

## Creating skills and assistant for Chatbot

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### Creating Loan Account Action

The screenshot displays the IBM Watson Assistant interface for configuring a 'Loan' skill. The interface is divided into three main sections:

- Conversation steps:** A list of steps defining the chatbot's logic.
  - Step 1: Welcome message: "Welcome!! <br /> A genuine thanks for showing interest in our Loans." with a "Continue to next step" action.
  - Step 2: Prompt: "Okay. So what type of loan are you looking for?" with options "Home Loan" and "personal loan", and a "Continue to next step" action.
  - Step 3: Confirmation: "2 is Home Loan" followed by "As your source of income is vital for us to assure you a loan for your home, firstly please tell us..." with options "Retried", "Home maker", and "+ 3".
- Customer starts with:** A list of phrases that trigger the skill.
  - Enter phrases your customer might use to start this (Total: 4):
    - personal loan
    - How to apply loan
    - Home loan
    - Loan
- Preview:** A simulated chat conversation showing the assistant's responses to user inputs like "Loan", "Welcome!!", "A genuine thanks for showing interest in our Loans.", "Okay. So what type of loan are you looking for?", "Home Loan", and "Home Loan".