

# Project Development Phase

## Sprint 1

Date	29 October 2022
Team ID	PNT2022TMID39554
Project Name	AI Based Discourse for Banking Industry

### Create IBM Watson Assistant Service & Chatbot Skills

#### Creation of IBM Watson Assistant Service:

To implement AI Based Discourse for Banking Industry, we need an IBM Service.

The Service used is **IBM WATSON ASSISTANT**.

<b>IBM SERVICE</b>	<b>WATSON ASSISTANT</b>
<b>REGION</b>	<b>DALLAS</b>
<b>LANGUAGE</b>	<b>ENGLISH</b>

IBM Watson Assistant Lite Upgrade

Learning center ?

Welcome to the new Watson Assistant 

Next

Create Personalize Customize Preview

Create your first assistant

Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.

Assistant name

Banking ChatBot

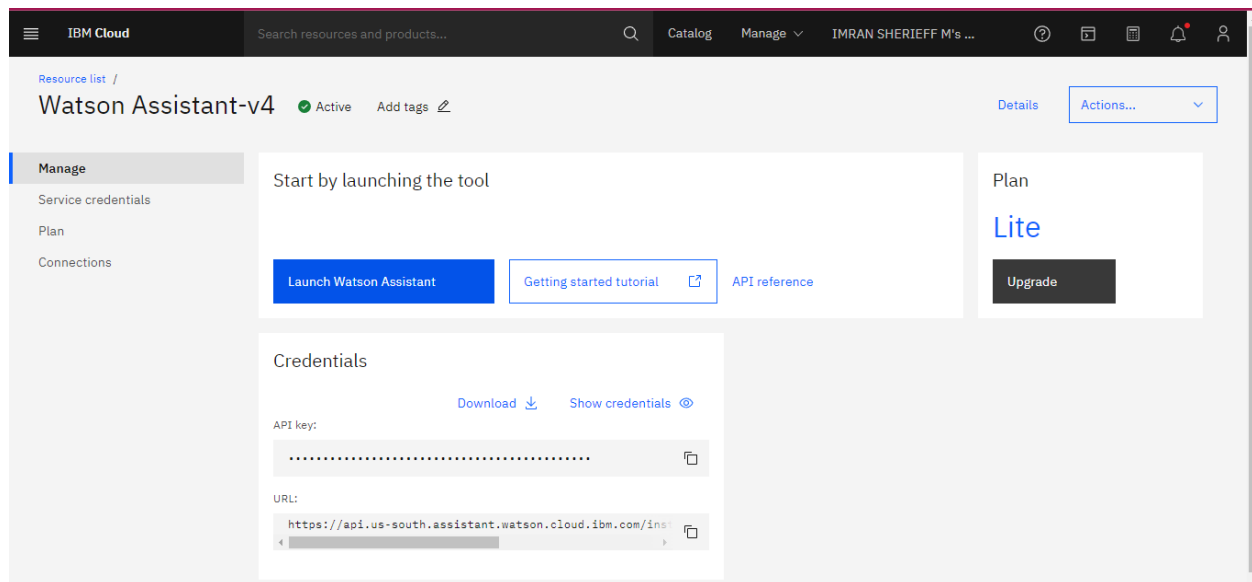
Your assistant name will be kept internally and not visible to your customers

Description (optional)

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AI BASED DISCOURSE FOR BANKING INDUSTRY

Assistant language



### Creation of Chatbot Skills:

Skills are nothing but actions and steps. Steps are the subset of actions where conversations are built and Assistant is used to integrating skills.

The Chatbot build for the project AI Based Discourse for Banking Industry is based on **ACTION SKILLS**.

SKILL TYPE	ACTION OR STEP SKILL
LANGUAGE	ENGLISH

IBM Watson Assistant interface showing the initial setup for a "Greeting" conversation step.

**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 what the customer wants.

Enter phrases your customer might use to start this action Total: 4

Enter a phrase

Hey

Hi

Hello

Greeting

**Conversation steps**

1 This step has no content

↓ Continue to next step

**Now step** +

**Preview** ▶

IBM Watson Assistant interface showing the configuration of the "Greeting" conversation step.

**Customer starts with:**

1 total step 0 end steps 0 re-ask steps

**Conversation steps**

1 Good to see you.

↓ Continue to next step

**Now step** +

**Step 1 is taken** without conditions

**Assistant says**

Good to see you.

Define customer response

**And then**

Continue to next step

**Preview** ▶

IBM Watson Assistant interface showing a conversation step configuration for "Greeting".

**Customer starts with:** Greeting

**Step 1 is taken:** without conditions

**Assistant says:** Good to see you.

**Conversation steps:** 1. Good to see you. (Continue to next step)

**Preview:** Greet customer (default) - Welcome, how can I assist you? (hello) - Greeting recognized - Good to see you. (There are no additional steps for this action. Add a new step or end the action.)

IBM Watson Assistant interface showing a conversation step configuration for "Greeting" with a transition to another action.

**Customer starts with:** Hey

**Step 1 is taken:** without conditions

**Assistant says:** Good to see you.

**Conversation steps:** 1. Good to see you. (Go to action: Index)

**Preview:** Greet customer (default) - Welcome, how can I assist you? (hey) - Greeting recognized - Good to see you. - Index recognized - How can I help you? (Select an option)

IBM Watson Assistant interface showing the Actions list.

Navigation menu on the left:

- Actions
  - Created by you
  - Set by assistant
- Variables
  - Created by you
  - Set by assistant
  - Set by integration
- Saved responses

Main table:

Name	Last edited	Status	
<a href="#">Index</a>	6 minutes ago	✓	⋮
<a href="#">Greeting</a>	2 minutes ago	✓	⋮

Footer: Items per page: 50 Showing 1-2 of 2 actions 1 1 of 1 pages Preview

**Note:** In this Sprint 1, there is no code needed to create assistant and skills, it purely based on Actions and steps.