

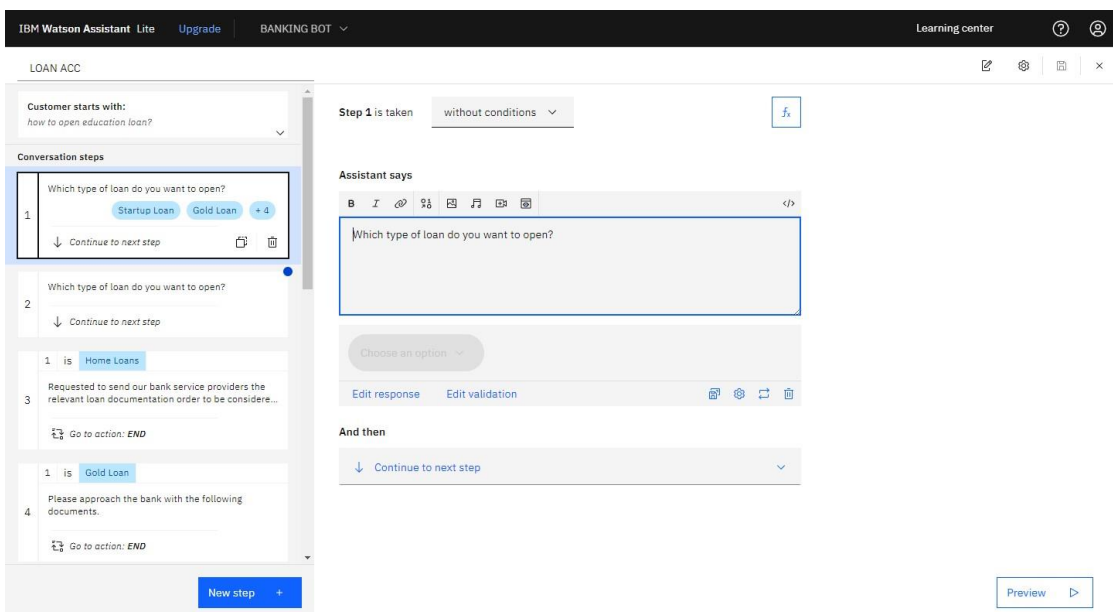
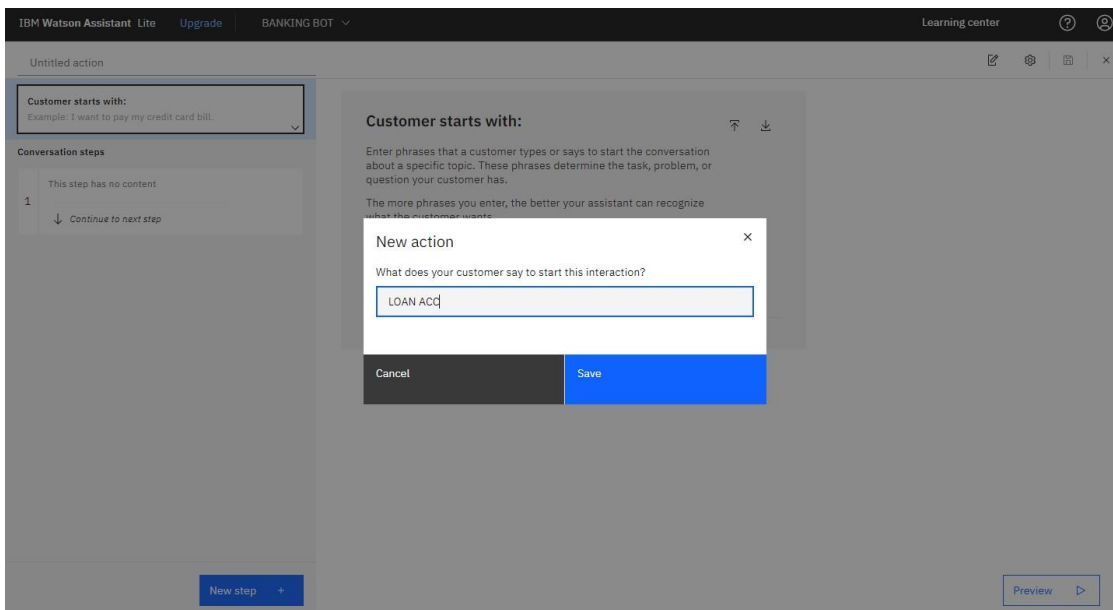
# Project Development Phase

## Sprint 2

Date	21 October 2022
Team ID	PNT2022TMID15202
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY

### Screenshots of Sprint 2 Tasks:

#### Creating Loan Account Actions:



IBM Watson Assistant LiteUpgradeBANKING BOTLearning center

LOAN ACC

Continue to next step

1 is Home Loans

3 Requested to send our bank service providers the relevant loan documentation order to be considere...  
Go to action: END

