

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

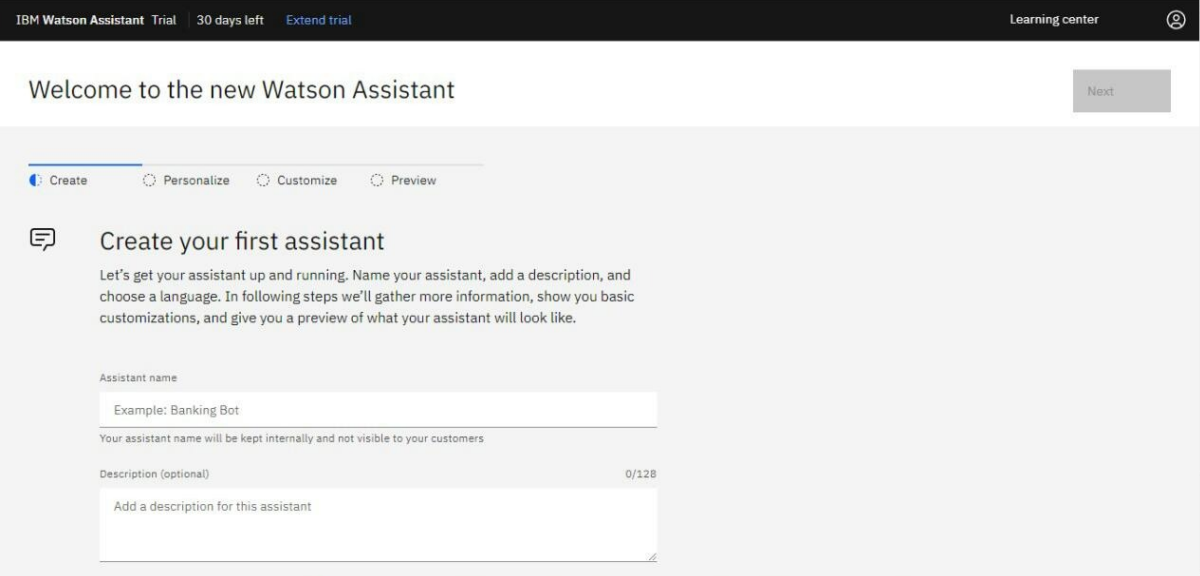
Create IBM Watson Assistant Service

Task assigned: Dwaraga. R.V.

