Project Development Phase

Sprint 2

Date	04 November 2022
Team ID	PNT2022TMID28190
Project Name	AI Based Discourse for Banking Industry

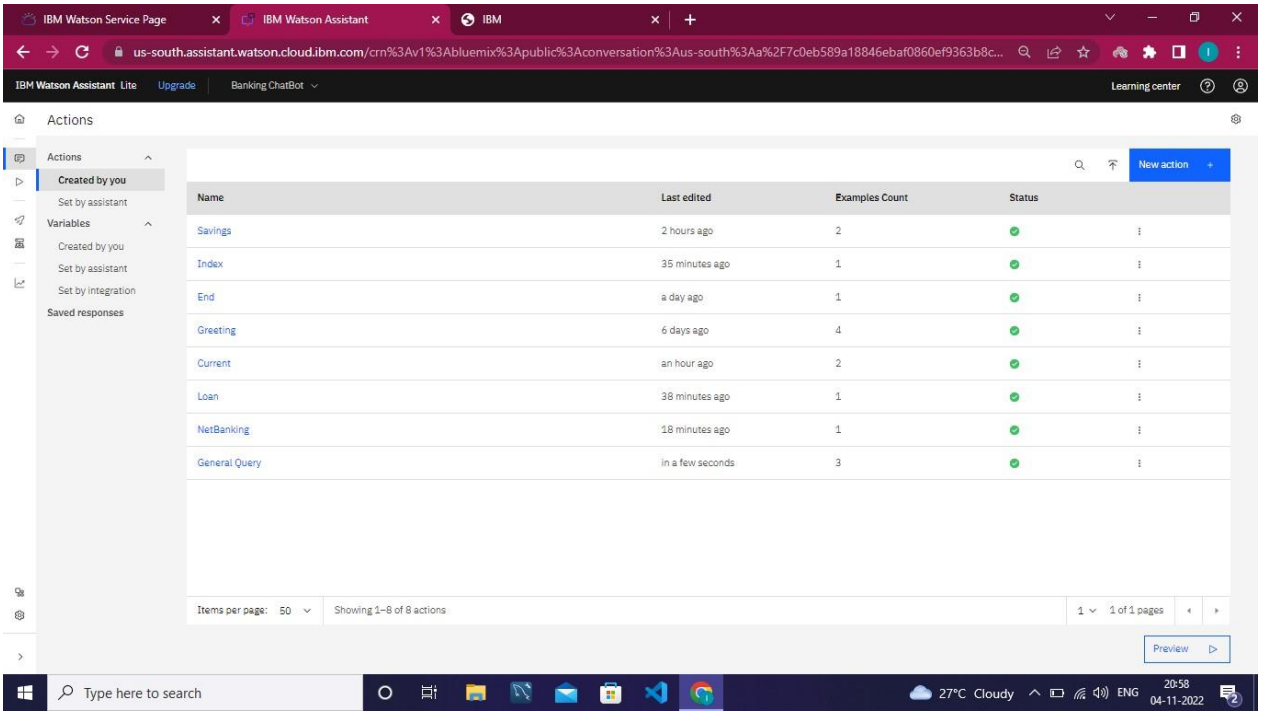
Create Actions For Chatbot Assistant

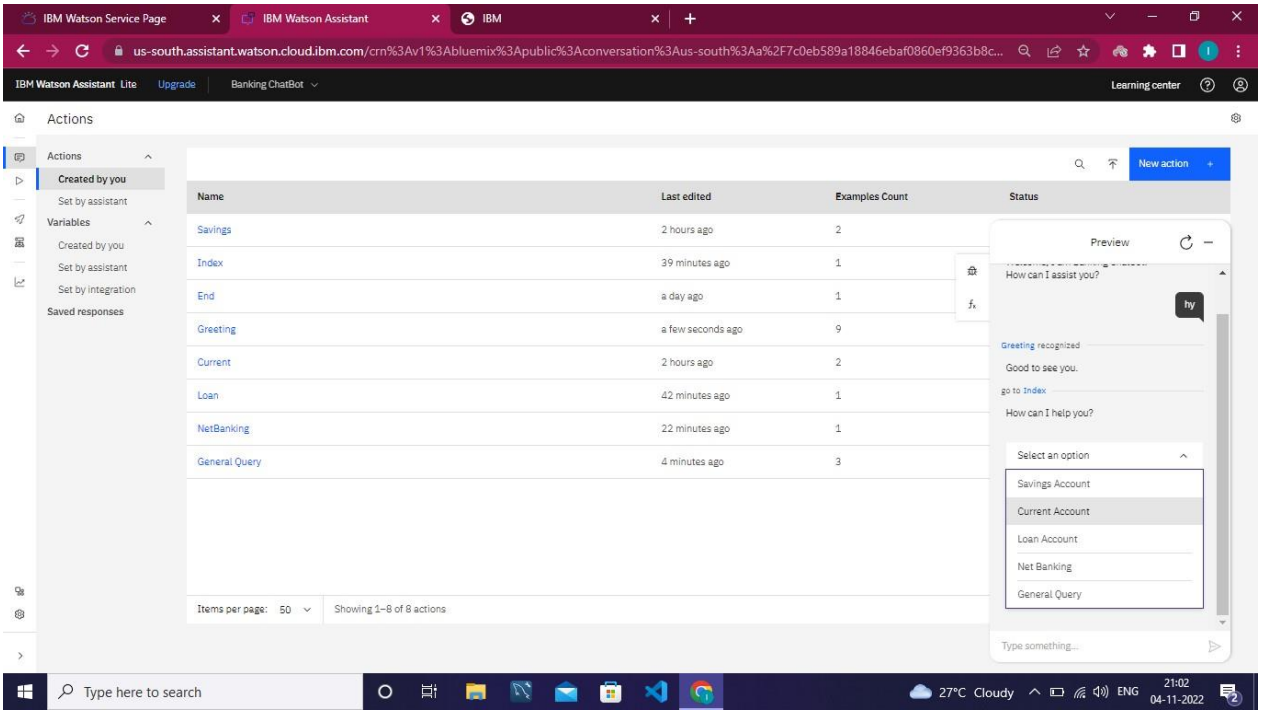
Creation of Actions for Banking Chatbot Assistant:

To implement AI Based Discourse for Banking Industry, we need an IBM Service.

