

Project Development Phase Sprint 3

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Team ID	PNT2022TMID48085
Project Name	Project – AI BASED DISCOURSE FOR BANKING INDUSTRY

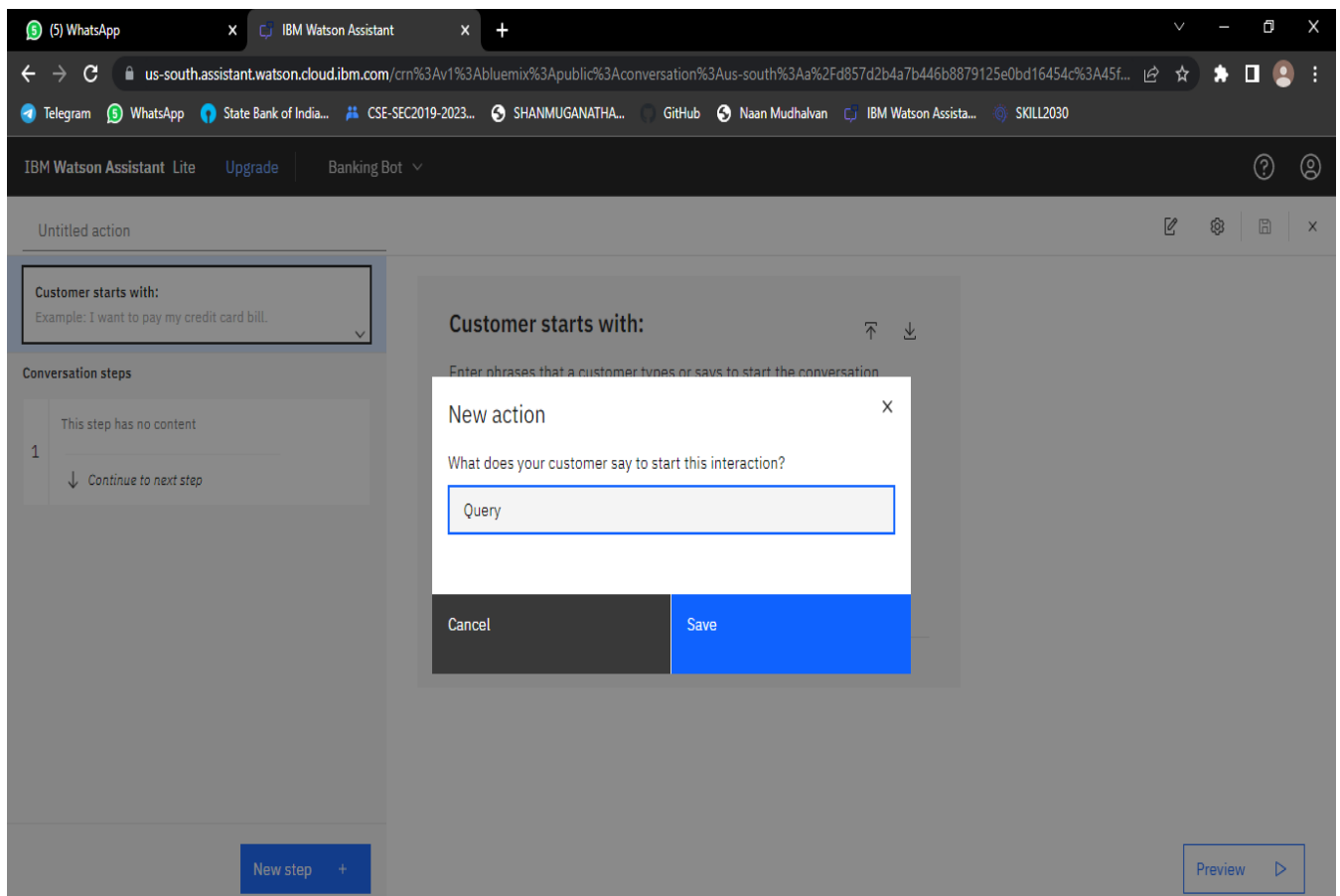
Sprint 3:

1. Creating General Queries Action.
2. Creating Net Banking Action.

1.Creating General Queries Action.

