

PROJECT DEVELOPMENT PHASE

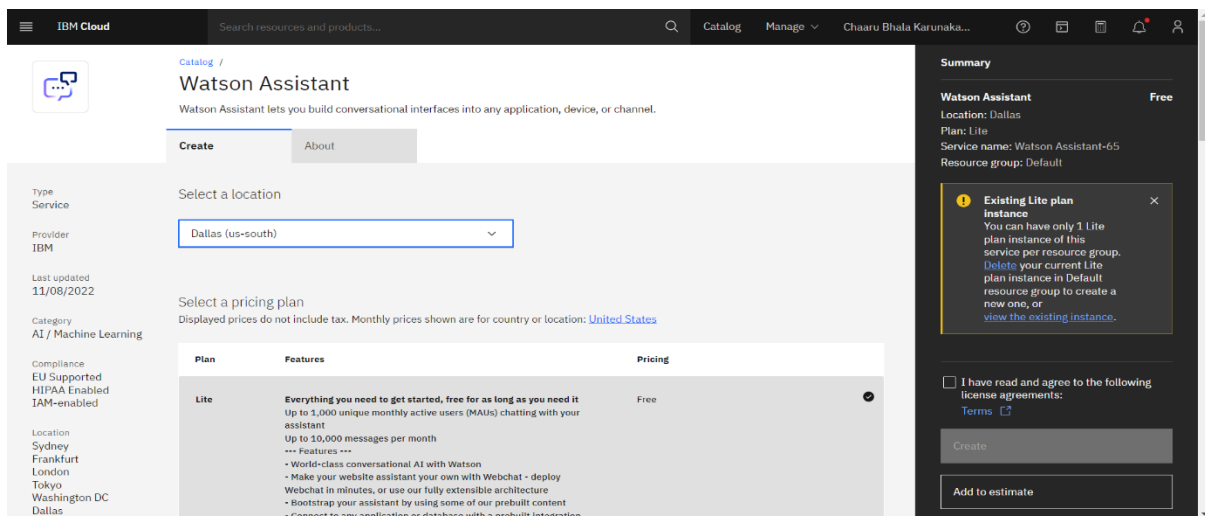
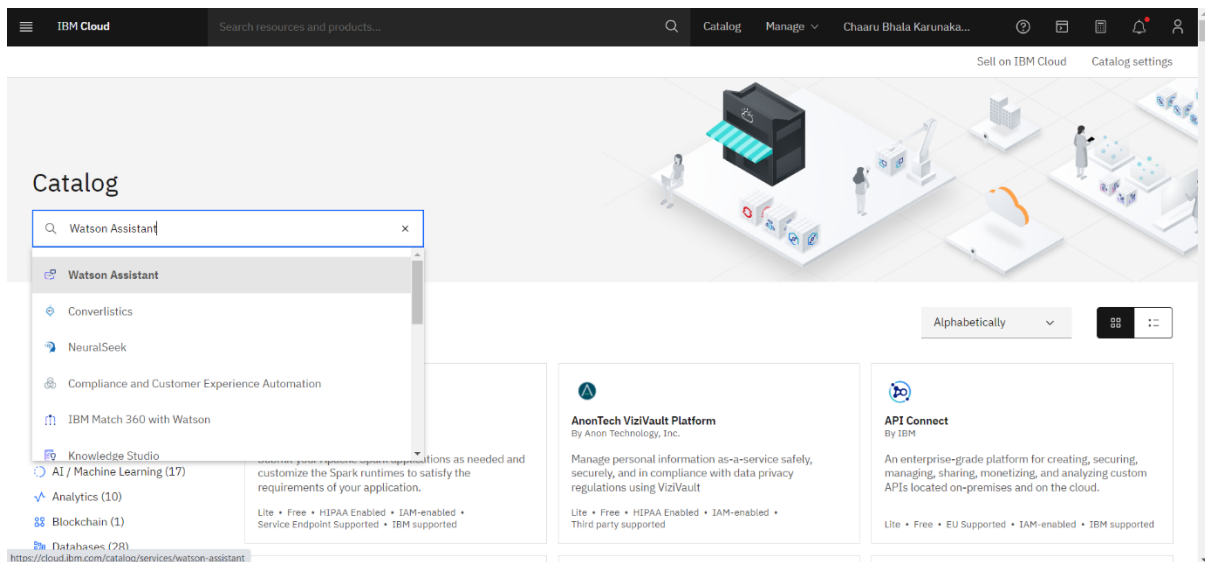
SPRINT 1