The Service used is **IBM WATSON ASSISTANT.**

ACTION CREATED
1)SAVING ACCOUNT ACTION
2)CURRENT ACCOUNT ACTION
3)LOAN ACCOUNT ACTION
4)GENERAL QUERY ACTION
5)NET BANKING ACTION


IBM Watson Service Page
IBM Watson Assistant
IBM
us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F7c0eb589a18846ebaf0860ef9363b8c...
IBM Watson Assistant Lite
Upgrade
Banking ChatBot
Learning center
Actions
Actions
Created by you
Set by assistant
Variables
Created by you
Set by assistant
Set by integration
Saved responses
New action
Name
Last edited
Examples Count
Status
Savings 2 hours ago 2
Index 35 minutes ago 1
End a day ago 1
Greeting 6 days ago 4
Current an hour ago 2
Loan 38 minutes ago 1
NetBanking 18 minutes ago 1
General Query in a few seconds 3
Items per page: 50
Showing 1–8 of 8 actions
1 of 1 pages
Preview
Type here to search
27°C Cloudy
ENG
20:58
04-11-2022


IBM Watson Service Page
IBM Watson Assistant
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us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F7c0eb589a18846ebaf0860ef9363b8c...
IBM Watson Assistant Lite
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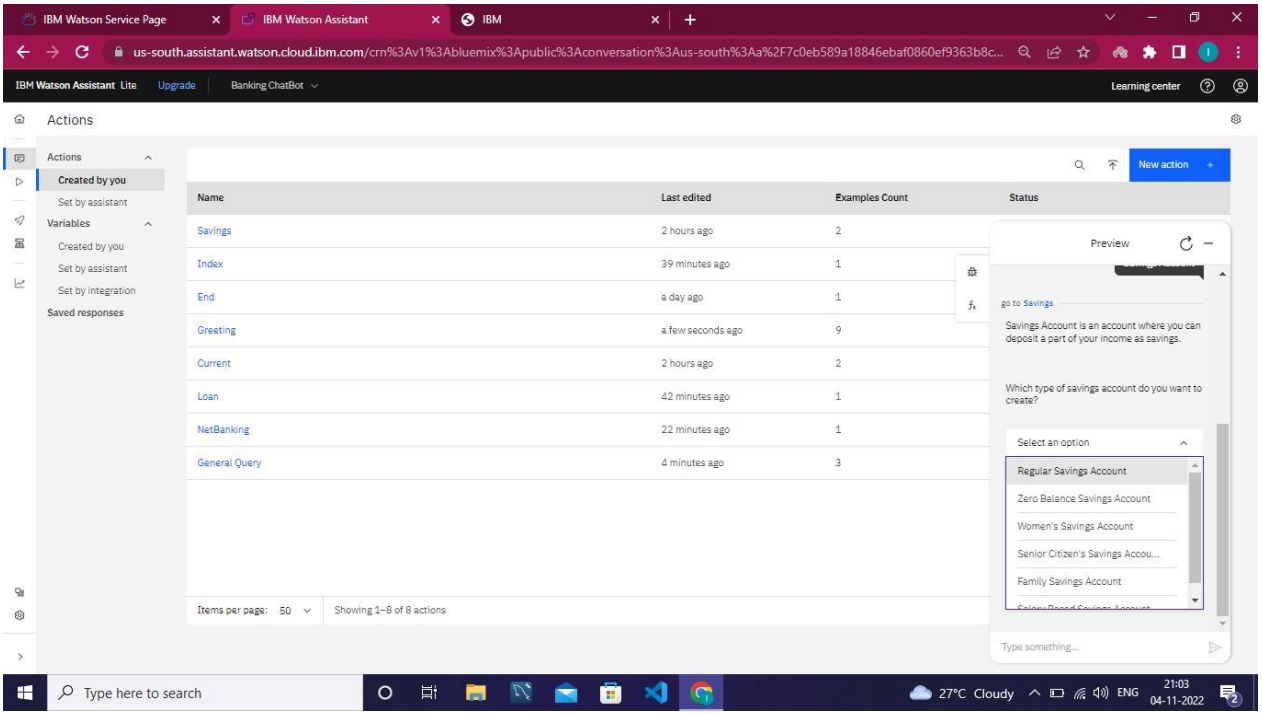
Actions
Actions
Created by you
Set by assistant
Variables
Created by you
Set by assistant
Set by integration
Saved responses
New action
Name
Last edited
Examples Count
Status
Savings 2 hours ago 2
Index 39 minutes ago 1
End a day ago 1
Greeting a few seconds ago 9
Current 2 hours ago 2
Loan 42 minutes ago 1
NetBanking 22 minutes ago 1
General Query 4 minutes ago 3
Items per page: 50
Showing 1–8 of 8 actions
Preview
How can I assist you?
hy
Greeting recognized
Good to see you.
go to Index
How can I help you?
