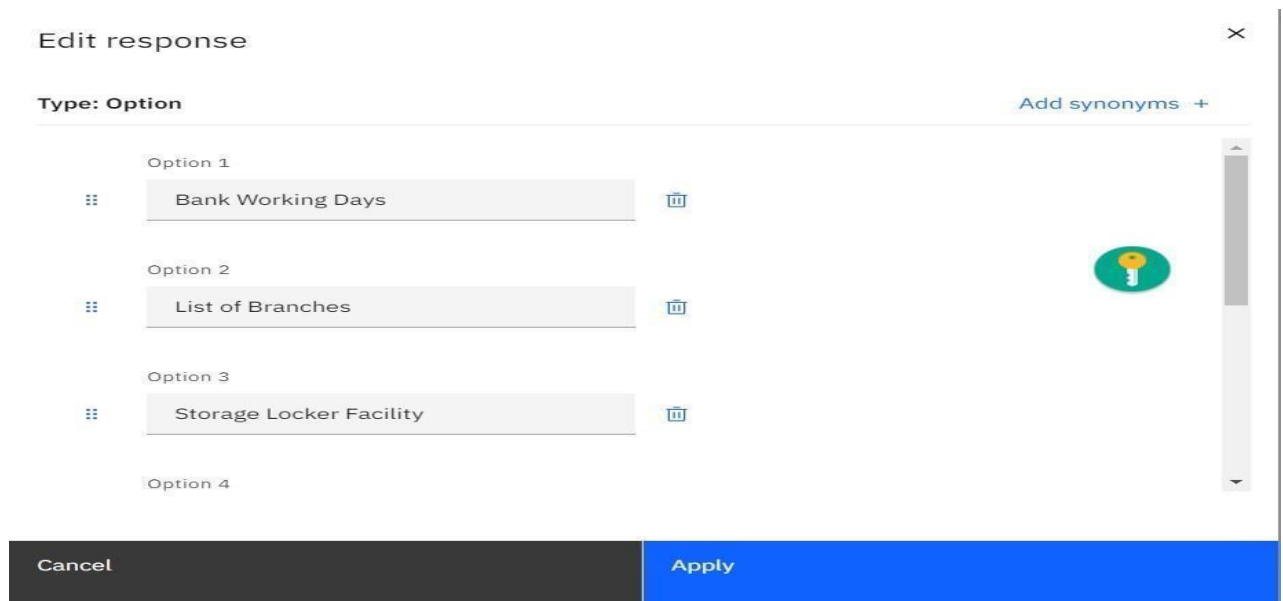
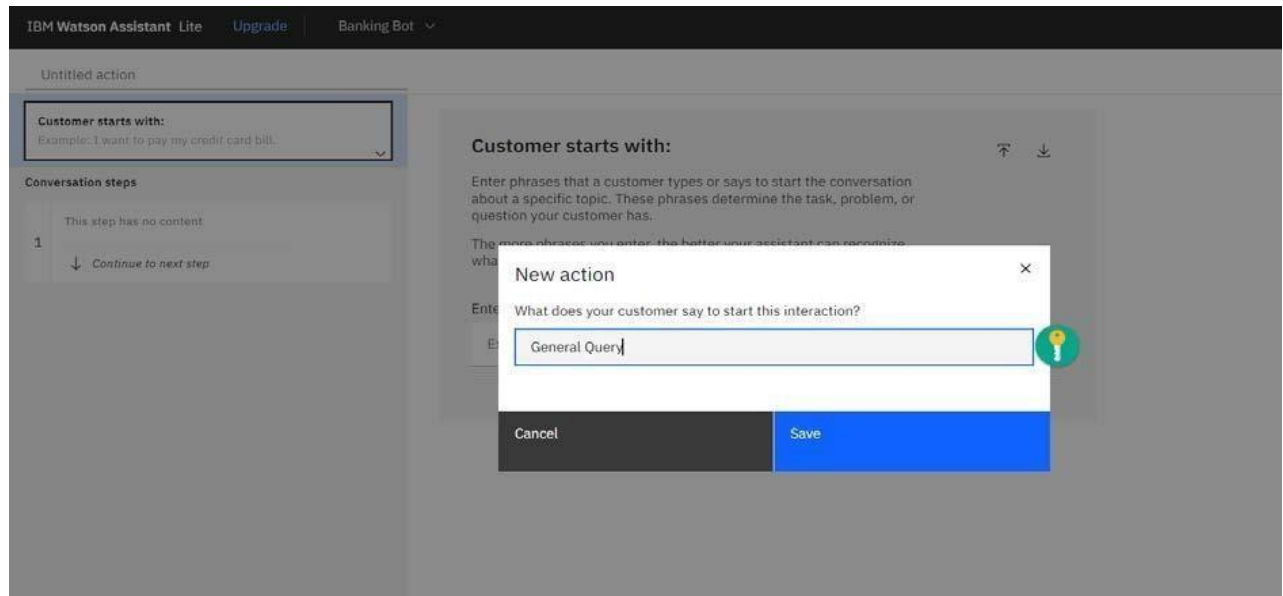