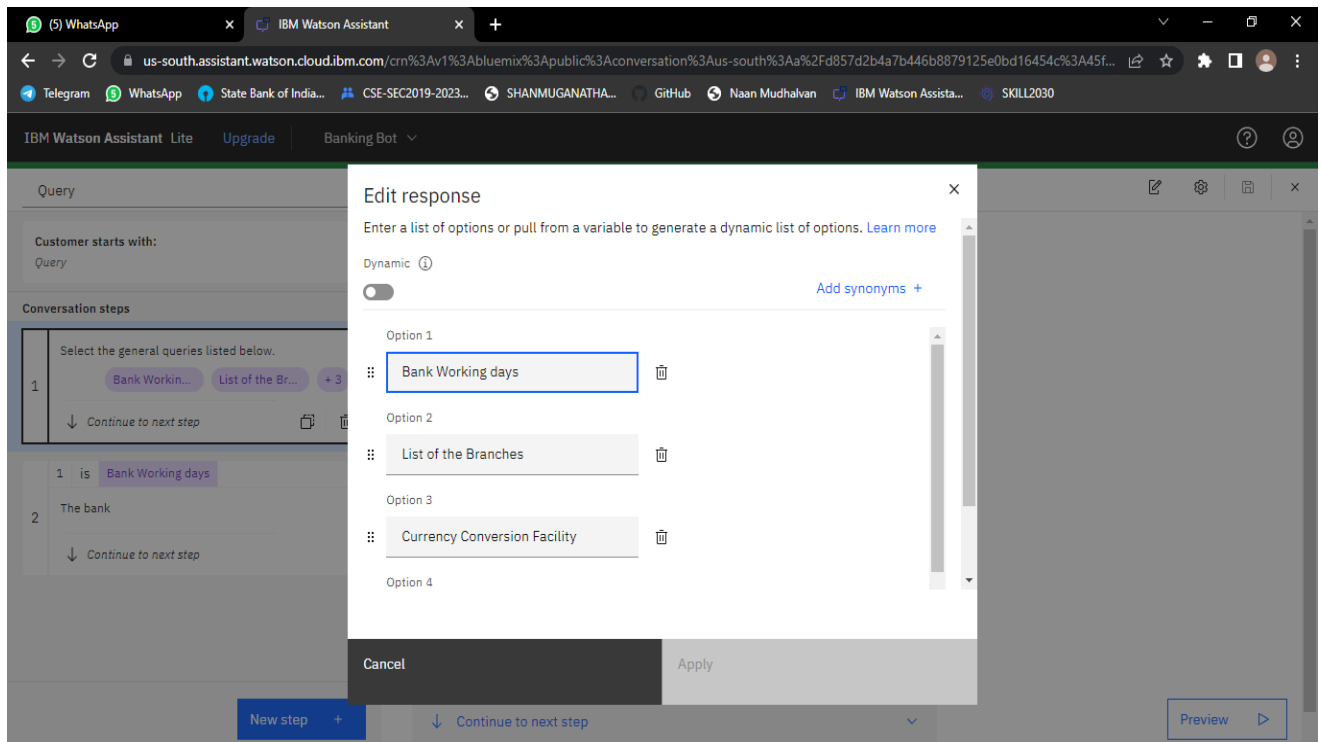
1.1 Create the new action for General queries.

Query (New action) → Save.