Select an option
Savings Account
Current Account
Loan Account
Net Banking
General Query
Type something...
Type here to search
27°C Cloudy
ENG
21:02
04-11-2022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Current 2 hours ago 2
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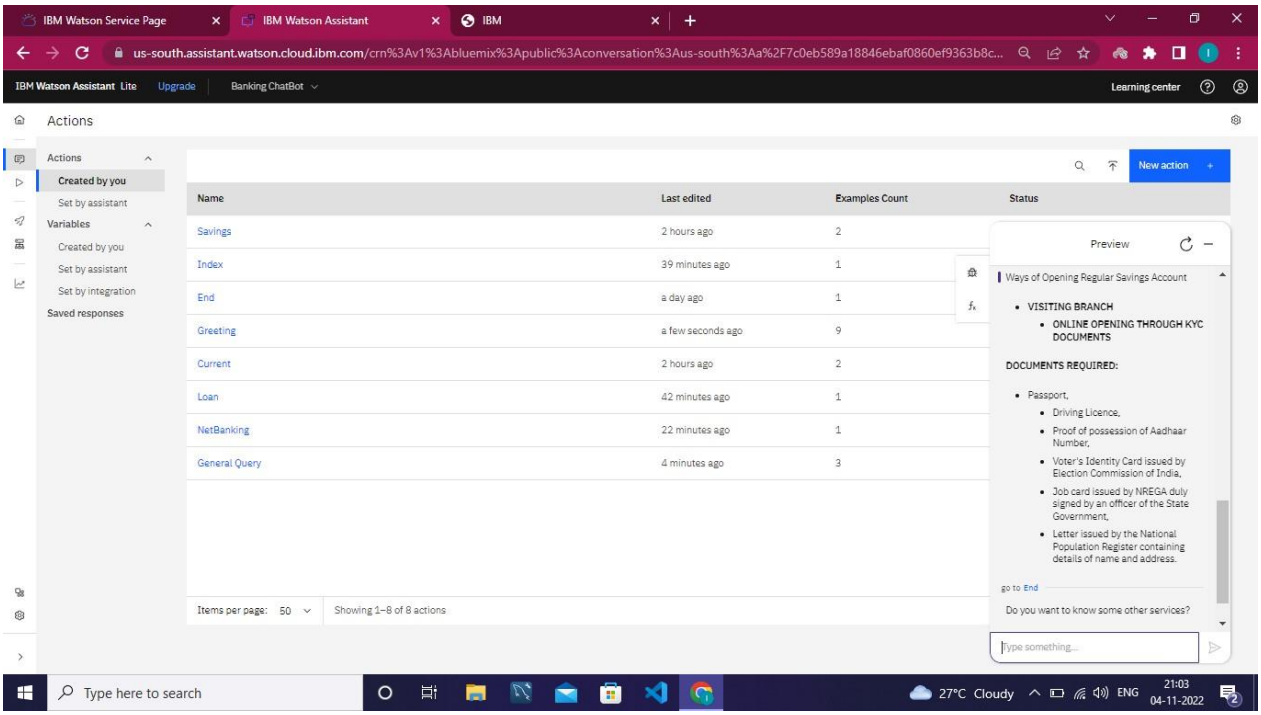
NetBanking 22 minutes ago 1
General Query 4 minutes ago 3
Items per page: 50
Showing 1–8 of 8 actions
Preview
go to Savings
Savings Account is an account where you can deposit a part of your income as savings.
Which type of savings account do you want to create?
Select an option
Regular Savings Account
Zero Balance Savings Account
Women's Savings Account
Senior Citizen's Savings Accou...
Family Savings Account
Type something...
