Creating Netbanking Action:

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 wha

Ente

E:

New action ✕

What does your customer say to start this interaction?

Net Banking

Cancel   Save

Edit response ✕

Type: Option   Add synonyms +

Option 1

⠿   What is Net Banking?   🗑

Option 2

⠿   How do I register for Net Banking?   🗑

Option 3

⠿   What are the features of Net Banking?   🗑

Option 4

Cancel   Apply

Net Banking

Customer starts with:
Net Banking

Conversation steps

1. What queries do you have regarding Net banking?
   [What is Net B...] [How do I regi...] [+ 2]
   ↓ Continue to next step

2. 1 is [What is Net Banking?]
   The facility offered by the bank allows customers to use banking services over the internet. Customers ne...
   [Tт Free text]
   ↓ Continue to next step

Step 2 is taken [with conditions ∨]   [fₓ]

Conditions   1 condition ∧

If [All ∨] of this is true:

[1. What queries do ...] [is] [What is Net Banking?] [×]

and   Add condition +

New condition group +

Assistant says

B I ⊘ ⊟ ⊞ ♫ ⊡ ⊚   </>

The facility offered by the bank allows customers to use banking services over the internet. Customers need not visit their banks branch office to avail each and every small service.

User enters free text

New step +

IBM Watson Assistant Lite | Upgrade   Banking Bot ∨

Net Banking

Customer starts with:
Net Banking

Conversation steps

1. What queries do you have regarding Net banking?
   [What is Net B...] [How do I regi...] [+ 2]
   ↓ Continue to next step

2. 1 is [What is Net Banking?]
   The facility offered by the bank allows customers to use banking services over the internet. Customers ne...
   [Tт Free text]
   ⇄ Go to action: **End**

3. 1 is [How do I register for Net Banking?]
   Please download and fill up the net banking requisition form and submit it to your home branch.
   [Tт Free text]
   ⇄ Go to action: **End**

Step 3 is taken [with conditions ∨]   [fₓ]

Conditions   1 condition ∧

If [All ∨] of this is true:

[1. What queries do ...] [is] [How do I register for Net Banking?] [×]

and   Add condition +

New condition group +

Assistant says

B I ⊘ ⊟ ⊞ ♫ ⊡ ⊚   </>

Please download and fill up the net banking requisition form and submit it to your home branch.

User enters free text

New step +

Net Banking

Tᴛ Free text

⮃ Go to action: **End**

---

1   is   How do I register for Net Banking?

Please download and fill up the net banking
requisition form and submit it to your home branch.

3

Tᴛ Free text

⮃ Go to action: **End**

---

1   is   What are the features of Net Banking?

- Check the account statement online - Open a fixed
deposit account - Pay utility bills such as water bill...

4

Tᴛ Free text

⮃ Go to action: **End**

---

1   is   Facing errors in Net Banking?

Please contact our Customer care executive or
approach the closest branch.

5

Tᴛ Free text

⮃ Go to action: **End**   ⎘   🗑

New step   +

Step 5 is taken   with conditions ⌄ | fₓ |

Conditions   1 condition ⌃

If   All ⌄   of this is true:

1. What queries do ...   is   Facing errors in Net Banking?   ✕

and   Add condition +   🔑

New condition group +

Assistant says

| B   *I*   ⌂   °¦°   ⊡   ♫   ⊡⋅   ⊙   </> |

Please contact our Customer care executive or approach the closest branch.

User enters free text

~~Edit response   Edit validation~~

Net Banking

Tᴛ Free text

⮃ Go to action: **End**

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1   is   How do I register for Net Banking?

Please download and fill up the net banking
requisition form and submit it to your home branch.

3

Tᴛ Free text

⮃ Go to action: **End**   ⎘   🗑

---

1   is   What are the features of Net Banking?

The following are the features of a net banking
account: - Check the account statement online -...

4

Tᴛ Free text

⮃ Go to action: **End**   ⎘   🗑

---

1   is   Facing errors in Net Banking?

Please contact our Customer care executive or
approach the closest branch.

5

Tᴛ Free text

⮃ Go to action: **End**

---

and   Add condition +

New condition group +

Assistant says

| B   *I*   ⌂   °¦°   ⊡   ♫   ⊡⋅   ⊙   </> |

The following are the features of a net banking account:

- Check the account statement online
- Open a fixed deposit account
- Pay utility bills such as water bills and electricity bills
- Make merchant payments
- Transfer funds
- Order a cheque book
- Buy general insurance
- Recharge prepaid mobile/DTH

User enters free text

Edit response   Edit validation   ⚙   ⇄   🗑

go to **Net Banking**

What queries do you have regarding Net banking?

What is Net Banking?

How do I register for Net Banking?

What are the features of Net Banking?

Facing errors in Net Banking?

How do I register for Net Banking?

Please download and fill up the net banking requisition form and submit it to your home branch.

okay

Current

Customer starts with:
Current

Conversation steps

1. What is your's company type?
   Proprietorship   Partnership
   ↓ Continue to next step

2. 1 is Proprietorship
   Please take the following documents and approach the closest branch:
 1. Income tax returns of...
   Tt Free text
   ↳ Go to action: End

3. 1 is Partnership
   Please take the following documents and approach the closest branch
 1. Income tax returns of...
   Tt Free text
   ↓ Continue to next step

1. What is your's company type?   is   Partnership   ×

and   Add condition +

New condition group +

Assistant says

B I ⌐ ⁇ ▣

Please take the followin

1. Income tax return
2. Company Agreeme
3. Pan card for both p

Edit response   Edit v

And then

↳ Go to another action ▾

Goes to action   Missing action. Edit settings.

Settings   ×
Go to another action

Go to
End   × ∨

☐ End this action after the other action is completed

Cancel   Apply