

Project Development Phase

Delivery of Sprint - 3

Date	01 November 2022
Team ID	PNT2022TMID48208
Project Name	AI-based discourse for Banking Industry

Creating Loan Account Action

Loan action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a new action named 'loan'. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Banking Bot', and 'Learning center'. The main workspace is divided into two panels. The left panel, titled 'loan', shows the 'Conversation steps' section with a list of steps: 1. 'What type of loan are you looking at?' with buttons for 'Top-up loan', 'Student loan', and '+ 3'; 2. 'To be eligible for a house loan please contact our bank service providers with all existing loan detail...' with a 'Go to action: End' button; 3. 'Please approach the bank with following documents. 1. Pan Card 2. Aadhar Card 3. Passport...' with a 'Go to action: End' button; 4. 'To be eligible for a top-up loan please contact our...' with a 'Go to action: End' button. The right panel, titled 'Customer starts with:', provides instructions on how to define the action's starting phrases and includes a text input field for 'Enter a phrase' and a 'Preview' button.

Creating General Query Action

General query action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a new action named 'Query'. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Banking Bot', and 'Learning center'. The main workspace is divided into two panels. The left panel, titled 'Query', shows the 'Conversation steps' section with a list of steps: 1. 'Select the general queries listed below' with buttons for 'Find a nearest...', 'Bank Workin...', and '+ 7'; 2. 'The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.' with a 'Go to action: End' button; 3. '6TH AVENUE ANNA NAGAR, A R M BRANCHCHENNAI, ABHIRAMAPURAM,...' with a 'Go to action: End' button; 4. 'Storage locker facility' with a 'Go to action: End' button. The right panel, titled 'Customer starts with:', provides instructions on how to define the action's starting phrases and includes a text input field for 'Enter a phrase' and a 'Preview' button.

Creating Net Banking Action

Net banking action is created with the necessary steps.

The screenshot displays the IBM Watson Assistant interface for configuring a 'Net Banking' action. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Banking Bot', and 'Learning center'. The main workspace is divided into two panes. The left pane, titled 'Net Banking', shows a 'Conversation steps' list with four steps: 1. 'What queries do you have regarding net banking?' (with sub-phrases 'What is Net B...' and 'How do I regi...'), 2. 'The facility offered by the bank allows customers to use banking services over the Internet. Customers...', 3. 'Please download and fill up the net banking requisition form and submit it to your home branch', and 4. 'What are the features of Net Banking?'. The right pane, titled 'Customer starts with:', provides instructions on entering phrases to start the conversation and a list of phrases to start the action, including 'Net Banking'. A 'Preview' button is visible at the bottom right.

In addition to this greeting, end greeting , index and end actions are also created.

The screenshot displays the IBM Watson Assistant interface for managing actions. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Banking Bot', and 'Learning center'. The main workspace shows a list of actions under the 'Actions' tab. The left sidebar contains a navigation menu with 'Actions', 'Variables', and 'Saved responses'. The main table lists the following actions:

Name	Last edited	Examples Count	Status
End greeting	a month ago	3	✓
Net Banking	a month ago	1	✓
loan	a month ago	1	✓
Savings	a month ago	1	✓
Index	a month ago	1	✓
Clarifications	a month ago	2	✓
Thank you!	22 days ago	7	✓
End	22 days ago	1	✓
Current	a month ago	2	✓

The table also includes a 'New action +' button and a 'Preview' button at the bottom right.

IBM Watson Assistant | Life | Upgrade | Banking Bot | Learning center

Actions

Created by you

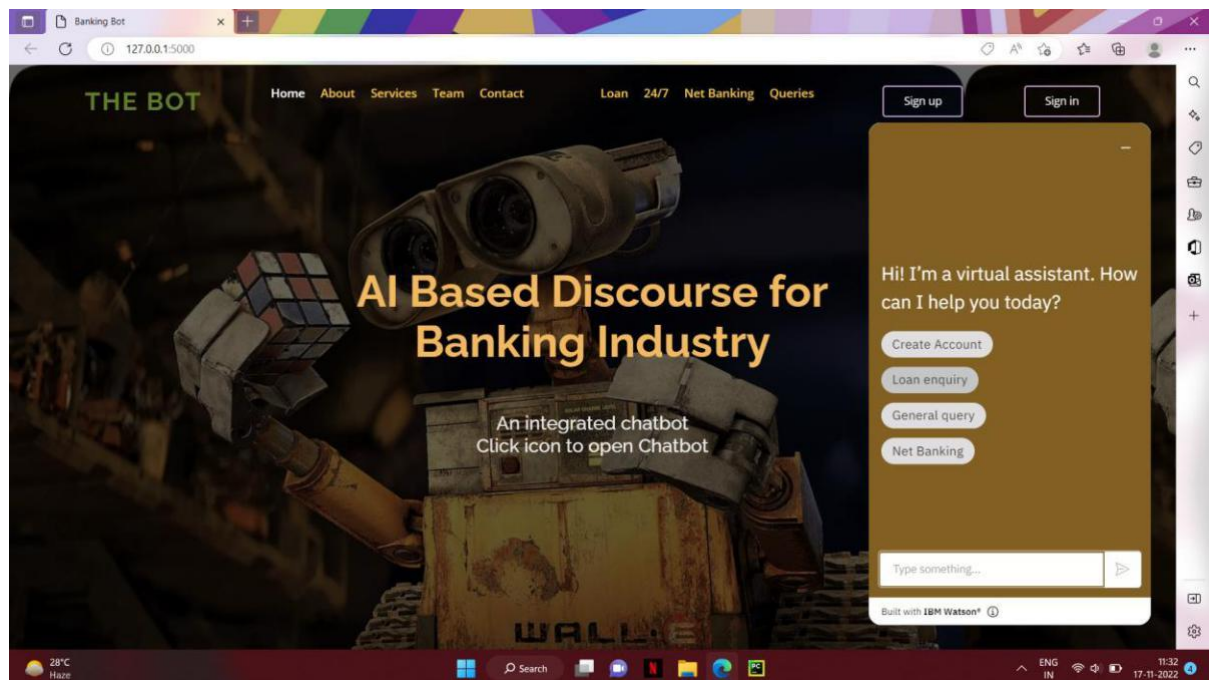
Name	Last edited	Examples Count	Status
Savings	a month ago	1	✓
Index	a month ago	1	✓
Clarifications	a month ago	2	✓
Thank you!	22 days ago	7	✓
End	22 days ago	1	✓
Current	a month ago	2	✓
Query	a month ago	1	✓
Greeting	22 days ago	4	✓

Items per page: 50 | Showing 1–11 of 11 actions | 1 of 1 pages

Preview

PREVIEW OF CHATBOT:

<https://cutt.ly/DMUXGed>



Note: No code for this project. So, I attached the screenshot and step to build it.