Task started on: 26 - 10 - 2022

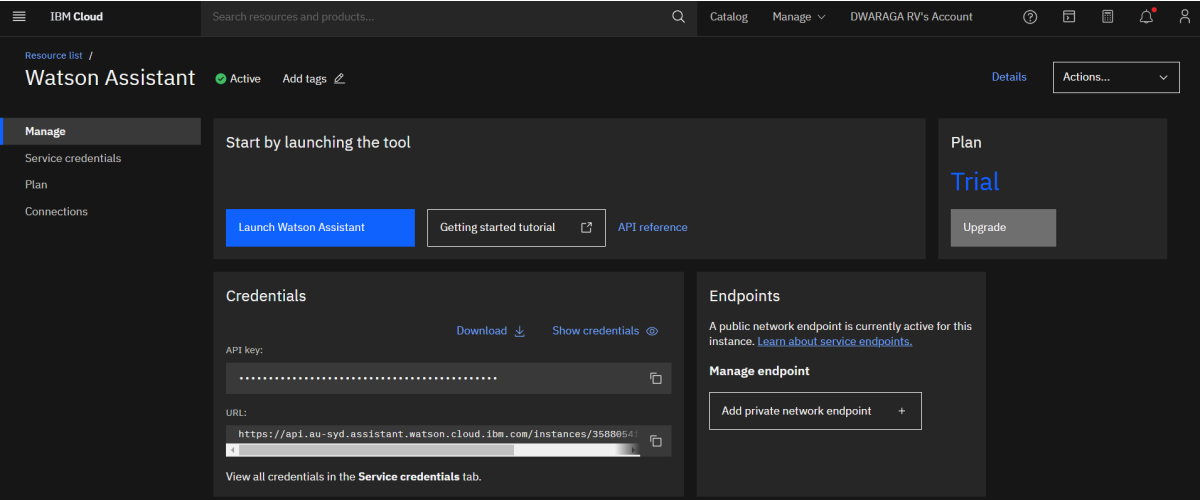
Task completion date: 27 - 10 - 2022

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



The screenshot shows the 'Create your first assistant' wizard in the IBM Watson Assistant console. The top navigation bar includes 'IBM Watson Assistant Trial', '30 days left', 'Extend trial', and a 'Learning center' link. The main heading is 'Welcome to the new Watson Assistant' with a 'Next' button. Below this is a progress bar with four steps: 'Create' (active), 'Personalize', 'Customize', and 'Preview'. The 'Create' step is titled 'Create your first assistant' and includes instructions: 'Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.' There are two input fields: 'Assistant name' with the example 'Banking Bot' and a note 'Your assistant name will be kept internally and not visible to your customers', and 'Description (optional)' with a character count of '0/128' and the placeholder 'Add a description for this assistant'.

Progress 2: Successfully created Watson's assistant chatbot



The screenshot shows the IBM Cloud Watson Assistant management console. The top navigation bar includes 'IBM Cloud', a search bar, and links for 'Catalog', 'Manage', 'DWARAGA RV's Account', and user settings. The left sidebar shows 'Resource list / Watson Assistant' with a status of 'Active' and 'Add tags'. The main content area is divided into several sections: 'Start by launching the tool' with a 'Launch Watson Assistant' button, 'Getting started tutorial', and 'API reference'; 'Plan' with a 'Trial' label and an 'Upgrade' button; 'Credentials' with fields for 'API key' and 'URL' (showing a URL starting with 'https://api.au-syd.assistant.watson.cloud.ibm.com/instances/3588054'); and 'Endpoints' with a note about a public network endpoint and a 'Manage endpoint' section with an 'Add private network endpoint' button.

