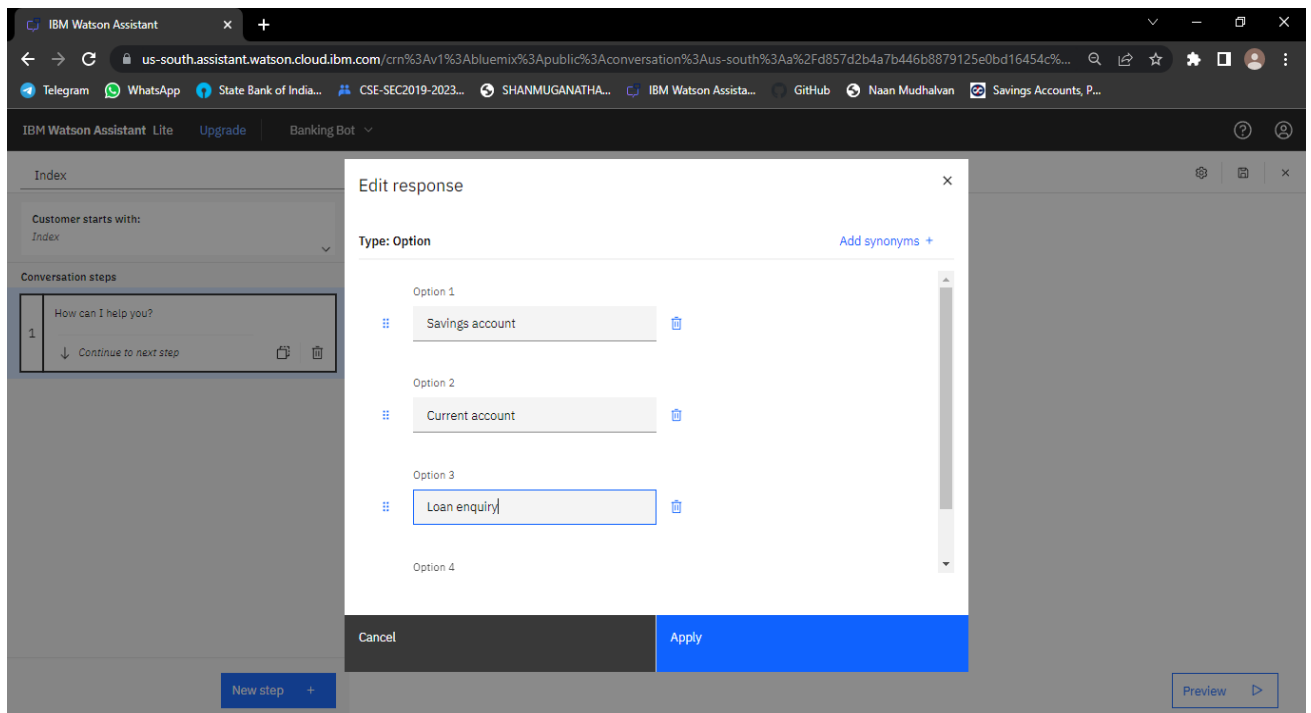## 2.3 Conversation Step 1 is created click the preview