Type here to search
27°C Cloudy
ENG
21:03
04-11-2022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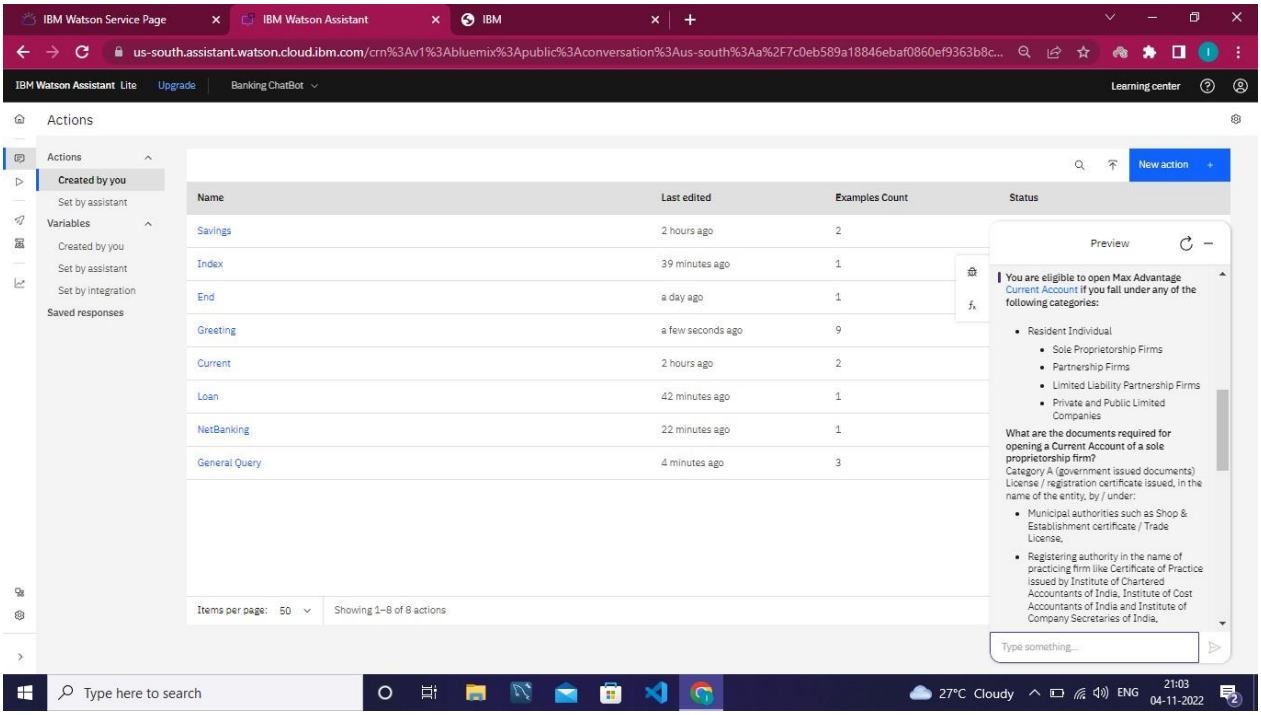
Showing 1–8 of 8 actions
Preview
Ways of Opening Regular Savings Account
VISITING BRANCH
ONLINE OPENING THROUGH KYC DOCUMENTS
DOCUMENTS REQUIRED:
Passport,
Driving Licence,
Proof of possession of Aadhaar Number,
Voter's Identity Card issued by Election Commission of India,
Job card issued by NREGA duly signed by an officer of the State Government,
Letter issued by the National Population Register containing details of name and address.
go to End
Do you want to know some other services?
Type something...
Type here to search
27°C Cloudy
ENG
21:03
04-11-2022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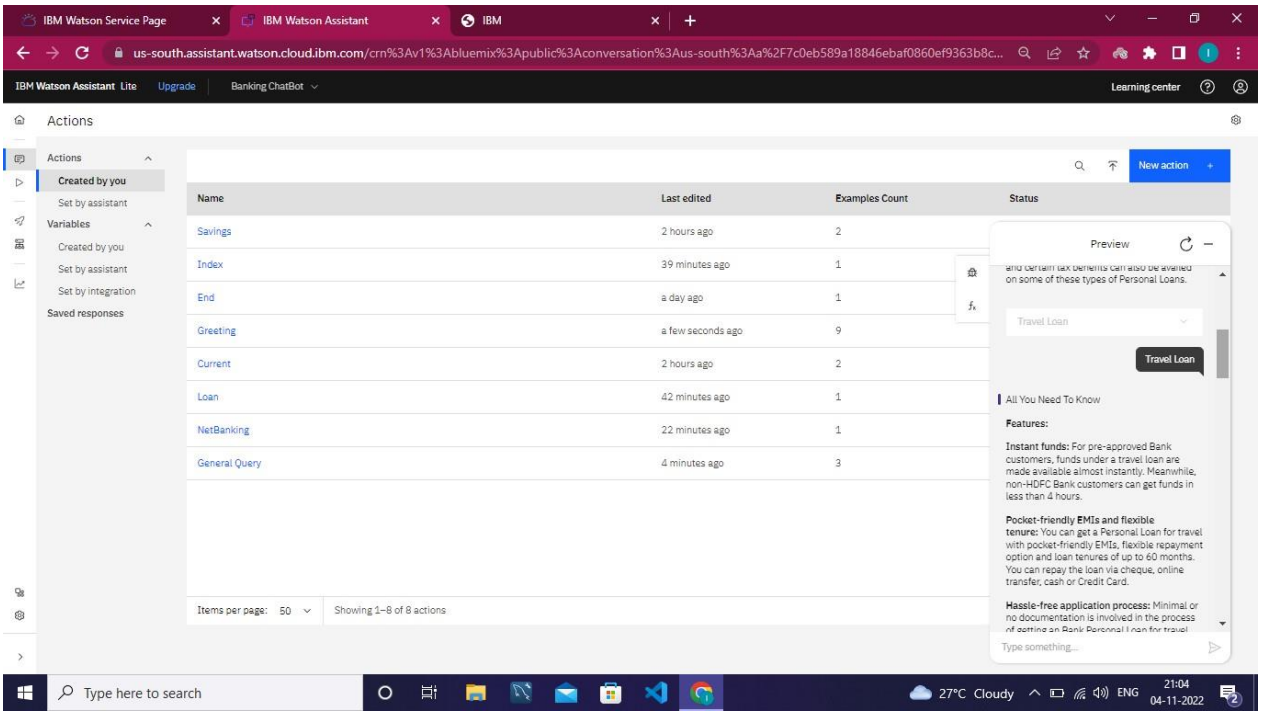
Preview
You are eligible to open Max Advantage Current Account if you fall under any of the following categories:
Resident Individual
Sole Proprietorship Firms
Partnership Firms
Limited Liability Partnership Firms
Private and Public Limited Companies
What are the documents required for opening a Current Account of a sole proprietorship firm?
