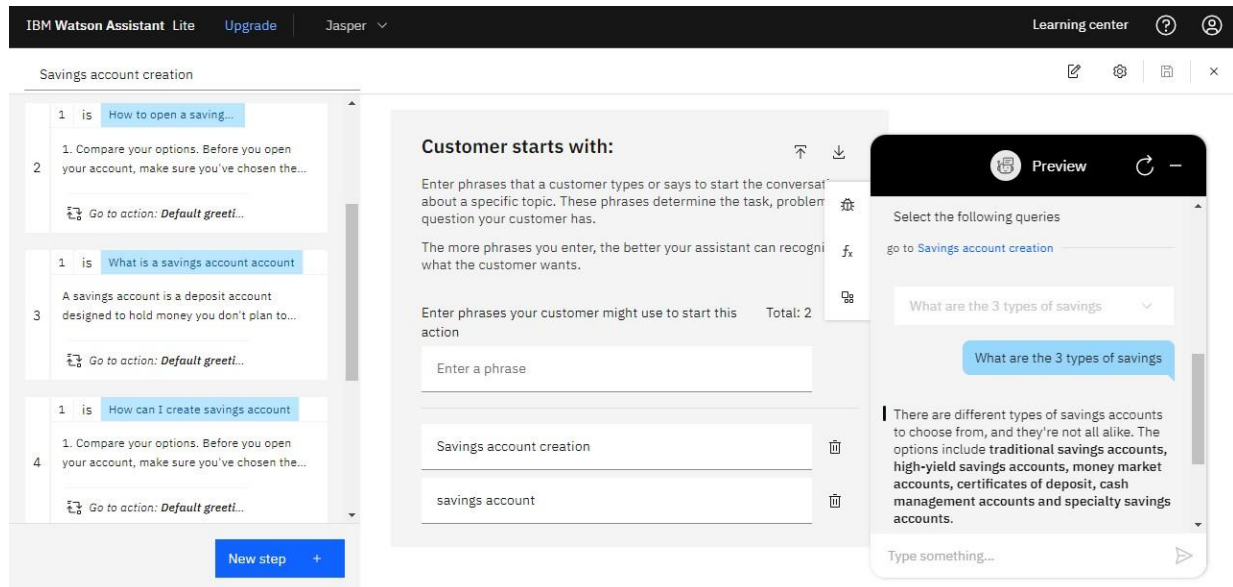
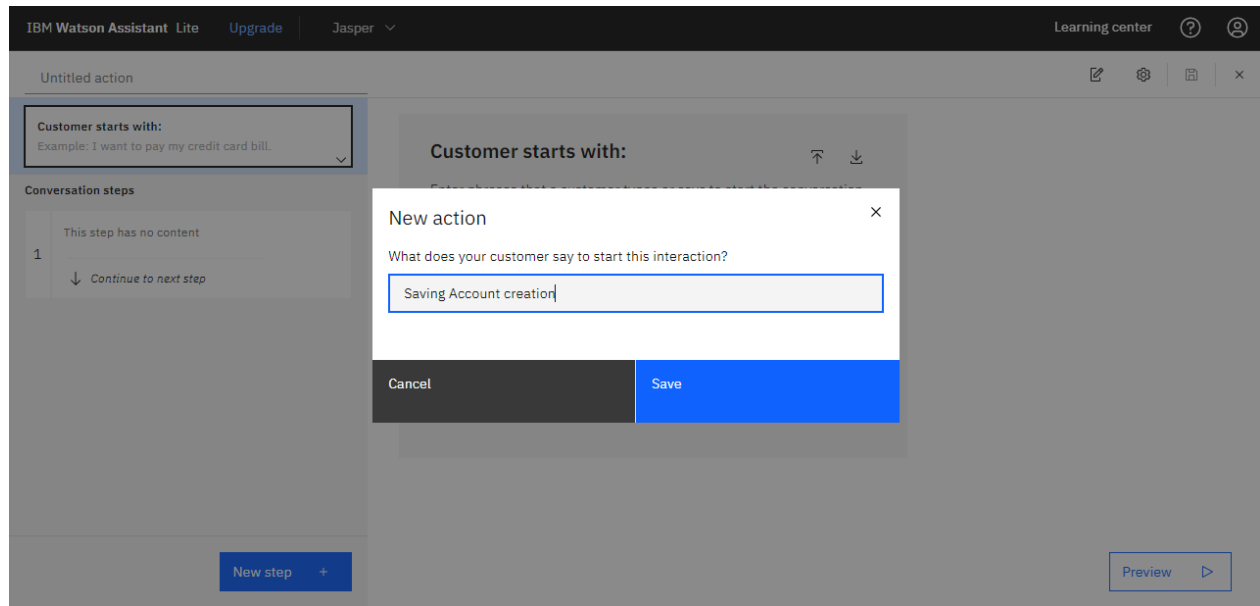


