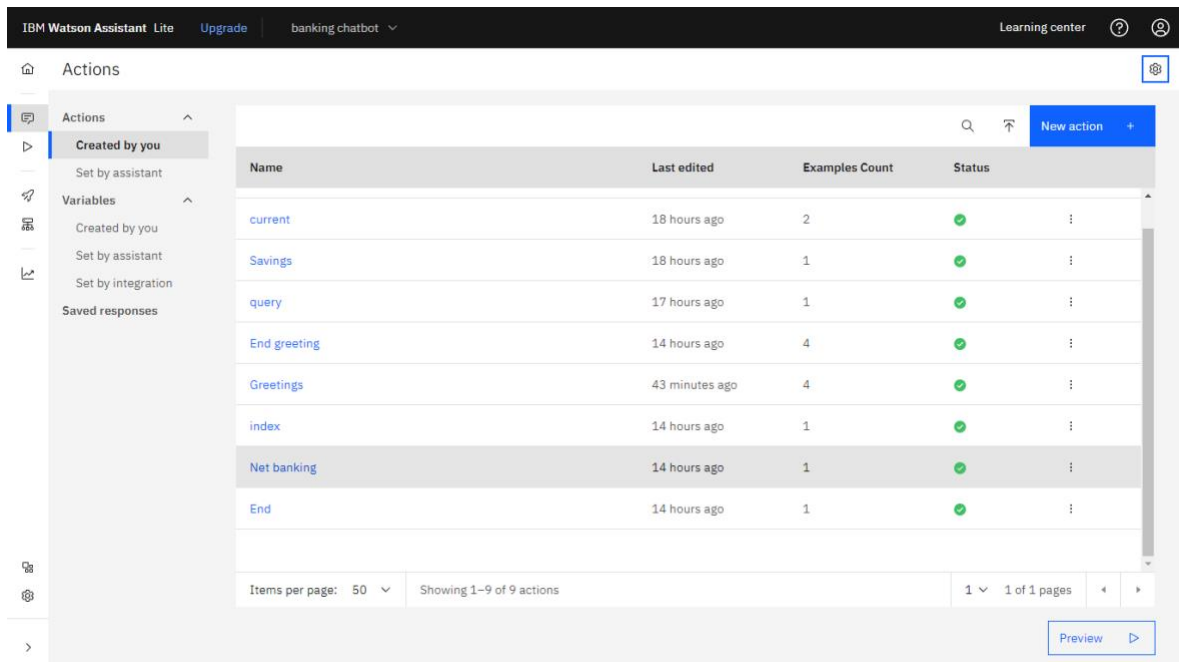


AI BASED DISCOURSE FOR BANKING INDUSTRY

Team ID: PNT2022TMID26720

Creating Skills And Assistant For Chatbot:

Chatbot Skills Creation:

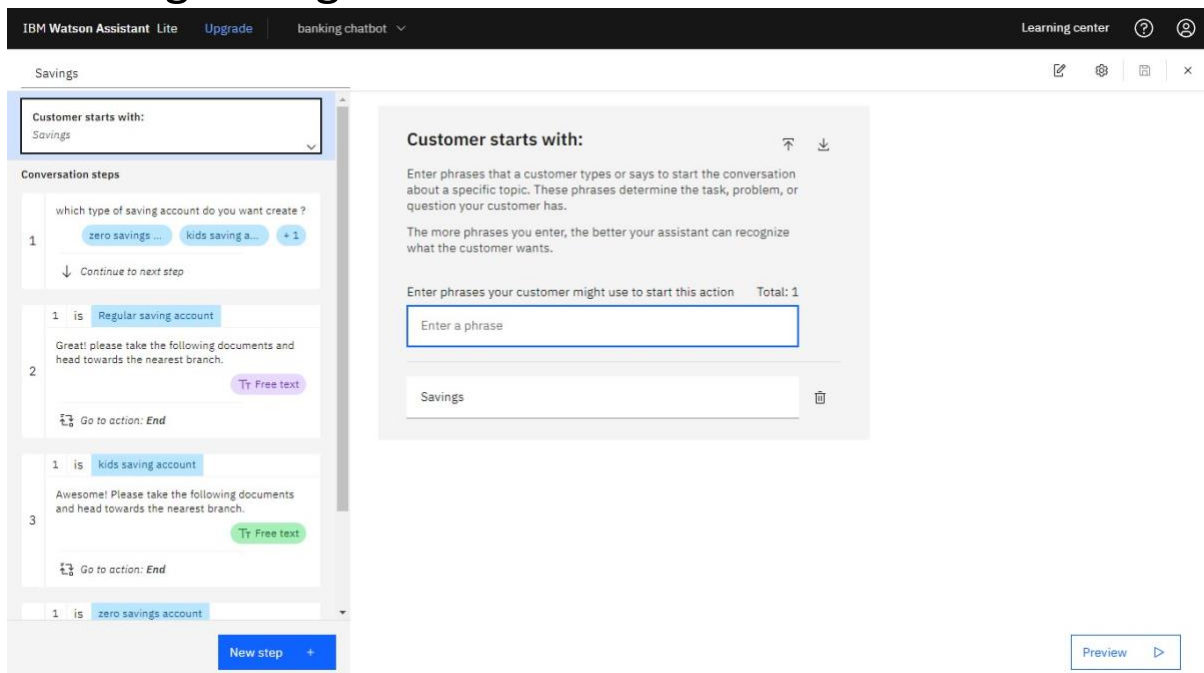


The screenshot displays the IBM Watson Assistant interface for a 'banking chatbot'. The left sidebar shows the 'Actions' menu with options like 'Created by you', 'Set by assistant', 'Variables', and 'Saved responses'. The main area shows a table of actions:

Name	Last edited	Examples Count	Status
current	18 hours ago	2	✓
Savings	18 hours ago	1	✓
query	17 hours ago	1	✓
End greeting	14 hours ago	4	✓
Greetings	43 minutes ago	4	✓
index	14 hours ago	1	✓
Net banking	14 hours ago	1	✓
End	14 hours ago	1	✓

At the bottom, there is a 'Preview' button and a 'New action +' button.

Creating Saving Account Action:



The screenshot displays the IBM Watson Assistant interface for the 'Savings' action. The left sidebar shows the 'Savings' menu with options like 'Customer starts with:', 'Conversation steps', and 'New step +'. The main area shows the configuration for the 'Savings' action:

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: 1

Enter a phrase

Savings

Conversation steps:

1. which type of saving account do you want create ?

