Project Development Phase

AI-based discourse for Banking Industry

TEAM ID: PNT2022TMID39294

TEAM MEMBERS

ROLE	TEAM MEMBERS NAME	ROLL NO
TEAM LEADER	JAGATHESWARAN .S	(422619104018)
TEAM MEMBER 1	DWARAGA. R.V	(422619104011)
TEAM MEMBER 2	JOSEPH VIKRAM. R	(422619104019)
TEAM MEMBER 3	DHIVYA .S	(422619104009)

Project Development - Delivery Of Sprint-1

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Dashboard	USN- 1	As a user, I need to access the chatbot very quickly without registration / Create IBM Watson Assistant Service	10	Medium	DWARAGA R.V
Sprint-1	Chatbot Skills	USN- 2	As a user, I want a chatbot to be able to greet, suggest relevant queries and end the conversation properly / Create greetings, query suggestions, and end-of-conversation skills	10	Medium	JAGATHESWARAN S

Delivery

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	20	6 Days	24 Oct 2022	29 Oct 2022	20	29 Oct 2022

Hardware / Software requirements

Hardware:

Processor: Intel Pentium

Ram: 512 MB

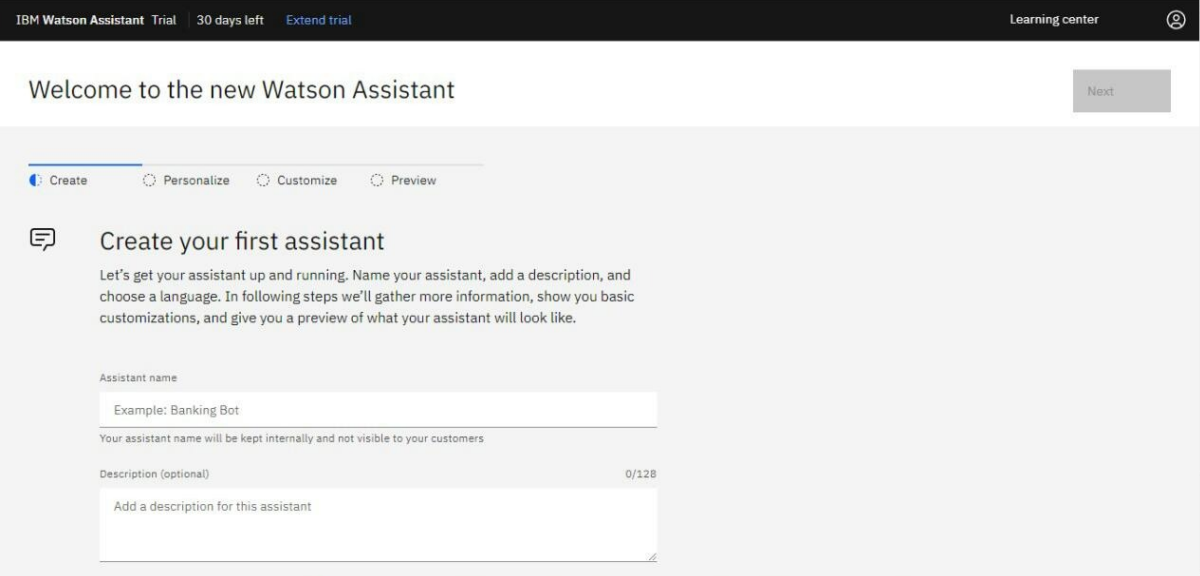Storage: 256 MB

Software:

IBM Watson Assistant, Browser

Create IBM Watson Assistant Service

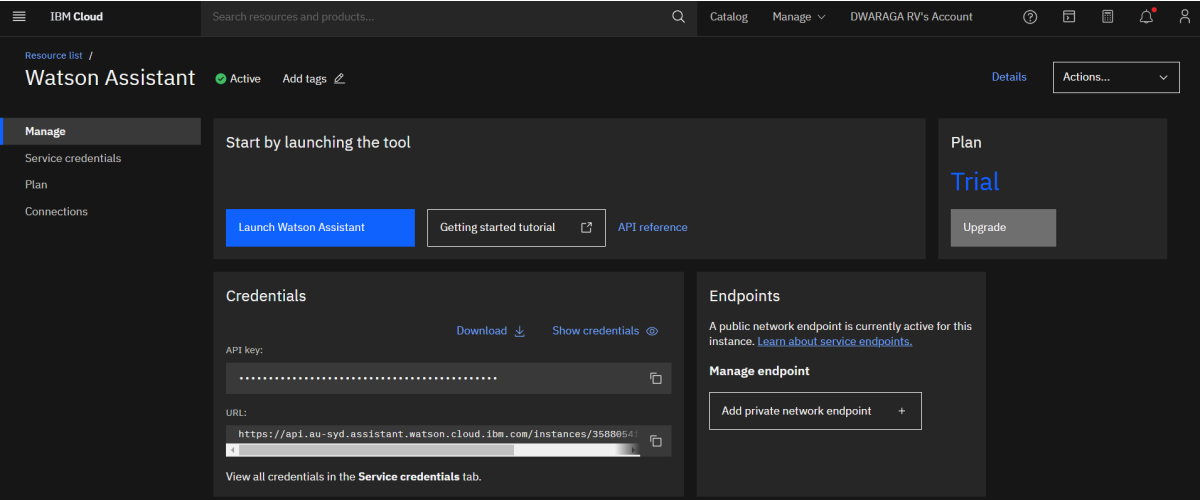**Task assigned:** Dwaraga. R.V.

Task started on: 26 - 10 - 2022

Task completion date: 27 - 10 - 2022

Progress 1: Registered for an IBM cloud account and set up the IBM Watson Assistant Service.