## Creating skills and Assistant for chatbot

|              |   |
|--------------|---|
| Date         | 19 November,2022                                    |
| Team ID      | PNT2022TMID23608                                    |
| Project Name | Project – AI BASED DISCOURSE<br>FORBANKING INDUSTRY |



IBM Watson Assistant LiteUpgradeJasper

Learning center

current Account creation

1 is Steps of creating current account

2 1. Check your eligibility criteria for opening a Current Account. ... 2. Download the account...

Go to action: Default greet...

1 is Overdraft facilities

Overdraft facilities are also available for current account holders

3 Try Free text

Go to action: Default greet...

1 is Direct Payment

Cheques, pay-orders, or demand-drafts can be issued via a current account for making direc...

4 Try Free text

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: 11

Enter a phrase

current account

current

providing

Preview

Current account creation

go to current

current account earnings

current account earnings

Savings accounts earn interest at a rate of around 4%, while there is no such earning from a Current Account.

Type something...

IBM Watson Assistant LiteUpgradeJasper

Learning center

Loan account creation

What you need to know regarding loan

1 Find your Loan... Steps + 3

Continue to next step

1 is Types of Loan

- Loan against property (LAP) - Loans against insurance policies. - Gold loans. - Loans...

2 Go to action: Default greet...

1 is Required Documents

1. Completed and signed loan application form 2. Proof of Identity: (Any one of the...

3 Go to action: Default greet...

1 is Eligibility

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: 4

Enter a phrase

Loan

Account

Loan account number

Preview

Types of Loan

Loan against property (LAP)

Loans against insurance policies.

Gold loans.

Loans against mutual funds and shares.

Loans against fixed deposits.

Car loan

Personal loan

Educational loan

Home equity loan

Use the up arrow for prior messages

IBM Watson Assistant LiteUpgradeJasper

Learning center

General Query

Please select the general queries given below

1

CurrentSchemes+ 11

Continue to next step

1 is Related to Account

2

This step has no content

Go to action: General Acco...

1 is Change password

3

This step has no content

Go to action: Change pass...

1 is Check Balance

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: 14

Enter a phrase

General Query

related to account

Change password

Preview

go to Money transfer queries

How much money can be transfer...

How much money can be transferred through net banking at a time?

Fund transfer to RTGS beneficiary can be done after 24 hours from beneficiary activation time. 6) You can transfer a maximum on Rs. 1,00,000 in a day on Mobile Banking & Rs. 50,000 on Net Banking without adding beneficiary.

Type something...

IBM Watson Assistant LiteUpgradeJasper

Learning center

Net Banking

Customer starts with:  
UPI related query

Conversation steps

Choose any of the below query

1

ATM transact...General Net ... + 2

Continue to next step

1 is UPI related query

2

Choose the UPI related query you have

Go to action: UPI related q...

1 is ATM transaction related query

3

Choose the ATM related query

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: 6

Enter a phrase

Net Banking

UPI

ATM transaction

Preview

How can I activate my ATM card through net banking?

Can I transfer money from ATM to another account?

Can I use ATM card for online payment?

How can I activate my ATM card through net banking?

You need to login to the respective bank's internet banking portal. Once you log in, go to the section marked as 'Debit Card'. There will be instructions on how to generate an ATM PIN for your Debit Card. Generate an ATM PIN by following those instructions and your Debit Card will be activated online.

Use the up arrow for prior messages