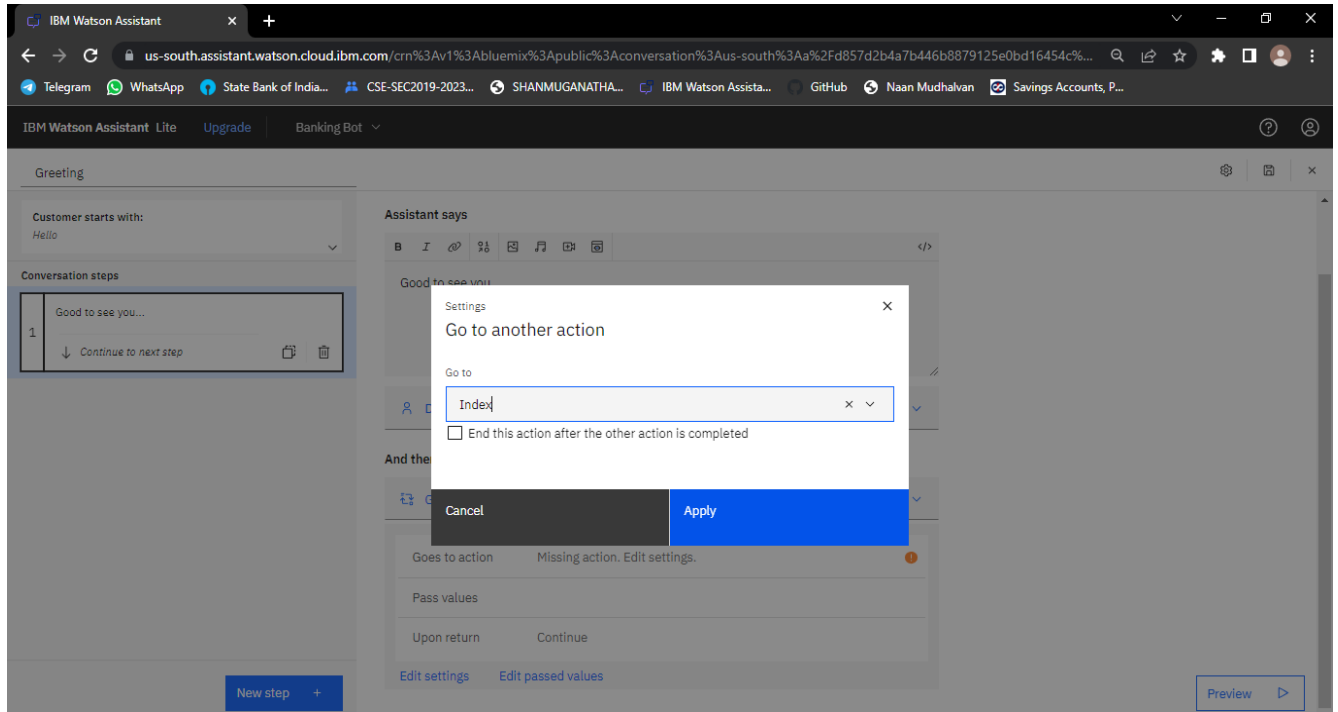## 2.4 Greeting Action successfully created.
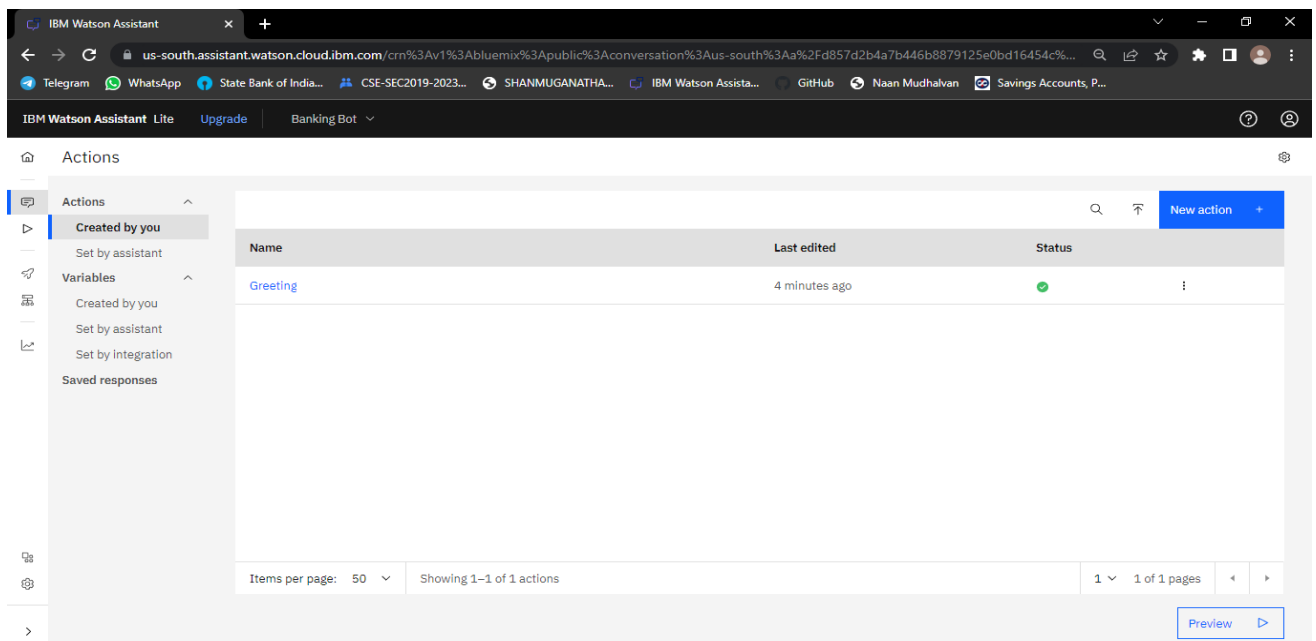
2.5 Create the new Action of Index & Click the Save