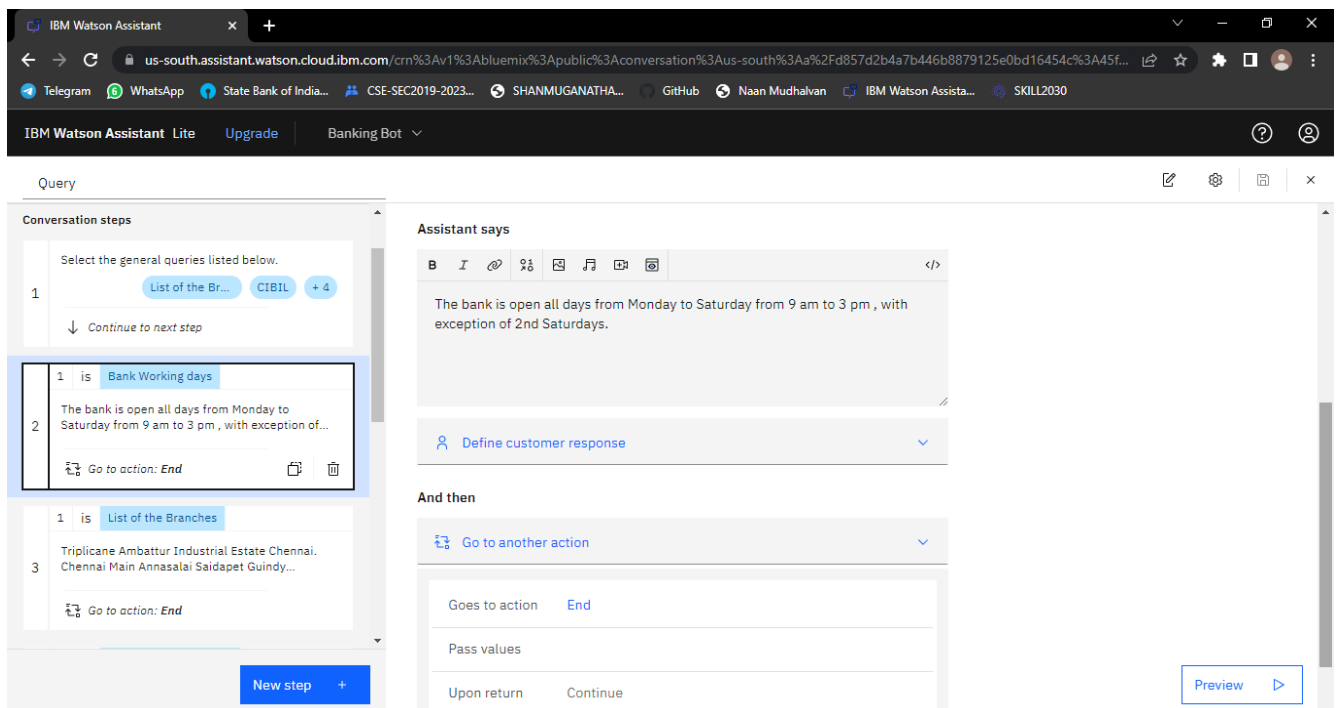


1.2 Create the general queries listed below → defining the customer responses (options are created)

Bank working days, list the branches and Storage locker Facility, etc.,



1.3 Create the Conversation steps (2) for the options in “Bank working days” (with conditions) and then go to another action click the “End”



1.4 Create the Conversation steps (3) for the options in “List the branches” (with conditions) and then go to another action click the “End”

The screenshot shows the IBM Watson Assistant interface. On the left, the 'Query' panel displays three conversation steps. Step 3, 'List of the Branches', is highlighted. It contains a list of branches: Triplicane Ambattur Industrial Estate Chennai, Chennai Main Annasalai Saidapet Guindy, and Egmore Chennai. The 'Go to action: End' button is visible. On the right, the 'Define customer response' panel shows the response text: 'Adyar Nungambakkam Kodambakkam Mint Terminus Chennai. Purasawalkam Egmore Chennai.' Below this, the 'And then' section shows the action 'Go to another action' with 'End' selected as the 'Goes to action'.

1.5 Create the Conversation steps (4) for the options in “Storage locker facility” (with conditions) and then go to another action click the “End”

The screenshot shows the IBM Watson Assistant interface. On the left, the 'Query' panel displays four conversation steps. Step 4, 'Storage Locker Facility', is highlighted. It contains a list of branches: Triplicane Ambattur Industrial Estate Chennai, Chennai Main Annasalai Saidapet Guindy, and Egmore Chennai. The 'Go to action: End' button is visible. On the right, the 'Define customer response' panel shows the response text: 'Adyar Nungambakkam Kodambakkam Mint Terminus, Chennai. Purasawalkam Egmore, Chennai. These branches have a locker storage facility.' Below this, the 'And then' section shows the action 'Go to another action' with 'End' selected as the 'Goes to action'.

1.6 Create the Conversation steps (5) for the options in “Currency Conversion Facility” (with conditions) and then go to another action click the “End”

The screenshot shows the IBM Watson Assistant interface. On the left, the 'Query' pane lists several steps. Step 5 is highlighted, showing a condition '1 is Currency Conversion Facility' and an action 'All our Branches have a forex Exchange facility.' with a 'Go to action: End' button. Below it, step 6 is partially visible with the condition '1 is CIBIL'. On the right, the 'Define customer response' pane is active, showing the text 'All our Branches have a forex Exchange facility.' and a 'Go to another action' dropdown menu. The 'And then' section shows 'Goes to action' set to 'End'. A 'Preview' button is at the bottom right.

