

Project Development Phase

Sprint 1

| | |
|--------------|---|
| Date | 27 October 2022 |
| Team ID | PNT2022TMID46529 |
| Project Name | AI Based Discourse for Banking Industry |

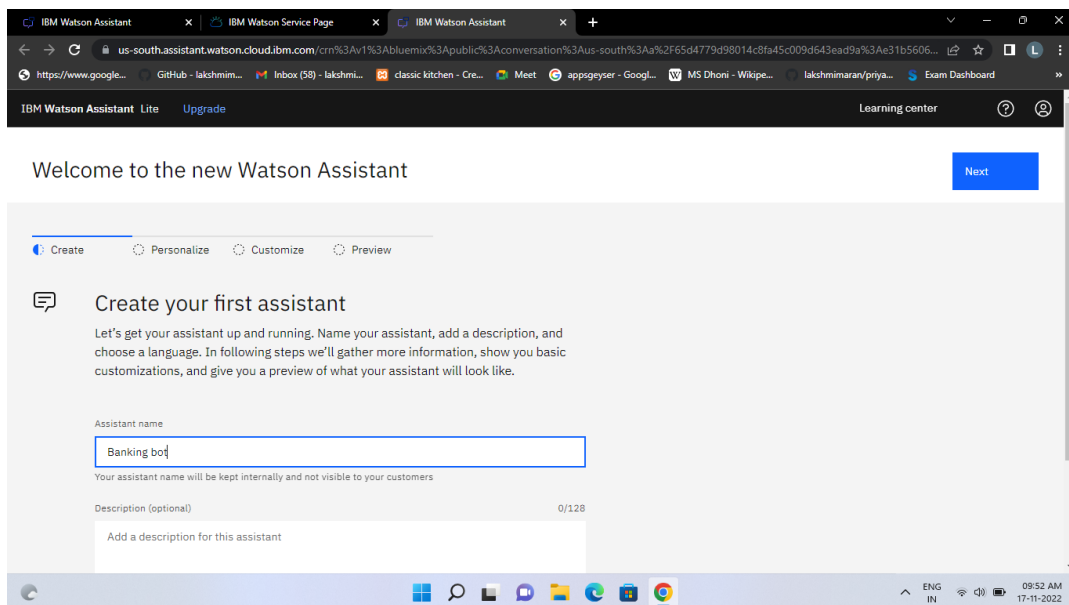
Create IBM Watson Assistant Service & Chatbot Skills

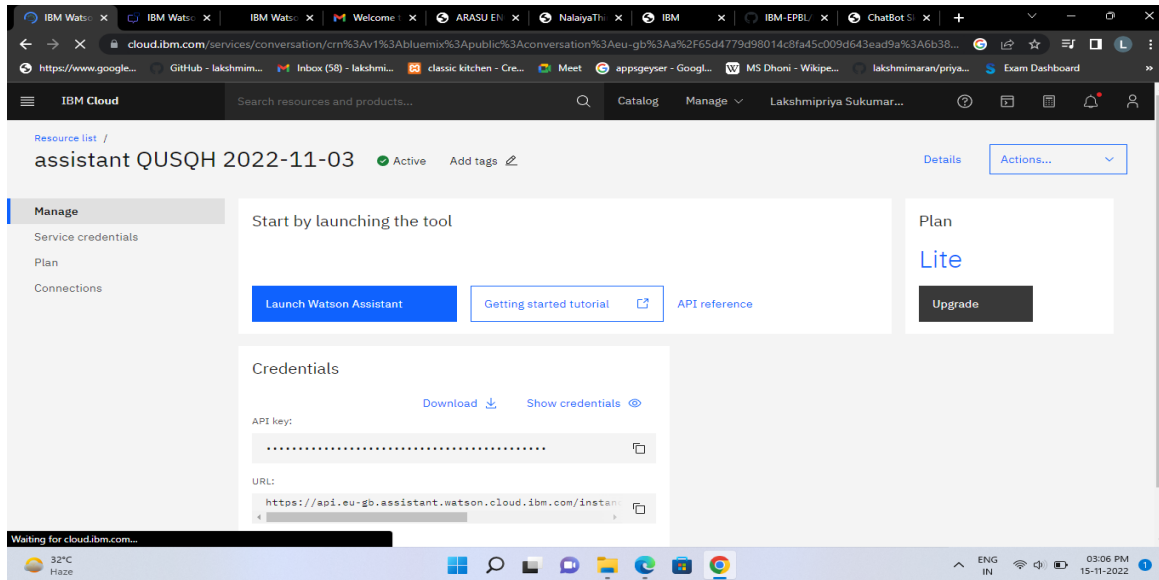
Creation of IBM Watson Assistant Service:

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

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

| | |
|-------------|------------------|
| IBM SERVICE | WATSON ASSISTANT |
| REGION | DALLAS |
| LANGUAGE | ENGLISH |



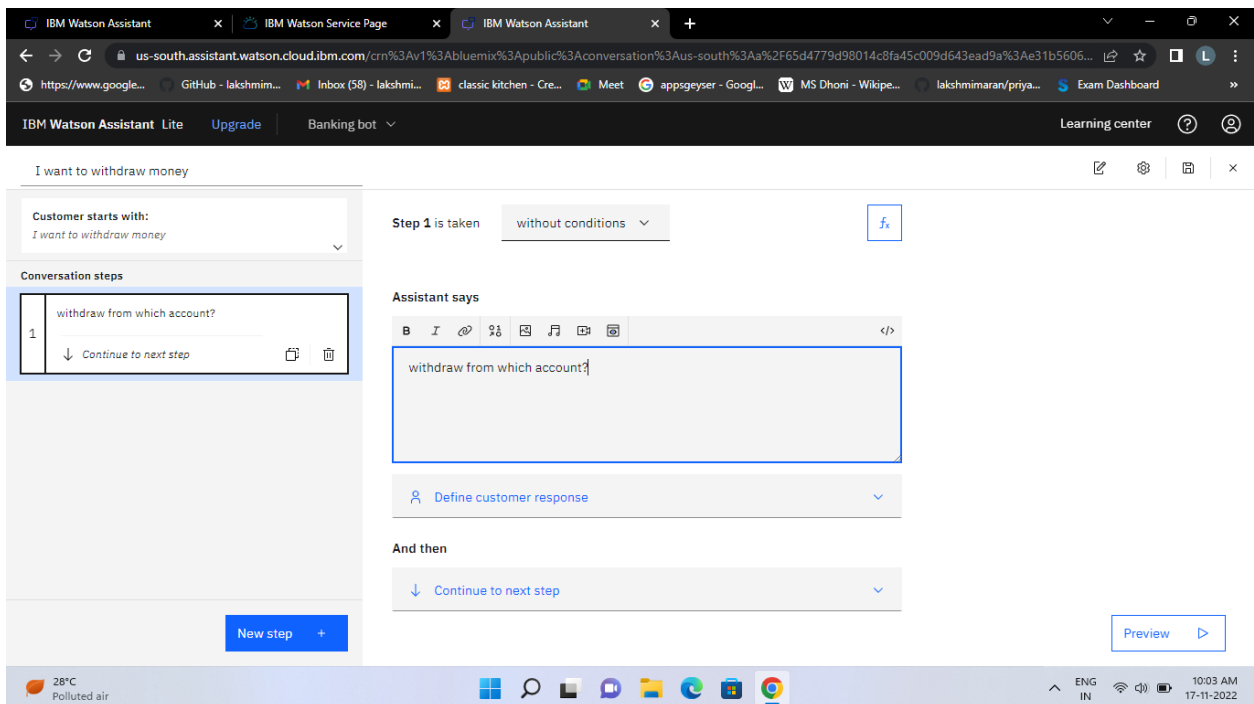
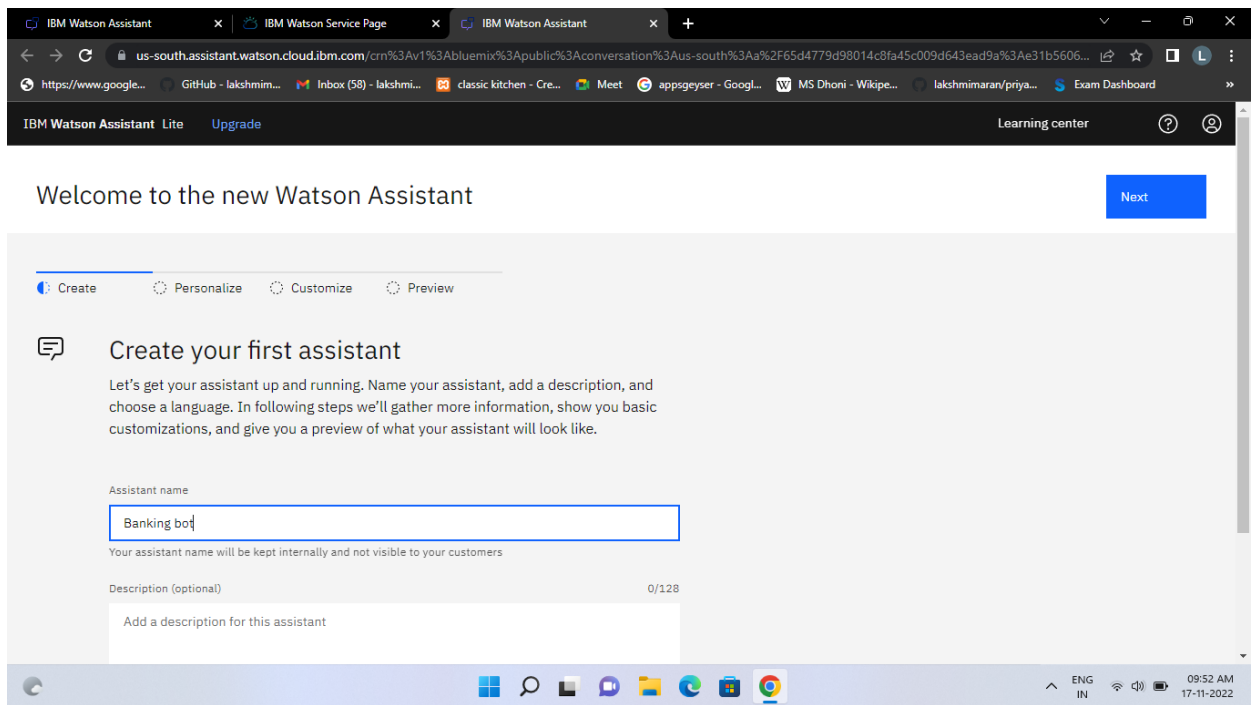


Creation of Chatbot Skills:

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 Lite Upgrade Banking bot Learning center

I want to withdraw money

Customer starts with:
I want to withdraw money

Conversation steps

1 withdraw from which account? Saving checking

Continue to next step

And then

Continue to next step

Re-ask previous step(s)

Go to another action

Use an extension

Search for the answer

Connect to agent

End the action

Continue to next step

Follow the action's flow to whichever step is ordered next.

Preview

28°C Mostly sunny

10:06 AM 17-11-2022

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

| Name | Last edited | Status |
|----------|---------------|--------|
| Index | 6 minutes ago | ✓ |
| Greeting | 2 minutes ago | ✓ |

Items per page: 50 Showing 1-2 of 2 actions

1 1 of 1 pages

Preview

22:27 29-10-2022

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