

Project Development Phase

Delivery of Sprint - 3

Date	05 November 2022
Team ID	PNT2022TMID01021
Project Name	AI-based discourse for Banking Industry

Creating Loan Account Action

Loan action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant configuration interface for a 'Loan' action. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'BANKING BOT', and 'Learning center'. The left sidebar shows the 'Conversation steps' for the 'Loan' action, with Step 1 being 'What type of loan are you looking at?' and Step 2 being 'To be eligible for a house loan please contact our bank service providers with all existing loan'. The main area shows the 'Assistant says' section for Step 1, which is 'What type of loan are you looking at?'. Below this is a 'Choose an option' dropdown menu. The interface also includes a 'Preview' button and a 'New step' button.

Creating General Query Action

General query action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant configuration interface for a 'Query' action. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'BANKING BOT', and 'Learning center'. The left sidebar shows the 'Conversation steps' for the 'Query' action, with Step 1 being 'Select the general queries listed below' and Step 2 being 'Kindly reach out to our customer care executive'. The main area shows the 'Assistant says' section for Step 1, which is 'Select the general queries listed below'. Below this is a 'Choose an option' dropdown menu. The interface also includes a 'Preview' button and a 'New step' button.

Creating Net Banking Action

Net banking action is created with the necessary steps.

IBM Watson Assistant LiteUpgradeBANKING BOT

Learning center

Net Banking

Customer starts with:
Net Banking

Conversation steps

1

what queries do you have regarding Netbanking?

Facing errors...What is Net B...+ 2

Continue to next step

1

is

What is Net Banking?

2

The facility offered by the bank allows customers to use banking services over the...

Go to action: End

New step +

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 actionTotal: 1

Enter a phrase

Net Banking

Preview

In addition to this greeting, end greeting ,index and end actions are also created.

Name	Last edited	Examples Count	Status	
Greeting	3 days ago	4	✓	⋮
Index	23 minutes ago	1	✓	⋮
Current	3 days ago	2	✓	⋮
Loan	3 days ago	1	✓	⋮
Net Banking	3 days ago	1	✓	⋮

Items per page: 50

Showing 1-8 of 8 actions

11 of 1 pages

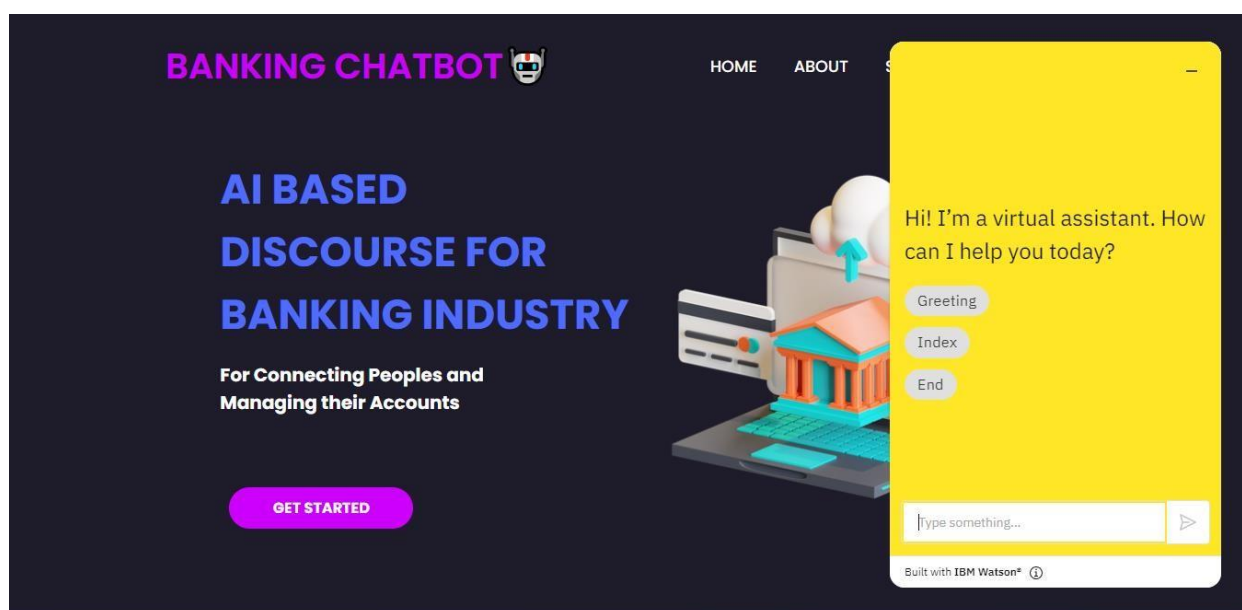
Preview

Name	Last edited	Examples Count	Status	
Net Banking	3 days ago	1	✓	⋮
Query	31 minutes ago	1	✓	⋮
Savings	3 days ago	1	✓	⋮
End	3 days ago	1	✓	⋮

Items per page: 50
Showing 1–8 of 8 actions
1
1 of 1 pages
Preview

PREVIEW OF CHATBOT:

<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=https%3A%2F%2Fus-south.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-35339789-38d5-451f-8f05-3ddb5dbbe57e%3A%3A49d7f8d1-0500-4610-9518-068ec885f252&integrationID=fc789460-2e93-472d-b324-c85bef5219f5®ion=us-south&serviceInstanceID=35339789-38d5-451f-8f05-3ddb5dbbe57e>



Note: No code for this project. So, I attached the screenshot and step to build it.