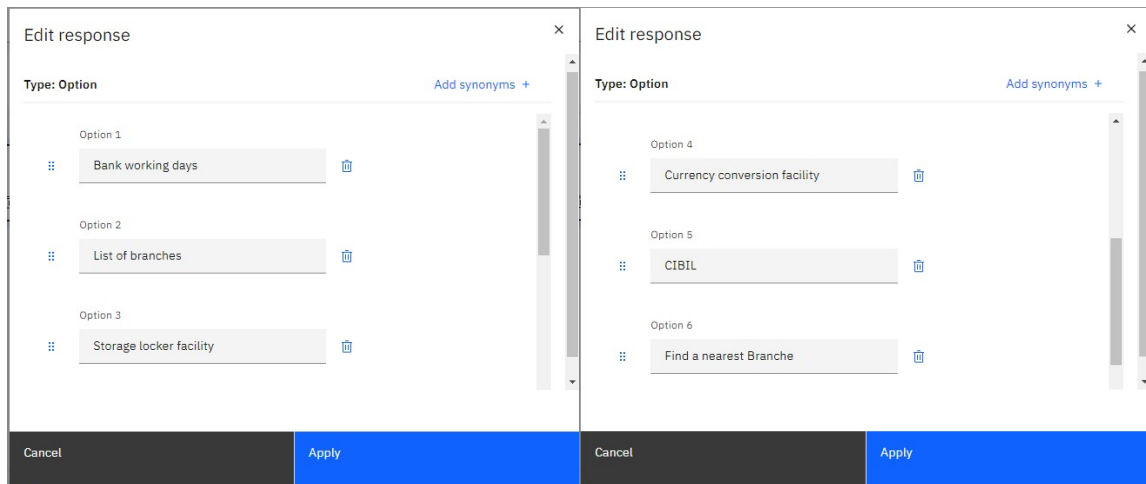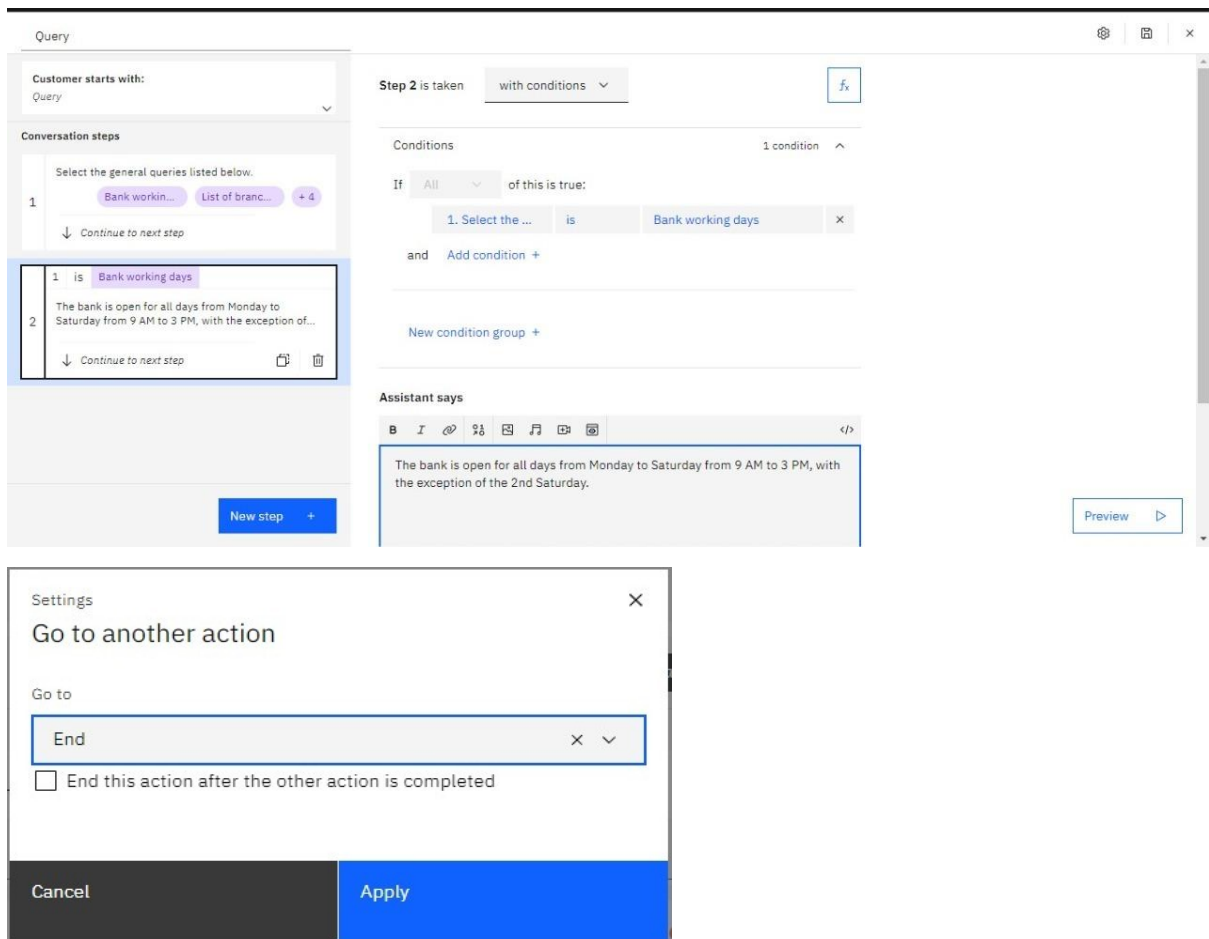| Team ID	PNT2022TMID39294
Project Name	AI-BASED DISCOURSE FOR BANKING INDUSTRY