## Project Development Phase Sprint 3

Team ID	PNT2022TMID30537
Project Name	AI Based Discourse for Banking Industry

### Creating General Query:



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

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

This step has no content

Go to action: Savings

1

is Current Account

This step has no content

Go to action: Current

1

is General Queries

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

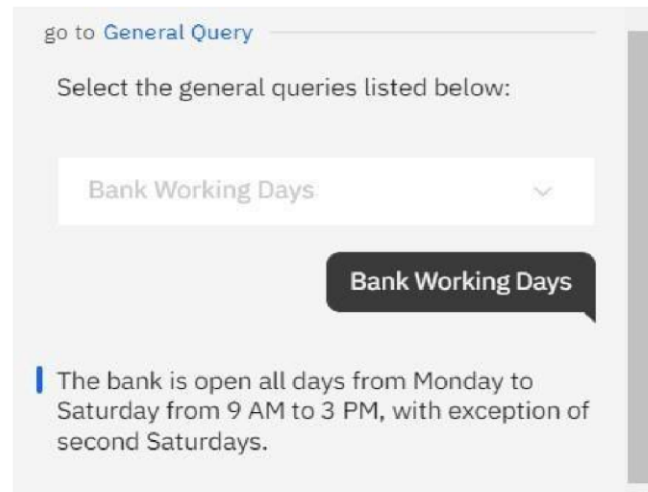
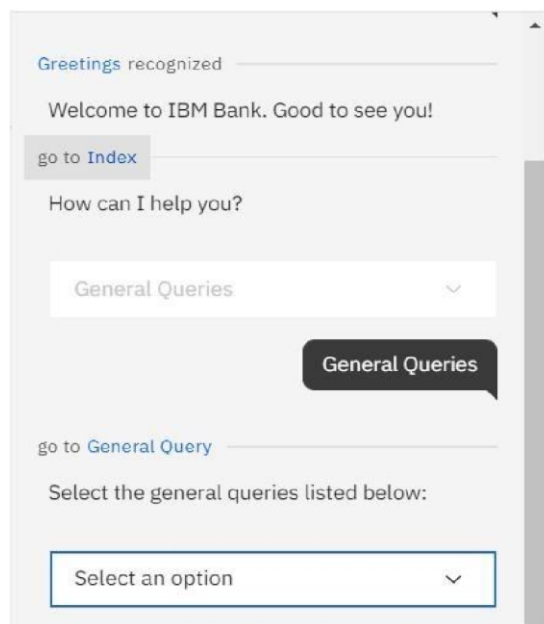
and Add condition +

