

## Project Development Phase Sprint 1

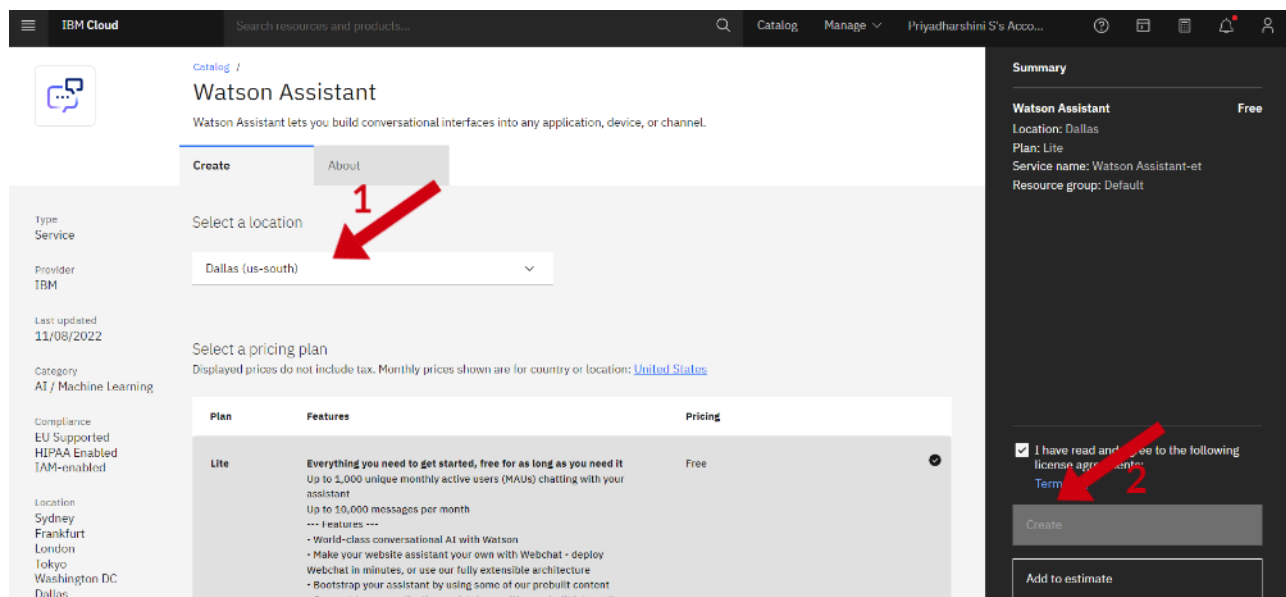
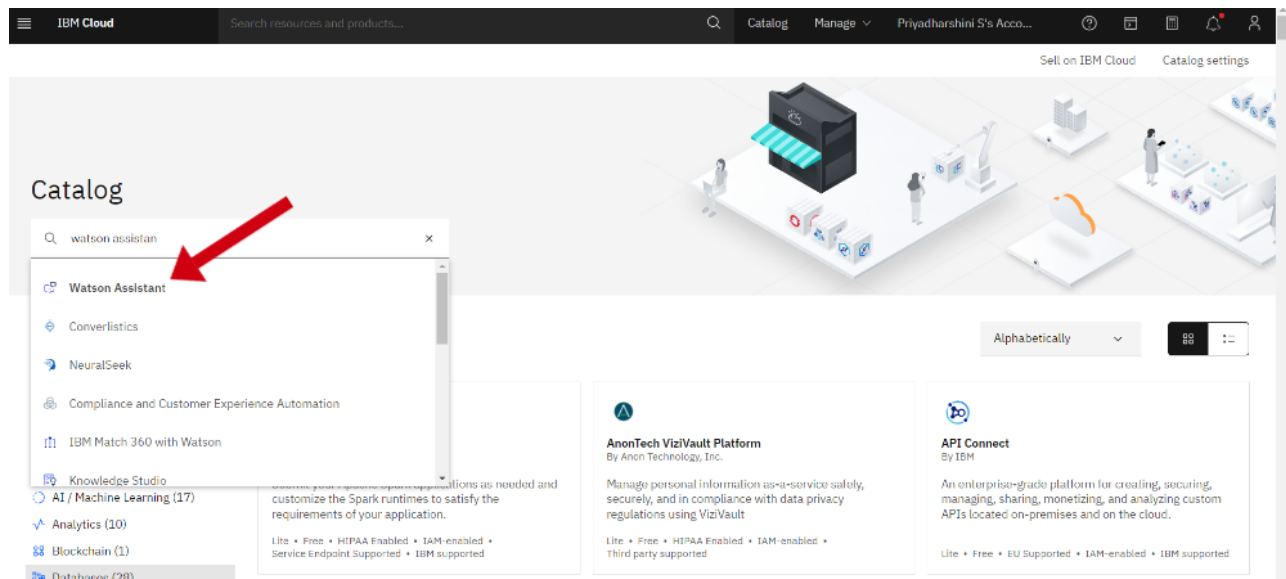
Date	16 November 2022
Team ID	PNT2022TMID04270
Project Name	AI BASED DISCOURSE FOR THE BANKING INDUSTRY