Category A (government issued documents) License / registration certificate issued, in the name of the entity, by / under:
Municipal authorities such as Shop & Establishment certificate / Trade License,
Registering authority in the name of practicing firm like Certificate of Practice issued by Institute of Chartered Accountants of India, Institute of Cost Accountants of India and Institute of Company Secretaries of India,
Type something...
Type here to search
27°C Cloudy
ENG
21:03
04-11-2022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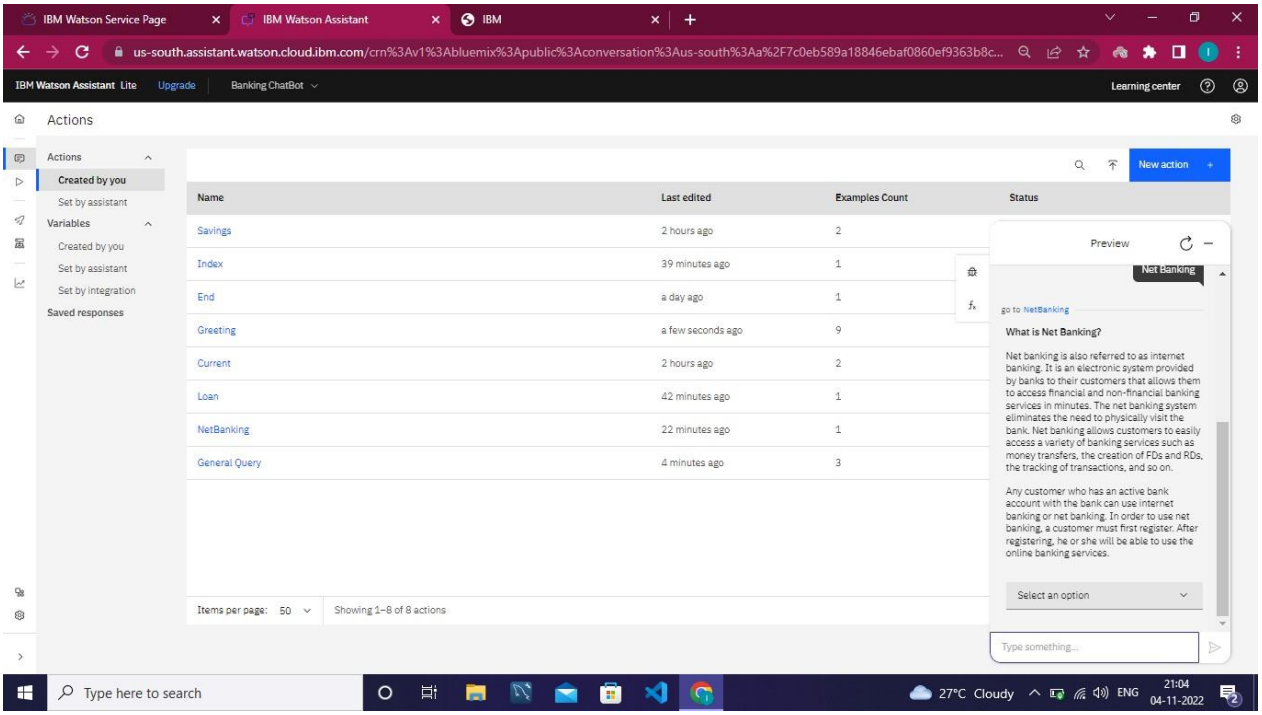
General Query 4 minutes ago 3
Items per page: 50
Showing 1–8 of 8 actions
Preview
on some of these types of Personal Loans.
Travel Loan
Travel Loan
All You Need To Know
Features:
Instant funds: For pre-approved Bank customers, funds under a travel loan are made available almost instantly. Meanwhile, non-HDFC Bank customers can get funds in less than 4 hours.
Pocket-friendly EMIs and flexible tenure: You can get a Personal Loan for travel with pocket-friendly EMIs, flexible repayment option and loan tenures of up to 60 months. You can repay the loan via cheque, online transfer, cash or Credit Card.
Hassle-free application process: Minimal or no documentation is involved in the process
Type something...
