

Project Development Phase

Sprint 1

Date	13 November 2022
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Project Name	AI Based Discourse for Banking Industry

Create IBM Watson Assistant Service & Chatbot Skills

Creation of IBM Watson Assistant Service:

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

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

IBM SERVICE	WATSON ASSISTANT
REGION	DALLAS
LANGUAGE	ENGLISH

The screenshot shows the IBM Watson Assistant web interface. At the top, there's a navigation bar with 'IBM Watson Assistant Lite', an 'Upgrade' link, a 'Learning center' link, and help/user icons. The main heading is 'Welcome to the new Watson Assistant' with a 'Next' button. Below this is a progress bar with four steps: 'Create' (active), 'Personalize', 'Customize', and 'Preview'. The 'Create your first assistant' section includes instructions: 'Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.' There are three input fields: 'Assistant name' with the value 'Banking ChatBot', a note 'Your assistant name will be kept internally and not visible to your customers', 'Description (optional)' with the value 'AI BASED DISCOURSE FOR BANKING INDUSTRY' and a character count '39/128', and 'Assistant language'.

IBM Watson Assistant Lite Upgrade Learning center ?

Welcome to the new Watson Assistant Next

Create Personalize Customize Preview

Create your first assistant

Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.

Assistant name

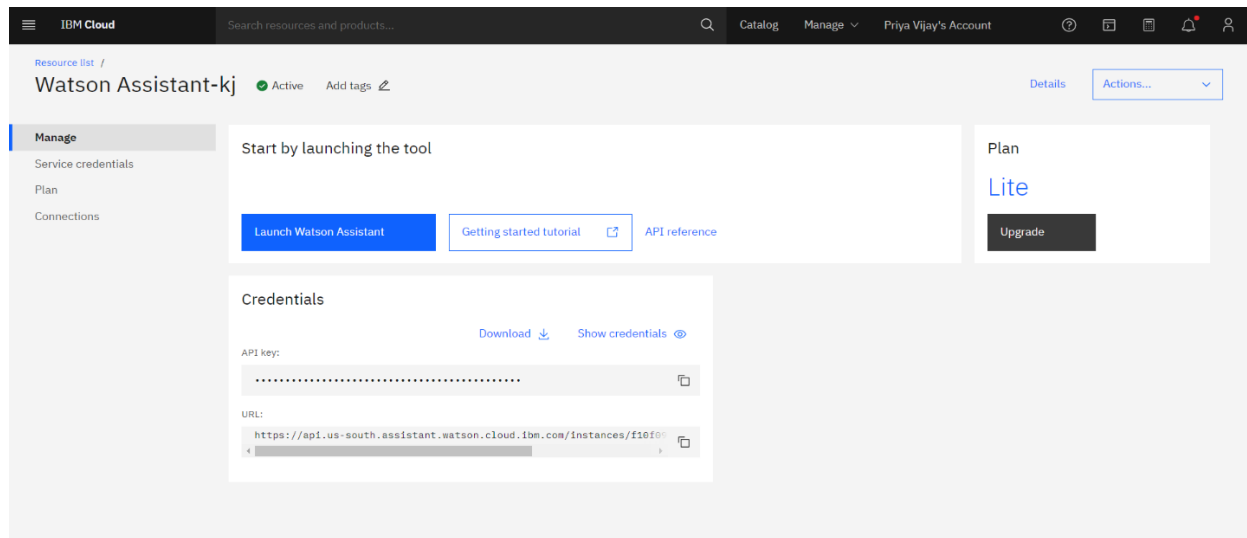
Banking ChatBot

Your assistant name will be kept internally and not visible to your customers

Description (optional) 39/128

AI BASED DISCOURSE FOR BANKING INDUSTRY

Assistant language

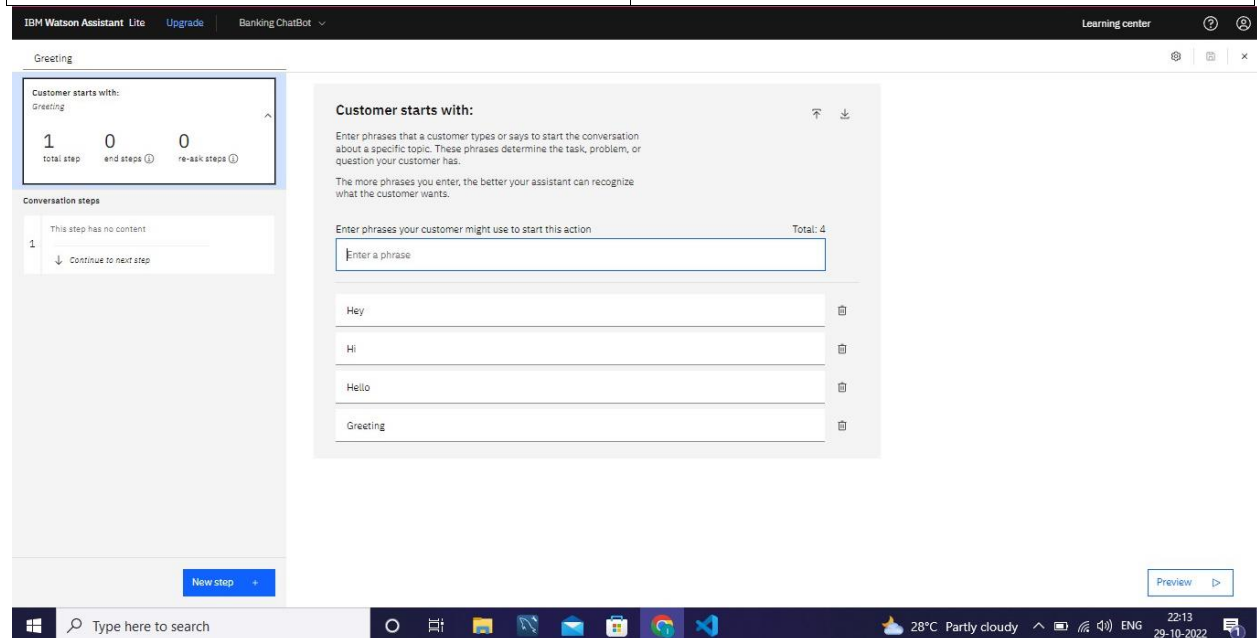


Creation of Chatbot Skills:

Skills are nothing but actions and steps. Steps are the subset of actions where conversations are built and Assistant is used to integrating skills.