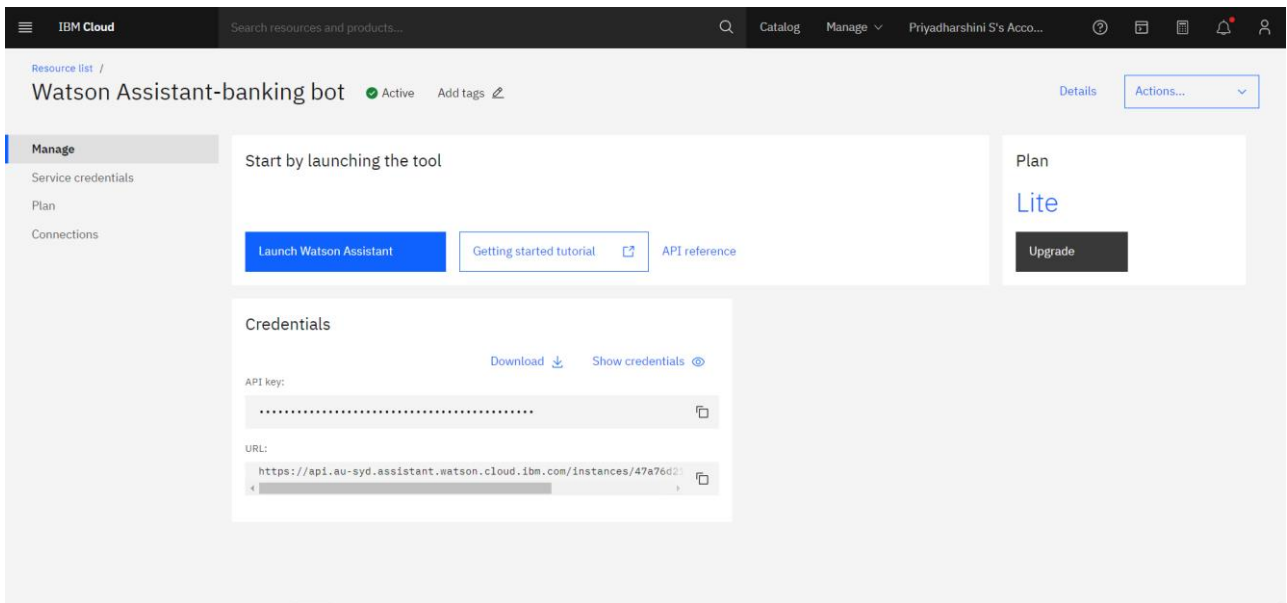
### SPRINT 1 CHECKPOINTS

1. Creating Watson Assistant Services
2. Creating new action named bot
3. Creating action greetings under the bot instance
4. Creating a new action index to display start customer queries
5. Creating end action.