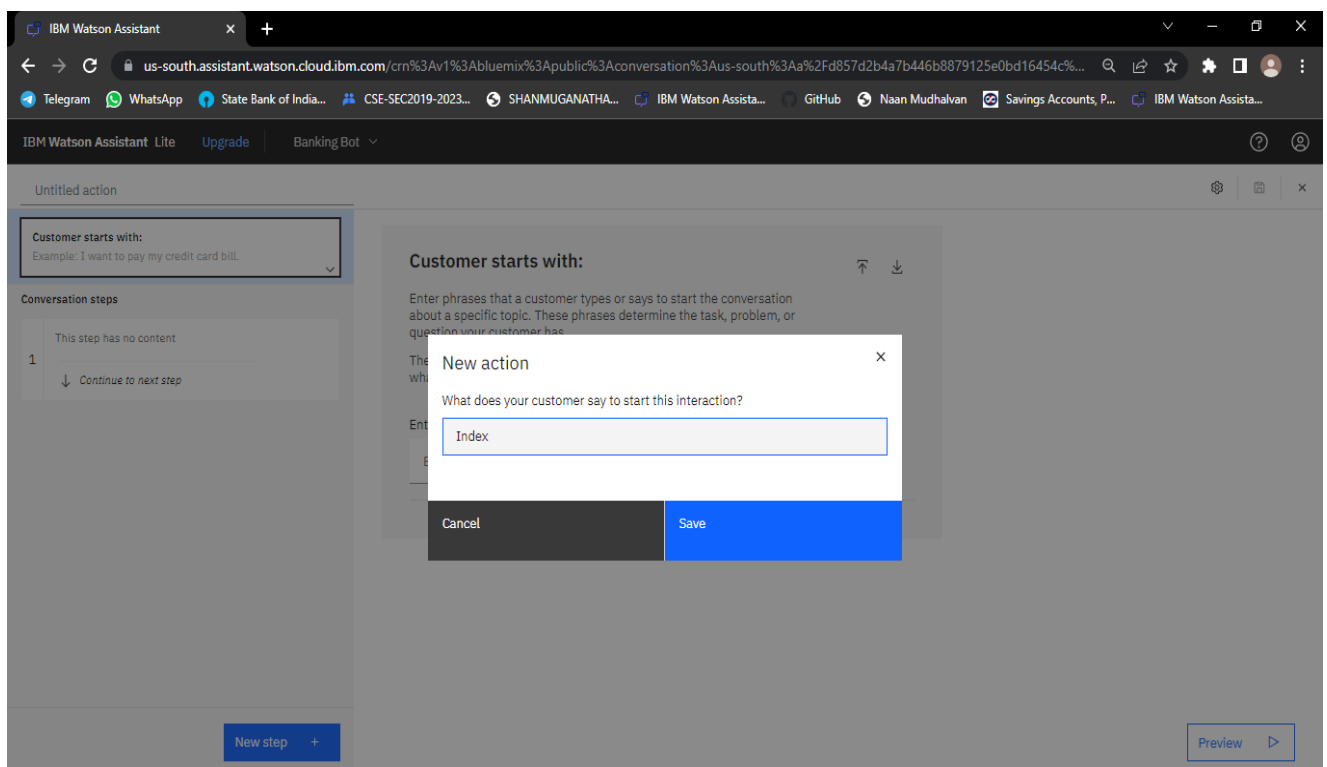
2.6 Choose the Define customer Response→ Click the options (Savings account, Current account, Loan enquiry, General query, Net Banking)

