

Project Development Phase

Sprint 2

Date	13 November 2022
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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**.

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

IBM Watson Assistant interface showing a list of actions under the 'Created by you' filter. The table lists actions such as Savings, Index, End, Greeting, Current, Loan, NetBanking, and General Query, along with their last edited times, example counts, and status.

Name	Last edited	Examples Count	Status
Savings	2 hours ago	2	✓
Index	35 minutes ago	1	✓
End	a day ago	1	✓
Greeting	6 days ago	4	✓
Current	an hour ago	2	✓
Loan	38 minutes ago	1	✓
NetBanking	18 minutes ago	1	✓
General Query	in a few seconds	3	✓

Items per page: 50 Showing 1-8 of 8 actions

IBM Watson Assistant interface showing a list of actions under the 'Created by you' filter. A preview window is open, displaying a chat conversation with the assistant. The preview shows a greeting and a list of options for the user to select.

Preview

How can I assist you?

hi

Greeting recognized

Good to see you.

go to Index

How can I help you?

Select an option

- Savings Account
- Current Account
- Loan Account
- Net Banking
- General Query

Type something...

IBM Watson Assistant interface showing the Actions list and a preview of the Savings action.

Actions List:

Name	Last edited	Examples Count	Status
Savings	2 hours ago	2	
Index	39 minutes ago	1	
End	a day ago	1	
Greeting	a few seconds ago	9	
Current	2 hours ago	2	
Loan	42 minutes ago	1	
NetBanking	22 minutes ago	1	
General Query	4 minutes ago	3	

Preview of Savings action:

go to Savings

Savings Account is an account where you can deposit a part of your income as savings.

Which type of savings account do you want to create?

Select an option

- Regular Savings Account
- Zero Balance Savings Account
- Women's Savings Account
- Senior Citizen's Savings Account
- Family Savings Account

Type something...

IBM Watson Assistant interface showing the Actions list and a preview of the Savings action.

Actions List:

Name	Last edited	Examples Count	Status
Savings	2 hours ago	2	
Index	39 minutes ago	1	
End	a day ago	1	
Greeting	a few seconds ago	9	
Current	2 hours ago	2	
Loan	42 minutes ago	1	
NetBanking	22 minutes ago	1	
General Query	4 minutes ago	3	

Preview of Savings action:

Ways of Opening Regular Savings Account

- VISITING BRANCH
- ONLINE OPENING THROUGH KYC DOCUMENTS

DOCUMENTS REQUIRED:

- Passport,
- Driving Licence,
- Proof of possession of Aadhaar Number,
- Voter's Identity Card issued by Election Commission of India,
- Job card issued by NREGA duly signed by an officer of the State Government,
- Letter issued by the National Population Register containing details of name and address.

go to End

Do you want to know some other services?

Type something...

IBM Watson Assistant interface showing a list of actions. The table lists actions such as Savings, Index, End, Greeting, Current, Loan, NetBanking, and General Query, along with their last edited times and example counts. A preview pane on the right displays a sample response for a "Current" action, detailing eligibility for opening a Current Account and the documents required for a sole proprietorship firm.

Name	Last edited	Examples Count	Status
Savings	2 hours ago	2	
Index	39 minutes ago	1	
End	a day ago	1	
Greeting	a few seconds ago	9	
Current	2 hours ago	2	
Loan	42 minutes ago	1	
NetBanking	22 minutes ago	1	
General Query	4 minutes ago	3	

Items per page: 50 Showing 1-8 of 8 actions

Preview

You are eligible to open Max Advantage Current Account if you fall under any of the following categories:

- Resident Individual
 - Sole Proprietorship Firms
 - Partnership Firms
 - Limited Liability Partnership Firms
 - Private and Public Limited Companies

What are the documents required for opening a Current Account of a sole proprietorship firm?

Category A (government issued documents) License / registration certificate issued, in the name of the entity, by / under:

- Municipal authorities such as Shop & Establishment certificate / Trade License,
- Registering authority in the name of practicing firm like Certificate of Practice issued by Institute of Chartered Accountants of India, Institute of Cost Accountants of India and Institute of Company Secretaries of India,

Type something...

