

PROJECT DEVELOPMENT PHASE

DELIVERY OF SPRINT -2

Date	07 November 2022
Team ID	PNT2022TMID07052
Project Name	AI Based Discourse for Banking Industry
Maximum Marks	8 Marks

Account Creation

The screenshot displays the IBM Watson Assistant interface for a 'Create an account' conversation. The interface is divided into three main sections:

- Conversation steps:** A list of steps for the conversation flow. Step 1: 'I can help you with that! To create an account, we will need a few pieces of information. Let me guide you...' with a 'Continue to next step' button. Step 2: 'First, please provide your first name.' with a 'Free text' input field and a 'Continue to next step' button. Step 3: 'Thanks! Now, enter your last name.' with a 'Free text' input field and a 'Continue to next step' button. A 'New step' button is at the bottom.
- Customer starts with:** A section for defining the conversation start. It includes instructions: '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.' Below this, there is a list of phrases: 'Account Creation', 'Where do I register for this?', 'Where do I find guidance on signing up?', and 'Where does a first time visitor sign up?'. A 'Total: 19' count is shown.
- Preview:** A button to preview the conversation flow.

This screenshot shows the same IBM Watson Assistant interface as the previous one, but with a 'Preview' window open on the right side. The 'Preview' window shows a simulated conversation:

- Greet customer [default]:** 'Welcome, how can I assist you?' with a response bubble 'Account creation'.
- Create an account recognized:** 'I can help you with that! To create an account, we will need a few pieces of information. Let me guide you through this process!'
- First, please provide your first name:** A response bubble 'Indhumathi'.
- Thanks! Now, enter your last name:** A text input field with the placeholder 'Type something...'.

Creation of Net Banking

The screenshot shows the IBM Watson Assistant interface for a 'Net banking' chatbot. The interface is divided into three main sections:

- Customer starts with:** A dropdown menu showing the current conversation path: "Can you please help me set up autopayment".
- Conversation steps:** A list of steps for the conversation:
 - Step 1: "To set up autopay, please enter your email address below." with a "Regex" button and a "Continue to next step" link.
 - Step 2: "Great. Next, please enter your date of birth in MM-DD-YYYY format." with a "Date" button and a "Continue to next step" link.
 - Step 3: "Thanks for the information. We've found you in our system!
 To configure autopay, we'll need..." with buttons for "Account x01...", "Account x00...", and a "+2" button.
- Customer starts with:** A section for defining phrases that trigger the conversation. It includes a text input "Enter a phrase", a list of phrases ("net banking", "Set up autopay", "Recurring payments"), and a "Total: 7" count. A "Preview" button is at the bottom right.

The interface is running in a web browser with multiple tabs open, including "My IBM", "IBM Wats...", "Finance &...", and "New Tab". The system clock shows 10:15 on 07-11-2022.

This screenshot shows the same IBM Watson Assistant interface, but with a "Preview" window open on the right side. The preview window displays a simulated conversation flow:

- net bankin** (User input)
- Net banking recognized** (System response)
- To set up autopay, please enter your email address below.** (System prompt)
- ibmteam@gmail.com** (User input)
- Great. Next, please enter your date of birth in MM-DD-YYYY format.** (System prompt)
- Choose a date (mm/dd/yyyy)** (System prompt)
- mm/dd/yyyy** (User input)
- 08/08/2002** (User input)
- Type something...** (User input)

The "Preview" window also includes a "Type something..." input field at the bottom. The main interface remains the same, showing the conversation steps and phrase list. The system clock now shows 10:16 on 07-11-2022.

Creation of Loan Queries

