

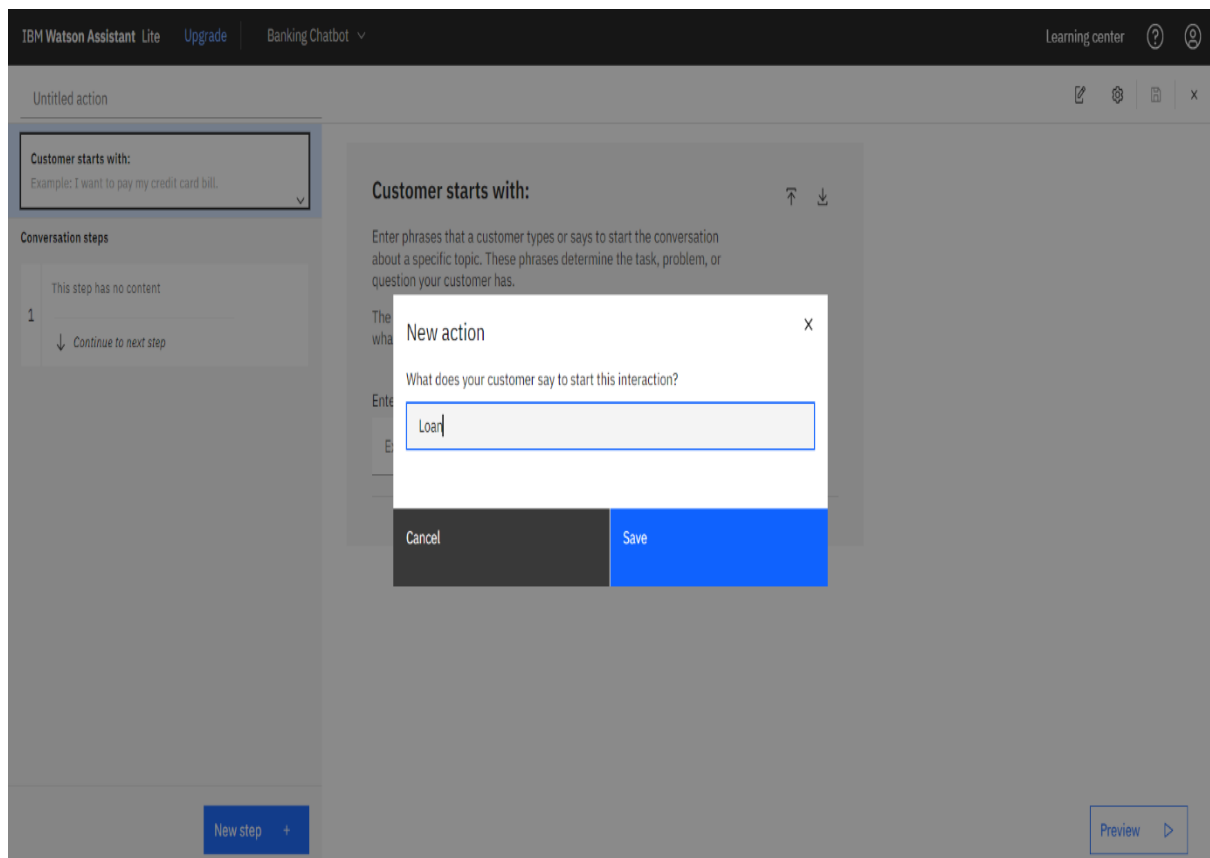
PROJECT DEVELOPMENT PHASE

SPRINT 3

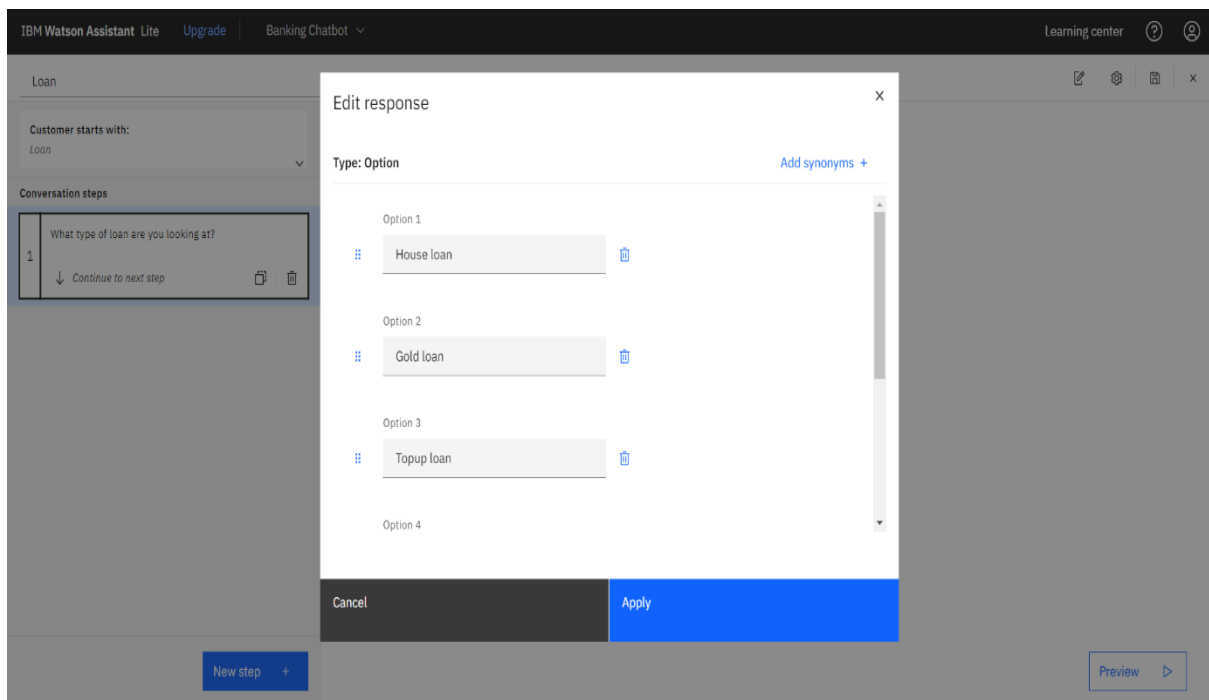
Date	10 November 2022
Team ID	PNT2022TMID00963
Project Name	Project -AI based discourse for Banking Industry