Creating Skills & Assistant For Chatbot

Creating General Query Action

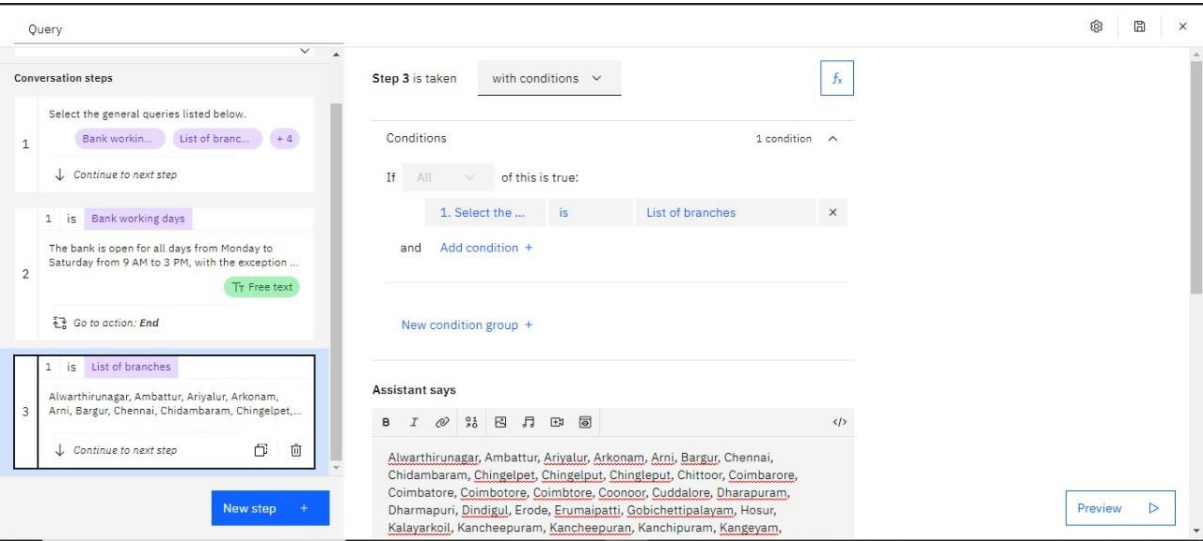**Progress 1:** Created a new action for the general query.

Progress 2: Creating the chatbot's response to the general query message, adding available options for the savings account action, and finally linking the end action.

Edit response

Type: Option   Add synonyms +

Option 1
Bank working days

Option 2
List of branches

Option 3
Storage locker facility

Cancel   Apply

Edit response

Type: Option   Add synonyms +

Option 4
Currency conversion facility

Option 5
CIBIL

Option 6
Find a nearest Branche

Cancel   Apply

Progress 3: The "Bank working days" response is added. The end action is successfully linked.