2.7 Index is linking with the greeting→ Choose Greeting Go to another action & Choose the Index click the Apply
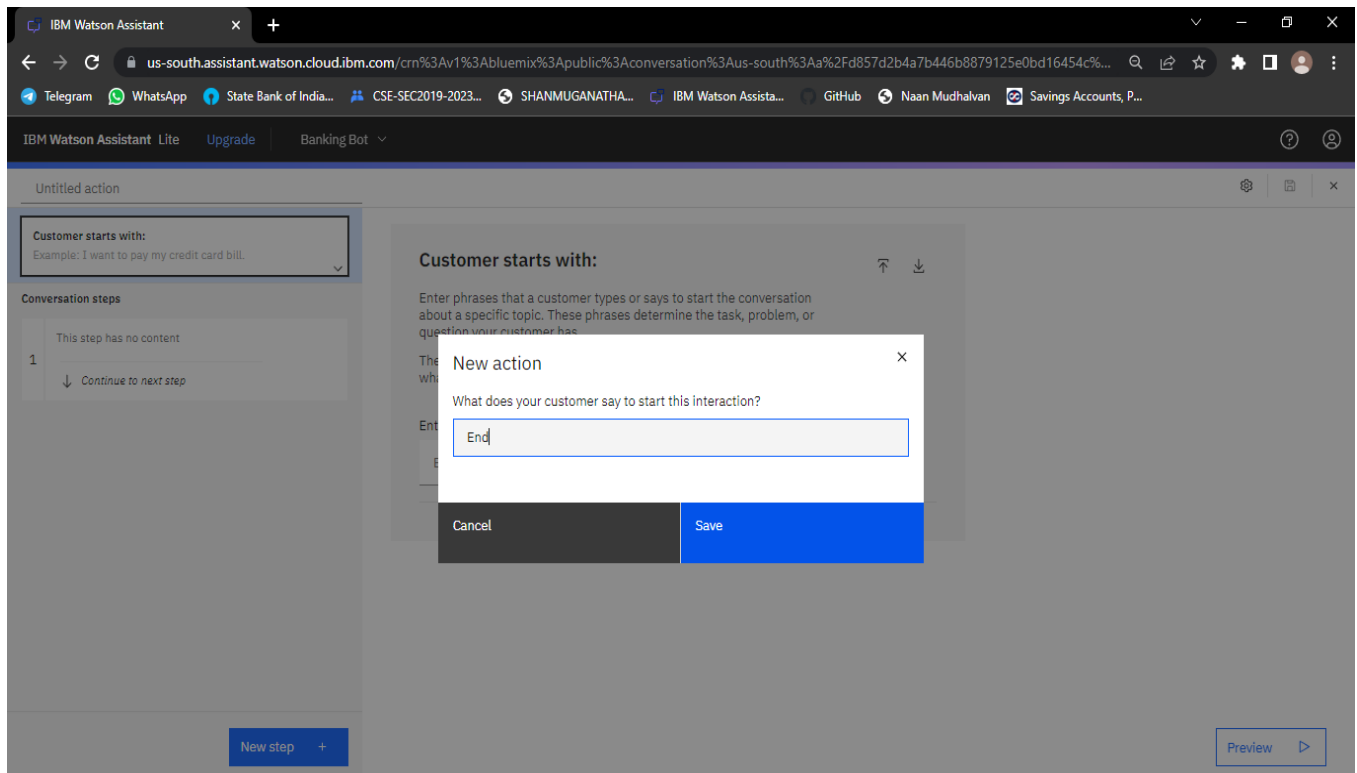
2.8 Now you can see the Preview page