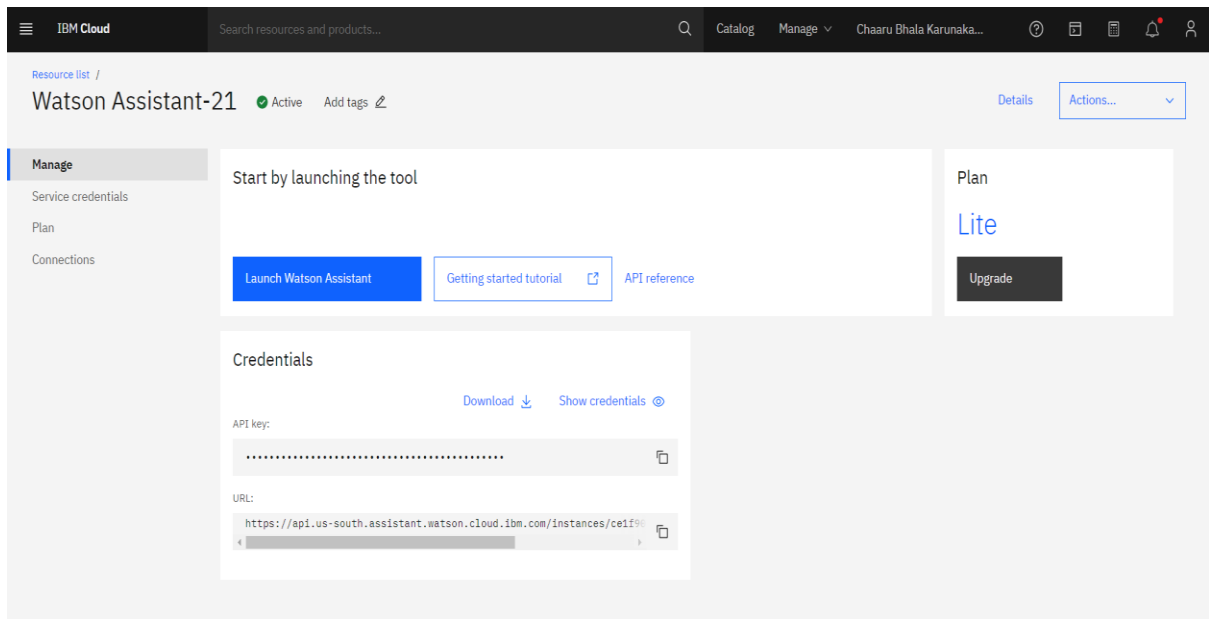
Date	29 October 2022
Team ID	PNT2022TMID00963
Project Name	Project -AI based discourse for Banking Industry

CREATE IBM WATSON ASSISTANT SERVICE & CHATBOT SKILLS

CREATION OF IBM WATSON ASSISTANT SERVICE:

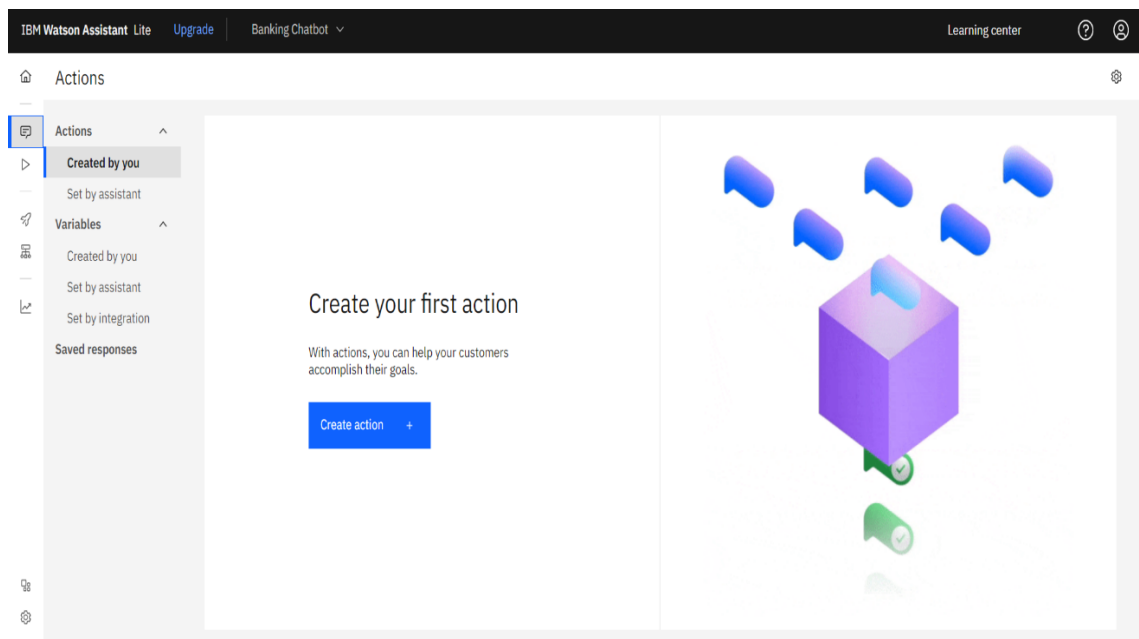
To implement AI Based Discourse For Banking Industry , we need an IBM Service. The Service used in IBM WATSON ASSISTANT.

