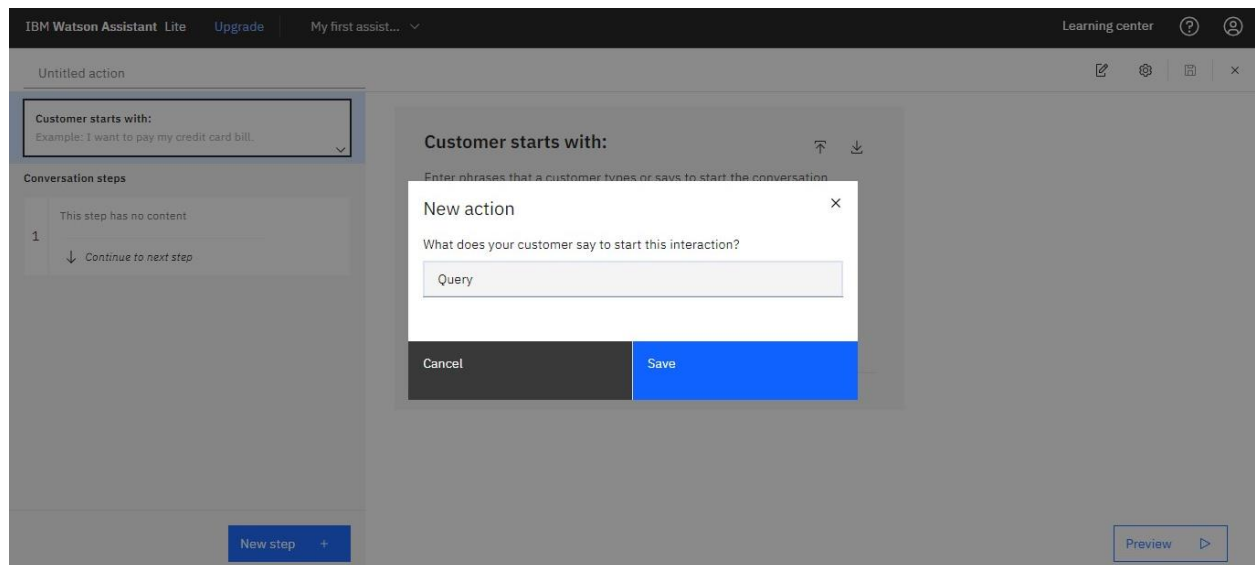


Project Development Phase

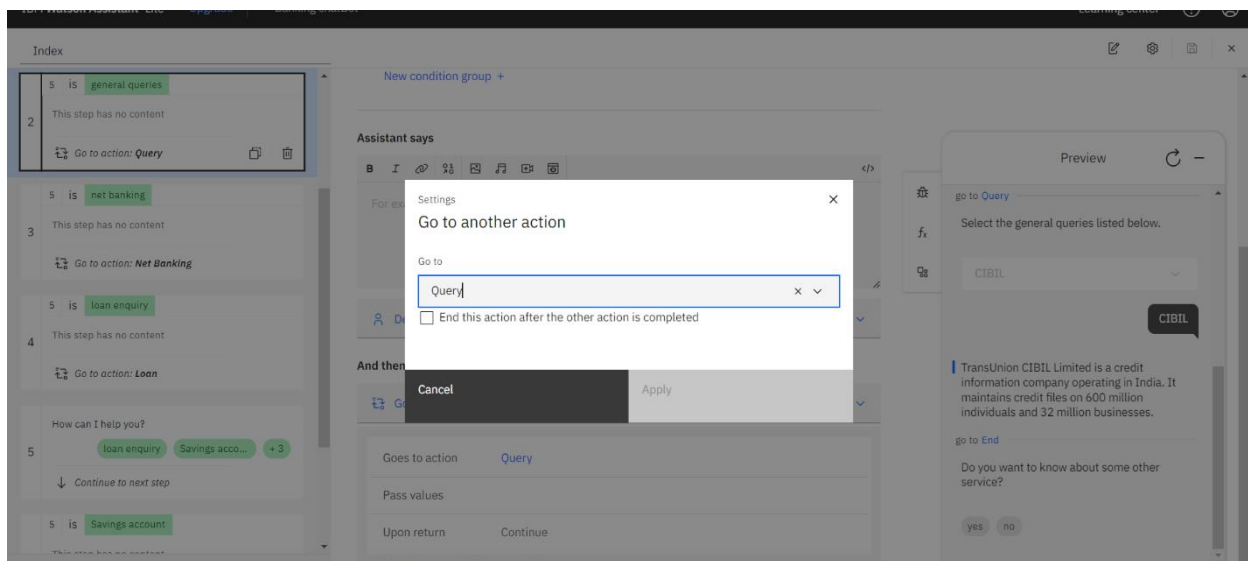
Delivery of Sprint - 3

Date	14 November 2022
Team Members	Sananda TR, Priya V,Nivetha E,Santhya MP
Team ID	
Project Name	AI based discourse for Banking Industry