2.9 Preview Chatbot you choose the Select an option to below options are showing

2.10 Next Create the New Action of End

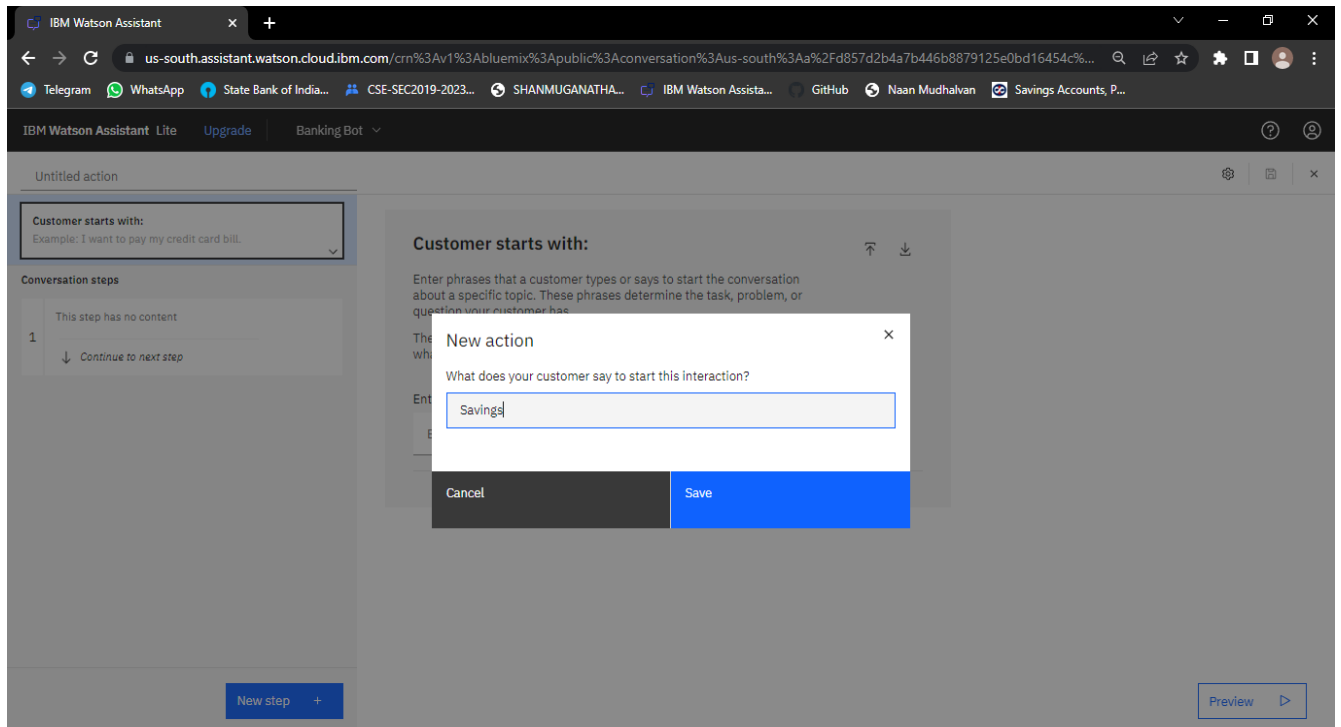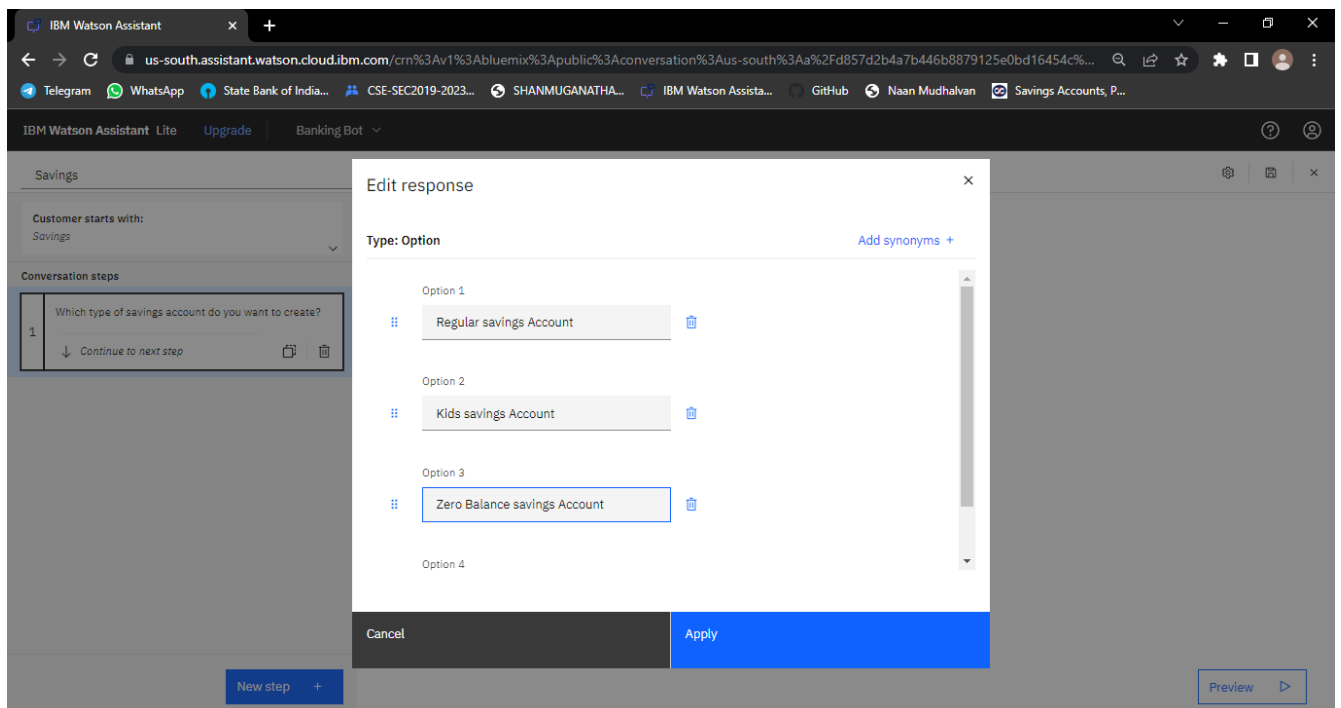## 2.11 Now you can successfully create the chatbot skills