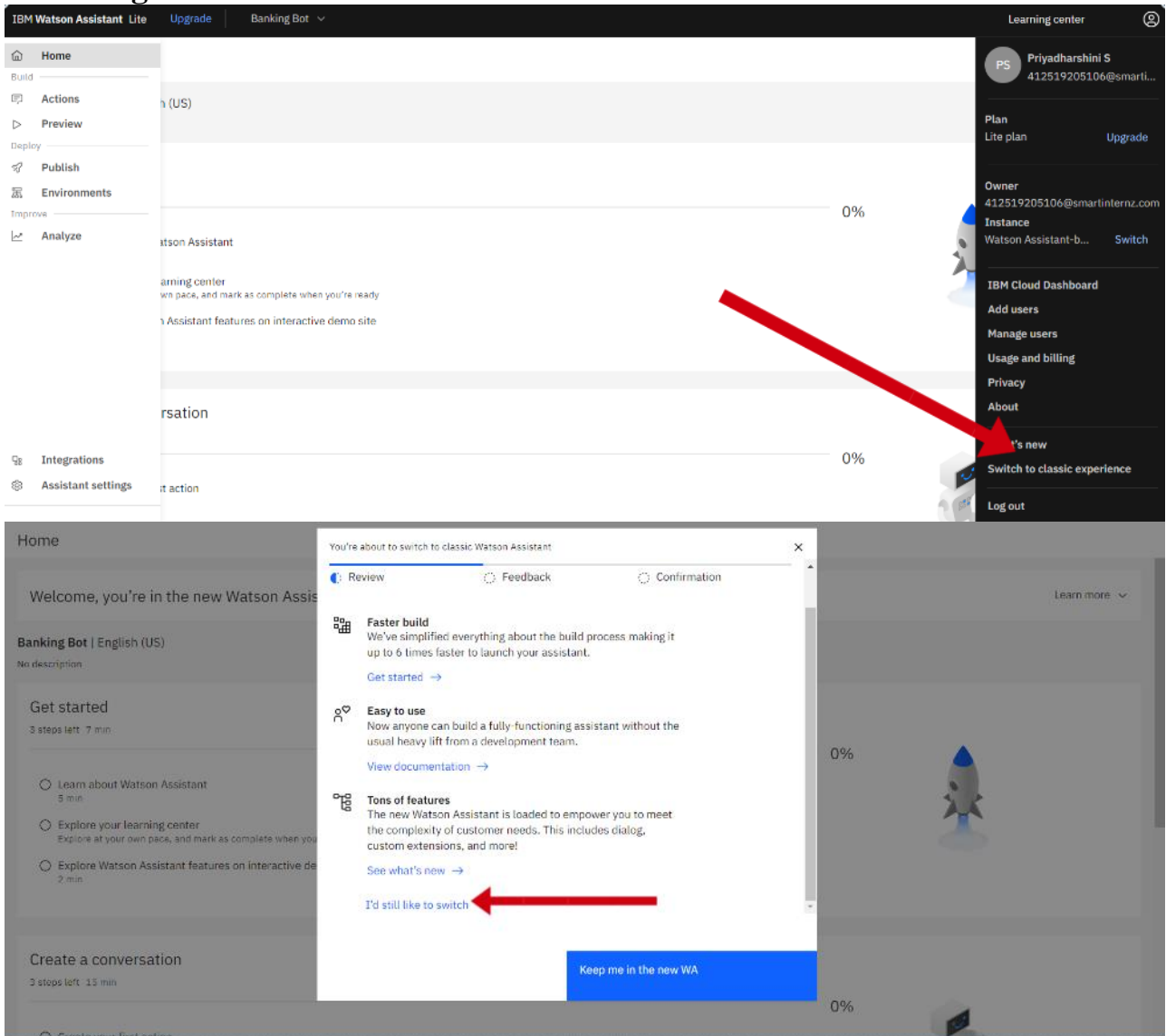
### SCREENSHOTS OF SPRINT 1 TASKS:

#### Create IBM Watson Assistant Service:





## Switching from the new to the classic interface for convenience



# Chatbot action skill creation:

IBM Watson Assistant LiteUpgrade

Learning center

Create a skill

Skills can be combined to improve your assistant's capabilities. [Learn more](#)

Actions skill

Have an assistant ready to chat in less time. Compose step-by-step flows for any range of simple or complex conversations. Made so that anybody can build.

Dialog skill

Dialog offers all the smarts, power, and flexibility you've come to trust. Select to keep building with the tools you know and love.

Search skill Plus

Create Q&A experiences in minutes. Sync with websites and data sources for always up-to-date answers. Handle even complex questions with inclusive, contextual responses.

Next

Actions: Build conversations easier than ever

Learn more

IBM Watson

Building better with actions

00:35

## Creating new action for greetings

Untitled action

Customer starts with:  
Example: I want to pay my credit card bill.

Conversation steps

1  
This step has no content  
Continue to next step

New 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: 7

Enter a phrase

Hey there

Hey

Good day

What's up?

Hello

Preview

New action

What does your customer say to start this interaction?

Greetings

Cancel

Save

Greetings

Customer starts with:  
Greetings

Conversation steps

1  
Good to see you! I'm here to help and assist you.  
Go to action: Index

New step +

## Creating new action for the Index page

IBM Watson Assistant Lite Upgrade Learning center

Index

Customer starts with:  
Index

Conversation steps

How may I help and assist you today?

1 is Current Account Savings Account +3

Continue to next step

1 is General Queries

This step has no content

Go to action: General query

1 is Savings Account

This step has no content

Go to action: Savings Account

1 is Current Account

This step has no content

New 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: 1

Enter a phrase

Index

Preview

Greet customer (default)

Welcome, how can I assist you?

hey

Greetings recognized

Good to see you! I'm here to help and assist you.

go to Index

How may I help and assist you today?

Select an option

Type something...

## Creating new action for ending the conversation with conditions

Step 1 is taken without conditions

fx

Assistant says

Do you like to know more about other services?

Yes No

Edit response Edit validation

And then

Continue to next step

Step 2 is taken

with conditions

f<sub>x</sub>

Conditions

1 condition

If

All

 of this is true:

1. Do you like to kno...

is

Yes

×

and 

Add condition

New condition group

Assistant says

B I

</>

For example: What type of transfer would you like to make?

Define customer response

And then

Go to another action

Goes to action

Index

Pass values

Upon return

Continue

Edit settings

Edit passed values

Conditions

1 condition

If

All

 of this is true:

1. Do you like to kno...

is

No

×

and 

Add condition

New condition group

Assistant says

B I

</>

Thank you! Will miss you, have a nice day!

Define customer response

And then

End the action