

Team ID	PNT2022TMID12391
Project Name	AI Based Discourse for Banking Industry
Topic	General Queries

IBM Watson Assistant Lite Upgrade Banking bot

Learning center

General Queries

Customer starts with:
about bank working days

Conversation steps

Select the general queries listed below

1

Currency Con... Find a neares... + 4

Continue to next step

1 is Bank Working Days

The bank is open all days from Monday to Sunday from 9 am to 3 pm, with exception of 2 nd...

2

Go to action: End

1 is List of Branches

CHENNAI, COIMBATORE, SALEM, ERODE, TRICHY, VELLORE, RAMANATHAPURAM, KANCHIPURAM,...

3

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: 5

Enter a phrase

Questions about bank branches

Queries related to banking

ordinary queries

Preview

Type here to search

Rain coming

12:01 PM 11/11/2022

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Learning center

General Queries

4

ADYAR, ADYAR GANDHI NAGAR, AKKARAI, ALWARPET, ANNANAGAR + VASANATHAM...

Go to action: End

1 is Currency Conversion Facility

All our bank branches have a forex Exchange facility.

5

Go to action: End

1 is CIBIL

CIBIL uses to set your credit score. CIBIL score, therefore, reflects the extent of the probability of...

6

Go to action: End

1 is Find a nearest branch

Kindly reach out to our customer care executive

New step +

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ordinary queries

bank working days

about bank working days

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