

# Project Development Phase

## Delivery of Sprint - 3

**Date** 12 Nov 2022  
**Team ID** PNT2022TMID20673  
**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 left sidebar displays the 'Conversation steps' for the 'loan' action, which includes three steps: 1. 'What type of loan are you looking at?' with options '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. Passpor...' with a 'Go to action: End' button. The main area shows the 'Customer starts with:' section, which includes a text input field for 'Enter a phrase' and a 'Total: 1' indicator. A 'Preview' button is located at the bottom right.

### 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 left sidebar displays the 'Conversation steps' for the 'Query' action, which includes three steps: 1. 'Select the general queries listed below' with options '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. The main area shows the 'Customer starts with:' section, which includes a text input field for 'Enter a phrase' and a 'Total: 1' indicator. A 'Preview' button is located at the bottom right.

## Creating Net Banking Action

Net banking action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface. On the left, a 'Conversation steps' sidebar lists various actions like 'Greeting', 'Index', 'End', 'Net banking', etc. The main area is titled 'Customer starts with:' and contains instructions: '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.' Below this, there is a text input field labeled 'Enter phrases your customer might use to start this action' with a 'Total: 1' indicator. A sample phrase 'Net banking' is entered in the field.

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

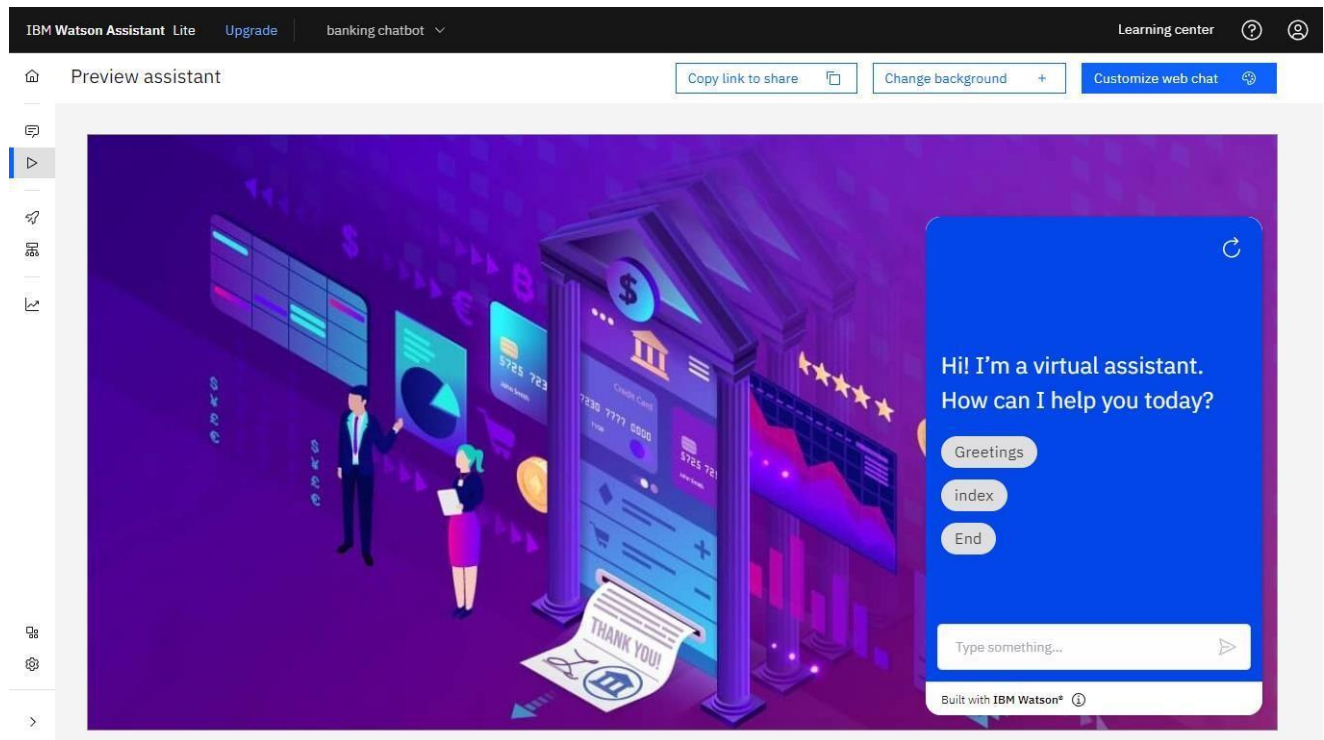
The screenshot shows the 'Actions' page in the IBM Watson Assistant interface. The left sidebar has a menu with 'Actions', 'Variables', and 'Saved responses'. The 'Actions' section is expanded, showing a list of actions created by the user. The table below lists these actions:

Name	Last edited	Examples Count	Status
Loan	6 hours ago	2	✓
current	6 hours ago	2	✓
Savings	an hour ago	1	✓
query	a day ago	1	✓
End greeting	20 hours ago	4	✓
Greetings	7 hours ago	4	✓
index	20 hours ago	1	✓
Net banking	20 hours ago	1	✓
End	20 hours ago	1	✓

At the bottom of the table, it says 'Items per page: 50' and 'Showing 1-9 of 9 actions'. There is also a 'Preview' button at the bottom right.

## PREVIEW OF CHATBOT:

<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=https%3A%2F%2Fus-south.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-e5a1d21e-2939-4d14-9a23-401a94fea6ac%3A%3A6de5293c-6d8e-4556-b898-07f808debf4&integrationID=6827dfd4-2308-4e42-9b8d-e73b8c965670&region=us-south&serviceInstanceID=e5a1d21e-2939-4d14-9a23-401a94fea6ac>



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