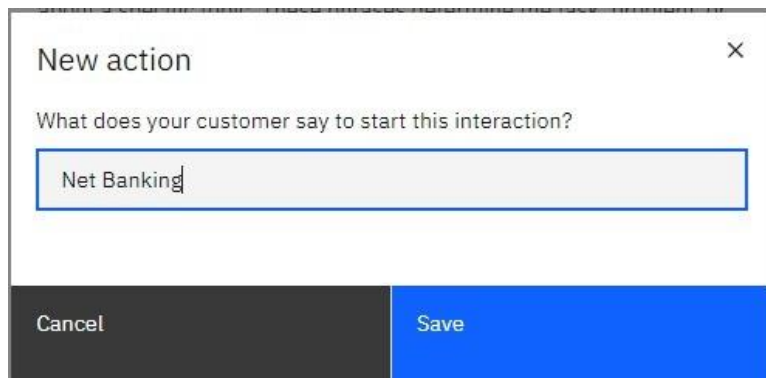


| | |
|--------------|---|
| Team ID | PNT2022TMID39294 |
| Project Name | AI-BASED DISCOURSE FOR BANKING INDUSTRY |

Creating Skills & Assistant For Chatbot

Creating Net Banking Action

Progress 1: Created a new action for net banking.



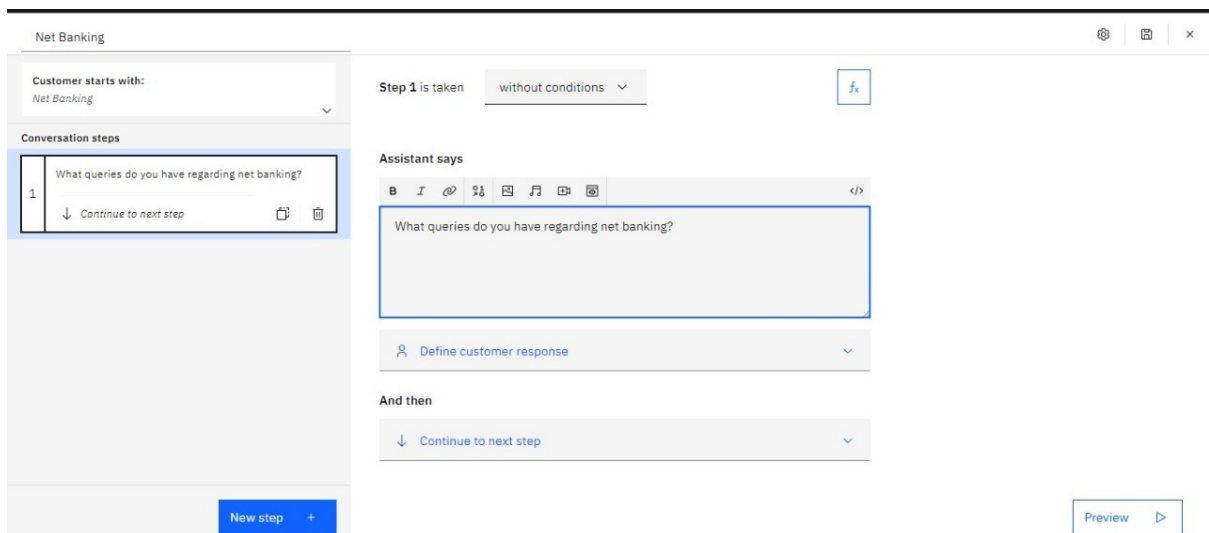
New action

What does your customer say to start this interaction?

Net Banking

Cancel Save

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



Net Banking

Customer starts with:
Net Banking

Conversation steps

1 What queries do you have regarding net banking?
Continue to next step

Step 1 is taken without conditions

Assistant says

What queries do you have regarding net banking?