Progress 2: Successfully created Watson's assistant chatbot

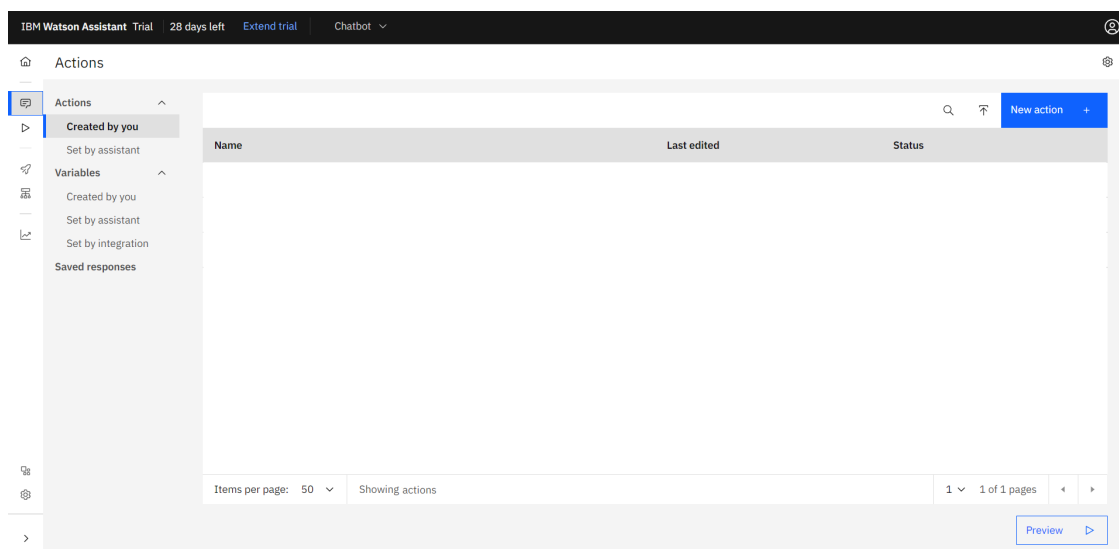# CREATE GREETINGS, QUERY SUGGESTIONS, AND END-OF-CONVERSATION SKILLS

Task assigned: Jagatheswaran. S

Task started on: 27 - 10 - 2022
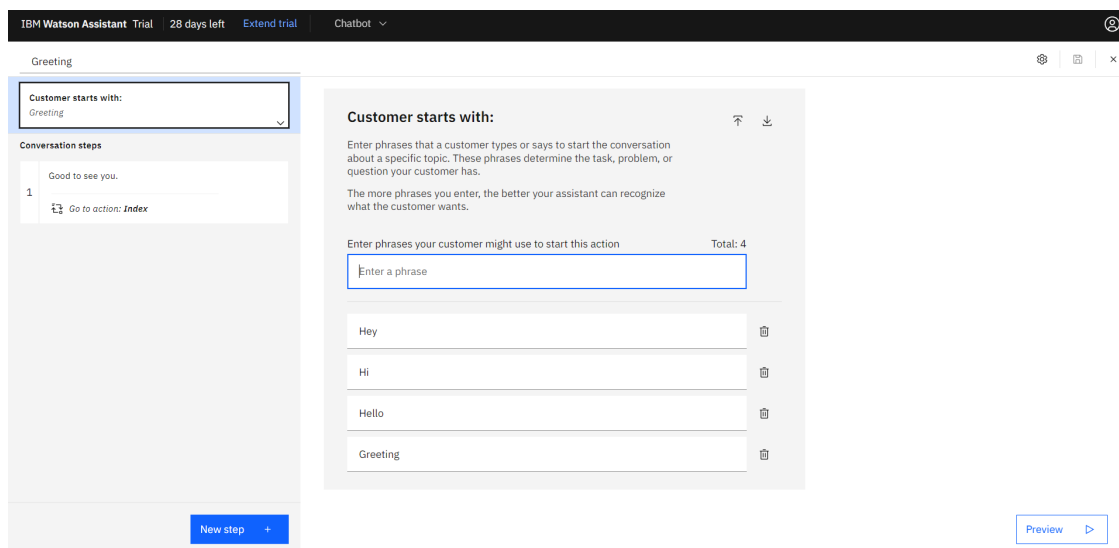
Task completion date: 28 - 10 - 2022

Progress 1:

To create a new action in Watson Assistant Chatbot, click on the new action button in the top right corner.
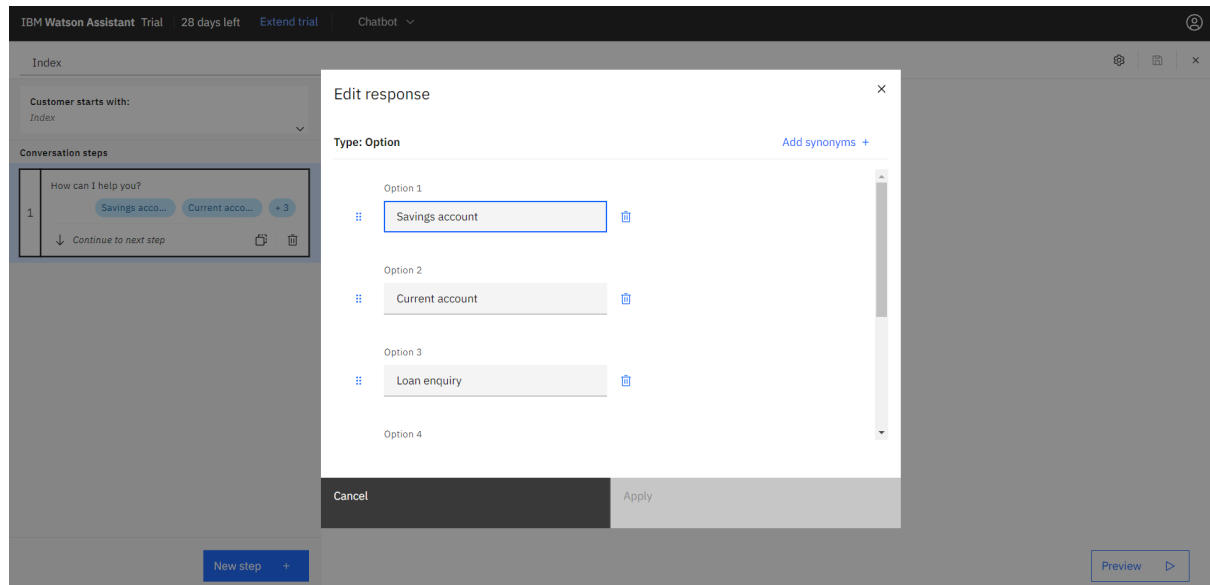

