Project Development Phase
Delivery Of Sprint - 1

Date	28 October 2022
Team ID	PNT2022TMID30161
Project Name	Project - AI Based Discourse For Banking Industry

Create IBM Service
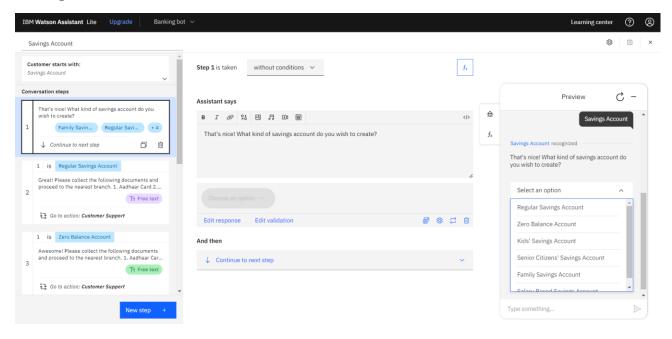

Chatbot Skills Creation - Greeting Message

Chatbot Skill Creation - Index

IBM **Watson** Assistant Lite   Upgrade   Banking bot ⌄   Learning center   ?   ⊙

Index   ⚙ ▫ ✕

Customer starts with:
Index   ⌄

Conversation steps

┌─────────────────────────────────────┐
│   How can I help you?   │
│ 1   Net Banking ... Savings Acco... + 3 │
│   ↓ Continue to next step   ▫ 🗑 │
└─────────────────────────────────────┘

   1 is Savings Account
2 This step has no content
   ⮌ Go to action: **Savings Account**

   1 is Current Account
3 This step has no content
   ⮌ Go to action: **Current Account**

                                    New step +

Step 1 is taken   without conditions ⌄   *fx*

Assistant says

B I ⊘ ⅛ 🖼 ♫ 🎞 🖽   </>

┌───┐
│ 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 Lite   Upgrade   Banking bot ⌄   Learning center   ?   ⊙

End   ⚙ ▫ ✕

Customer starts with:
End   ⌄

Conversation steps

   Wishing you to have a good start! Do you want to know
   about additional services?
1   Yes   No
   ↓ Continue to next step

┌─────────────────────────────────────┐
│   1 is No   │
│ 2 Thank you very much! Have a nice day. See you later! │
│   ⊘ Action complete   ▫ 🗑 │
└─────────────────────────────────────┘

   1 is Yes
3 This step has no content
   ⮌ Go to action: **Index**

                                    New step +

Step 2 is taken   with conditions ⌄   *fx*

Conditions   1 condition ⌃

If All ⌄ of this is true:

   1. Wishing you to ha...   is   No   ✕

and Add condition +

New condition group +

Assistant says

B I ⊘ ⅛ 🖼 ♫ 🎞 🖽   </>

┌───┐
│ Thank you very much!   │
│ Have a nice day. See you later!   │
│   │
└───┘

👤 Define customer response   ⌄

Preview   ↻ —

                                               No
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
                                               No

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

Type something...   ➤

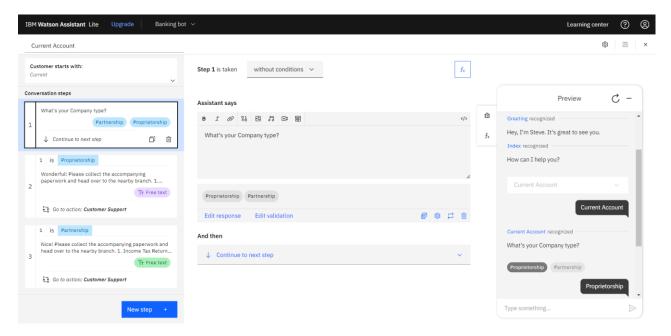# Saving Account Action

Current Account Action

Customer Support

Customer Support   ⚙ 🖫 ✕

Customer starts with:
Customer Support
⌄

Conversation steps

1
Do you think our services met your needs?
No   Yes
↓ Continue to next step   ⧉ 🗑

2
1   is   Yes
This step has no content
⤷ Go to action: **End**

3
1   is   No
Please contact our customer care executive. Contact us @912xxxx890
Tᴛ Free text
⤷ Go to action: **End**

New step   +

Step 1 is taken   without conditions ⌄   *fₓ*

Assistant says

B *I* ⧉ ⅛ 🖼 ♫ ▣ ▥   </>

Do you think our services met your needs?

Yes   No

Edit response   Edit 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?

Yes   No

No

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

Use the up arrow for prior messages   ➤