- Regular Savings account
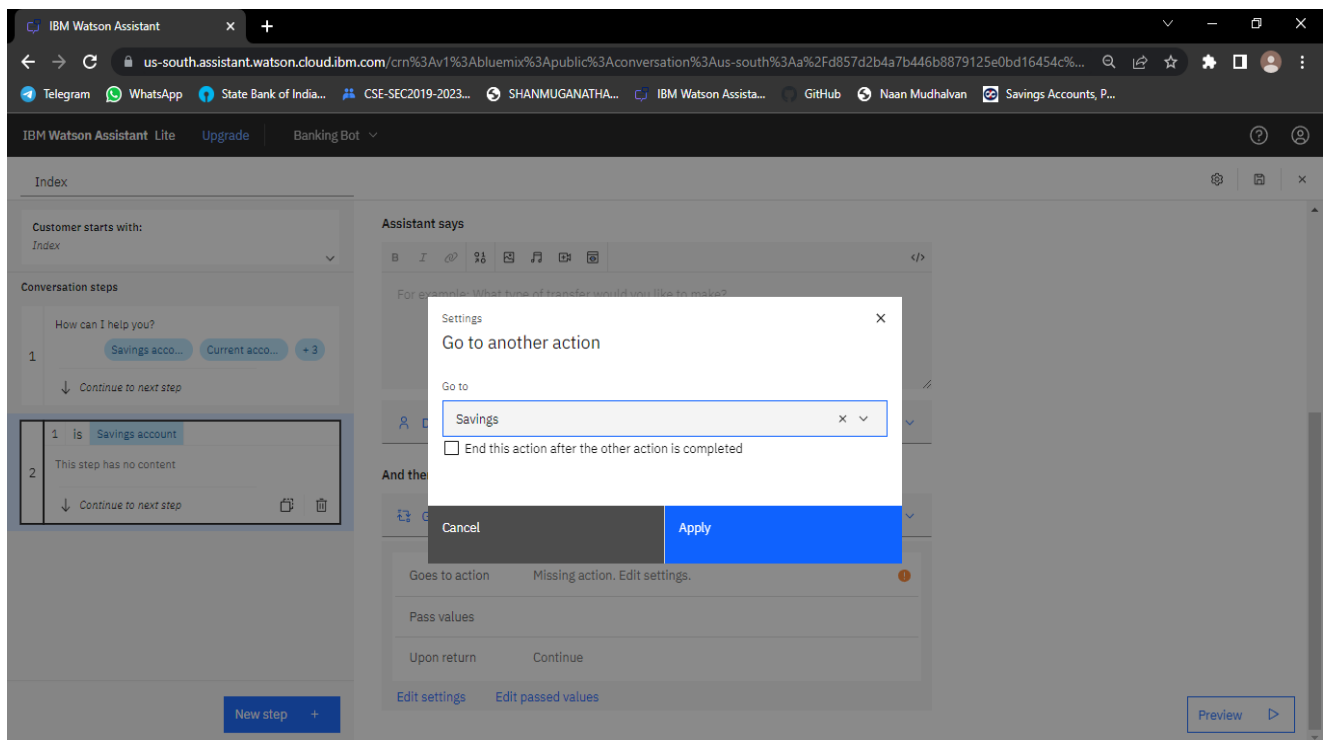- Kids savings account
- Zero Balance Savings account