1 is Gold Loan

4 Please approach the bank with the following documents.  
Go to action: END

1 is Personal Loans

5 what category do you belong to?  
Employee Unemployee +1  
Go to action: END

5 is Student

6 You are only eligible for the education loan.  
Re-ask previous step(s)

New step +

Step 3 is taken with conditions

Conditions1 condition  
If All of this is true:  
1. Which type of ... is Home Loans  
and Add condition +  
New condition group +

Assistant says  
Requested to send our bank service providers the relevant loan documentation order to be considered for a home mortgage.  
Define customer response

And thenPreview

IBM Watson Assistant LiteUpgradeBANKING BOTLearning center

LOAN ACC

Continue to next step

2 Gold Loan Startup Loan +4

1 is Home Loans

3 Requested to send our bank service providers the relevant loan documentation order to be considere...  
Go to action: END

1 is Gold Loan

4 Please approach the bank with the following documents.  
Go to action: END

1 is Personal Loans

5 what category do you belong to?  
Employee Unemployee +1  
Go to action: END

5 is Student

6 You are only eligible for the education loan.

New step +

Step 4 is taken with conditions

Conditions1 condition  
If All of this is true:  
1. Which type of ... is Gold Loan  
and Add condition +  
New condition group +

Assistant says  
Please approach the bank with the following documents.

- Pan card
  - Aadhar Card
  - Passport Size photo

  
Define customer response

And thenPreview

IBM Watson Assistant LiteUpgradeBANKING BOTLearning center

LOAN ACC

2

Gold LoanStartup Loan+ 4

Continue to next step

1 is Home Loans

3

Requested to send our bank service providers the relevant loan documentation order to be considere...

Go to action: END

1 is Gold Loan

4

Please approach the bank with the following documents.

Go to action: END

1 is Personal Loans

5

what category do you belong to?

EmployeeUnemployee+ 1

Go to action: END

5 is Student

6

You are only eligible for the education loan.

New step +

Step 5 is takenwith conditions

f

Conditions1 condition

IfAll of this is true:

1. Which type of ... is Personal Loans

andAdd condition +

New condition group +

Assistant says

B I [ ] [ ] [ ] [ ] [ ] [ ]

what category do you belong to?

StudentEmployeeUnemployee

Edit responseEdit validation

Preview

Preview

Good to see you

go to INDEX

HOW CAN I HELP YOU



Loan Query

Loan Query


go to LOAN ACC

Which type of loan do you want to open?

Select an option

Preview  

Which type of loan do you want to open?

Home Loans 

Home Loans



Requested to send our bank service providers the relevant loan documentation order to be considered for a home mortgage.





go to [END](#)

Do You Want To Know About Some Other Services?

Yes No

## Creating General Query Action:

IBM Watson Assistant Lite Upgrade BANKING BOT Learning center  

Untitled action    

Customer starts with:  
Example: I want to pay my credit card bill.

Conversation steps


1 This step has no content  
↓ Continue to next step

New action

What does your customer say to start this interaction?

GENERAL QUERY

Cancel Save

New step + Preview 

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GENERAL QUERY

Customer starts with:  
GENERAL QUERY

Conversation steps

1

Select the general queries listed below.

Storage Lock...Currency Con...+ 4

Continue to next step

1

is

Bank working Days

2

The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.

Go to action: END

1

is

List of Branches

3

Coimbatore, Kgsi, Saravanampatti

Go to action: END

1

is

Storage Locker Facility

4

Coimbatore, Kgsi, Saravanampatti

Go to action: END

New step +

Step 1 is takenwithout conditions

fx

Assistant says

B I [ ] [ ] [ ] [ ] [ ] [ ] [ ]

Select the general queries listed below.

Choose an option

Edit responseEdit validation

And then

Continue to next step

Preview

IBM Watson Assistant LiteUpgradeBANKING BOTLearning center

GENERAL QUERY

Customer starts with:  
GENERAL QUERY

Conversation steps

1

Select the general queries listed below.

Storage Lock...Currency Con...+ 4

Continue to next step

1

is

Bank working Days

2

The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.

Go to action: END

1

is

List of Branches

3

Coimbatore, Kgsi, Saravanampatti

Go to action: END

1

is

Storage Locker Facility

4

Coimbatore, Kgsi, Saravanampatti

Go to action: END

New step +

Step 2 is takenwith conditions

fx

Conditions

1 condition

If All of this is true:

1. Select the ge... is Bank working Days

and Add condition +

New condition group +

Assistant says

B I [ ] [ ] [ ] [ ] [ ] [ ] [ ]

The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.

Define customer response

And then

Preview

IBM Watson Assistant LiteUpgradeBANKING BOT

Learning center

GENERAL QUERY

2

The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.