IBM Watson Assistant interface showing a list of actions. The table lists actions such as Savings, Index, End, Greeting, Current, Loan, NetBanking, and General Query, along with their last edited times and example counts. A preview pane on the right displays a sample response for a "Loan" action, detailing eligibility for opening a Current Account and the documents required for a sole proprietorship firm.

Name	Last edited	Examples Count	Status
Savings	2 hours ago	2	
Index	39 minutes ago	1	
End	a day ago	1	
Greeting	a few seconds ago	9	
Current	2 hours ago	2	
Loan	42 minutes ago	1	
NetBanking	22 minutes ago	1	
General Query	4 minutes ago	3	

Items per page: 50 Showing 1-8 of 8 actions

Preview

and certain tax benefits can also be availed on some of these types of Personal Loans.

Travel Loan

All You Need To Know

Features:

Instant funds: For pre-approved Bank customers, funds under a travel loan are made available almost instantly. Meanwhile, non-HDFC Bank customers can get funds in less than 4 hours.

Pocket-friendly EMIs and flexible tenure: You can get a Personal Loan for travel with pocket-friendly EMIs, flexible repayment option and loan tenures of up to 60 months. You can repay the loan via cheque, online transfer, cash or Credit Card.

Hassle-free application process: Minimal or no documentation is involved in the process of getting a Bank Personal Loan for travel.

Type something...

IBM Watson Assistant interface showing a list of actions and a preview of the 'Net Banking' action.

Actions Table:

Name	Last edited	Examples Count	Status
Savings	2 hours ago	2	
Index	39 minutes ago	1	
End	a day ago	1	
Greeting	a few seconds ago	9	
Current	2 hours ago	2	
Loan	42 minutes ago	1	
NetBanking	22 minutes ago	1	
General Query	4 minutes ago	3	

Preview of 'Net Banking' action:

go to [NetBanking](#)

What is Net Banking?

Net banking is also referred to as internet banking. It is an electronic system provided by banks to their customers that allows them to access financial and non-financial banking services in minutes. The net banking system eliminates the need to physically visit the bank. Net banking allows customers to easily access a variety of banking services such as money transfers, the creation of FDs and RDs, the tracking of transactions, and so on.

Any customer who has an active bank account with the bank can use internet banking or net banking. In order to use net banking, a customer must first register. After registering, he or she will be able to use the online banking services.

Select an option

Type something...

IBM Watson Assistant interface showing a list of actions and a preview of the 'Benefits' action.

Actions Table:

Name	Last edited	Examples Count	Status
Savings	2 hours ago	2	
Index	39 minutes ago	1	
End	a day ago	1	
Greeting	a few seconds ago	9	
Current	2 hours ago	2	
Loan	42 minutes ago	1	
NetBanking	22 minutes ago	1	
General Query	4 minutes ago	3	

Preview of 'Benefits' action:

Benefits

Some of the most prominent advantages of internet banking include the following:

- With internet banking, you can transfer money from one account to another. You can initiate inter and intrabank fund transfers, domestically and internationally. You can send funds to beneficiaries within an hour using money transfer channels like NEFT, RTGS, and IMPS.
- Another benefit of internet banking is that you can conveniently open fixed and recurring deposit accounts online. You can choose your preferred deposit type (cumulative or non-cumulative), amount, and investment term.
- You can pay utility bills like electricity, telephone, gas, etc., from the comfort of your home and enable auto-debit options never to miss a payment. You

Type something...

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IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Index

Customer starts with: Index

Conversation steps

1. This step has no content. Go to action: General Query
2. This step has no content. Continue to next step
3. This step has no content. Go to action: Net Banking
4. This step has no content. Go to action: Loan
5. How can I help you? Loan Account General Query + 3. Continue to next 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

How can I help you?

General Query

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 mal...
- Kyc Documents

Type something...

Type here to search

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IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Index

Customer starts with: Index

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

How can I help you?

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...

Type here to search

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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

1

5 is General Query

This step has no content

Go to action: General Query

2

This step has no content

Continue to next step

3

5 is Net Banking

This step has no content

Go to action: NetBanking

4

5 is Loan Account

This step has no content

Go to action: Loan

5

How can I help you?

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

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

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