New condition group +

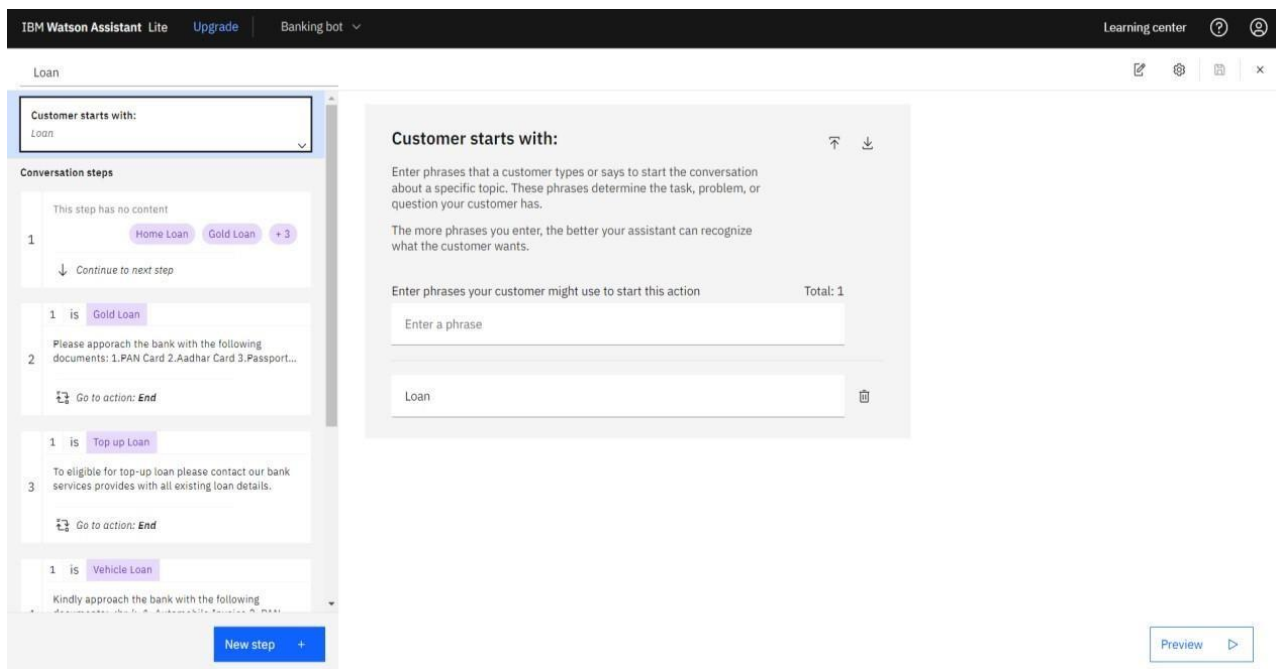
Assistant says

For example: Please select from the following options:

## Preview:



## Creating Loan Account:



IBM Watson Assistant Lite Upgrade Banking bot Learning center

Loan

Customer starts with: Loan

Conversation steps

1 This step has no content  
Continue to next step

2 1 is Gold Loan  
Please approach the bank with the following documents: 1.PAN Card 2.Aadhar Card 3.Passport siz...  
Go to action: End

3 This step has no content  
Continue to next step

Step 2 is taken with conditions

Conditions 1 condition

If All of this is true:

1. No response is Gold Loan

and Add condition +

New condition group +

Assistant says

Please approach the bank with the following documents:  
1.PAN Card  
2.Aadhar Card  
3.Passport size photo

Define customer response

IBM Watson Assistant Lite Upgrade Banking bot Learning center

Loan

Customer starts with: Loan

Conversation steps

1 This step has no content  
Continue to next step

2 1 is Gold Loan  
Please approach the bank with the following documents: 1.PAN Card 2.Aadhar Card 3.Passport...

3 1 is Top up Loan  
To eligible for top-up loan please contact our bank services provides with all existing loan details.  
Go to action: End

4 1 is Vehicle Loan  
Kindly approach the bank with the following documents: <br /> 1. Automobile Invoice 2. PAN...

Step 2 is taken with conditions

Conditions 1 condition

If All of this is true:

1. No response is Gold Loan

and Add condition +

New condition group +

Assistant says

Please approach the bank with the following documents:  
1.PAN Card  
2.Aadhar Card  
3.Passport size photo

Define customer response

Preview

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

Loan

Customer starts with:  
Loan

Conversation steps

1

This step has no content

Continue to next step

1

is

Gold Loan

2

Please approach the bank with the following documents: 1.PAN Card 2.Aadhar Card 3.Passport...

Go to action: End

1

is

Top up Loan

3

To eligible for top-up loan please contact our bank services provides with all existing loan details.

Go to action: End

1

is

Vehicle Loan

4

Kindly approach the bank with the following documents: <br /> 1. Automobile Invoice 2. PAN...

New step

Step 2 is taken

with conditions

Conditions

1 condition

If All of this is true:

1. No response is Gold Loan

and Add condition

New condition group

Assistant says

Please approach the bank with the following documents:  
1. PAN Card  
2. Aadhar Card  
3. Passport size photo

Define customer response

Preview

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

Loan

Go to action: End

1

is

Top up Loan

3

To eligible for top-up loan please contact our bank services provides with all existing loan details.

Go to action: End

1

is

Vehicle Loan

4

Kindly approach the bank with the following documents: <br /> 1. Automobile Invoice 2. PAN...

Go to action: End

5

Please visit the nearest available bank with the following documents <br /> 1. Student ID card 2...

Go to action: End

6

To be eligible for the House loan please contact our bank services providers with all existing loan...

Continue to next step

New step

Step 3 is taken

with conditions

Conditions

1 condition

If All of this is true:

1. No response is Top up Loan

and Add condition

New condition group

Assistant says

To eligible for top-up loan please contact our bank services provides with all existing loan details.