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

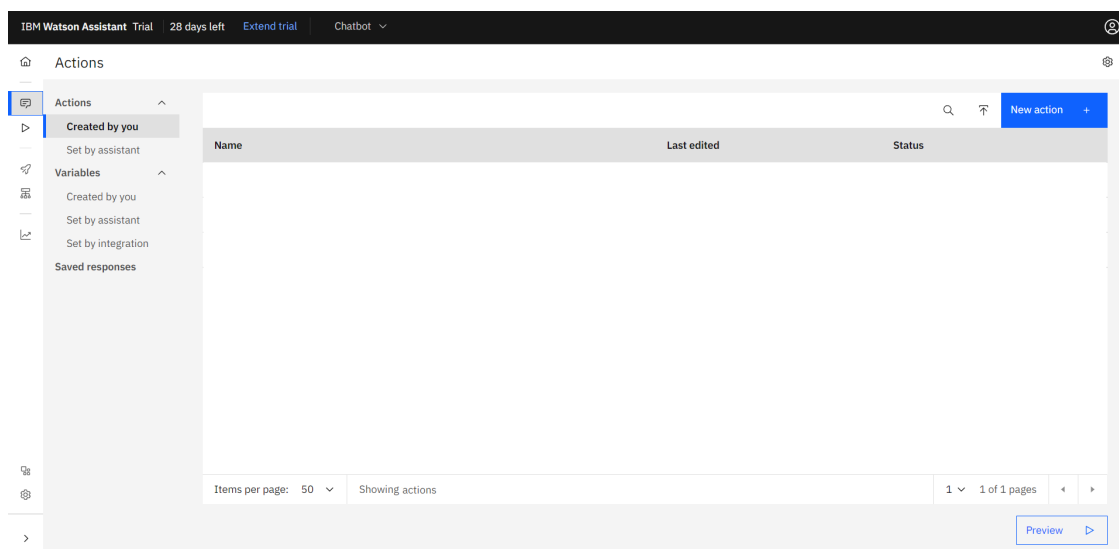
Task assigned: Jagatheswaran. S

Task started on: 27 - 10 - 2022

Task completion date: 28 - 10 - 2022

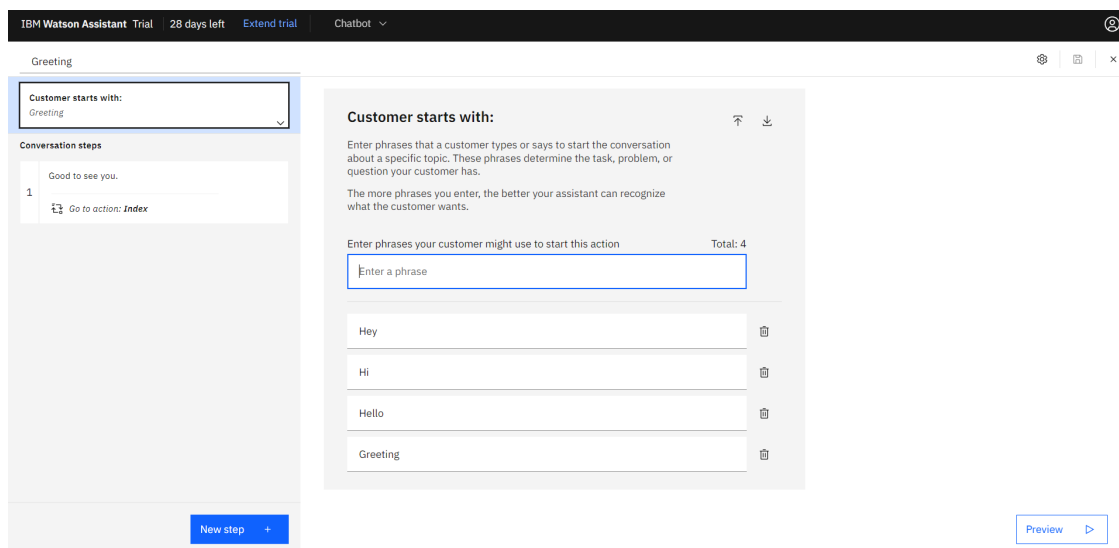
Progress 1:

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



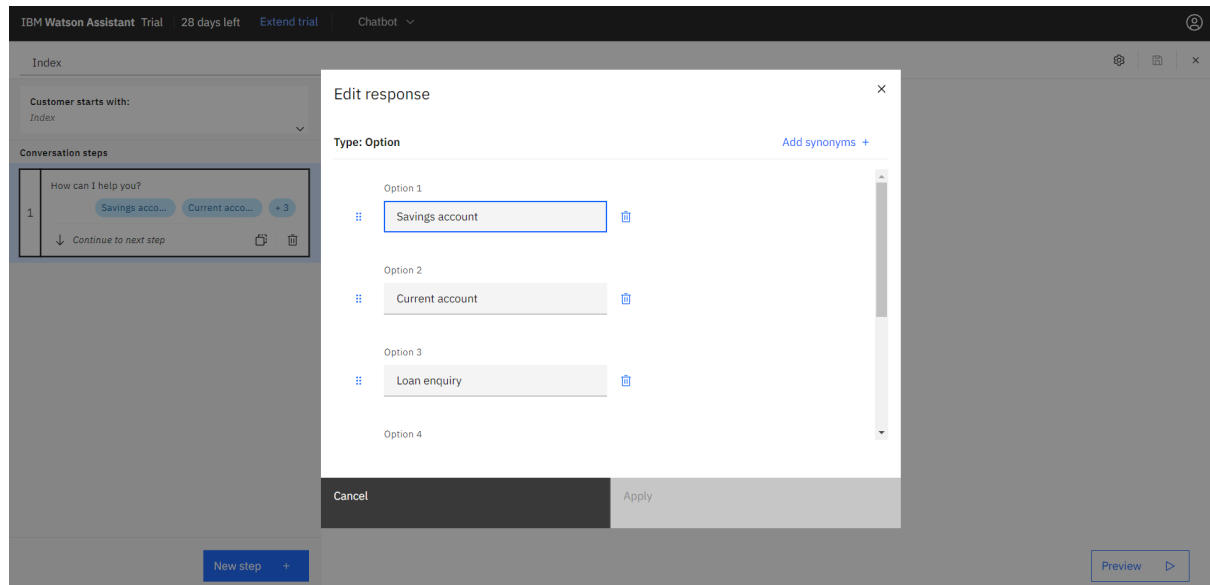
Progress 2:

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



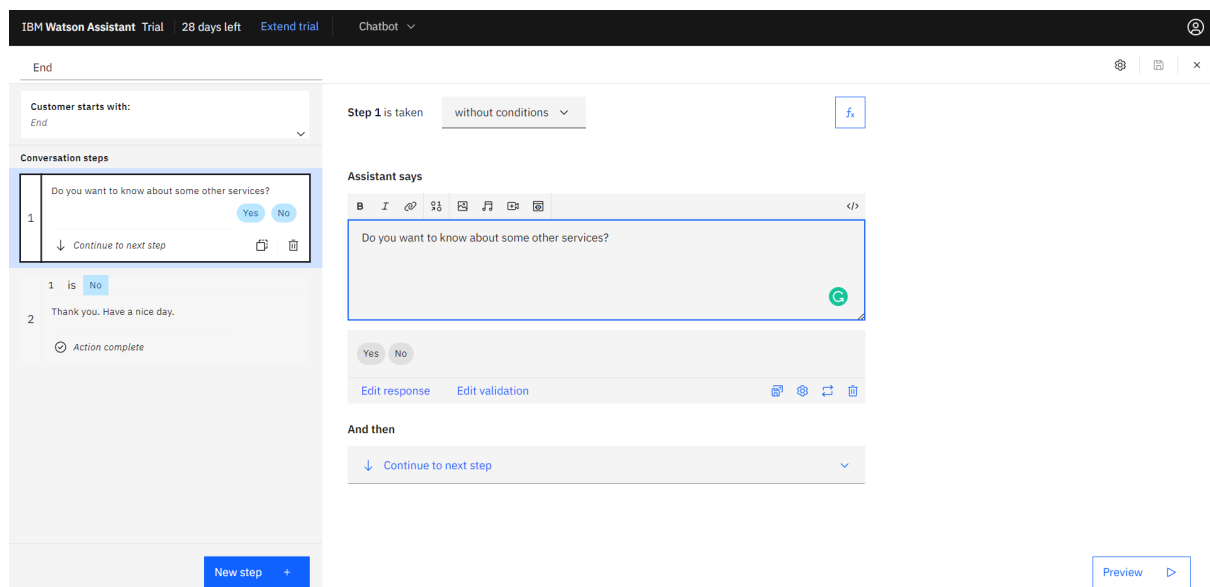
Progress 3:

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. "



IBM Watson Assistant Trial 28 days left Extend trial Chatbot

End

Customer starts with: End

Conversation steps

- Do you want to know about some other services?
1 is No
Continue to next step
- Thank you. Have a nice day.
Action complete

If All of this is true:

1. Do you want to kn... is No

and Add condition +

New condition group +

Assistant says

Thank you. Have a nice day.

Define customer response

And then

End the action

New step + Preview

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."

IBM Watson Assistant Trial 28 days left Extend trial Chatbot

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Status
Greeting	5 minutes ago	✓
End	3 days ago	✓
Index	3 days ago	✓

Items per page: 50 Showing 1-3 of 3 actions 1 of 1 pages

Preview

IBM Watson Assistant Trial 28 days left Extend trial Chatbot

Greeting

Customer starts with: Greeting

Conversation steps

- Good to see you.
Go to action: Index

Step 1 is taken without conditions

Assistant says

Good to see you.

