

Project Development Phase

Delivery Of Sprint - 1

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Team ID	PNT2022TMID30161
Project Name	Project - AI Based Discourse For Banking Industry

Create IBM Service

The screenshot shows the IBM Watson Assistant Lite interface. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Banking bot', and 'Learning center'. The main content area is titled 'Home' and displays a welcome message: 'Welcome, you're in the new Watson Assistant!'. Below this, the 'Banking bot | English (US)' section shows a progress bar for 'Get started' at 100%. The 'Get started' section includes three steps: 'Learn about Watson Assistant' (5 min), 'Explore your learning center' (Explore at your own pace, and mark as complete when you're ready), and 'Explore Watson Assistant features on interactive demo site' (2 min). A rocket icon is shown next to the progress bar. Below the 'Get started' section, the 'Create a conversation' section shows a progress bar at 66%. It includes one step: 'Create your first action' (5 min). A small robot icon is shown next to the progress bar.

Chatbot Skills Creation - Greeting Message

The screenshot shows the IBM Watson Assistant Lite interface for creating a 'Greeting' skill. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Banking bot', and 'Learning center'. The main content area is titled 'Greeting' and displays the skill configuration. The 'Customer starts with:' section shows 'Hey'. The 'Conversation steps' section shows a list of steps, with the first step selected. The first step is '1 Hey, I'm Steve. It's great to see you.' and it is linked to the 'Index' action. The 'Assistant says' section shows the response 'Hey, I'm Steve. It's great to see you.' and a 'Define customer response' button. The 'And then' section shows a 'Go to another action' button, which is linked to the 'Index' action. The 'Preview' section shows a chatbot interface with the greeting 'Hi' and the response 'Welcome, how can I assist you?'. The chatbot interface includes a 'Greet customer (default)' button, a 'Greeting recognized' message, and a 'Select an option' dropdown menu.

Chatbot Skill Creation - Index

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

Index

Customer starts with:
Index

Conversation steps

1

How can I help you?

Net Banking ... Savings Acco... +3

Continue to next step

1

is Savings Account

This step has no content

Go to action: Savings Account

2

is Current Account

This step has no content

Go to action: Current Account

3

New step +

Step 1 is taken without conditions

Assistant says

How can I help you?

Choose an option

Edit response Edit validation

And then

Continue to next step

Preview

Greeting recognized

Hey, I'm Steve. It's great to see you.

Index recognized

How can I help you?

Select an option

Savings Account

Current Account

Loan Enquiry

General Query

Net Banking Query

Type something...

Chatbot Skill Creation - End Message

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

End

Customer starts with:
End

Conversation steps

1

Wishing you to have a good start! Do you want to know about additional services?

Yes No

Continue to next step

1

is No

Thank you very much! Have a nice day. See you later!

Action complete

2

3

New step +

Step 2 is taken with conditions

Conditions

If All of this is true:

1. Wishing you to ha... is No

and Add condition +

New condition group +

Assistant says

Thank you very much!
Have a nice day. See you later!

Define customer response

Preview

Please contact our customer care executive.
Contact us @912xxxx890

Ok

End recognized

Wishing you to have a good start!
Do you want to know about additional services?

Yes No

Thank you very much!
Have a nice day. See you later!

Type something...

Saving Account Action

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

Savings Account

Customer starts with:
Savings Account

Conversation steps

1

That's nice! What kind of savings account do you wish to create?

Family Savin...Regular Savi...+ 4

Continue to next step

1 is Regular Savings Account

Great! Please collect the following documents and proceed to the nearest branch. 1. Aadhaar Card 2....

Tr Free text

Go to action: Customer Support

1 is Zero Balance Account

Awesome! Please collect the following documents and proceed to the nearest branch. 1. Aadhaar Car...

Tr Free text

Go to action: Customer Support

New step +

Step 1 is takenwithout conditions

Assistant says

That's nice! What kind of savings account do you wish to create?

Choose an option

Edit responseEdit validation

And then

Continue to next step

Preview

Savings Account

Savings Account recognized

That's nice! What kind of savings account do you wish to create?

Select an option

Regular Savings Account

Zero Balance Account

Kids' Savings Account

Senior Citizens' Savings Account

Family Savings Account

Salary Based Savings Account

Type something...

Current Account Action

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

Current Account

Customer starts with:
Current

Conversation steps

1

What's your Company type?

PartnershipProprietorship

Continue to next step

1 is Proprietorship

Wonderful! Please collect the accompanying paperwork and head over to the nearby branch. 1....

Tr Free text

Go to action: Customer Support

1 is Partnership

Nice! Please collect the accompanying paperwork and head over to the nearby branch. 1. Income Tax Return...

Tr Free text

Go to action: Customer Support

New step +

Step 1 is takenwithout conditions

Assistant says

What's your Company type?

ProprietorshipPartnership

Edit responseEdit validation

And then

Continue to next step

Preview

Current Account

Greeting recognized

Hey, I'm Steve. It's great to see you.

Index recognized

How can I help you?

Current Account

Current Account recognized

What's your Company type?

ProprietorshipPartnership

Proprietorship

Type something...

Customer Support

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

Customer Support

Customer starts with:
Customer Support

Conversation steps

1

Do you think our services met your needs?

NoYes

Continue to next step

1 is Yes

This step has no content

Go to action: End

1 is No

Please contact our customer care executive. Contact us @912xxxx890

Free text

Go to action: End

New step

Step 1 is takenwithout conditions

Assistant says

Do you think our services met your needs?

YesNo

Edit responseEdit validation

And then

Continue to next step

Preview

1. Income Tax Returns of the Proprietor for the last 3 years
2. Company Agreement
3. PAN Card

Thanks

Customer Support recognized

Do you think our services met your needs?

YesNo

No

Please contact our customer care executive. Contact us @912xxxx890

Use the up arrow for prior messages