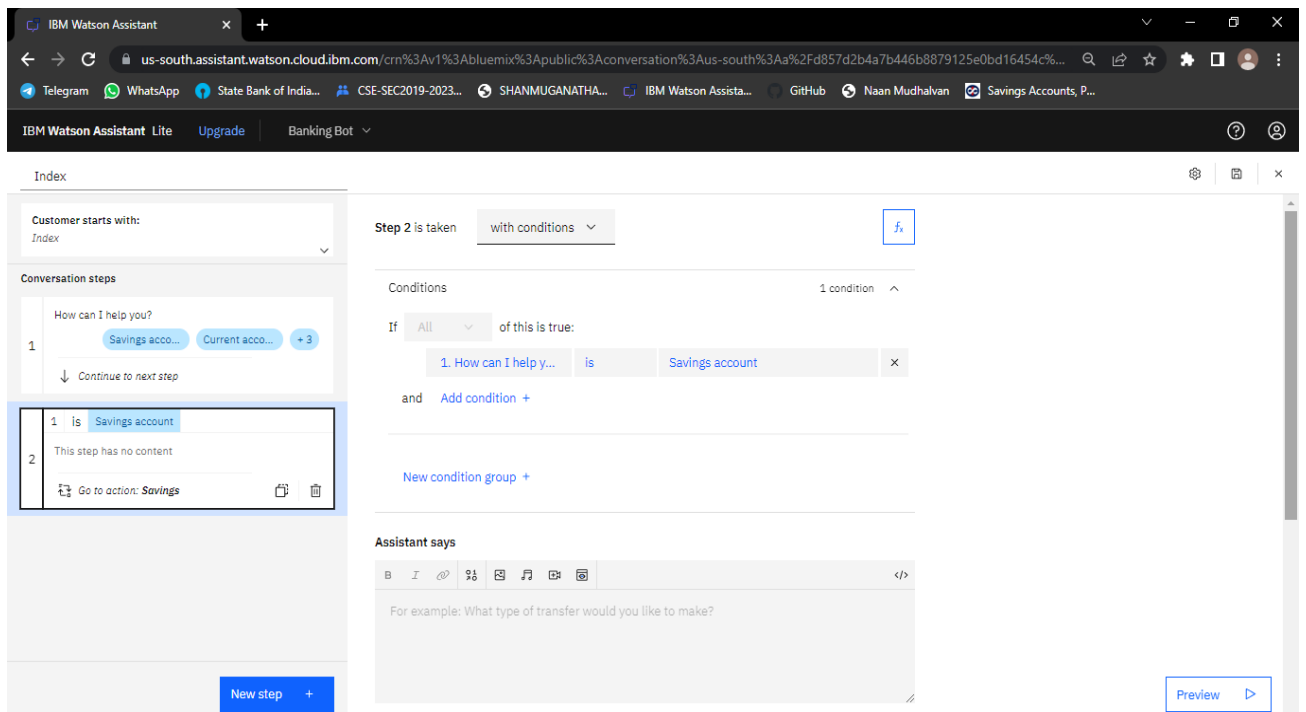3.1 Create the New Action of Savings & Click the Apply.

3.2 Savings conversation steps 1 in create the Defining Customer Responses & click the option to create the options(Regular, kids & Zero balance savings account).

3.3 Go to Index click the another action to link with the savings in index.

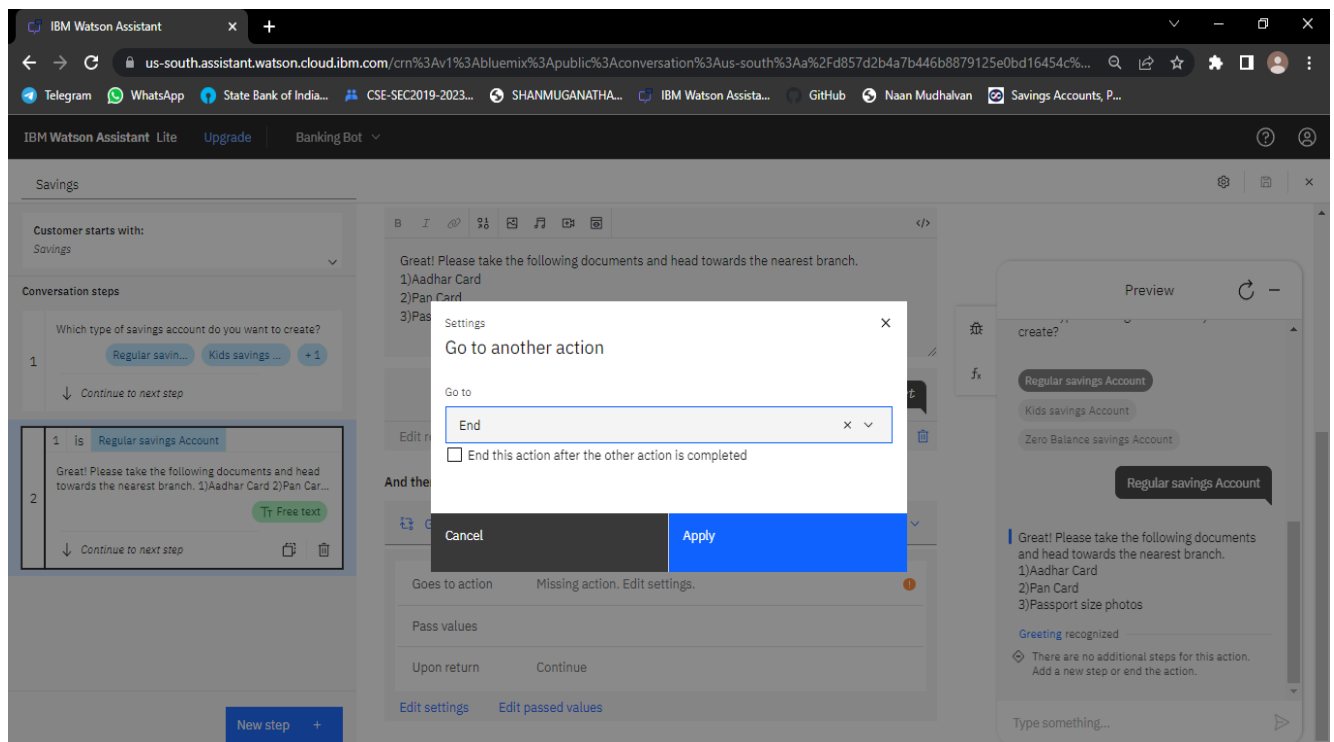3.4 Next Create the Conversation step 2 for Regular savings account.