Type here to search
27°C Cloudy
ENG
21:04
04-11-2022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IBM Watson Assistant Lite
Upgrade
Banking ChatBot
Learning center
Actions
Actions
Created by you
Set by assistant
Variables
Created by you
Set by assistant
Set by integration
Saved responses
New action
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Last edited
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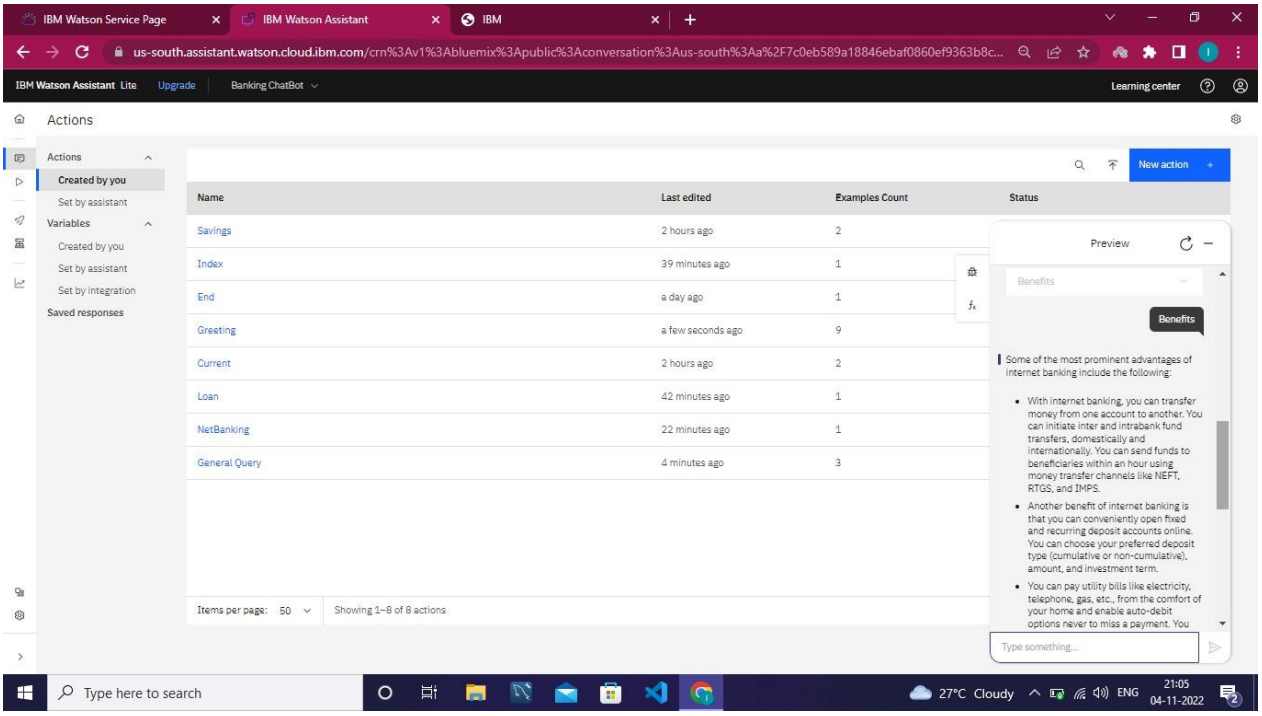
Loan 42 minutes ago 1
NetBanking 22 minutes ago 1
General Query 4 minutes ago 3
Items per page: 50
Showing 1–8 of 8 actions
Preview
Net Banking
go to NetBanking
What is Net Banking?
Net banking is also referred to as internet banking. It is an electronic system provided by banks to their customers that allows them to access financial and non-financial banking services in minutes. The net banking system eliminates the need to physically visit the bank. Net banking allows customers to easily access a variety of banking services such as money transfers, the creation of FDs and RDs, the tracking of transactions, and so on.
Any customer who has an active bank account with the bank can use internet banking or net banking. In order to use net banking, a customer must first register. After registering, he or she will be able to use the online banking services.
Select an option
Type something...
Type here to search
27°C Cloudy
ENG
21:04
04-11-2022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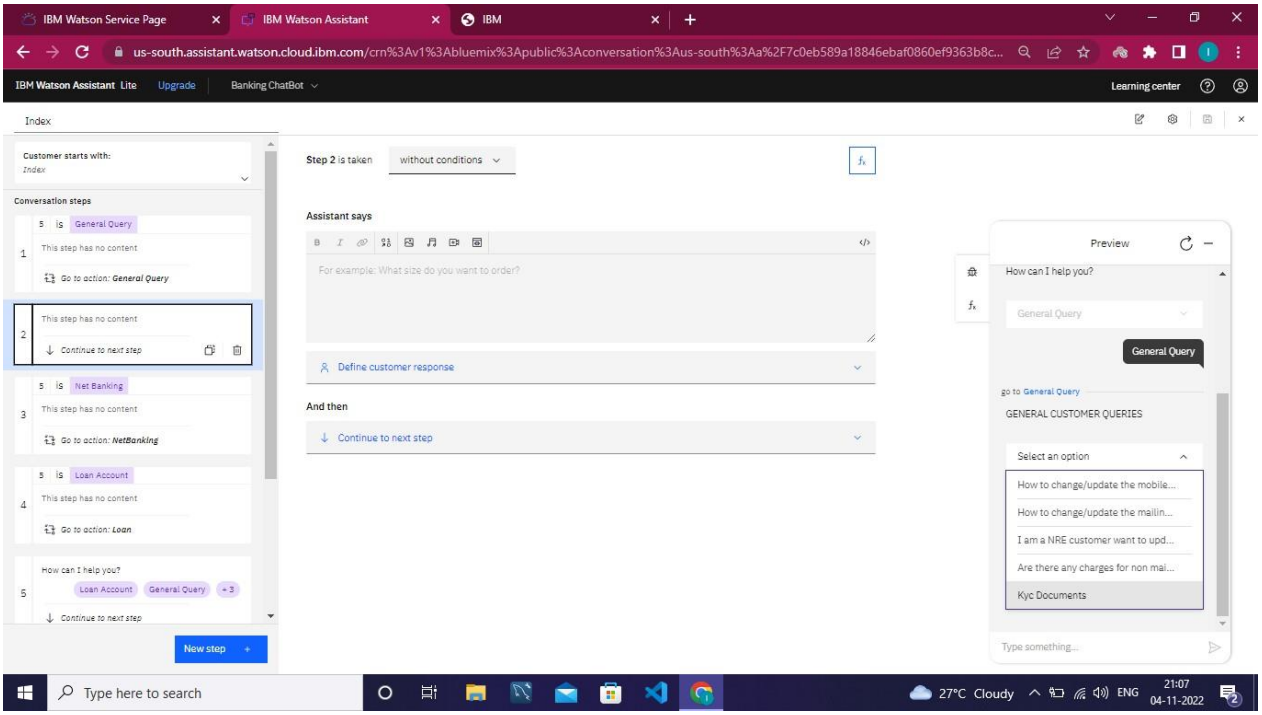
Showing 1–8 of 8 actions
Preview
Benefits
Benefits
Some of the most prominent advantages of internet banking include the following:
With internet banking, you can transfer money from one account to another. You can initiate inter and intrabank fund transfers, domestically and internationally. You can send funds to beneficiaries within an hour using money transfer channels like NEFT, RTGS, and IMPS.