The Chatbot build for the project AI Based Discourse for Banking Industry is based on **ACTION SKILLS**.

SKILL TYPE	ACTION OR STEP SKILL
LANGUAGE	ENGLISH



IBM Watson Assistant LiteUpgradeBanking ChatBot

Learning center

Greeting

Customer starts with:
Greeting

100

total stepend steps 0re-ask steps 0

Conversation steps

1

Good to see you.

Continue to next step

New step

Step 1 is takenwithout conditions

fx

Assistant says

Good to see you.

Define customer response

And then

Continue to next step

Preview

IBM Watson Assistant LiteUpgradeBanking ChatBot

Learning center

Greeting

Customer starts with:
Greeting

100

total stepend steps 0re-ask steps 0

Conversation steps

1

Good to see you.

Continue to next step

New step

Step 1 is takenwithout conditions

fx

Assistant says

Good to see you.

Define customer response

And then

Continue to next step

Preview

Greet customer (default)

Welcome, how can I assist you?

hello

Greeting recognized

Good to see you.

There are no additional steps for this action.
Add a new step or end the action.

Type something...

IBM Watson Assistant LiteUpgradeBanking ChatBot

Learning center

Greeting

Customer starts with:
Hey

Conversation steps

1

Good to see you.

Go to action: Index

Step 1 is takenWithout conditions

Assistant says

Good to see you.

Define customer response

And then

Go to another action

Goes to actionIndex

Pass values

Upon returnContinue

Edit settingsEdit passed values

New step

Preview

Greet customer (default)

Welcome, how can I assist you?

hey

Greeting recognized

Good to see you.

Index recognized

How can I help you?

Select an option

Type something...

IBM Watson Assistant LiteUpgradeBanking ChatBot

Learning center

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Status
Index	6 minutes ago	✓
Greeting	2 minutes ago	✓

Items per page: 50Showing 1-2 of 2 actions

11 of 1 pages

Preview

Note: In this Sprint 1, there is no code needed to create assistant and skills, it purely based on Actions and steps.