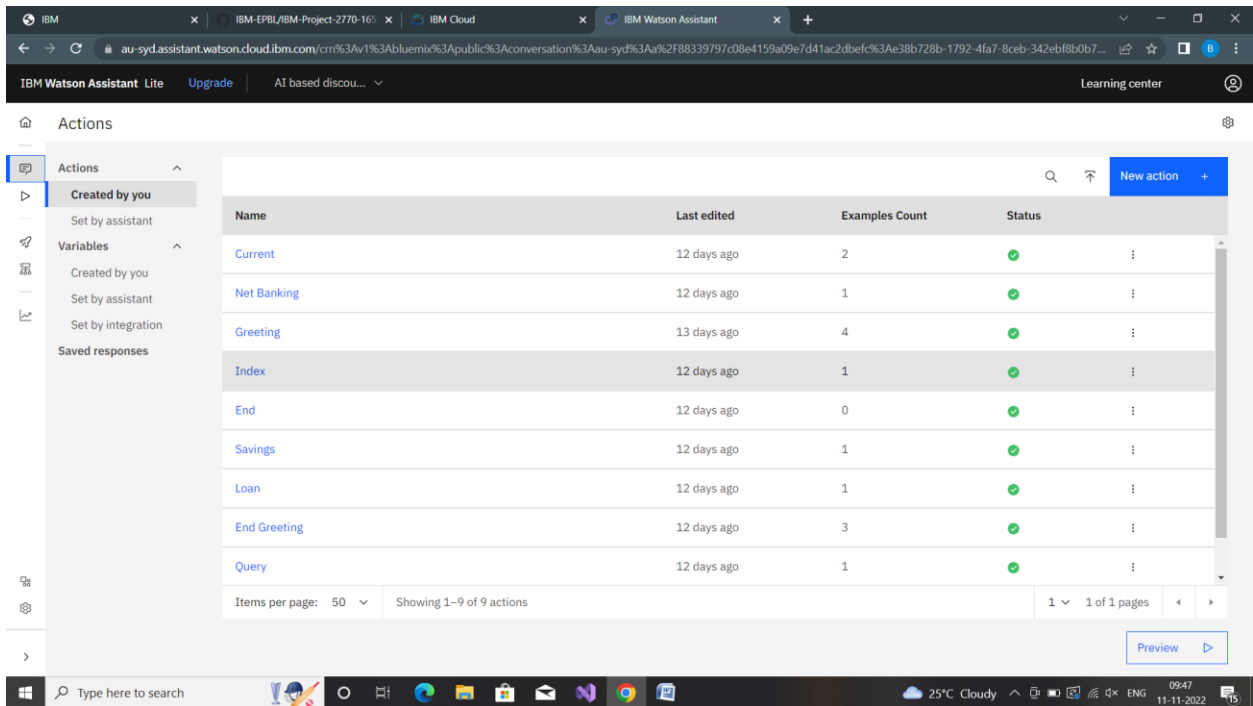


CREATING SKILLS AND ASSISTANT FOR CHATBOT

Date	25 November 2022
Team ID	PNT2022TMID08666
Project Name	AI based discourse for Banking Industry



The screenshot shows the IBM Watson Assistant web interface. The browser address bar displays the URL: `au-syd.assistant.watson.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F88339797c08e4159a09e7d41ac2dbefc%3Ae38b728b-1792-4fa7-8ceb-342ebf8b0b7...`. The page title is "IBM Watson Assistant" and the breadcrumb is "AI based discou...". The left sidebar contains navigation options: "Actions", "Variables", and "Saved responses". The "Actions" section is expanded, showing a list of actions created by the user. The table lists actions such as "Current", "Net Banking", "Greeting", "Index", "End", "Savings", "Loan", "End Greeting", and "Query". Each row includes columns for Name, Last edited, Examples Count, and Status. A "New action" button is visible in the top right corner of the table. The bottom of the screen shows the Windows taskbar with the search bar and various application icons.

Name	Last edited	Examples Count	Status
Current	12 days ago	2	✓
Net Banking	12 days ago	1	✓
Greeting	13 days ago	4	✓
Index	12 days ago	1	✓
End	12 days ago	0	✓
Savings	12 days ago	1	✓
Loan	12 days ago	1	✓
End Greeting	12 days ago	3	✓
Query	12 days ago	1	✓

IBM Watson Assistant interface showing the "Current" conversation. The left sidebar displays "Conversation steps" with a list of steps and actions. The main area shows the "Customer starts with:" section, which includes a list of phrases and a "Total: 2" count. The interface is in English and shows the date 11-11-2022.

Current

Customer starts with:
Current

Conversation steps

What's your company type?