Another benefit of internet banking is that you can conveniently open fixed and recurring deposit accounts online. You can choose your preferred deposit type (cumulative or non-cumulative), amount, and investment term.
You can pay utility bills like electricity, telephone, gas, etc., from the comfort of your home and enable auto-debit options never to miss a payment. You
Type something...
Type here to search
27°C Cloudy
ENG
21:05
04-11-2022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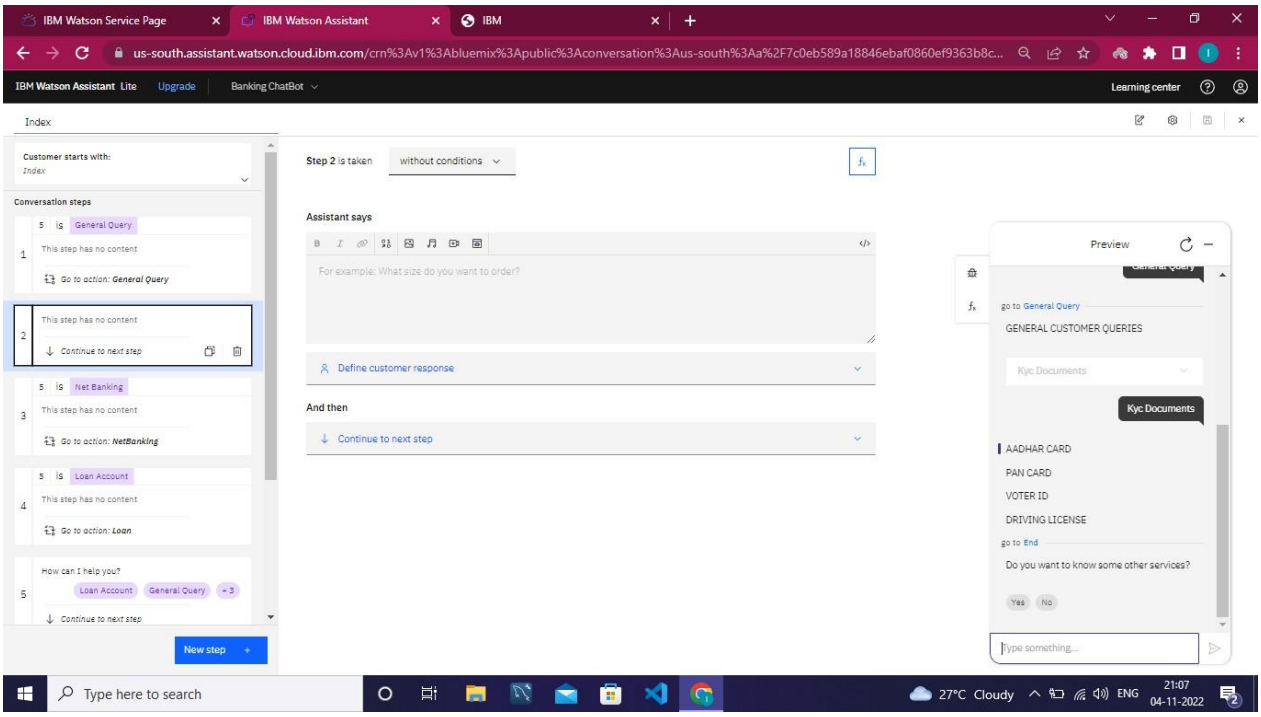
IBM Watson Assistant Lite
Upgrade
Banking ChatBot
Learning center
Index
Customer starts with:
Index
Conversation steps
5 is General Query
This step has no content
Go to action: General Query
This step has no content
Continue to next step
5 is Net Banking
This step has no content
Go to action: NetBanking
5 is Loan Account
This step has no content
Go to action: Loan
How can I help you?