CREATING LOAN ACCOUNT RELATED ACTIONS:

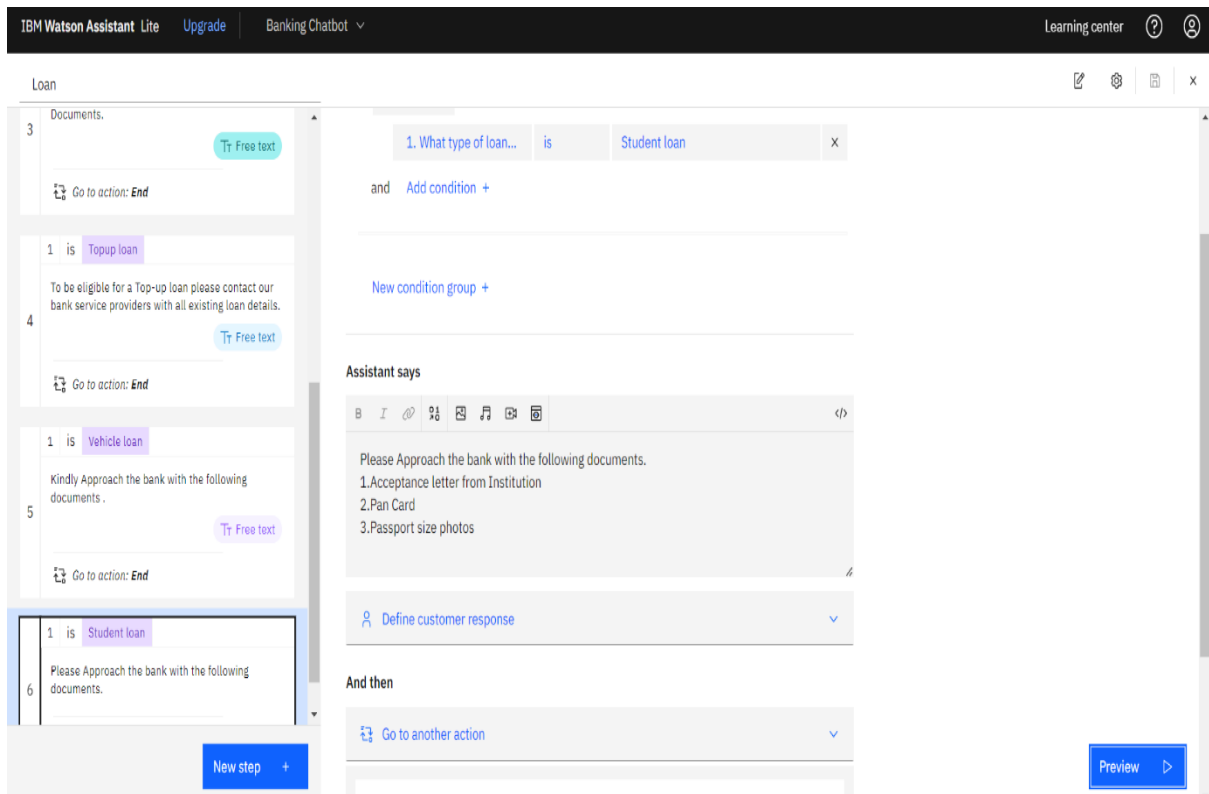
- The user can choose the type of loans to know the information on choosing an essential loan scheme.
- To check the status of Loan for my Loan Accounts.