1.7 Create the Conversation steps (6) for the options in “CIBIL score” (with conditions) and then go to another action click the “End”

The screenshot shows the IBM Watson Assistant interface. On the left, the 'Query' pane lists several steps. Step 6 is highlighted, showing a condition '1 is CIBIL' and an action 'CIBIL Score is a 3-digit numeric summary of your credit history, rating and report, and ranges from...' with a 'Go to action: End' button. Below it, step 7 is partially visible with the condition '1 is Find a nearest branch'. On the right, the 'Assistant says' pane is active, showing the text 'CIBIL Score is a 3-digit numeric summary of your credit history, rating and report, and ranges from 300 to 900. The closer your score is to 900, the better your credit rating is.' and a 'Go to another action' dropdown menu. The 'And then' section shows 'Goes to action' set to 'End'. A 'Preview' button is at the bottom right.

1.8 Create the Conversation steps (7) for the options in “Find a nearest branch” (with conditions) and then go to another action click the “End”

The screenshot shows the IBM Watson Assistant interface. On the left, the 'Query' panel displays a list of conversation steps. Step 7, 'Find a nearest branch', is selected and highlighted. The main area shows the configuration for this step. The 'Assistant says' section contains the text: 'Kindly reach out to our customer care executive. Contact us @944xxxx36'. Below this, the 'And then' section is configured with the action 'Go to another action', which leads to the 'End' action. The 'Preview' button is visible at the bottom right.

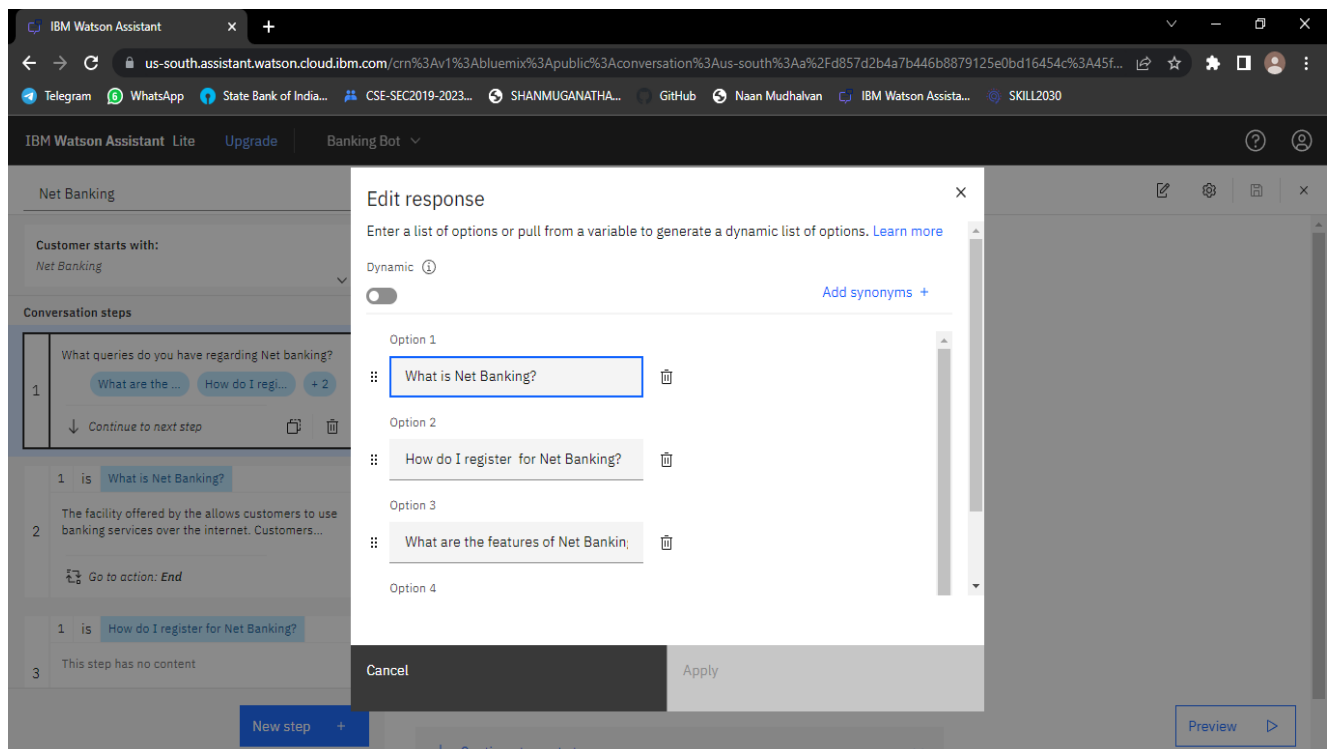
2.Creating Net Banking Action.

