

Project Objectives

Date	19 November 2022
Team ID	PNT2022TMID22349
Project Name	AI based discourse for Banking Industry
Maximum Marks	4 Marks

The objective of this project is to develop an AI Chatbot that must respond to all human queries and provide them satisfied responses. We used IBM Watson assistant to develop and train the chatbot.

The Chatbot we developed using Watson's assistant are having the following skills:

- Savings Account
- Current Account
- Loan Account
- General queries
- Net banking queries

We used actions to add conversational abilities to chatbot. It enables the Chatbot to provide immediate responses to customer queries.

We deployed each skill thereby we published our chatbot to integrate with the flask and HTML page.

Thus the chatbot is able to achieve following criteria:

- The Chatbot is able to guide a customer to create a bank account (current and savings account).
- The Chatbot is able to answer loan queries.
- The Chatbot is able to answer general banking queries.
- The Chatbot is able to answer net banking queries.

Apart from the existing given tasks we were able to implement additional features such as making payments and basic chatbot interaction.