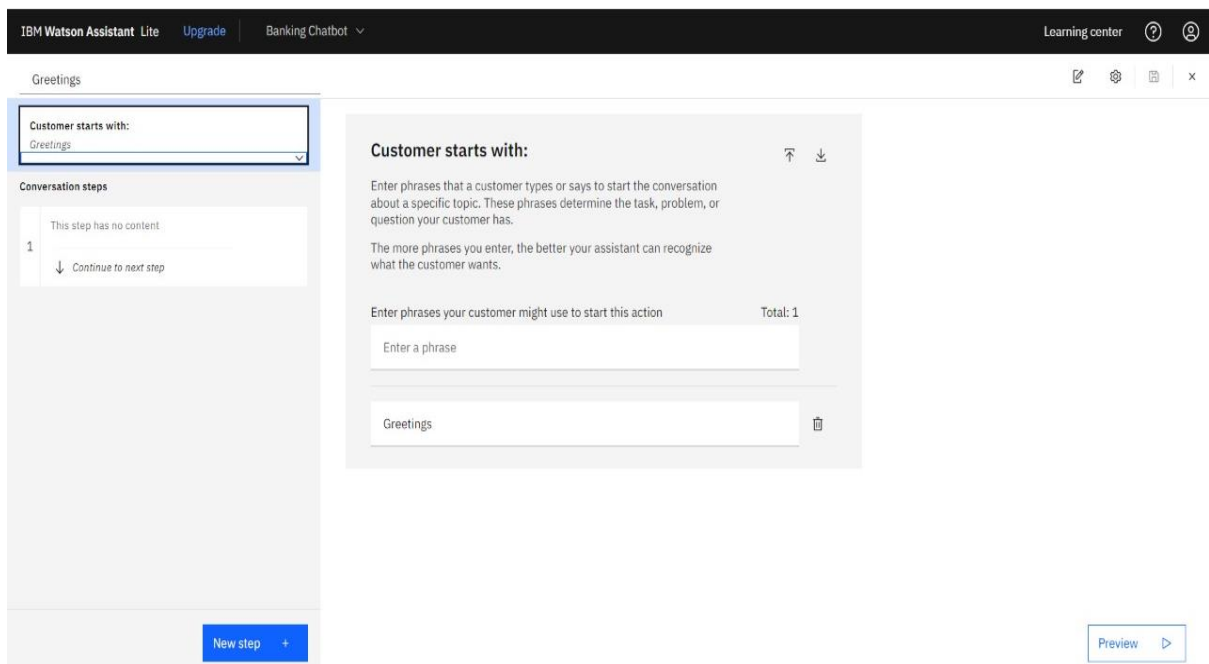
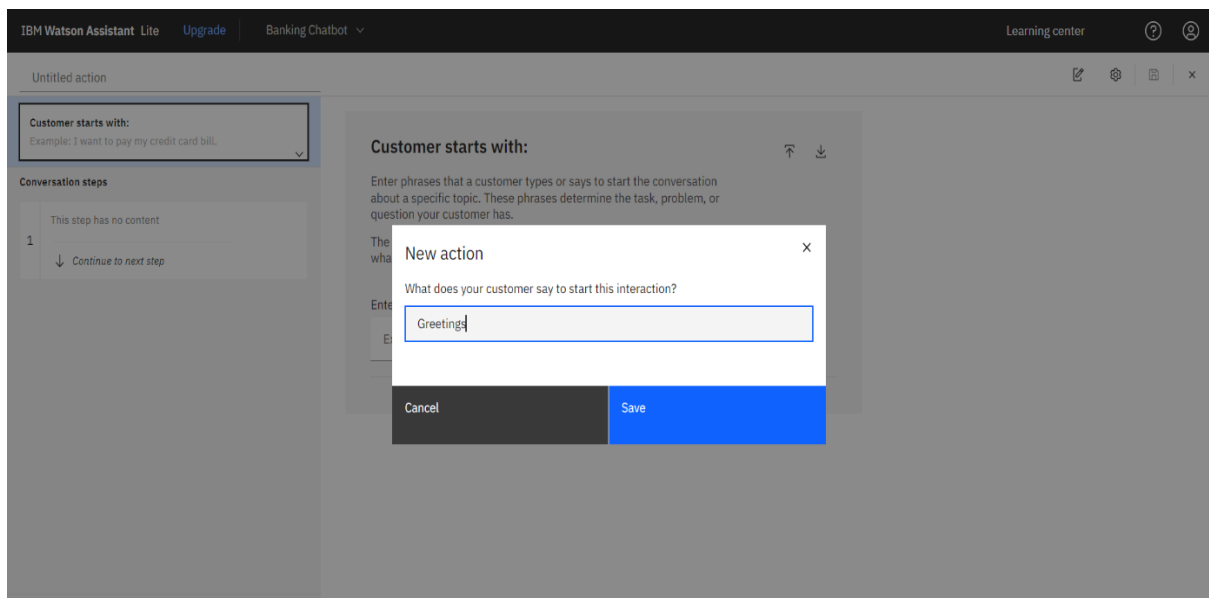




CREATION OF CHATBOT SKILLS:

- Skills are nothing but actions and steps. Steps are the subset of actions where conversations are built.
- Assistant is used to integrating skills.
- The Chatbot built for the project AI Based Discourse for Banking Industry is based on Action Skills.





IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center

Greetings

Customer starts with:
Greetings

Conversation steps
1
This step has no content
Continue to next step

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.
The more phrases you enter, the better your assistant can recognize what the customer wants.
Enter phrases your customer might use to start this action
Total: 4
Enter a phrase
Hey
Hi
Hello
Greetings

IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center

Greetings

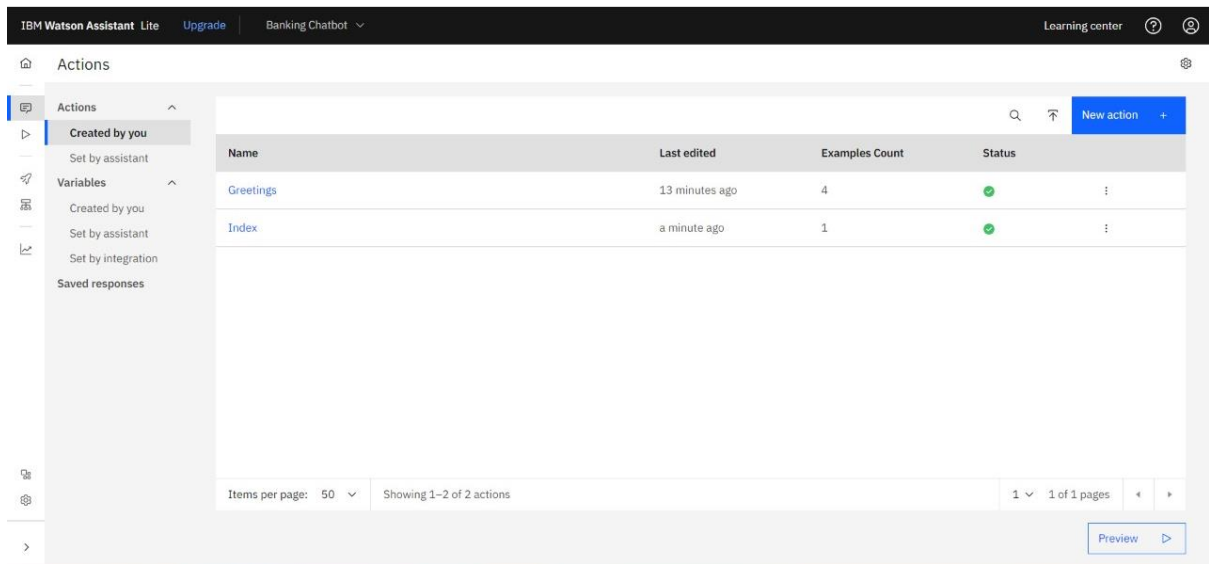
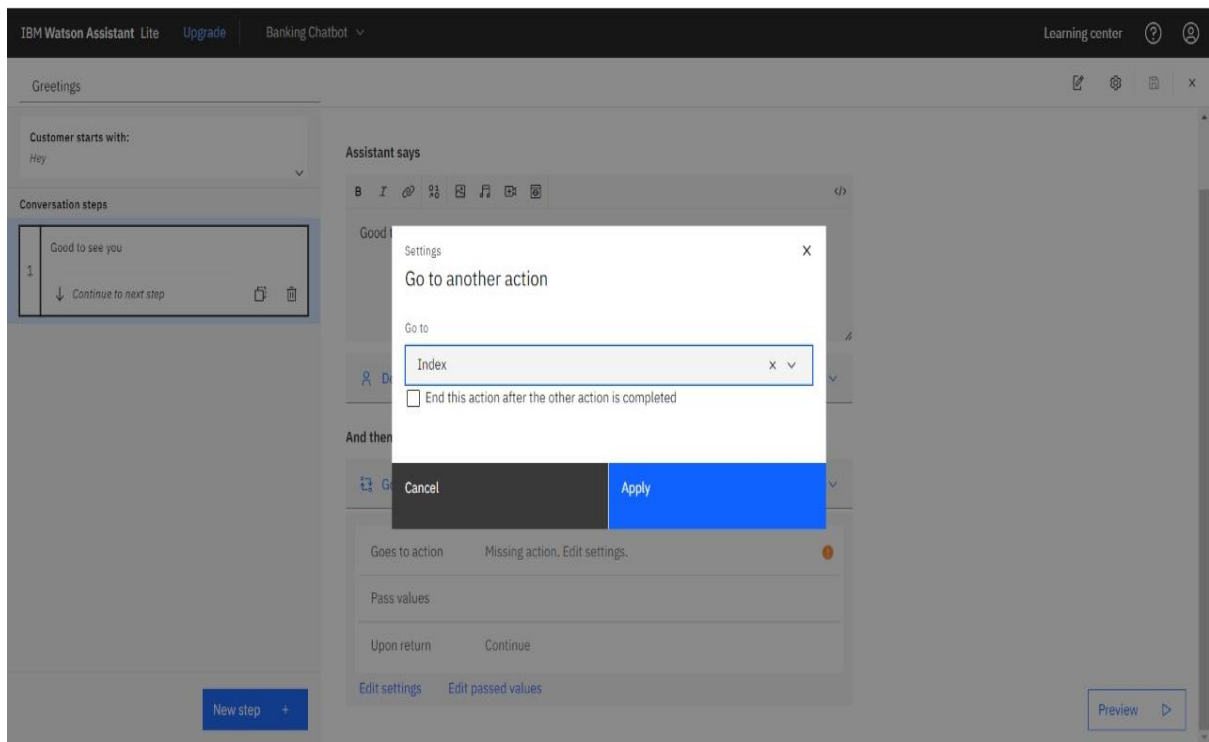
Customer starts with:
Greetings