1 is zero savings ... kids saving a... + 1

Continue to next step

2. Great! please take the following documents and head towards the nearest branch.

1 is Regular saving account

Free text

Go to action: End

3. Awesome! Please take the following documents and head towards the nearest branch.

1 is kids saving account

Free text

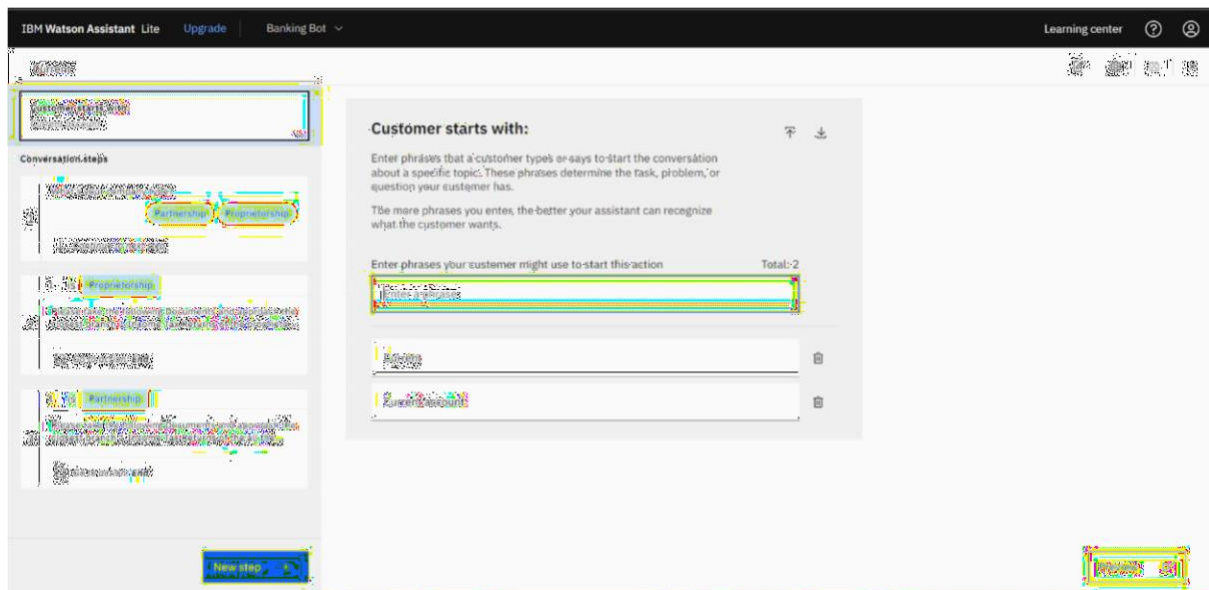
Go to action: End

1 is zero savings account

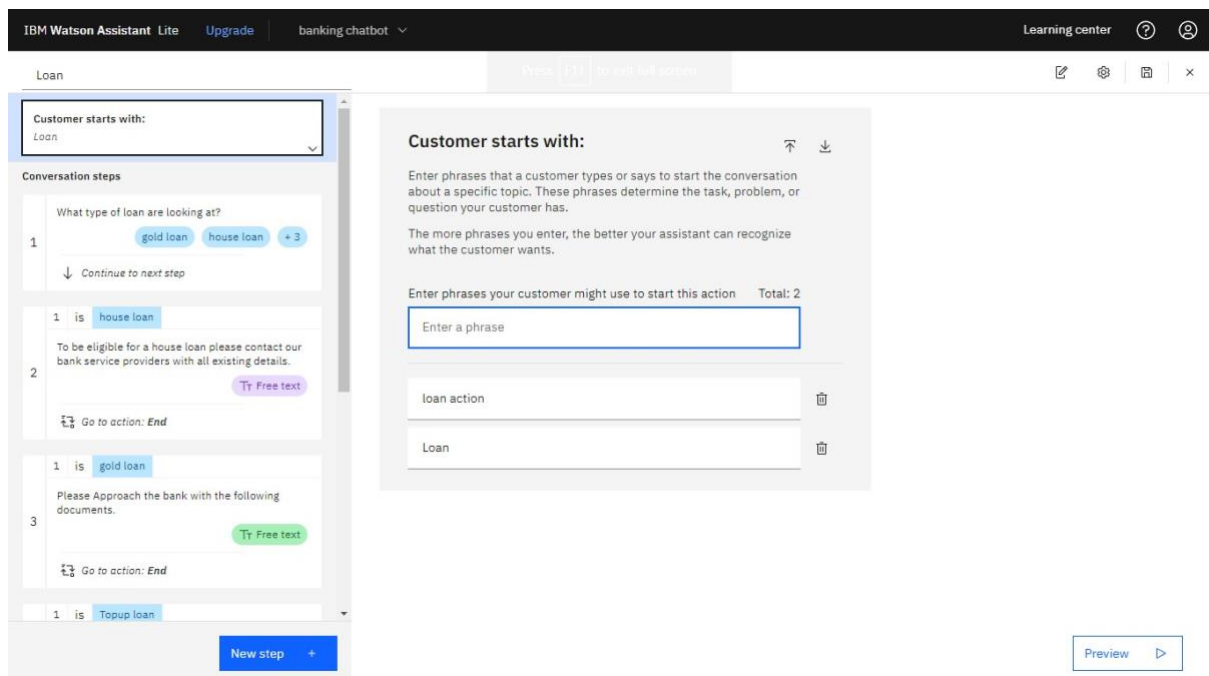
New step +

Preview

Creating Current Account Action:



Creating Loan Account Action:



Creating General Query Action:

The screenshot shows the IBM Watson Assistant Lite interface for creating a General Query Action. The top navigation bar includes "IBM Watson Assistant Lite", "Upgrade", "banking chatbot", "Learning center", and user icons. The main workspace is titled "query".

Customer starts with: query

Conversation steps:

- 1. Select the general queries listed below.
 - 1 is CIBIL Find the near... + 4
 - Continue to next step
- 2. 1 is Banking Working Days
 - The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2...
 - Go to action: End
- 3. 1 is List of Branches
 - CHENNAI WEST MAMBALAM, CHINMAYA NAGAR, VIRUGAM PAKKAM, CHITLAPAKKAM, CIT NAGAR...
 - Go to action: End
- 4. 1 is Storage Locker Facility
 - ADAYAR, ADAYAR GANDHI NAGAR, AKKARAI, ALWARPET, VASANTHAM COLONY...

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: 1

Enter a phrase

query

Preview

Creating Net Banking Action:

The screenshot shows the IBM Watson Assistant Lite interface for creating a Net Banking Action. The top navigation bar includes "IBM Watson Assistant Lite", "Upgrade", "banking chatbot", "Learning center", and user icons. The main workspace is titled "Net banking".

Customer starts with: Net banking

Conversation steps:

- 1. what queries do you have regarding Net banking?
 - 1 is facing errors ... what are feat... + 2
 - Continue to next step
- 2. 1 is What is Net Banking?
 - Net banking is a service provided by banks that allows customers to access banking services...
 - Go to action: End
- 3. 1 is How do I Register for Net Banking?
 - Please download and fill up net banking requisition form and submit it to your home...
 - Go to action: End
- 4. 1 is what are features of Net Banking?
 - check the account statement online - open a fixed deposits account - pay utility bills such as...

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: 1

Enter a phrase

Net banking

Preview