Define customer response

And then

Go to another action

Goes to action: Index

Pass values

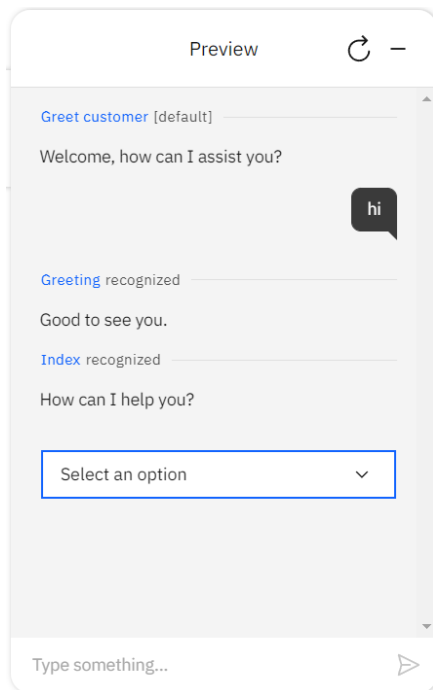
Upon return: Continue

Edit settings Edit passed values

New step + Preview

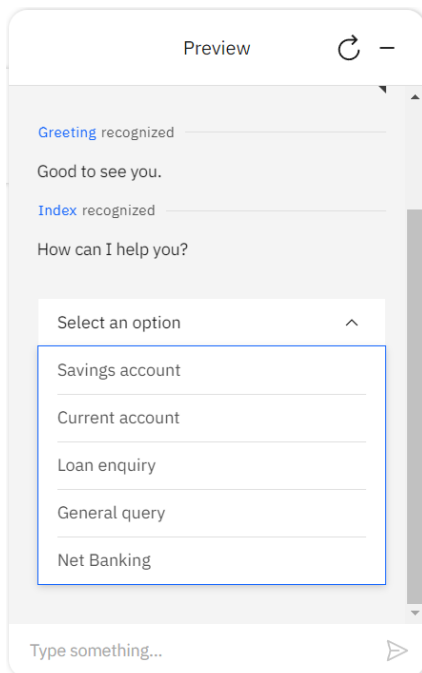
Testing the chat

Testing 1: Greetings conversation



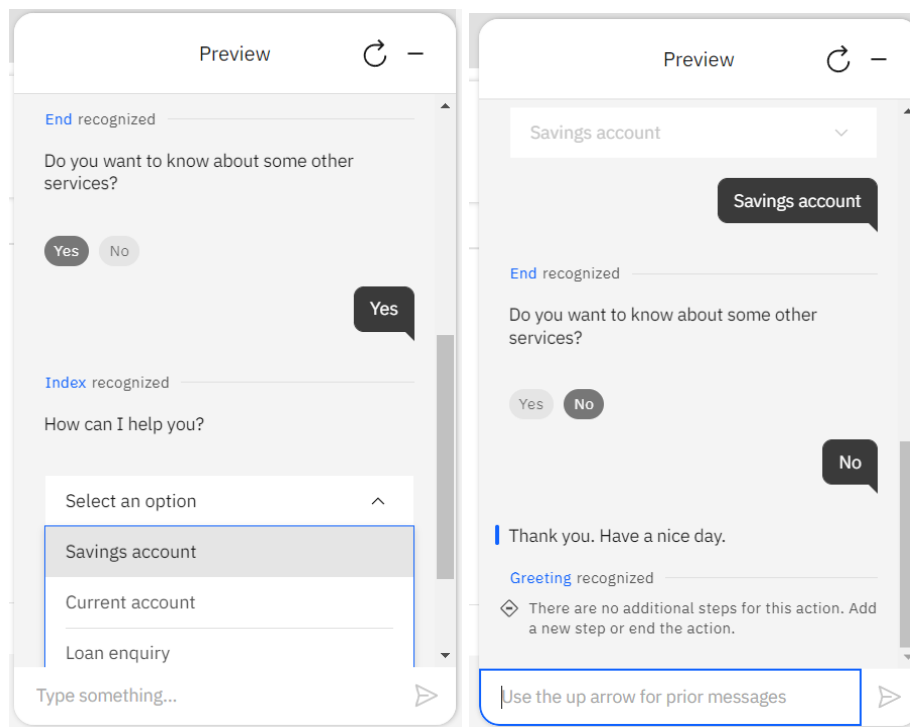
Test result: passed

Testing 2: Index



Test result: passed

Testing 3: Ending conversation



Test result: passed

Sprint burndown chart:

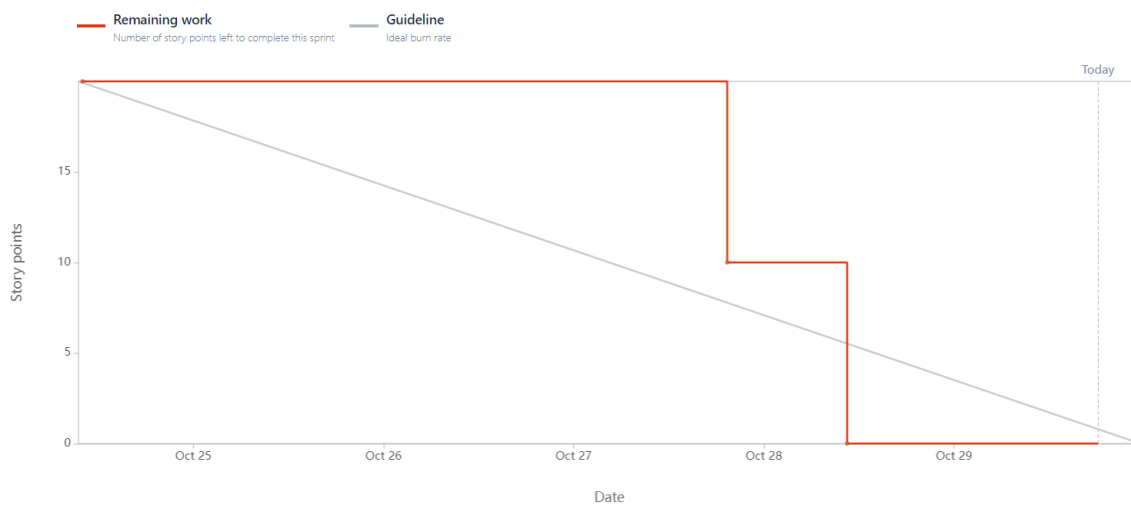
Sprint burndown chart

[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.



All sprints

Q

JS

DR

JV

D

+

Epic

Sprint

TO DO 8 ISSUES

Creating Saving Account Action

CHATBOT SKILLS

ABDFBI-14

7

JS

Creating Current Account Action

CHATBOT SKILLS

ABDFBI-15

7

JS

Creating Loan Account Action

CHATBOT SKILLS

ABDFBI-16

6

DR

IN PROGRESS

DONE 2 ISSUES

✓

Create IBM Watson Assistant Service

DASHBOARD

ABDFBI-12

✓

10

DR

Create greetings, query suggestions, and end-of-conversation skills

CHATBOT SKILLS

ABDFBI-13

✓

10

JS

Roadmap

Give feedback

Share

Export

...

Q

JS

JV

D

DR

+

Status category

View settings

	SEP	OCT	NOV
Sprints		ABDF...	ABDF... ABDF... ABDF...
<div>ABDFBI-6 Dashboard</div>			
<div>ABDFBI-12 Create IBM Watson Assistant Service</div>			
<div>ABDFBI-7 Chatbot Skills</div>			
<div>ABDFBI-13 Create greetings, query suggestions, and end-of-conversation skills</div>			