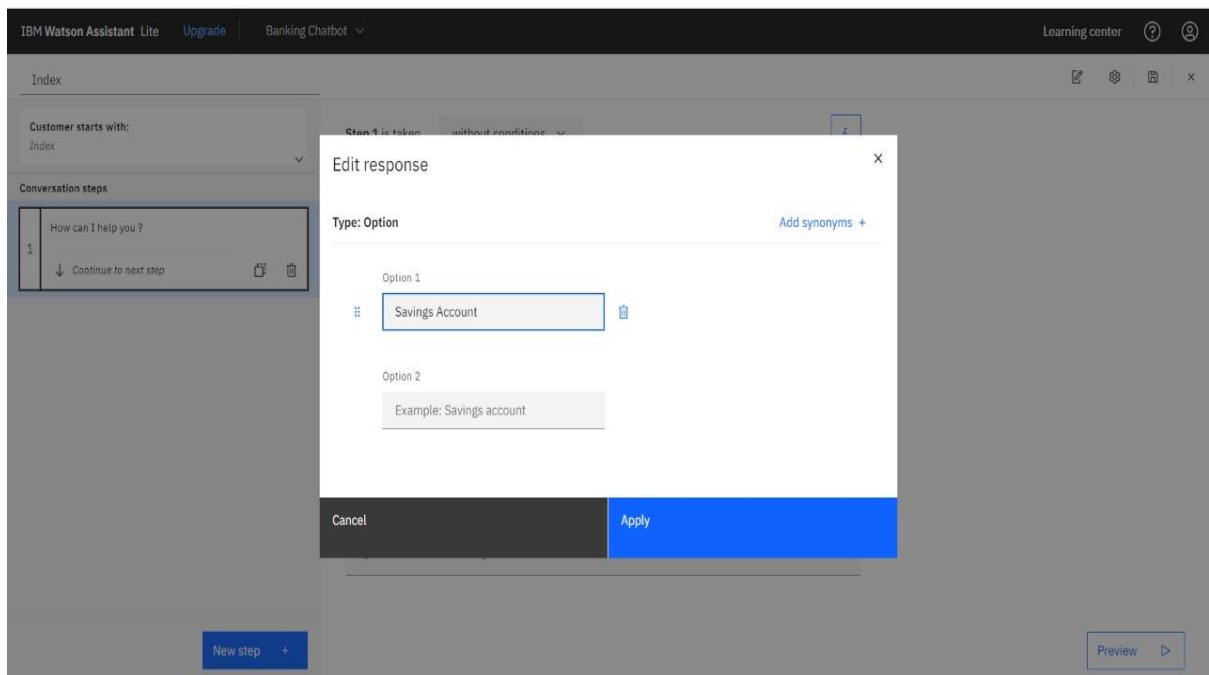
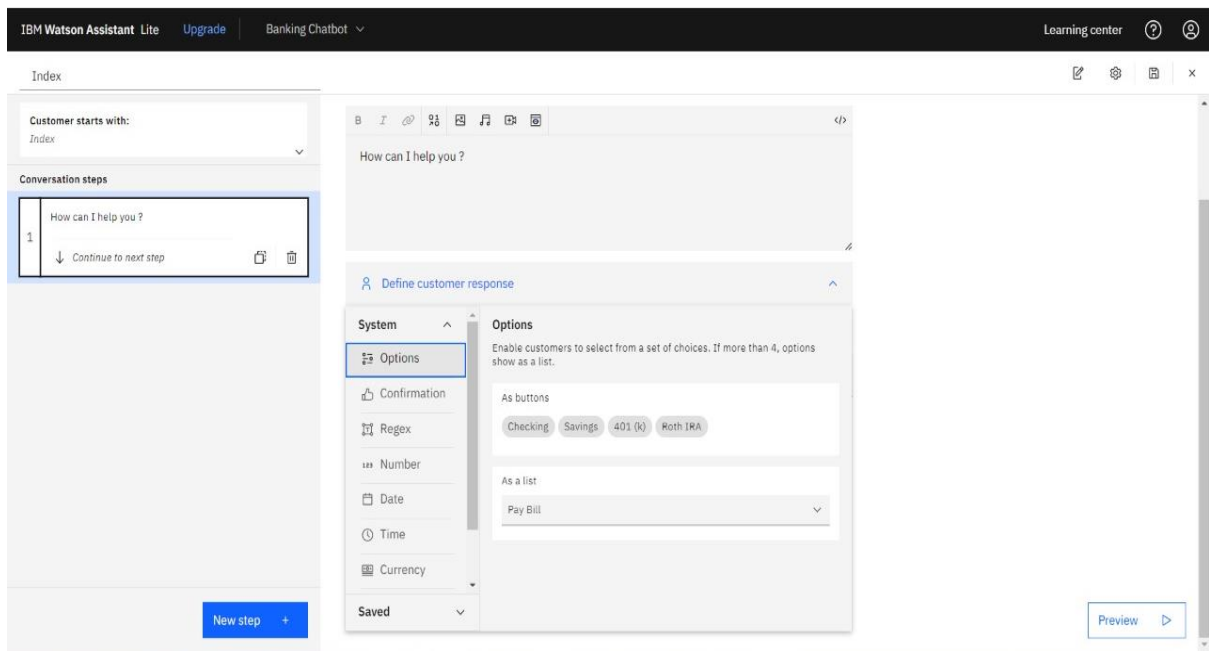
Conversation steps
1
Good to see you
Continue to next step