2.1 Create the new action for Net Banking.

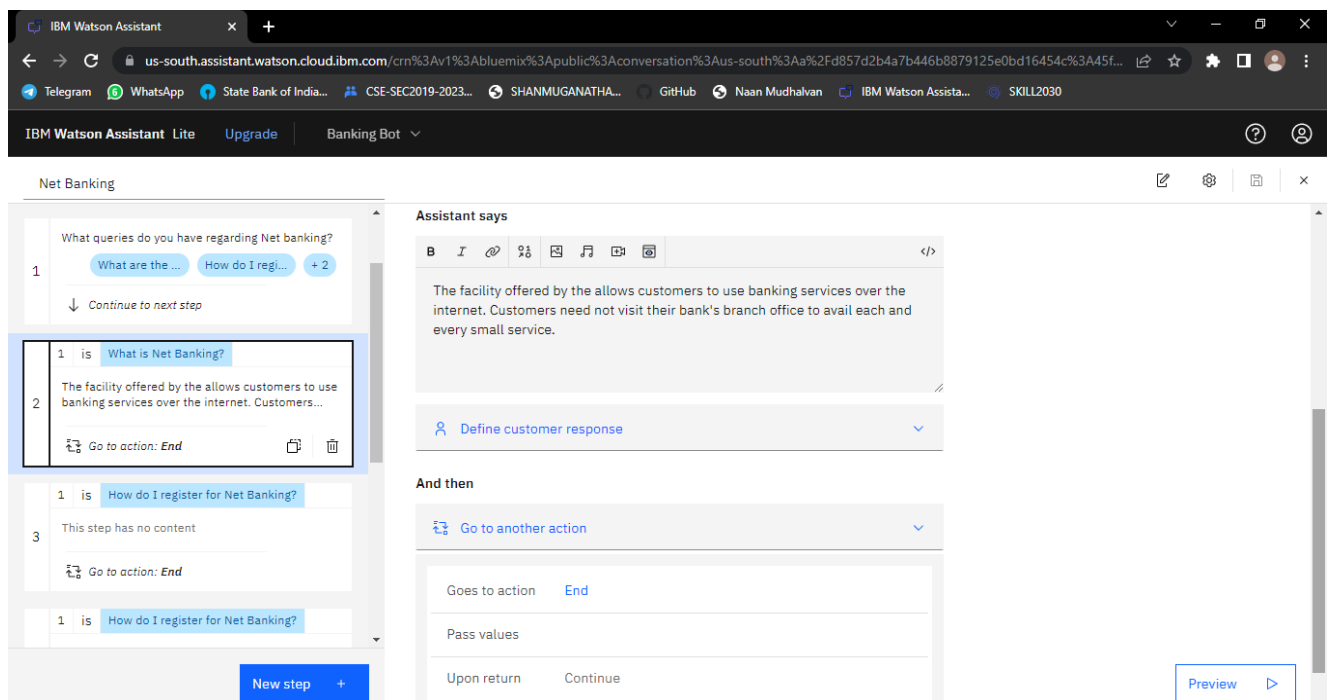
Net Banking (New action) → save.

The screenshot shows the IBM Watson Assistant interface with a 'New action' dialog box open. The dialog box prompts the user to enter phrases that a customer types or says to start the conversation. The text 'Net Banking' is entered in the input field. The 'Save' button is highlighted in blue. The background shows the 'Untitled action' configuration screen with the 'Customer starts with' section visible.

2.2 Create the queries regarding the Net banking Add some customer responses → option → Create the options (What is Net Banking, How do I register for Net Banking, Features of net banking)



2.3 Create the Conversation steps (2) for the options in “What is Net Banking” (with conditions) and then go to another action click the “End”