Go to action: END

1

is

List of Branches

3

Coimbatore, Kgsi, Saravanampatti

Go to action: END

1

is

Storage Locker Facility

4

Coimbatore, Kgsi, Saravanampatti

Go to action: END

1

is

Currency Conversion Facility

5

All our bank Branches have a Forex Exchange facility

Go to action: END

1

is

CIBIL

6

The CIBIL score plays a critical role in the loan application process. When someone approaches a...

Go to action: END

New step +

Step 4 is taken

with conditions

f<sub>1</sub>

Conditions

1 condition

If All of this is true:

1. Select the ge... is Storage Locker Facility

and Add condition +

New condition group +

Assistant says

B I % % % % %

Coimbatore, Kgsi, Saravanampatti

Define customer response

And then

Preview

IBM Watson Assistant LiteUpgradeBANKING BOT

Learning center

GENERAL QUERY

1

Select the general queries listed below.

Storage Lock... Currency Con... + 4

Continue to next step

1

is

Bank working Days

2

The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.

Go to action: END

1

is

List of Branches

3

Coimbatore, Kgsi, Saravanampatti

Go to action: END

1

is

Storage Locker Facility

4

Coimbatore, Kgsi, Saravanampatti

Go to action: END

1

is

Currency Conversion Facility

5

All our bank Branches have a Forex Exchange facility

Go to action: END

New step +

Step 3 is taken

with conditions

f<sub>1</sub>

Conditions

1 condition

If All of this is true:

1. Select the ge... is List of Branches

and Add condition +

New condition group +

Assistant says

B I % % % % %

Coimbatore, Kgsi, Saravanampatti

Define customer response

And then

Preview

IBM Watson Assistant LiteUpgradeBANKING BOTLearning center

GENERAL QUERY

Go to action: ENU

1 is What is the minimum ...  
This step has no content

7 Metro / Urban... Semi Urban / ... +1  
Go to action: END

7 is Easy Receive Account  
Metro and Urban locations - Rs.10,000 Semi-urban and Rural locations - Rs.5,000 Waived off if atleast...

8 Go to action: END

7 is Metro / Urban locations  
MAB between - Rs.5,000 to Rs.10,000 - Rs.350 per month. MAB - Less than Rs.5,000 - Rs.450 per...

9 Go to action: END

7 is Semi Urban / Rural locations  
MAB between - Rs.2500 to Rs.5,000 - Rs.300 per month. MAB - Less than Rs.2,500 - Rs.400 per...

10 Continue to next step

New step +

Step 10 is taken with conditions fx

Conditions 1 condition  
If All of this is true:  
7. No response is Semi Urban / Rural locations  
and Add condition +  
New condition group +

Assistant says  
MAB between - Rs.2500 to Rs.5,000 - Rs.300 per month.  
MAB - Less than Rs.2,500 - Rs.400 per month.  
Define customer response

And then Preview

IBM Watson Assistant LiteUpgradeBANKING BOTLearning center

GENERAL QUERY

Go to action: ENU

1 is What is the minimum ...  
This step has no content

7 Metro / Urban... Semi Urban / ... +1  
Go to action: END

7 is Easy Receive Account  
Metro and Urban locations - Rs.10,000 Semi-urban and Rural locations - Rs.5,000 Waived off if atleast...

8 Go to action: END

7 is Metro / Urban locations  
MAB between - Rs.5,000 to Rs.10,000 - Rs.350 per month. MAB - Less than Rs.5,000 - Rs.450 per...

9 Go to action: END

7 is Semi Urban / Rural locations  
MAB between - Rs.2500 to Rs.5,000 - Rs.300 per month. MAB - Less than Rs.2,500 - Rs.400 per...

10 Continue to next step

New step +

Step 8 is taken with conditions fx

Conditions 1 condition  
If All of this is true:  
7. No response is Easy Receive Account  
and Add condition +  
New condition group +

Assistant says  
Metro and Urban locations - Rs.10,000  
Semi-urban and Rural locations - Rs.5,000  
Waived off if atleast one inward remittance is received in the last three months.  
Charges for non maintenance of minimum monthly average balance (NMMAB):  
Define customer response

And then Preview

Preview



Yes

No

HEY

Did you mean:

CURRENT ACC

NET BANKING

END GREETING

GENERAL QUERY

SAVINGS ACC

None of the above

GENERAL QUERY

GENERAL QUERY topic changed

Select the general queries listed below.

Select an option

Type something...

Preview



GENERAL QUERY

GENERAL QUERY topic changed

Select the general queries listed below.

List of Branches

List of Branches

Coimbatore, Kgisl, Saravanampatti

go to END

Do You Want To Know About Some Other Services?

Yes

No

Use the up arrow for prior messages