Progress 2:

If the customer starts a greeting with Hey, Hello, or Hi, then the Watson Assistant Chatbot responds with "Good to see you."
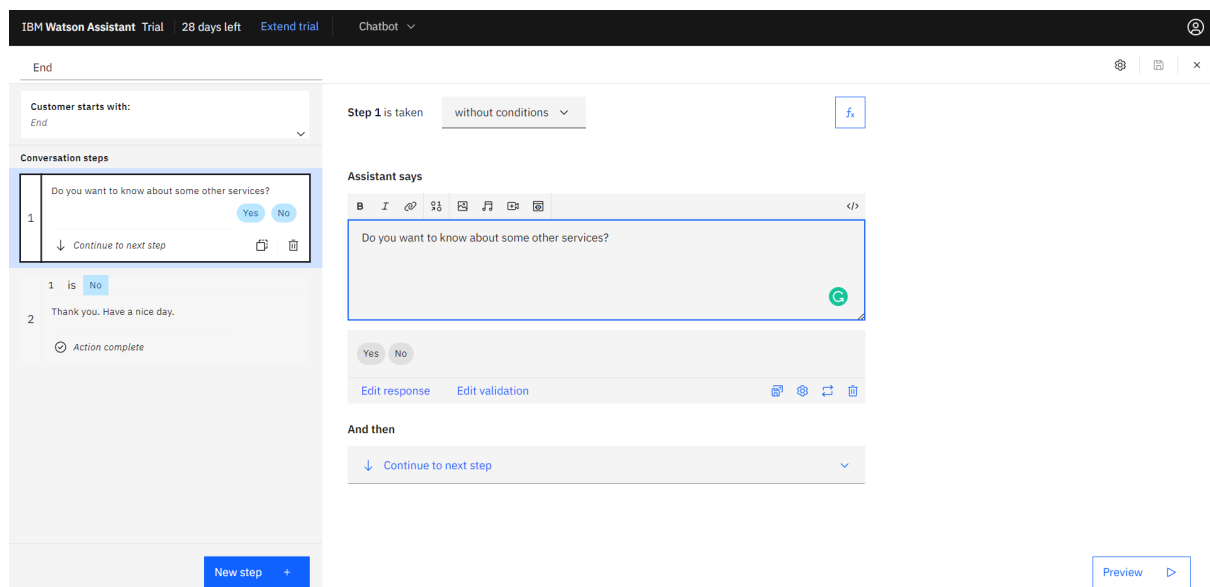
Progress 3:

Following that, the Index Action Watson Assistant Chatbot will ask the customer " How can I help you?" and provide a list of options serving as savings account, current account, loan account, general query, and net banking.

Progress 4:

created an end action for properly ending the conversation with customers and asking them, "Do you want to know about some other services?" If the customer's response is "yes," then show the index action; else display "Thank you. Have a nice day. "

Progress 5:

Linked greeting action with index action: After responding to customer greetings, Watson Assistant Chatbot will go to another action index

Linked end action with index action: Show the index action if the customer replies "yes."