Query

Customer starts with:
Query

Conversation steps

1   Select the general queries listed below.
    [Bank workin...] [List of branc...] [+ 4]
    ↓ Continue to next step

2   1 is [Bank working days]
    The bank is open for all days from Monday to
    Saturday from 9 AM to 3 PM, with the exception of...
    ↓ Continue to next step

New step +

Step 2 is taken   [with conditions ∨]   [fx]

Conditions   1 condition ∧

If [All ∨] of this is true:
    [1. Select the ...]   [is]   [Bank working days]   ×

and   Add condition +

New condition group +

Assistant says

B I ⊘ ⅛ ▣ ♫ ▣ ▣   </>

The bank is open for all days from Monday to Saturday from 9 AM to 3 PM, with
the exception of the 2nd Saturday.

Preview ▷

Settings   ×

Go to another action

Go to

| End   × ∨ |

☐ End this action after the other action is completed

Cancel   Apply

Progress 4: The "List of branches" response is added. The end action is successfully linked.

Assistant says

Alwarthirunagar, Ambattur, Ariyalur, Arkonam, Arni, Bargur, Chennai, Chidambaram, Chingelpet, Chingelput, Chingleput, Chittoor, Coimbarore, Coimbatore, Coimbotore, Coimbtore, Coonoor, Cuddalore, Dharapuram, Dharmapuri, Dindigul, Erode, Erumaipatti, Gobichettipalayam, Hosur, Kalayarkoil, Kancheepuram, Kancheepuran, Kanchipuram, Kangeyam, Kanniakumari, Kanniyakumari, Kanya Kumari, Kanyakumari, Karaikudi, Karur, Khammam, Khandukur, Kilvelur, Kolathur, Koradacheri, Kottayam, Kovilpatti, Kovilpatti Town, Krishangiri, Krishnagiri, Kumbakonam, Madukkarai, Madurai, Madurai Dist, Manamelkudi, Mannargudi, Mayiladuthurai, Muthur, Nachiarkovil, Nagapattinam, Nagercoil, Namakkal, Nazareth, Neyveli, Nilgiri, Nilgiris, Omooe, Ottapidaram, Palani, Pallipalayam, Paruthipattu, Pattukottai, Perambalur, Perungudi, Pettavaithalai, Pollachi, Pondicherry, Puddukkottai, Pudukkottai, Pudukottai, Purnea, Ramanathapuram, Ramanathpuram, Ranipet, Rbo Nagercoil, Saivaganga, Salem, Samayanallur, Selam, Sembanarkoil, Sivaganga, Sivagangai, Sooranam, Tambaram, Tenkasi, Thanjavur, Then, Theni, Thirupattur, Thiruvallur, Thiruvannamalai, Thiruvarur, Thiyagadurgam, Thoothkudi, Thoothukudi, Thrissur, Tiruchiorappalli, Tiruchirapalli, Tiruchirapally, Tiruchirappalli, Tirunelvali, Tirunelveli, Tirunelvelli, Tirunelvely, Tirupattur, Tirupporur, Tiruppur, Tirupur, Tirutani, Tiruvallur, Tiruvannamalai, Tiruvarur, Toothukudi, Trichy, Triunelveli, Tuthukhodi, Tuticorin, Udhagamandalam, Udhamandalam, Udumalpet, Valangaiman, Vellore, Vengamedu, Villupuram, Virudhnagar, Virudhunagar and Virudunagar.

Settings

Go to another action

Go to

End

☐ End this action after the other action is completed

Cancel   Apply

Progress 5: The "Storage locker facility" response is added. The end action is successfully linked.

Progress 6: The "Currency conversion facility" response is added. The end action is successfully linked.

Progress 7: The "CIBIL" response is added. The end action is successfully linked.

Progress 8: The "Find a nearest Branch" response is added. The end action is successfully linked.

Query

5	1 is Currency conversion facility
	All our bank branches have forex exchange facility.
	Tr Free text
	Go to action: End

6	1 is CIBIL
	Banks, as a part of their diligence process, gauge the creditworthiness of individuals based on cre...
	Tr Free text
	Go to action: End

7	1 is Find a nearest Branche
	Kindly reach out to our customer care executive. Contact us at 9876543210.
	Continue to next step

New step +

Step 7 is taken — with conditions ⌄ — fx

Conditions — 1 condition ⌃

If All ⌄ of this is true:

1. Select the ... is Find a nearest Branche ×

and Add condition +

New condition group +

Assistant says

B I ⊘ ⅗ 🖼 🎵 🎞 ▣ </>

Kindly reach out to our customer care executive.

Contact us at 9876543210.

Preview ▷

Settings
Go to another action

Go to

End × ⌄

☐ End this action after the other action is completed

Cancel | Apply