

## Project Development Phase

### Sprint 2

Date	04 November 2022
Team ID	PNT2022TMID22349
Project Name	AI Based Discourse for Banking Industry

### Create Actions For Chatbot Assistant

#### Creation of Actions for Banking Chatbot Assistant:

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

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

<b>ACTION CREATED</b>
<b>1)SAVING ACCOUNT ACTION</b>
<b>2)CURRENT ACCOUNT ACTION</b>
<b>3)LOAN ACCOUNT ACTION</b>
<b>4)GENERAL QUERY ACTION</b>
<b>5)NET BANKING ACTION</b>

IBM Watson Assistant interface showing a conversation flow for a banking chatbot. The interface includes a sidebar with conversation steps, a main workspace for defining the assistant's responses, and a preview window on the right.

**Conversation Steps:**

- Step 1: General Query (This step has no content)
- Step 2: General Query (This step has no content) - **Selected**
- Step 3: Net Banking (This step has no content)
- Step 4: Loan Account (This step has no content)
- Step 5: How can I help you? (This step has no content)

**Assistant says:**

For example: What size do you want to order?

**And then:**

Continue to next step

**Preview:**

How can I help you?

General Query

go to General Query

GENERAL CUSTOMER QUERIES

Select an option

- How to change/update the mobile...
- How to change/update the mailin...
- I am a NRE customer want to upd...
- Are there any charges for non mai...
- Kyc Documents

Type something...

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- Step 4: Loan Account (This step has no content)
- Step 5: How can I help you? (This step has no content)

**Assistant says:**

For example: What size do you want to order?

**And then:**

Continue to next step

**Preview:**

How can I help you?

General Query

go to General Query

GENERAL CUSTOMER QUERIES

Kyc Documents

Kyc Documents

AADHAR CARD

PAN CARD

VOTER ID

DRIVING LICENSE

go to End

Do you want to know some other services?

Yes No

Type something...

IBM Watson Assistant

us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F7c0eb589a18846ebaf0860ef9363b8c...

IBM Watson Assistant | Lite | Upgrade | Banking ChatBot | Learning center

Index

Customer starts with:  
Index

Conversation steps

5 | Is | General Query

1  
This step has no content  
Go to action: General Query

2  
This step has no content  
Continue to next step

5 | Is | Net Banking

3  
This step has no content  
Go to action: NetBanking

5 | Is | Loan Account

4  
This step has no content  
Go to action: Loan

How can I help you?  
5 | Loan Account | General Query | + 3  
Continue to next step

New step +

Step 2 is taken without conditions

Assistant says  
For example: What size do you want to order?  
Define customer response

And then  
Continue to next step

Preview

Kyc Documents

AADHAR CARD  
PAN CARD  
VOTER ID  
DRIVING LICENSE  
go to End  
Do you want to know some other services?  
Yes No  
Thank you. Have a nice day!!!  
There are no additional steps for this action.  
Add a new step or end the action.  
Greeting ended  
Type something...

Type here to search

27°C Cloudy 21:07 04-11-2022