ACTION:



WITH CONDITION:



PREVIEW:

Preview

Loan enquiry

Loan enquiry

go to [Loan](#)

What type of loan are you looking at?

Topup loan

Topup loan

To be eligible for a Top-up loan please contact our bank service providers with all existing loan details.

thanks

Type something...

Preview

Topup loan

Topup loan

To be eligible for a Top-up loan please contact our bank service providers with all existing loan details.

thanks

go to [End](#)

Do you want to know about some other services?

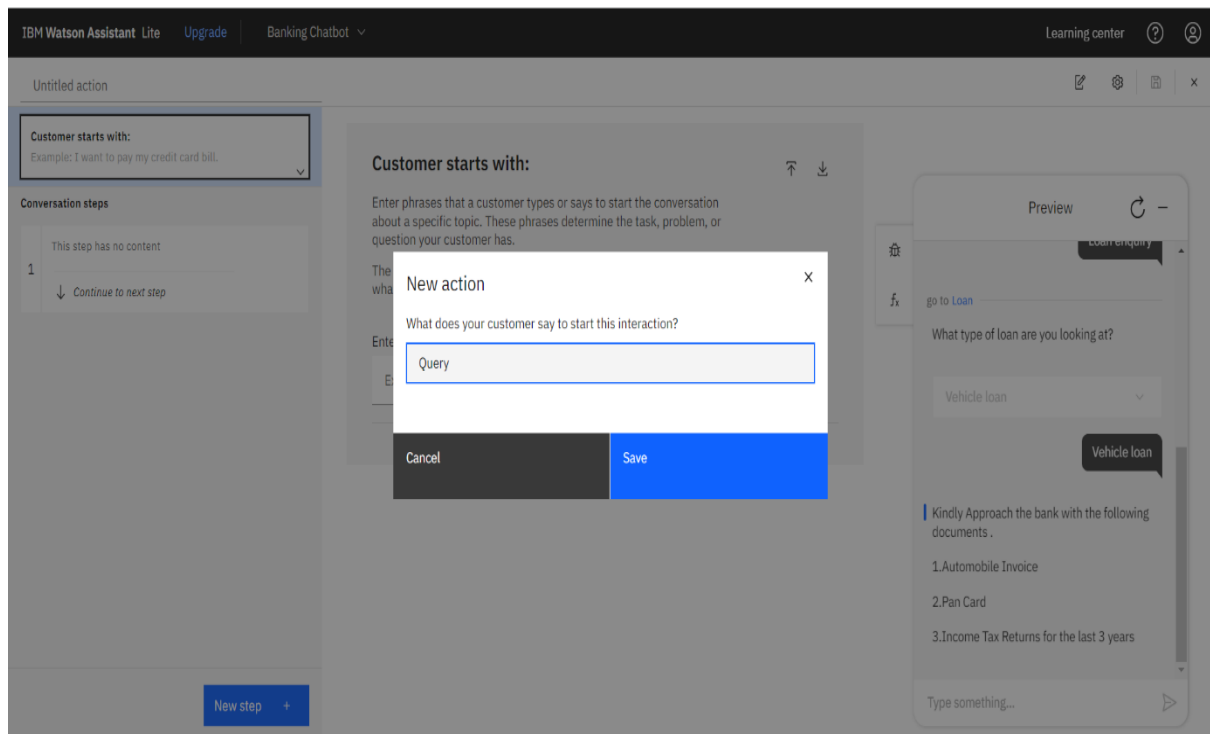
Yes

No

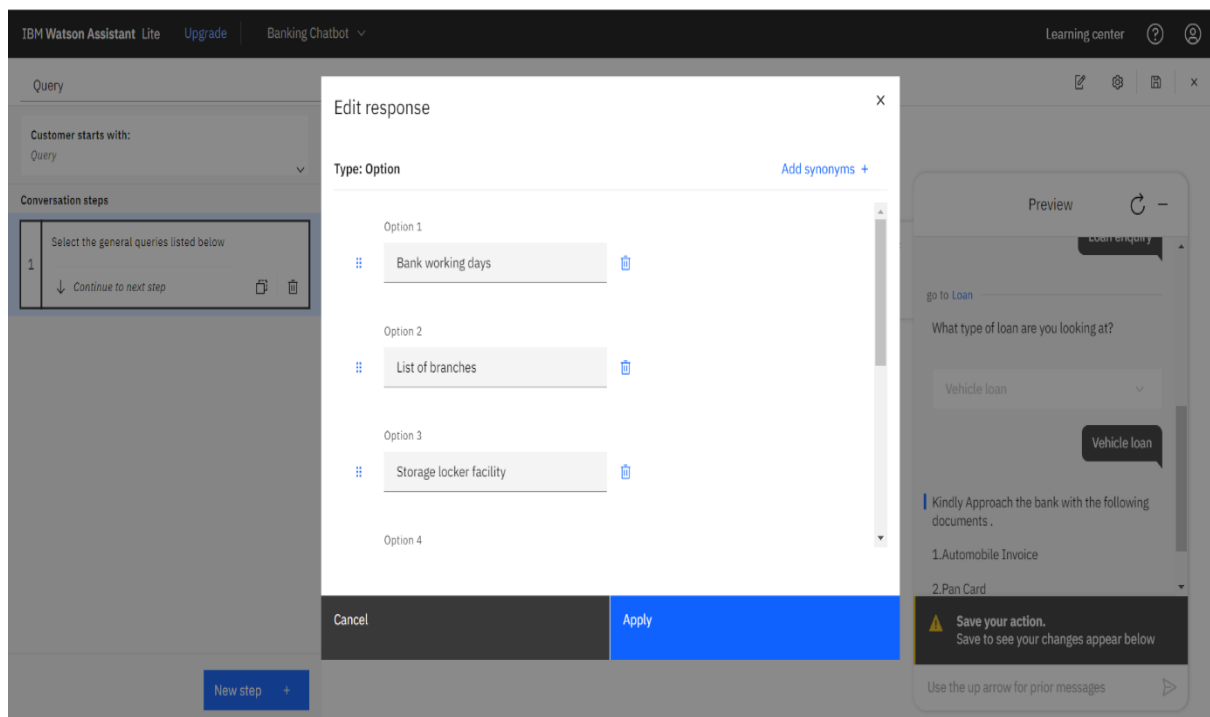
Type something...

CREATING GENERAL QUERY RELATED ACTIONS:

- To get the procedure details for Currency Conversion and maintaining storage locker facility of the bank account.



ACTION:



WITH CONDITION:

The screenshot displays the IBM Watson Assistant interface for a Banking Chatbot. The top navigation bar includes 'IBM Watson Assistant Life', 'Upgrade', 'Banking Chatbot', 'Learning center', and help icons. The main workspace is divided into three panels: 'Query', 'Conditions', and 'Assistant says'.

- Query Panel:** Shows 'Customer starts with: Query'. Under 'Conversation steps', step 1 is 'Bank workin...' and step 2 is 'Bank working days'. Step 3, 'List of branches', is highlighted with a blue border. It includes a list of branch names and a 'Go to action: End' button.
- Conditions Panel:** Shows a condition: 'If All of this is true: 1. Select the genera... is List of branches'. There is an 'Add condition +' button and a 'New condition group +' button.
- Assistant says Panel:** Displays the text response for the selected step: 'CHENNAI, WEST MAMBALAM, CHINMAYA NAGAR, VIRUGAMPAKKAM, CHITLAPAKKAM, CIT NAGAR, DLF RAMAPURAM, EAST ABIRAMAPURAM, EGMORE BRANCH, IT AVENUE, KARAPAKKAM, KK NAGAR, KORATTUR, KOTTIVAKAM, KOTTURPURAM, KOYAMBEDU CHENNAI, MADAMBAKKAM'. Below this is a 'Define customer response' button.