Testing the chat

Testing 1: Greetings conversation
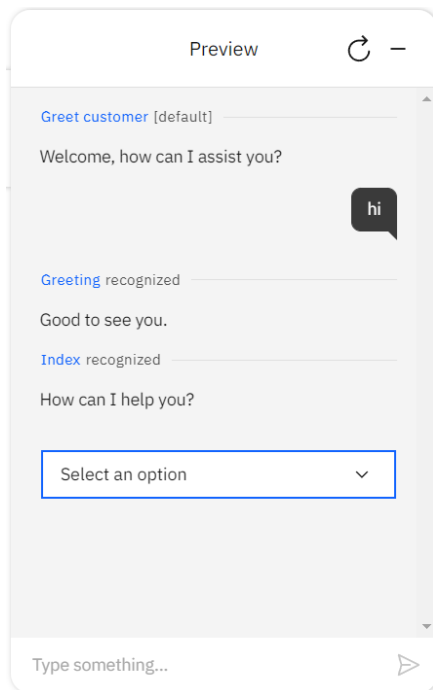
Test result: passed

Testing 2: Index
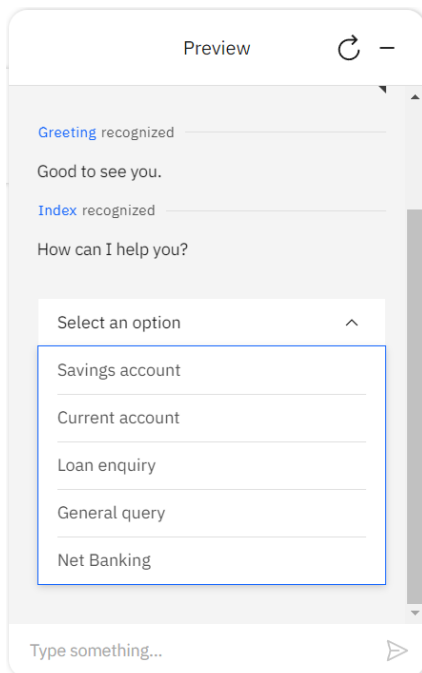
Test result: passed

Testing 3: Ending conversation
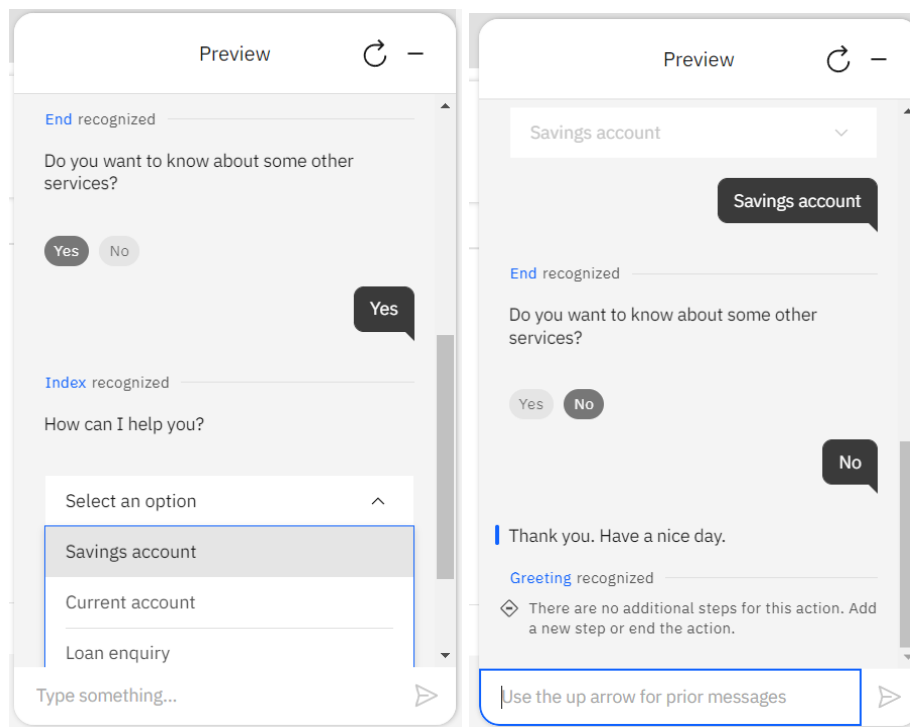
Test result: passed

Sprint burndown chart:

Sprint burndown chart

How to read this report

Sprint
ABDFBI Sprint 1

Estimation field
Story points

Date - October 24th, 2022 - October 29th, 2022

Sprint goal - Create IBM Watson Assistant Service, Create greetings, query suggestions, and end-of-conversation skills.