3.5 Choose preview the below show the Savings account option.

3.6 Next click the Regular Saving account to show some documents.

3.7 Regular Savings account in choose the go to another action to End and Click the Apply.

3.8 Next you add the Free text for the Conversation step 1
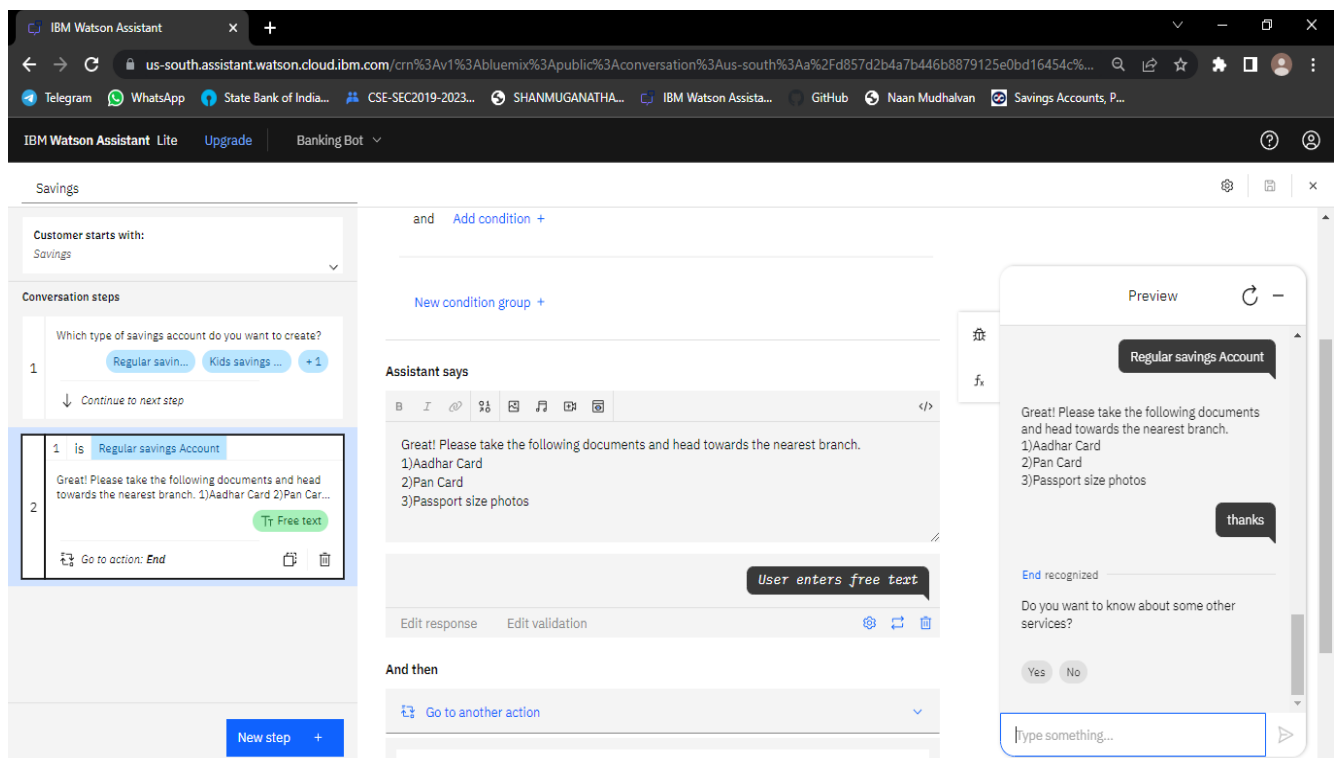
3.9 Now Create the conversation Step 2 to the Kids savings account.

3.10 Now Create the Conversation step 2 to the Zero Balance account.

3.11 Savings Account Actions are Successfully Created.