

## PROJECT DEVELOPMENT

### PHASESPRINT 1

Date	05 November 2022
Team ID	PNT2022TMID07052
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**.

<b>IBM SERVICE</b>	<b>WATSON ASSISTANT</b>
<b>REGION</b>	<b>DALLAS</b>
<b>LANGUAGE</b>	<b>ENGLISH</b>

The screenshot shows the IBM Watson Assistant 'Create your first assistant' page. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Learning center', and 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.' The form fields are: 'Assistant name' with the value 'Banking ChatBot' and 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' which is currently empty.

IBM Watson Assistant Lite	Upgrade	Learning center	?	Profile
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### 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

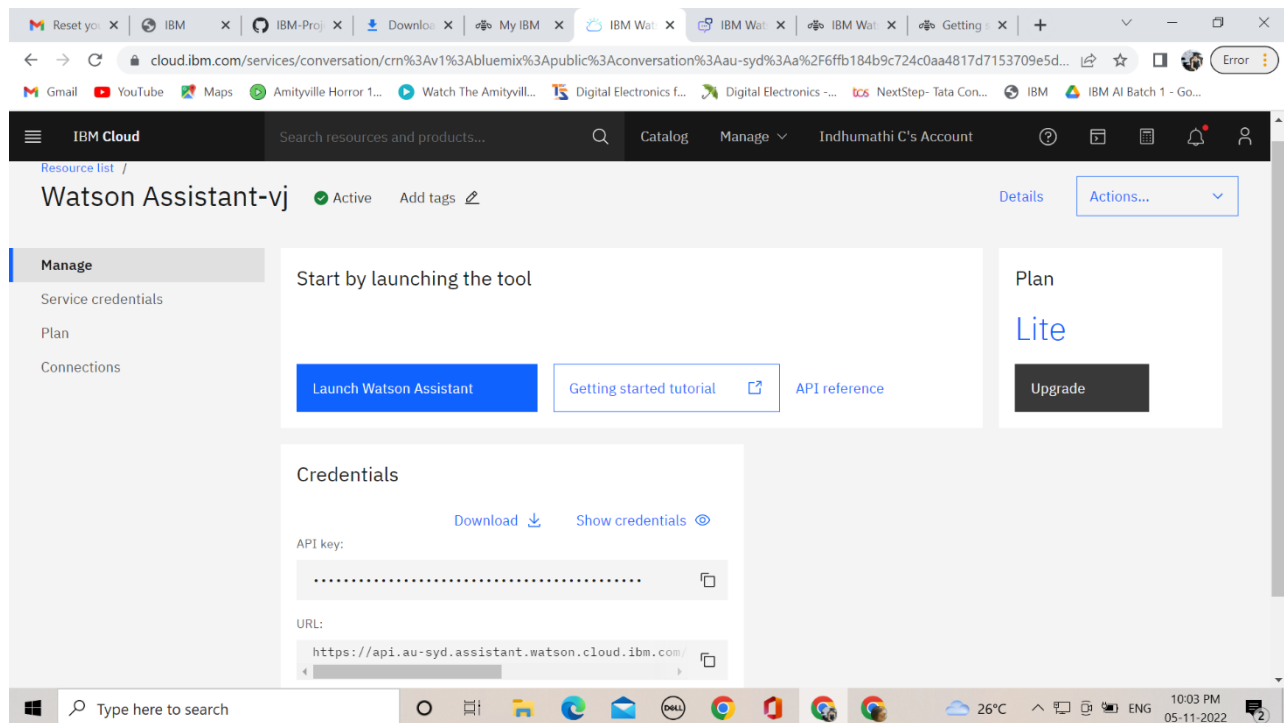
Banking ChatBot

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 Lite Upgrade Banking ChatBot Learning center

Greeting

Customer starts with: Greeting

1 total step 0 end steps 0 re-ask steps

Conversation steps

1 This step has no content. Continue to next step

New step +

Preview

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: 4

Enter a phrase

Hey

Hi

Hello

Greeting

Type here to search

28°C Partly cloudy

22:13 29-10-2022

Reset you IBM GitHub Download My IBM IBM Wat IBM Wat IBM Wat Getting +

au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F6fb184b9c724c0aa4817d7153709e...

Gmail YouTube Maps Amityville Horror 1... Watch The Amityville... Digital Electronics f... Digital Electronics ... tcs NextStep- Tata Con... IBM IBM AI Batch 1 - Go...

IBM Watson Assistant Lite Upgrade Banking Chatbot Learning center

Greetings

Customer starts with: Hi

Conversation steps

1 Good to see you!! Continue to next step

2 How can I help you? Action complete

New step +

Step 2 is taken without conditions

Assistant says

How can I help you?

Define customer response

And then

End the action

Preview

Greet customer [default]

Welcome, how can I assist you?

hey

Greetings recognized

Good to see you!!

How can I help you?

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

Type something...

Type here to search

24°C

09:46 PM 05-11-2022

The screenshot shows the IBM Watson Assistant interface in a web browser. The browser's address bar displays a URL from `au-syd.assistant.watson.cloud.ibm.com`. The page header includes "IBM Watson Assistant Life", "Upgrade", "Banking Chatbot", and a "Learning center" link. The main content area is titled "Greetings" and shows a configuration for a conversation step. On the left, a "Conversation steps" list shows two steps: Step 1 with the text "Good to see you!!" and Step 2 with the text "How can I help you?". Step 2 is highlighted with a blue border. To the right of the steps, a configuration panel for Step 2 is visible. It shows "Step 2 is taken" with a dropdown set to "without conditions". Below this, the "Assistant says" section contains a text area with the text "How can I help you?". At the bottom of the configuration panel, there is a "Define customer response" link and an "End the action" button. A "Preview" button is located at the bottom right of the configuration panel. The Windows taskbar at the bottom shows the search bar and several application icons.

The screenshot shows the IBM Watson Assistant interface in a web browser, displaying the "Actions" section. The browser's address bar shows a URL from `us-south.assistant.watson.cloud.ibm.com`. The page header includes "IBM Watson Assistant Life", "Upgrade", "Banking ChatBot", and a "Learning center" link. The left sidebar contains a navigation menu with "Actions" selected. The main content area shows a table of actions. The table has three columns: "Name", "Last edited", and "Status". There are two actions listed: "Index" and "Greeting". The "Index" action was last edited "6 minutes ago" and has a status of "Success". The "Greeting" action was last edited "2 minutes ago" and has a status of "Success". At the bottom of the table, there is a "Preview" button. The Windows taskbar at the bottom shows the search bar and several application icons.

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

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