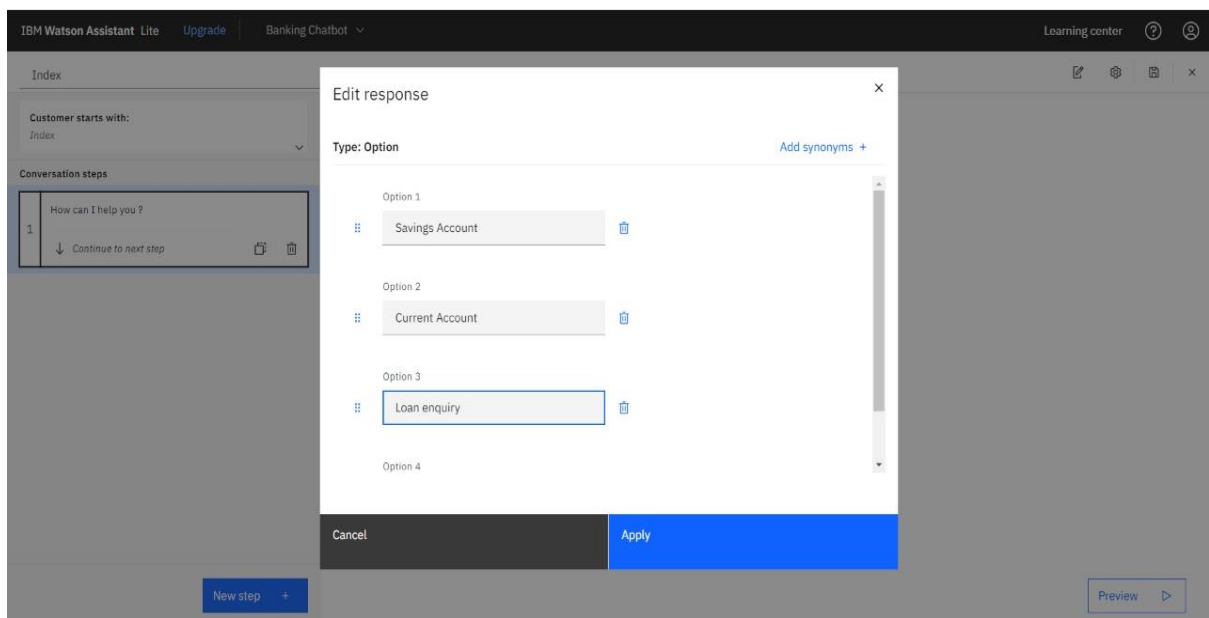
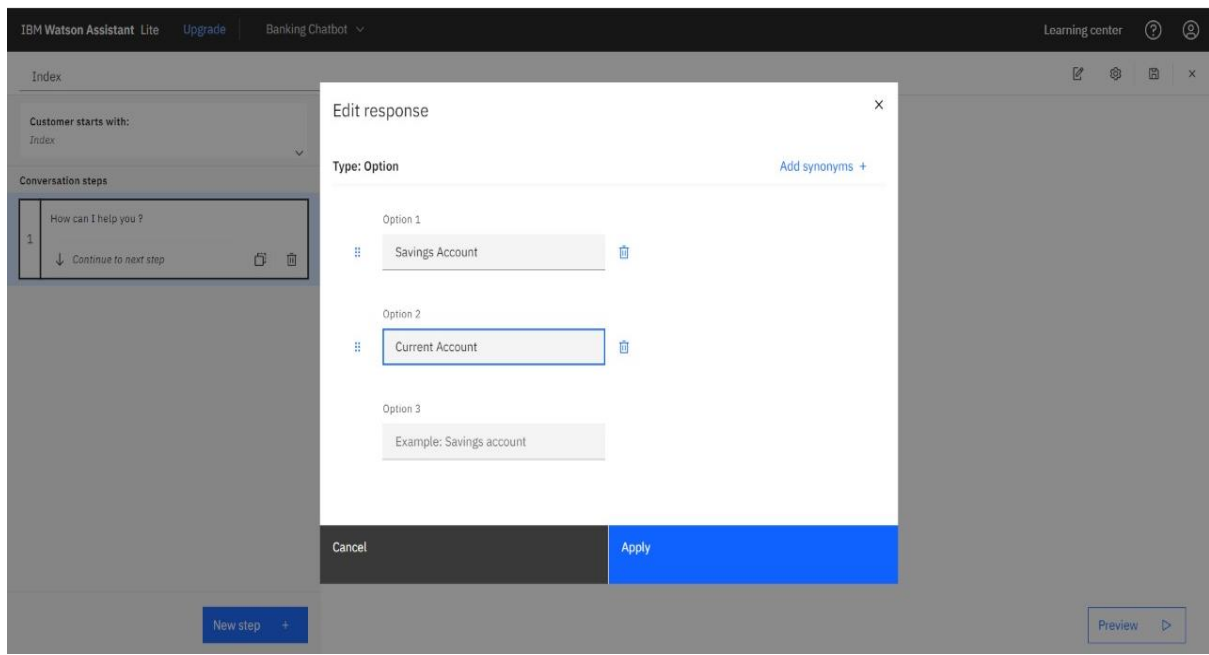
Step 1 is taken without conditions