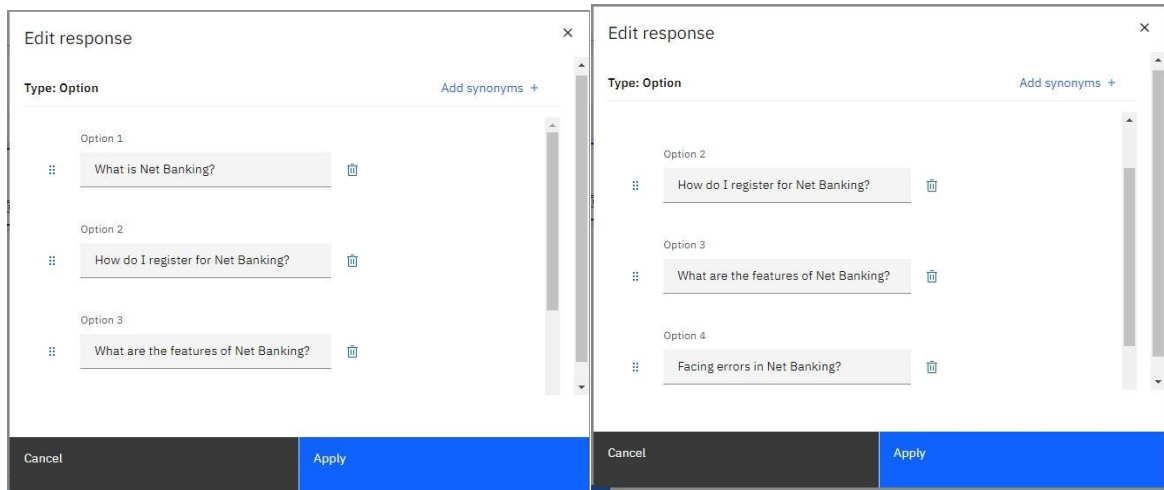
Define customer response

And then

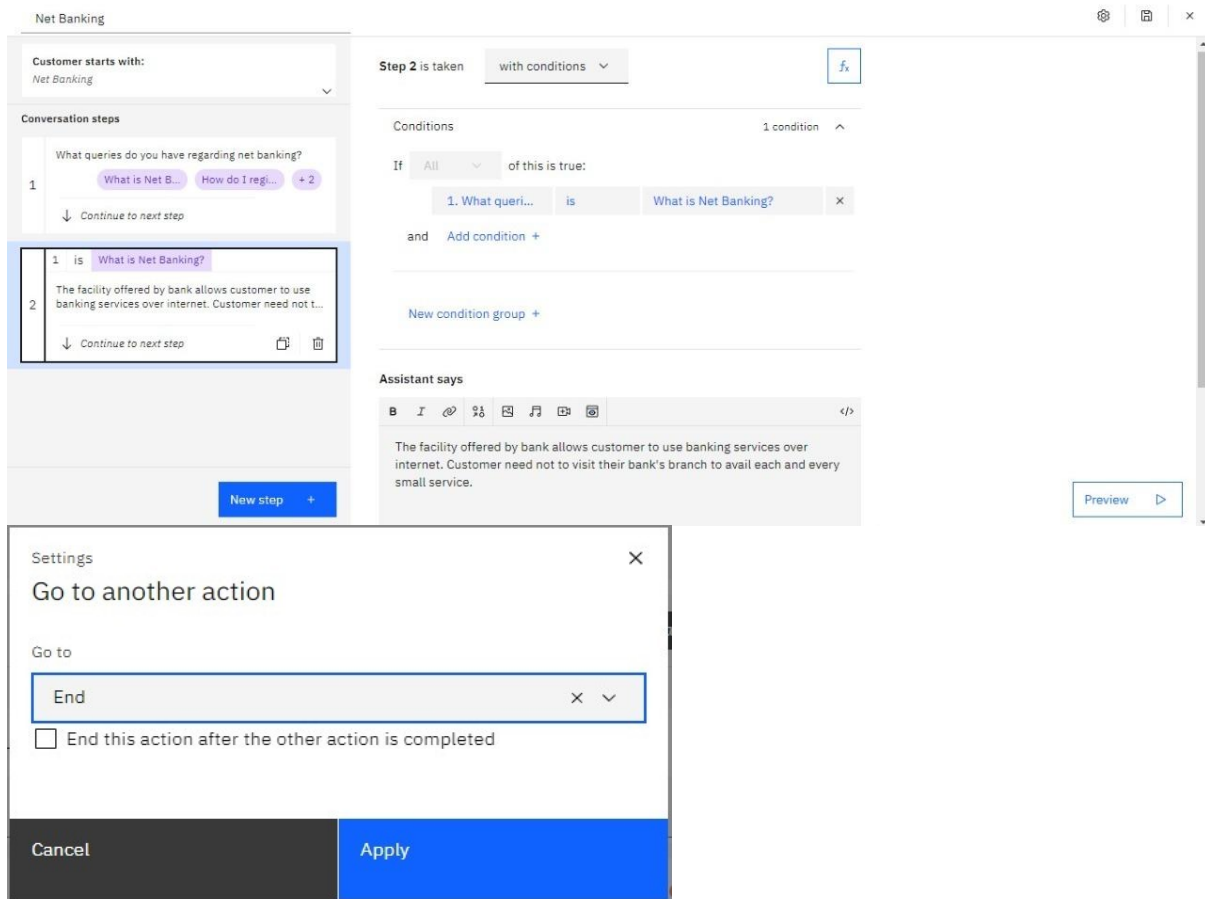
Continue to next step

Now step +

Preview



Progress 3: The “What is Net Banking?” response is added. The end action is successfully linked.



Progress 4: The “How do I register for Net Banking?” response is added. The end action is successfully linked.

The screenshot shows the configuration interface for a chatbot named "Net Banking". On the left, a "Conversation steps" panel lists three steps. Step 3, "How do I register for Net Banking?", is highlighted. The main area shows the configuration for Step 3, which is set to "with conditions". A condition is defined: "If All of this is true: 1. What queri... is How do I register for Net ...". The "Assistant says" section contains the response: "Please download and fill out the bank requisition form and submit it to your home branch." A "Preview" button is visible at the bottom right.

The screenshot shows a "Settings" dialog titled "Go to another action". It has a "Go to" dropdown menu with "End" selected. Below the dropdown, there is a checkbox labeled "End this action after the other action is completed" which is currently unchecked. At the bottom, there are "Cancel" and "Apply" buttons.

Progress 5: The “What are the features of Net Banking?” response is added. The end action is successfully linked.

