

Project Development Phase Delivery Of Sprint - 2

Date	04 November 2022
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Project Name	Project - AI Based Discourse For Banking Industry

Loan Options

The screenshot shows the IBM Watson Assistant interface for a 'Banking bot'. The title is 'Loan Options'. The 'Customer starts with:' field is set to 'Loan'. The 'Conversation steps' list shows three steps: Step 1 is 'Here you go!' with buttons 'Apply for a Loan' and 'Loan Queries'; Step 2 is 'This step has no content' with a 'Go to action: Loan Account' link; Step 3 is 'This step has no content' with a 'Go to action: Loan Queries' link. The 'Assistant says' section shows the response 'Here you go!' with buttons 'Apply for a Loan' and 'Loan Queries'. The 'And then' section shows a 'Continue to next step' link. A 'Preview' window on the right shows a chat interface with a greeting 'Hey, I'm Steve. It's great to see you.' and a list of actions: 'Guide to Create an Account', 'Loan Information and Queries', 'Net Banking Queries', and 'General Queries'. The 'Loan Information and Queries' action is highlighted.

Apply for a Loan - Kinds of Loan

The screenshot shows the IBM Watson Assistant interface for a 'Banking bot'. The title is 'Loan Account'. The 'Customer starts with:' field is set to 'Open loan'. The 'Conversation steps' list shows four steps: Step 1 is 'What kind of Loan are you looking for?' with buttons 'Gold Loan', 'Personal Loan', and '+4'; Step 2 is 'If you think you qualify for a House loan, please get in touch with our bank service providers and suppl...' with an 'Action complete' link; Step 3 is 'Great! Please gather the necessary Documents and head to the closest branch. - Aadhaar Card - PAN...' with an 'Action complete' link; Step 4 is 'Please contact our bank service providers with all...' with an 'Action complete' link. The 'Assistant says' section shows the response 'What kind of Loan are you looking for?' with a 'Choose an option' dropdown menu. The 'And then' section shows a 'Continue to next step' link. A 'Preview' window on the right shows a chat interface with a greeting 'Hey, I'm Steve. It's great to see you.' and a list of actions: 'Guide to Create an Account', 'Loan Information and Queries', 'Net Banking Queries', and 'General Queries'. The 'Loan Information and Queries' action is highlighted.

Kinds of Loan - Student Loan

IBM Watson Assistant LiteUpgradeBanking botLearning center

Loan Account

1 is Top-up Loan

Please contact our bank service providers with all pertinent loan information and three leaves from...

Action complete

4

1 is Vehicle Loan

Please visit the bank accompanied by the necessary documents. Documents Required for a Vehicle Loa...

Action complete

5

1 is Student Loan

Please approach the bank with the following documents. Documents Required for a Student...

Action complete

6

1 is Personal Loan

Great! Please gather the necessary Documents and head to the closest branch - Aadhaar Card - Bank...

Action complete

7

Conditions

1 condition

If All of this is true:

1. What kind of **Lo... is Student Loan

and Add condition +

New condition group +

Assistant says

Please approach the bank with the following documents.

Documents Required for a Student Loan:

1. Acceptance letter from the institution

2. PAN Card

3. Passport-Size Photos

Define customer response

And then

Preview

Apply for a Loan Loan Queries

Apply for a Loan

go to Loan Account

What kind of Loan are you looking for?

Student Loan

Student Loan

Please approach the bank with the following documents.

Documents Required for a Student Loan:

1. Acceptance letter from the institution

2. PAN Card

3. Passport-Size Photos

Use the up arrow for prior messages

Loan Queries - Related Queries

IBM Watson Assistant LiteUpgradeBanking botLearning center

Loan Queries

Customer starts with: Queries on Loan

Conversation steps

1 Some loan-related questions are listed.

2 A moratorium period is a period of time during which you are not required to pay an EMI on your...

3 The Rate of Interest for: - Gold Loan is 8.7% - Top-up Loan is 11.2% - Vehicle Loan is 6.3% - Student...

4 The loan period ranges from 12 to 24 months

Step 1 is taken without conditions

Assistant says

Some loan-related questions are listed.

Choose an option

Edit response Edit validation

And then

Continue to next step

Preview

Here you go!

Apply for a Loan Loan Queries

Loan Queries

go to Loan Queries

Some loan-related questions are listed.

Select an option

Moratorium

Interest Rate

Loan Periods Availability

Mode to use to Payback Loan

Type something...