Remaining work
Number of story points left to complete this sprint

Guideline
Ideal burn rate

All sprints

JS DR JV D 👤+   Epic ∨   Sprint ∨

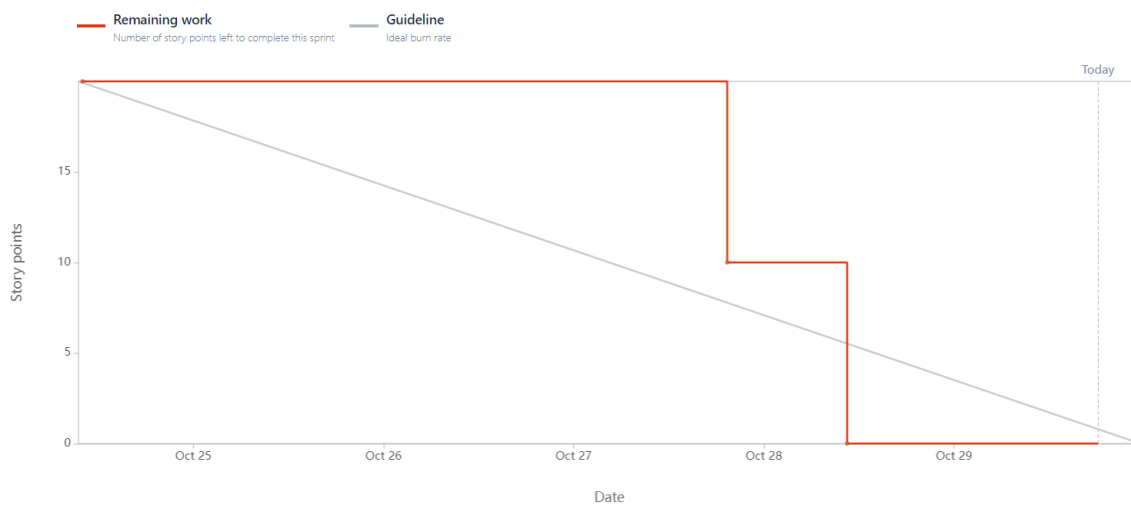| TO DO 8 ISSUES	IN PROGRESS	DONE 2 ISSUES ✓
Creating Saving Account Action CHATBOT SKILLS 🟩 ABDFBI-14 ⑦ JS		**Create IBM Watson Assistant Service** DASHBOARD 🟩 ABDFBI-12 ✓ ⑩ DR
Creating Current Account Action CHATBOT SKILLS 🟩 ABDFBI-15 ⑦ JS		**Create greetings, query suggestions, and end-of-conversation skills** CHATBOT SKILLS 🟩 ABDFBI-13 ✓ ⑩ JS
Creating Loan Account Action CHATBOT SKILLS 🟩 ABDFBI-16 ⑥ DR		

Roadmap

📢 Give feedback   ⬉ Share   ⬆ Export   •••

JS JV D DR 👤 👤+   Status category ∨   ⚙ View settings

	EP	OCT	NOV
Sprints			ABDF... ABDF... ABDF... ABDF...
∨ ⚡ ABDFBI-6 Dashboard		▮▮	
🟩 ~~ABDFBI-12~~ Create IBM Watson Assistant Service DONE DR		▮▮	
∨ ⚡ ABDFBI-7 Chatbot Skills		▮▮▮▮▮▮	
🟩 ~~ABDFBI-13~~ Create greetings, query suggestions, and end-of-conversation skills DONE JS		▮▮	