Define customer response

Preview

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

Loan

Go to action: End

1

is

Top up Loan

3

To eligible for top-up loan please contact our bank services provides with all existing loan details.

Go to action: End

1

is

Vehicle Loan

4

Kindly approach the bank with the following documents: <br /> 1. Automobile Invoice 2. PAN...

Go to action: End

5

Please visit the nearest available bank with the following documents <br /> 1. Student ID card 2...

Go to action: End

6

To be eligible for the House loan please contact our bank services providers with all existing loan...

Continue to next step

New step

Step 4 is taken

with conditions

Conditions

1 condition

If All of this is true:

1. No response is Vehicle Loan

and Add condition

New condition group

Assistant says

Kindly approach the bank with the following documents:  
1. Automobile Invoice  
2. PAN Card  
3. Income Tax Returns for the last three years

Define customer response

Preview

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

Loan

Go to action: End

1 is Top up Loan  
To eligible for top-up loan please contact our bank services provides with all existing loan details.

3  
Go to action: End

1 is Vehicle Loan  
Kindly approach the bank with the following documents: <br /> 1. Automobile Invoice 2. PAN...

4  
Go to action: End

5  
Please visit the nearest available bank with the following documents <br /> 1. Student ID card 2....  
Go to action: End

6  
To be eligible for the House loan please contact our bank services providers with all existing loan...  
Continue to next step

New step +

Step 5 is takenwithout conditions

Assistant says

Please visit the nearest available bank with the following documents  
1. Student ID card  
2. PAN Card  
3. Aadhar Card  
4. Passport size photos

Define customer response

And then

Go to another action

Goes to action	End
Pass values	
Upon return	Continue

Edit settingsEdit passed values

Preview

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

Loan

Go to action: End

1 is Top up Loan  
To eligible for top-up loan please contact our bank services provides with all existing loan details.

3  
Go to action: End

1 is Vehicle Loan  
Kindly approach the bank with the following documents: <br /> 1. Automobile Invoice 2. PAN...

4  
Go to action: End

5  
Please visit the nearest available bank with the following documents <br /> 1. Student ID card 2....  
Go to action: End

6  
To be eligible for the House loan please contact our bank services providers with all existing loan...  
Continue to next step

New step +

Step 6 is takenwithout conditions

Assistant says

To be eligible for the House loan please contact our bank services providers with all existing loan details.

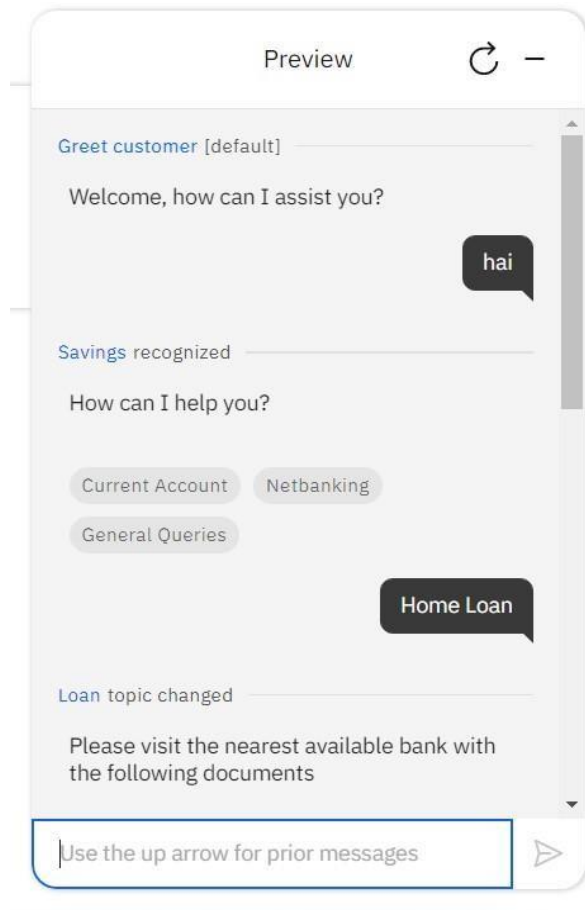
Define customer response

And then

Continue to next step

Preview

## Preview:



Preview



Please visit the nearest available bank with the following documents

1. Student ID card
2. PAN Card
3. Aadhar Card
4. Passport size photos

go to [End](#)

Do you want to know about some other services?

Yes

No

Student Loan