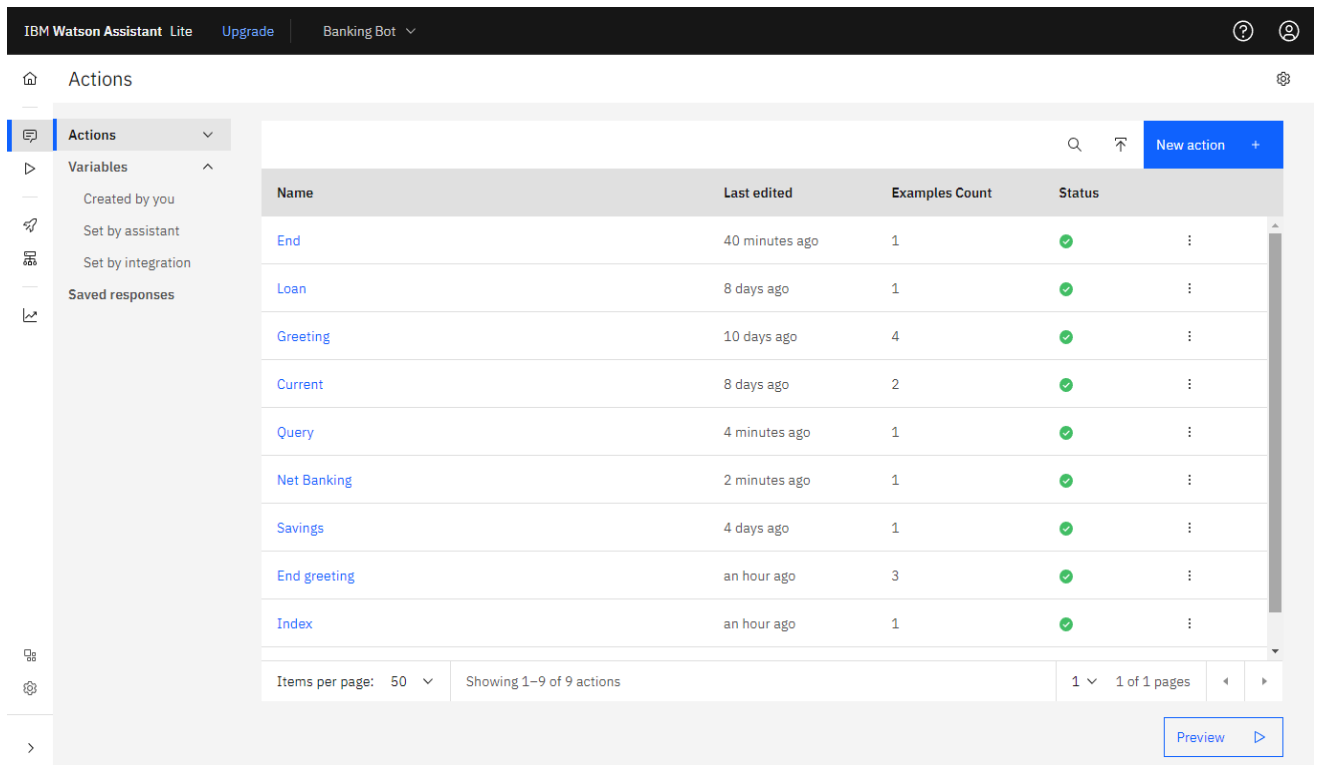
2.4 Create the Conversation steps (3) for the options in “How do I register the Net Banking” (with conditions) and then go to another action click the “End”

The screenshot shows the IBM Watson Assistant interface for a 'Banking Bot'. The left pane displays the conversation steps. Step 3 is highlighted, showing a user question 'How do I register for Net Banking?' and a system response 'Please download and fill up the net banking requisition form and submit it your home branch.' The right pane shows the 'Assistant says' section with the same response text. Below it, the 'And then' section has a 'Go to another action' button. The 'Goes to action' dropdown is set to 'End'. The 'Pass values' and 'Upon return' fields are empty. A 'Preview' button is at the bottom right.

2.5 Create the Conversation steps (4) for the options in “What are the features of Net Banking” (with conditions) and then go to another action click the “End”

The screenshot shows the IBM Watson Assistant interface for a 'Banking Bot'. The left pane displays the conversation steps. Step 4 is highlighted, showing a user question 'What are the features of Net Banking?' and a system response listing eight features: 1)Check the account Statement online, 2)Open a fixed deposit amount, 3)Pay utility bills such as water bills and electricity bills, 4)Make merchant payments, 5)Transfer funds, 6)Order a cheque book, 7)Buy general insurance, 8)Recharge prepaid mobile/DTH. The right pane shows the 'Assistant says' section with the same list. Below it, the 'And then' section has a 'Go to another action' button. The 'Goes to action' dropdown is set to 'End'. The 'Pass values' field is empty. A 'Preview' button is at the bottom right.