1 is proprietorship partnership

Continue to next step

1 is proprietorship

2 Please take the following documents and approach the nearest branch 1)Income tax returns of the proprietor...

Go to action: End

1 is partnership

3 Please take the following documents and approach the nearest branch 1)Income tax returns of the proprietor...

Go to action: End

New step +

Preview ▶

Type here to search

25°C Cloudy

09:47
11-11-2022

IBM Watson Assistant interface showing the "Net Banking" conversation. The left sidebar displays "Conversation steps" with a list of steps and actions. The main area shows the "Customer starts with:" section, which includes a list of phrases and a "Total: 1" count. The interface is in English and shows the date 11-11-2022.

Net Banking

Customer starts with:
Net Banking

Conversation steps

What queries do you have regarding NetBanking?

1 is How do I regi... What is Net B... + 2

Continue to next step

1 is What is Net Banking?

2 The facility offered by the bank allows customer to use banking services over the internet. Customers...

Go to action: End

1 is How do I register for Net Banking?

3 Please download and fill the banking requisition form and submit it to your home branch.

Go to action: End

1 is What are the features of Net Banking?

1)Check the account statement online 2)Open a

New step +

Preview ▶

Type here to search

25°C Cloudy

09:48
11-11-2022

IBM Watson Assistant interface showing the "Greeting" step configuration. The left sidebar displays the "Conversation steps" list with step 1 selected. The main area shows the "Customer starts with:" section, where phrases are entered to trigger the action. The "Enter phrases your customer might use to start this action" field is active, and a list of phrases (Hey, Hi, Hello, Greeting) is shown below. The "Total: 4" indicates the number of phrases entered. A "Preview" button is visible at the bottom right.

IBM Watson Assistant interface showing the "End" step configuration. The left sidebar displays the "Conversation steps" list with step 2 selected. The main area shows the "Step 2 is taken" section, where conditions are defined. The "Conditions" section shows a single condition: "If All of this is true: 1. Do you want to kn... is Yes". The "Assistant says" section is active, showing a text input field for the response. A "Preview" button is visible at the bottom right.

IBM

IBM-EPBL/IBM-Project-2770-16

IBM Cloud

IBM Watson Assistant

au-syd.assistant.watson.cloud.ibm.com/crm%3A%2F88339797c08e4159a09e7d41ac2dbefc%3A%3Bb728b-1792-4fa7-8ceb-342ebf8b0b7...

IBM Watson Assistant Lite Upgrade AI based discou... Learning center

Savings

Customer starts with:
Savings

Conversation steps

Which type of savings account do you want to create?

1 is Regular savin... Kids savings ... +1

Continue to next step

1 is Regular savings account

Great! Please take the following documents and head towards the nearest branch. 1)Aadhar card...

2 is Go to action: End

1 is Kids savings account

Awesome! Please take the following documents and head towards the nearest branch 1)Aadhar Card...

3 is Go to action: End

1 is Zero Balance savings account

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 action Total: 1

Enter a phrase

Savings

Preview

Type here to search 25°C Cloudy 09:48 11-11-2022

IBM

IBM-EPBL/IBM-Project-2770-16

IBM Cloud

IBM Watson Assistant

au-syd.assistant.watson.cloud.ibm.com/crm%3A%2F88339797c08e4159a09e7d41ac2dbefc%3A%3Bb728b-1792-4fa7-8ceb-342ebf8b0b7...

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Loan

Customer starts with:
Loan

Conversation steps

2 is Student loan

1 Please approach the bank with the following documents 1)Acceptance Letter from Institution...

Go to action: End

What type of loan are you looking for?

2 is Topup loan Vehicle loan +3

Continue to next step

2 is House loan

To be eligible for a house loan please contact our bank service providers with all existing loan details.

3 is Go to action: End

2 is Gold loan

Please approach the bank with the following

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 action Total: 1

Enter a phrase

Loan

Preview

Waiting for au-syd.assistant.watson.cloud.ibm.com... Type here to search 25°C Cloudy 09:49 11-11-2022

IBM Watson Assistant interface showing the configuration for the "End Greeting" action.

Customer starts with: End Greeting

Conversation steps

1. This step has no content. Action complete.

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: 3

Enter a phrase

Thank you

Thanks

End Greeting

New step

Preview

IBM Watson Assistant interface showing the configuration for the "Query" action.

Customer starts with: Query

Conversation steps

1. Select the general queries listed below.
 - Storage lock...
 - Currency con...
 - + 4
2. Continue to next step
- 1 is Bank working days
 - The bank is open all days from Monday to Saturday from 9 am to 3pm, with exception of 2nd Saturdays.
2. Go to action: End
- 1 is List of branches
 - Chennai Coimbatore Madurai Trichy Theni Ooty Tirupur Salem
3. Go to action: End
- 1 is Storage locker facility
 - These branches have the storage locker facility:

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: 1

Enter a phrase

Query

New step

Preview