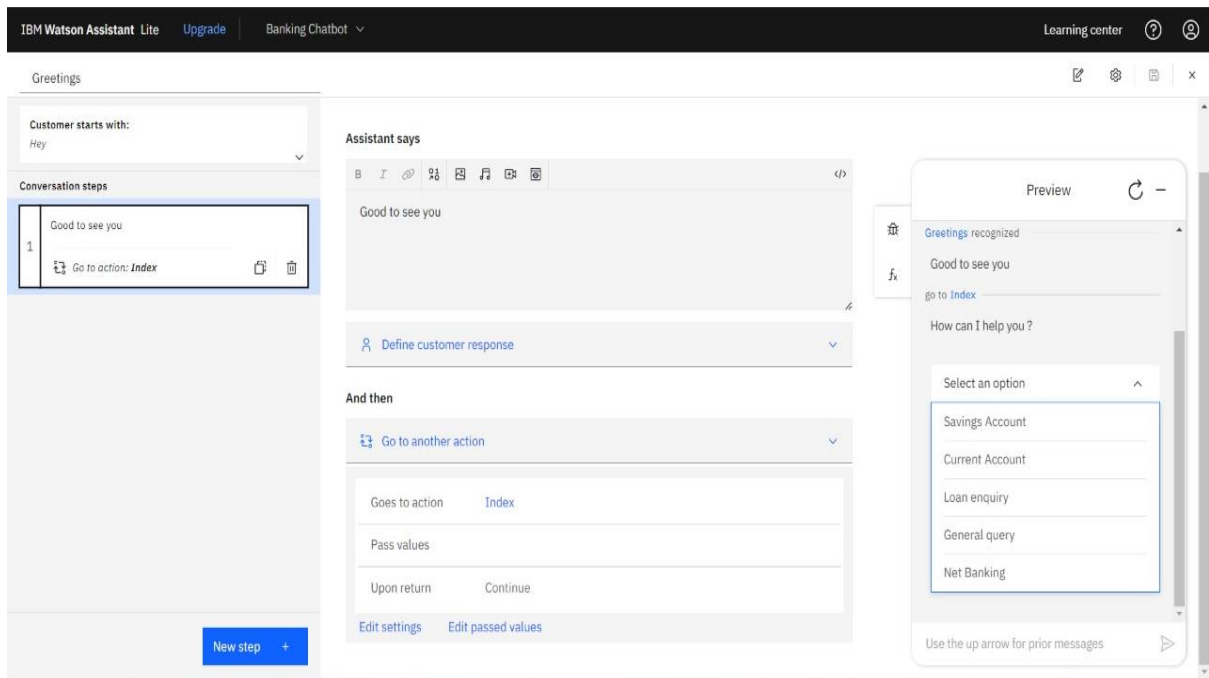
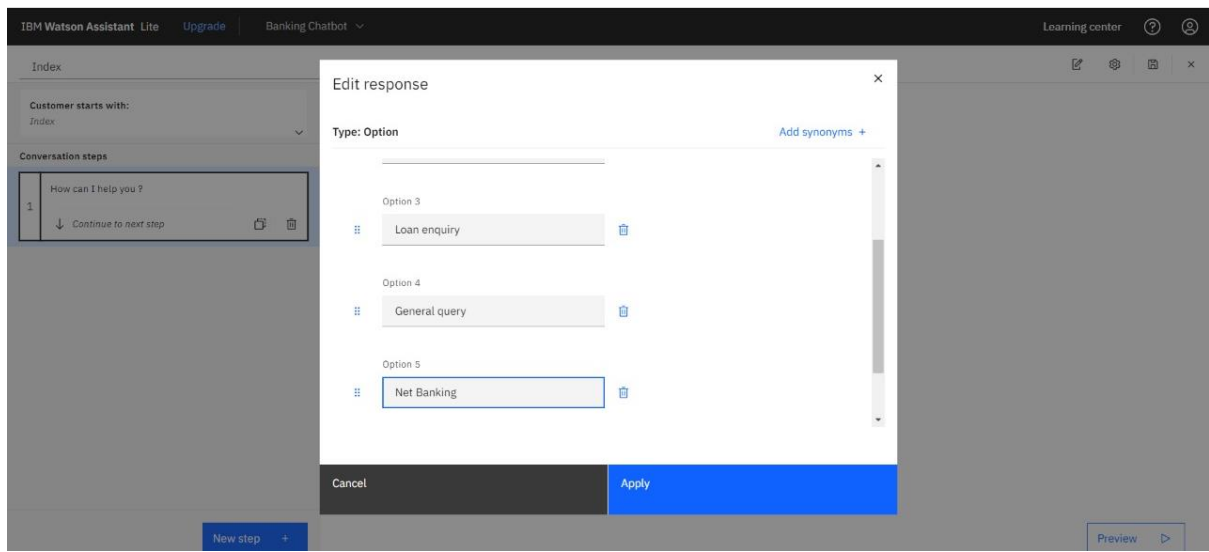
Assistant says
Good to see you
Define customer response
And then
Continue to next step