2.6 General queries and Net banking actions are successfully created.



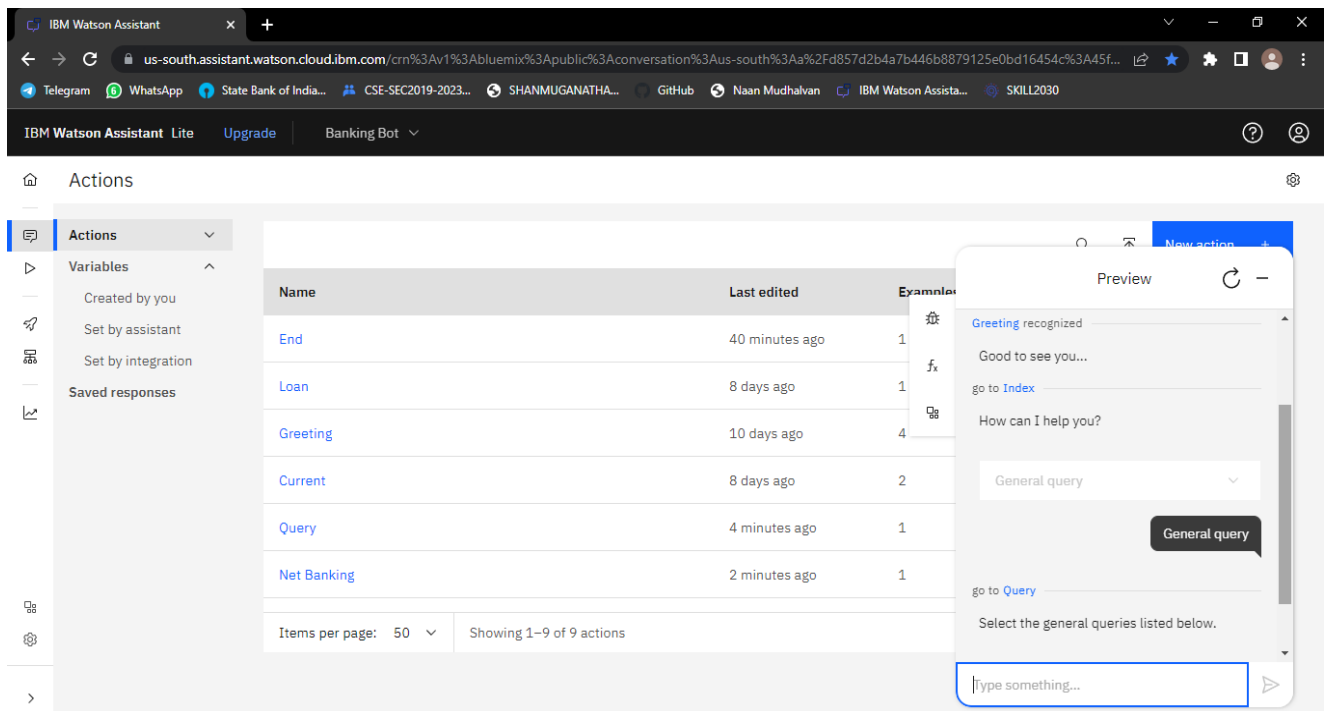
The screenshot shows the IBM Watson Assistant interface. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', and 'Banking Bot'. The left sidebar has 'Actions' selected. The main area displays a table of actions:

Name	Last edited	Examples Count	Status
End	40 minutes ago	1	✓
Loan	8 days ago	1	✓
Greeting	10 days ago	4	✓
Current	8 days ago	2	✓
Query	4 minutes ago	1	✓
Net Banking	2 minutes ago	1	✓
Savings	4 days ago	1	✓
End greeting	an hour ago	3	✓
Index	an hour ago	1	✓

At the bottom, it says 'Items per page: 50' and 'Showing 1–9 of 9 actions'. A 'Preview' button is visible in the bottom right.

Previews:

i) Preview page click the general Query → Select the general queries listed below.



The screenshot shows the IBM Watson Assistant interface with the 'Query' action selected. A 'Preview' modal is open, showing a conversation flow:

- Greeting recognized
- Good to see you...
- go to [Index](#)
- How can I help you?
- General query (selected)
- go to [Query](#)
- Select the general queries listed below.

The input field at the bottom contains 'Type something...'. The background shows the same table of actions as the previous screenshot.

ii) Select the options → Click the any options (ex. List the branches)

The screenshot shows the IBM Watson Assistant interface. The 'Actions' tab is selected, displaying a table of actions. A preview window is open, showing a chatbot response to the query 'How can I help you?'. The response includes a 'General query' button and a 'Select an option' dropdown menu.