Loan Account
General Query
+ 3
Continue to next step
New step
Step 2 is taken
without conditions
Assistant says
For example: What size do you want to order?
Define customer response
And then
Continue to next step
Preview
How can I help you?
General Query
General Query
go to General Query
GENERAL CUSTOMER QUERIES
Select an option
How to change/update the mobile...
How to change/update the mailin...
I am a NRE customer want to upd...
Are there any charges for non mai...
Kyc Documents
Type something...
Type here to search
27°C Cloudy
ENG
21:07
04-11-2022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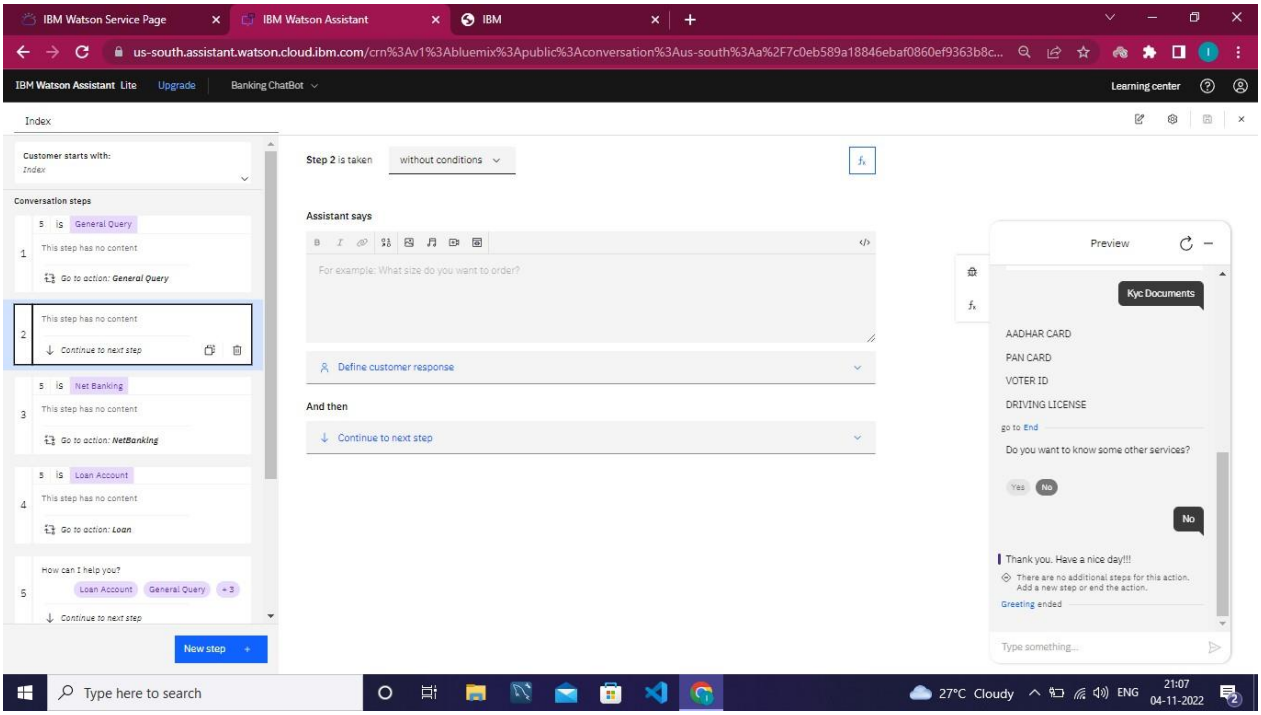
IBM Watson Assistant Lite
Upgrade
Banking ChatBot
Learning center
Index
Customer starts with:
Index
Conversation steps
5 is General Query
This step has no content
Go to action: General Query
This step has no content
Continue to next step
5 is Net Banking
This step has no content
Go to action: NetBanking
5 is Loan Account
This step has no content
Go to action: Loan
How can I help you?
Loan Account
General Query
+ 3
Continue to next step
New step
Step 2 is taken
without conditions
Assistant says
For example: What size do you want to order?
Define customer response
And then
Continue to next step
Preview
go to General Query
GENERAL CUSTOMER QUERIES
Kyc Documents
Kyc Documents
AADHAR CARD
PAN CARD
VOTER ID
DRIVING LICENSE
go to End
Do you want to know some other services?
Yes
No
Type something...
Type here to search
27°C Cloudy
ENG
21:07
04-11-2022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IBM Watson Assistant Lite
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Learning center
Index
Customer starts with:
Index
Conversation steps
1
If General Query
This step has no content
Go to action: General Query
2
This step has no content
Continue to next step
3
If Net Banking
This step has no content
Go to action: NetBanking
4
If Loan Account
This step has no content
Go to action: Loan
5
How can I help you?
Loan Account
General Query
+ 3
Continue to next step
New step
Step 2 is taken
without conditions
Assistant says
For example: What size do you want to order?
Define customer response
And then
Continue to next step
Preview
Kyc Documents
AADHAR CARD
PAN CARD
VOTER ID
DRIVING LICENSE
go to End
Do you want to know some other services?
Yes
No
No
Thank you. Have a nice day!!!
There are no additional steps for this action. Add a new step or end the action.
Greeting ended
Type something...
Type here to search
27°C Cloudy
ENG
21:07
04-11-2022