The screenshot shows the configuration interface for the "Net Banking" chatbot, now with four steps. Step 4, "What are the features of Net Banking?", is highlighted. The "Assistant says" section contains a list of features: "1)Check the account statement online 2)Open a fixed deposit account 3)Pay utility bill such as... 4)Make merchant payments 5)Transfer funds 6)Order a cheque book 7)Buy general insurance 8)Recharge prepaid mobile/DTH". A "Preview" button is visible at the bottom right.

Settings

×

Go to another action

Go to

End

×

▼

☐ End this action after the other action is completed

Cancel

Apply

Progress 6: The “Facing errors in Net Banking?” response is added. The end action is successfully linked.

Net Banking

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1

is

How do I register for Net Banking?

Please download and fill out the bank requisition form and submit it to your home branch.

3

Tr

Free text

Go to action: End

1

is

What are the features of Net Banking?

1)Check the account statement online 2)Open a fixed deposit account 3)Pay utility bill such as wat...

4

Tr

Free text

Go to action: End

1

is

Facing errors in Net Banking?

Please contact our customer care executive or approach the closest branch.

5

Tr

Free text

Go to action: End

New step +

Step 5 is taken

with conditions ▼

fx

Conditions

1 condition ^

If

All ▼

of this is true:

1. What queries do ...

is

Facing errors in Net Banking?

×

and

Add condition +

New condition group +

Assistant says

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📄

Please contact our customer care executive or approach the closest branch.

User enters free text

Preview ▶

Settings

×

Go to another action

Go to

End

×

▼

☐ End this action after the other action is completed

Cancel

Apply