Name	Last edited	Example
End	40 minutes ago	1
Loan	8 days ago	1
Greeting	10 days ago	4
Current	8 days ago	2
Query	4 minutes ago	1
Net Banking	2 minutes ago	1

Items per page: 50 Showing 1–9 of 9 actions

iii) show the list of branches.

The screenshot shows the IBM Watson Assistant interface. The 'Actions' tab is selected, displaying a table of actions. A preview window is open, showing a chatbot response to the query 'List of the Branches'. The response lists several branches in Chennai, including Triplicane, Ambattur Industrial Estate, and others.

Name	Last edited	Example
End	40 minutes ago	1
Loan	8 days ago	1
Greeting	10 days ago	4
Current	8 days ago	2
Query	4 minutes ago	1
Net Banking	2 minutes ago	1

Items per page: 50 Showing 1–9 of 9 actions

iv) Choose the Net Banking → shows the some of queries related to net banking.

The screenshot shows the IBM Watson Assistant interface. On the left, the 'Actions' menu is open, showing a list of actions: End, Loan, Greeting, Current, Query, and Net Banking. The 'Net Banking' action is selected. The main area displays a table of actions with columns for Name, Last edited, and Examples. The 'Net Banking' action is highlighted in blue. A 'Preview' window is open on the right, showing a chat interface with the text 'How can I help you?' and a dropdown menu with 'Net Banking' selected. Below the dropdown, there is a list of queries related to Net Banking: 'What is Net Banking?', 'How do I register for Net Banking?', and 'What are the features of Net Banking?'. The input field at the bottom of the preview window contains the text 'Type something...'.

Name	Last edited	Examples
End	40 minutes ago	1
Loan	8 days ago	1
Greeting	10 days ago	4
Current	8 days ago	2
Query	4 minutes ago	1
Net Banking	2 minutes ago	1

Items per page: 50 Showing 1–9 of 9 actions

v) You Click the any options (Ex. What is Net Banking)

The screenshot shows the IBM Watson Assistant interface. On the left, the 'Actions' menu is open, showing a list of actions: End, Loan, Greeting, Current, Query, and Net Banking. The 'Net Banking' action is selected. The main area displays a table of actions with columns for Name, Last edited, and Examples. The 'Net Banking' action is highlighted in blue. A 'Preview' window is open on the right, showing a chat interface with the text 'Facing errors in Net Banking' and a dropdown menu with 'What is Net Banking?' selected. Below the dropdown, there is a list of queries related to Net Banking: 'The facility offered by the allows customers to use banking services over the internet. Customers need not visit their bank's branch office to avail each and every small service.', 'go to End', 'Do you want to know about some other services?', and 'Yes No'. The input field at the bottom of the preview window contains the text 'Type something...'.

Name	Last edited	Examples
End	40 minutes ago	1
Loan	8 days ago	1
Greeting	10 days ago	4
Current	8 days ago	2
Query	4 minutes ago	1
Net Banking	2 minutes ago	1

Items per page: 50 Showing 1–9 of 9 actions

Vi) Thanks to complete the action.

The screenshot displays the IBM Watson Assistant console interface. The top navigation bar includes the IBM Watson Assistant logo, a search bar, and a list of open tabs. The main content area is titled 'Actions' and features a sidebar with navigation options: 'Actions', 'Variables', 'Created by you', 'Set by assistant', 'Set by integration', and 'Saved responses'. The 'Actions' tab is selected, showing a table of actions.

Name	Last edited	Examine
End	40 minutes ago	1
Loan	8 days ago	1
Greeting	10 days ago	4
Current	8 days ago	2
Query	4 minutes ago	1
Net Banking	2 minutes ago	1

Below the table, there is a pagination control showing 'Items per page: 50' and 'Showing 1-9 of 9 actions'.

A 'Preview' modal is open on the right side of the screen, displaying a conversation flow for the 'Greeting' action. The modal includes a 'Preview' title, a 'New action' button, and a 'Yes/No' selection. The conversation flow shows a message: 'Thank you. Have a nice day.' followed by a prompt: 'There are no additional steps for this action. Add a new step or end the action.' The flow ends with 'Greeting ended' and 'Action complete'. A 'Thanks' button is visible at the bottom of the modal.