Related Queries - Interest Rate

The screenshot displays the IBM Watson Assistant interface for a 'Loan Queries' bot. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Banking bot', and 'Learning center'. The main workspace is divided into four panels:

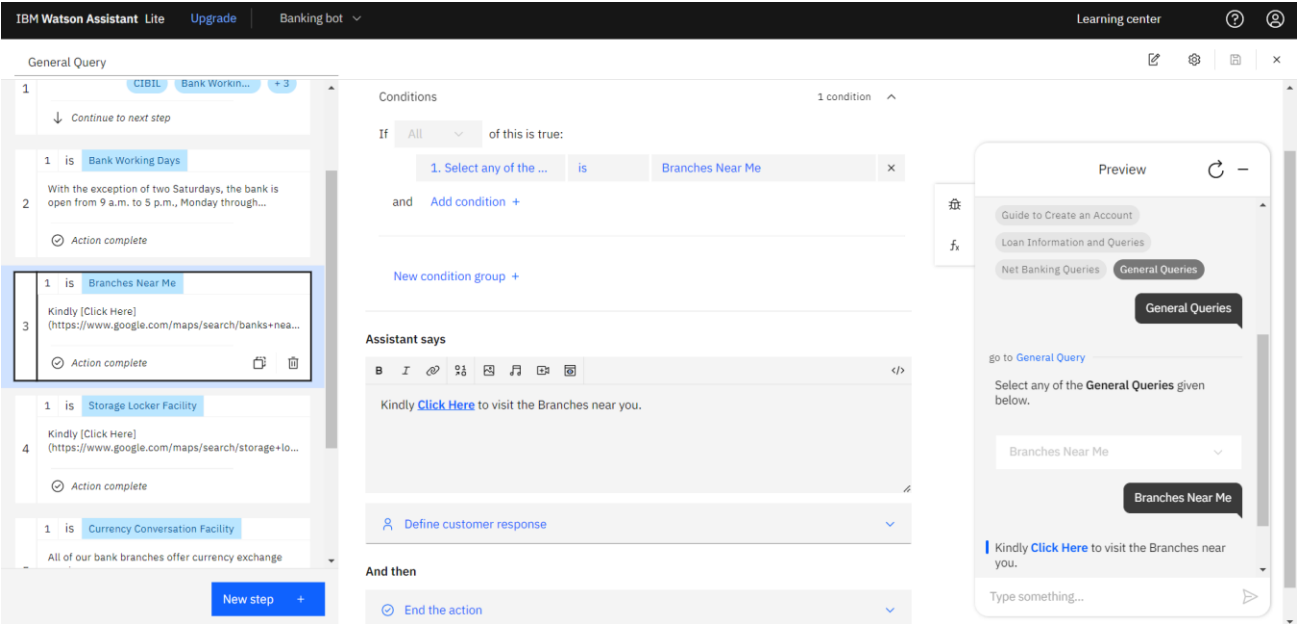
- Flowchart (Left):** Shows a sequence of steps. Step 1 is 'Continue to next step'. Step 2 is '1 is Moratorium' with a description: 'A moratorium period is a period of time during which you are not required to pay an EMI on your...'. Step 3 is '1 is Interest Rate' with a description: 'The Rate of Interest for: - Gold Loan is 8.7% - Top-up Loan is 11.2% - Vehicle Loan is 6.3% - Student...'. Step 4 is '1 is Loan Periods Availability' with a description: 'The loan period ranges from 12 to 30 years, depending on the total amount borrowed. The...'. Step 5 is '1 is Mode to use to Payback Loan' with a description: 'You can return the loan with your savings account'.
- Conditions (Top Right):** Shows a single condition: 'If All of this is true: 1. Some loan-relate... is Interest Rate'. There is an 'Add condition +' button and a 'New condition group +' button.
- Assistant says (Bottom Right):** Displays the response: 'The Rate of Interest for: Gold Loan is 8.7%, Top-up Loan is 11.2%, Vehicle Loan is 6.3%, Student Loan is 5.4%'. Below this is a 'Define customer response' button.
- Preview (Far Right):** A chat window showing the conversation. It starts with 'Apply for a Loan: Loan Queries', followed by 'go to Loan Queries', then 'Some loan-related questions are listed.', and finally 'Interest Rate' with a dropdown menu showing the interest rates.

General Queries Options

The screenshot displays the IBM Watson Assistant interface for a 'General Query' bot. The top navigation bar is the same as the previous screenshot. The main workspace is divided into four panels:

- Flowchart (Left):** Shows a sequence of steps. Step 1 is 'Select any of the General Queries given below.' with options 'CIBIL', 'Bank Workin...', and '+3'. Step 2 is '1 is Bank Working Days' with a description: 'With the exception of two Saturdays, the bank is open from 9 a.m. to 5 p.m., Monday through...'. Step 3 is '1 is Branches Near Me' with a description: 'Kindly (Click Here) (https://www.google.com/maps/search/banks+nea...'. Step 4 is '1 is Storage Locker Facility'.
- Step 1 is taken (Top Right):** Shows the initial state 'without conditions'.
- Assistant says (Bottom Right):** Displays the response: 'Select any of the General Queries given below.' Below this is a 'Choose an option' dropdown menu. There are 'Edit response' and 'Edit validation' buttons.
- Preview (Far Right):** A chat window showing the conversation. It starts with 'General Queries', followed by 'go to General Query', then 'Select any of the General Queries given below.', and finally a dropdown menu with options: 'Bank Working Days', 'Branches Near Me', 'Storage Locker Facility', 'Currency Conversation Facility', and 'CIBIL'.

General Queries Options - Branches Near Me



Branches Near Me - Click Here Option