On the right, a 'Preview' window shows a chat interface. The user asks 'What type of loan are you looking at?'. The assistant responds with a 'Vehicle loan' button and a list of documents: '1. Automobile Invoice', '2. Pan Card', and '3. Income Tax Returns for the last 3 years'. A 'Save your action.' warning is visible at the bottom of the preview.

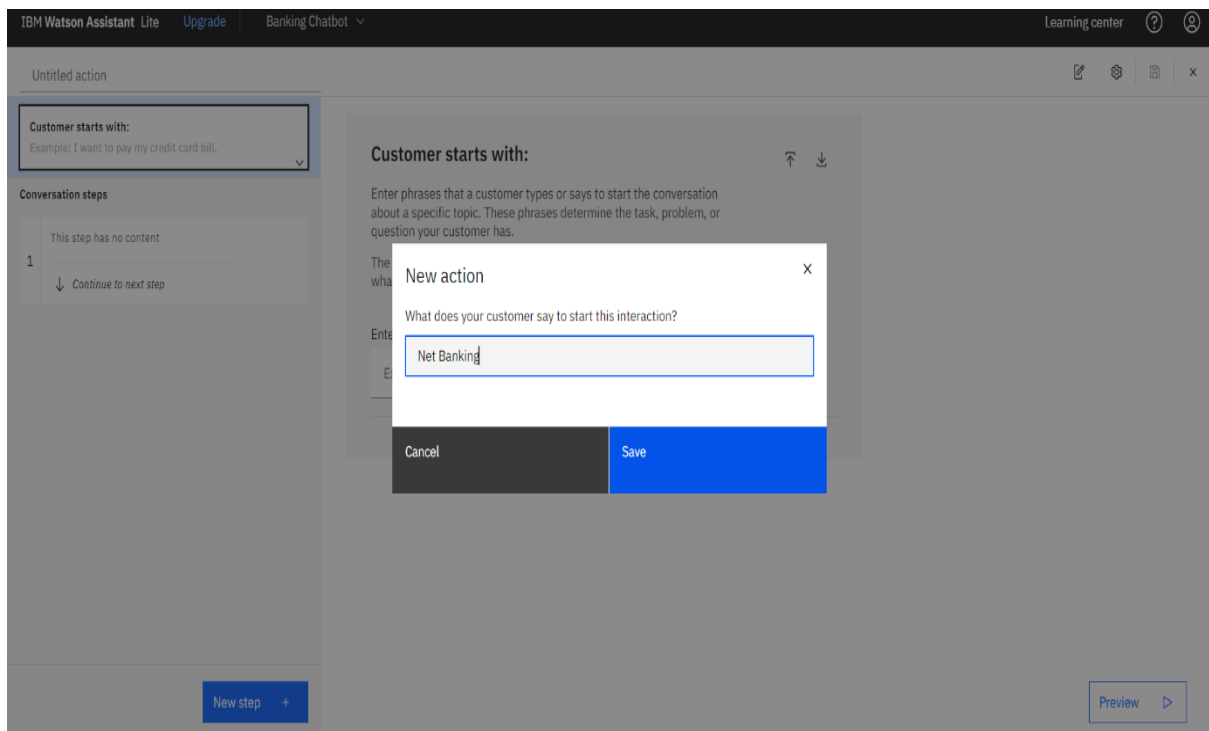
PREVIEW:

The screenshot shows the 'Preview' window of the IBM Watson Assistant interface. It displays a simulated chat conversation:

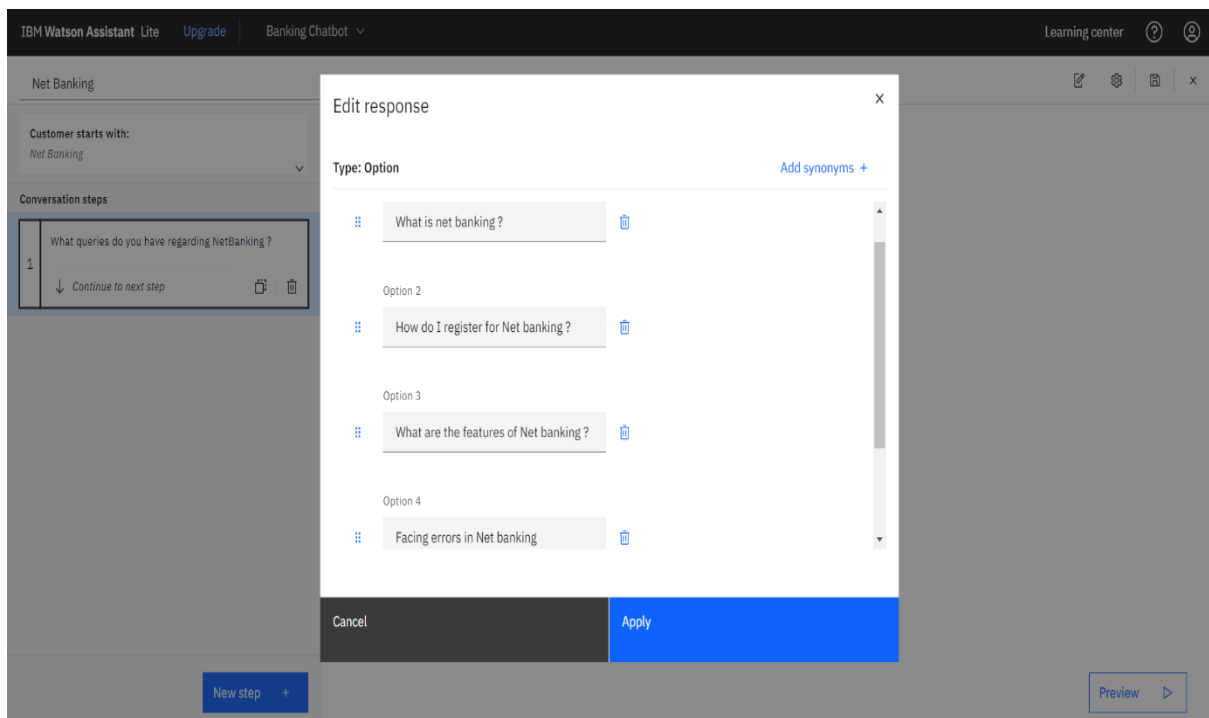
- The user sends the message: 'go to Query'.
- The assistant responds with: 'Select the general queries listed below'.
- A dropdown menu is shown with 'List of branches' selected.
- The assistant responds with a button labeled 'List of branches'.
- The assistant then displays a list of branch names: 'CHENNAI, WEST MAMBALAM, CHINMAYA NAGAR, VIRUGAMPAKKAM, CHITLAPAKKAM, CIT NAGAR, DLF RAMAPURAM, EAST ABIRAMAPURAM, EGMORE BRANCH, IT AVENUE, KARAPAKKAM, KK NAGAR, KORATTUR, KOTTIVAKAM, KOTTURPURAM, KOYAMBEDU CHENNAI, MADAMBAKKAM'.
- The user sends the message: 'go to End'.
- The assistant responds with: 'Do you want to know about some other'.
- At the bottom, there is a text input field with the placeholder 'Type something...' and a send button.

CREATING NET BANKING REATED ACTIONS:

- The user want to get the procedure details for changing the Net Banking Password of my bank account.



ACTION:



WITH CONDITION:

The screenshot shows the IBM Watson Assistant interface for a "Net Banking" chatbot. The top bar includes "IBM Watson Assistant Lite", "Upgrade", "Banking Chatbot", and "Learning center". The main workspace is divided into three panels:

- Conversation steps:** A list of steps for the chatbot conversation. Step 1 is highlighted, showing a question "What queries do you have regarding NetBanking?" and a "Continue to next step" action.
- Conditions:** A panel showing a condition: "If All of this is true: 1. What queries do ... is What are the features of Net bankin...". It includes an "Add condition +" button and a "New condition group +" button.
- Assistant says:** A panel showing the assistant's response, which is a list of four items: "1. Check the account statement online.", "2. Open a fixed deposit account.", "3. Pay utility bills such as water bills and electricity bills.", and "4. Make merchant payments.".

At the bottom right, there is a "Preview" button.

PREVIEW:

The image shows two side-by-side preview windows of the Net Banking chatbot. Both windows have a "Preview" title and a refresh icon.

The left window shows the chatbot's initial greeting: "Net Banking". It then asks, "What queries do you have regarding NetBanking?". Below this, there are four suggested queries: "What is net banking?", "How do I register for Net banking?", "What are the features of Net banking?", and "Facing errors in Net banking?". The user has selected "What is net banking?".

The right window shows the chatbot's response to the selected query: "The facilities offered by the bank allows customers to use banking service over the internet. Customers need not visit their Bank's Branch office to avail each and every small service." It then asks, "Do you want to know about some other services?". Below this, there are two buttons: "Yes" and "No". The user has selected "No". The chatbot then responds with "Thank you. Have a nice day." and a message indicating that there are no additional steps for this action.