Creating General Query Action



Adding steps in Query action to handle queries regarding Bank working hours, Currency conversion policy, Storage locker facility, CIBIL score, list of all branches, nearest available branch, etc.,



Preview of general query

The screenshot shows the IBM Watson Assistant interface. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Banking chatBot', 'Learning center', and user icons. The left sidebar has 'Actions' selected, with sub-options: 'Created by you', 'Set by assistant', 'Variables', 'Created by you', 'Set by assistant', 'Set by integration', and 'Saved responses'. The main area displays a table of actions:

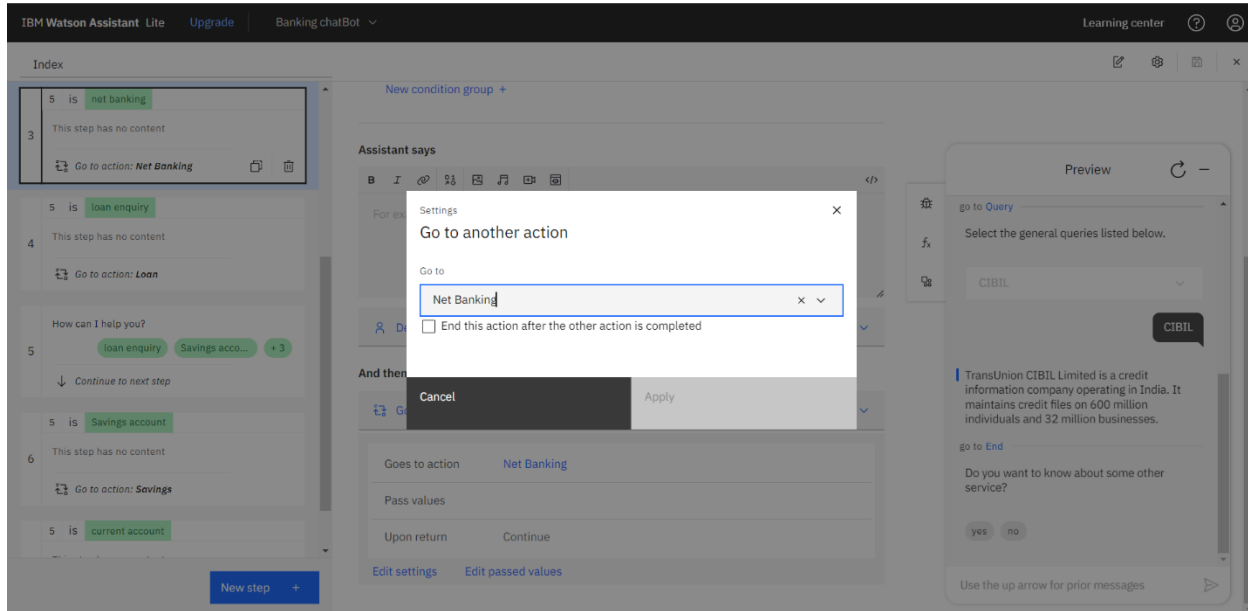
Name	Last edited	Examples Count
Savings	8 days ago	1
Index	4 days ago	1
Loan	6 days ago	1
Query	4 days ago	1
Greeting	8 days ago	4
End	7 days ago	1
Net Banking	4 days ago	1
Current	6 days ago	2

A 'Preview' window is open for the 'Query' action. It shows a 'go to Query' link, a search bar with 'CIBIL' entered, and a list of results. The first result is 'TransUnion CIBIL Limited is a credit information company operating in India. It maintains credit files on 600 million individuals and 32 million businesses.' Below the results is a 'go to End' link and a question 'Do you want to know about some other service?' with 'yes' and 'no' buttons. At the bottom of the preview window is a 'Use the up arrow for prior messages' button.

Creating Net Banking Action

The screenshot shows the IBM Watson Assistant interface for creating a new action. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'My first assist...', 'Learning center', and user icons. The main area is titled 'Untitled action'. On the left, there is a 'Customer starts with:' section with an example: 'I want to pay my credit card bill.' Below this is a 'Conversation steps' section with a single step labeled '1' and a 'Continue to next step' button. A 'New action' dialog box is open in the center, asking 'What does your customer say to start this interaction?'. The input field contains 'Net Banking'. The dialog has 'Cancel' and 'Save' buttons. At the bottom right of the main area is a 'Preview' button.

Adding new steps to the existing action



Preview of Net banking action

