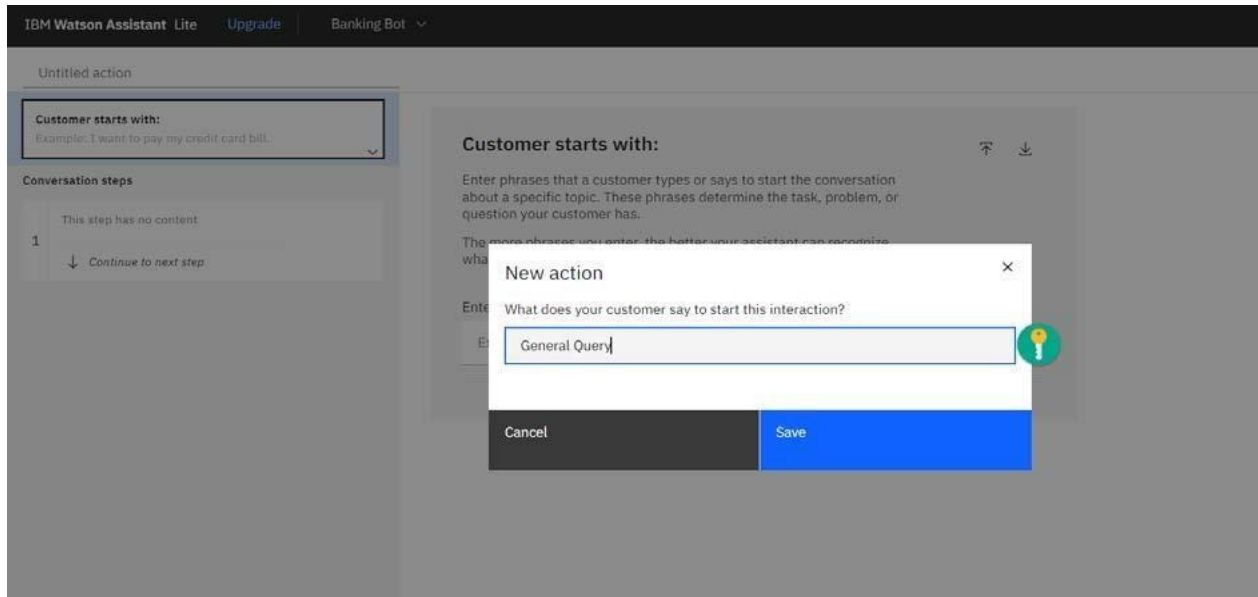


Creating General Query Action:



Edit response



Type: Option

Add synonyms +

- Option 1
- ⋮ Bank Working Days 
- Option 2
- ⋮ List of Branches 
- Option 3
- ⋮ Storage Locker Facility 
- Option 4



Cancel

Apply

General Query

Customer starts with:
General Query

Conversation steps

Select the general queries listed below:

1 Bank Workin... List of Branc... + 4

Continue to next step

1 is Bank Working Days

The bank is open all days from Monday to Saturday from 9 AM to 3 PM, with exception of second...

Free text

Continue to next step

Assistant says

The bank is open all days from Monday to Saturday from 9 AM to 3 PM, with exception of second...

Settings

Go to another action

Go to

End

☐ End this action after the other action is completed

Cancel Apply

Goes to action Missing action. Edit settings.

Pass values

Upon return Continue

General Query

Customer starts with:
General Query

Conversation steps

1

Select the general queries listed below:

Bank Workin...

List of Branc...

+ 4

Continue to next step

2

1 is Bank Working Days

The bank is open all days from Monday to Saturday from 9 AM to 3 PM, with exception of second...

Continue to next step

If All of this is true:

1. Select the genera...

is

Bank Working Days

x

and Add condition +

New condition group +

Assistant says

B I P S E J G

</>

The bank is open all days from Monday to Saturday from 9 AM to 3 PM, with exception of second Saturdays.

Define customer response

Index

Index

Conversation steps

1

How can I help you?

General Quer...

Loan Account

+ 3

Continue to next step

1 is Savings Account

2

This step has no content.

Go to action: Savings

1 is Current Account

3

This step has no content

Go to action: Current

1 is General Queries

4

This step has no content

Continue to next step

Step 4 is taken with conditions

Conditions

1 condition

^

If All of this is true:

1. How can I help yo...

is

General Queries

x

and Add condition +

New condition group +

Assistant says

B I P S E J G

</>

For example: Please select from the following options:

Greetings recognized

Welcome to IBM Bank. Good to see you!

go to Index

How can I help you?

General Queries

General Queries

go to General Query

Select the general queries listed below:

Select an option

go to General Query

Select the general queries listed below:

Bank Working Days

Bank Working Days

The bank is open all days from Monday to Saturday from 9 AM to 3 PM, with exception of second Saturdays.

General Query

Customer starts with:

General Query

Conversation steps

1

Select the general queries listed below:

Currency Con...CIBIL+ 4

Continue to next step

2

1 is Bank Working Days

The bank is open all days from Monday to Saturday from 9 AM to 3 PM, with exception of second...

Free text

Go to action: End

3

1 is List of Branches

ADYAR,ALWARPET,ANNA NAGAR,AYANAVARAM,ASHOK NAGAR,EGMORE,RAMAPURAM,KK...

Free text

Go to action: End

New step

Step 3 is taken

with conditions

fx

Conditions

1 condition

If All of this is true:

1. Select the genera...

is

List of Branches

X

and Add condition

New condition group

Assistant says

B I % ☒ 🎵 📺

ADYAR,ALWARPET,ANNA NAGAR,AYANAVARAM,ASHOK NAGAR,EGMORE,RAMAPURAM,KNAGAR,KARAPAKKAM,KOYAMBEDU,WEST MAMBALAM

User enters free text