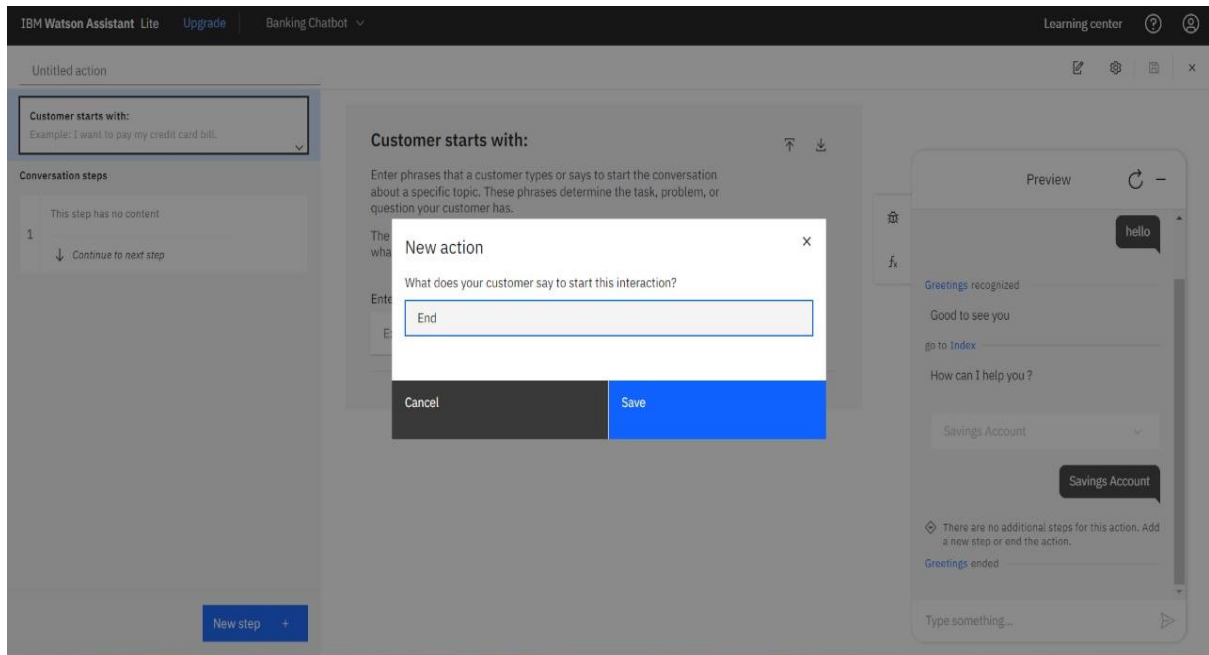
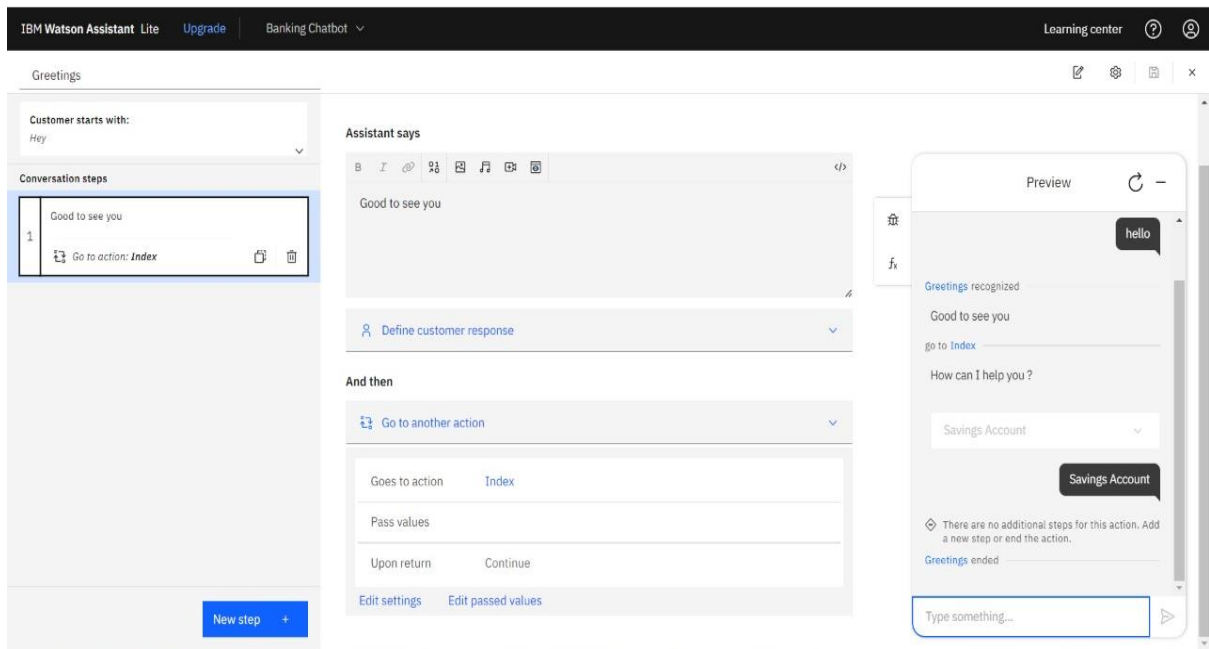
Preview
Greet customer (default)
Welcome, how can I assist you?
Hello
Greetings recognized
Good to see you
There are no additional steps for this action. Add a new step or end the action.
Type something...











IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center

End

Customer starts with:
End

Conversation steps

1

Do you want to know about some other services?

Continue to next step

New step +

Step 1 is takenwithout conditions

Assistant says

Do you want to know about some other services?

Define customer response

And then

Continue to next step

Preview

Greetings recognized

Good to see you

go to Index

How can I help you?

Savings Account

Savings Account

There are no additional steps for this action. Add a new step or end the action.

Greetings ended

Save your action.
Save to see your changes appear below

Use the up arrow for prior messages

IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center

End

Customer starts with:
End

Conversation steps

1

Do you want to know about some other services?

YesNo

Continue to next step

1 is No

Thank you. Have a nice day.

Action complete

New step +

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

Preview

Greetings recognized

Good to see you

go to Index

How can I help you?

Savings Account

Savings Account

There are no additional steps for this action. Add a new step or end the action.

Greetings ended

Success!
Skill is up to date.

Use the up arrow for prior messages

IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Examples Count	Status
Greetings	10 minutes ago	4	
Index	14 minutes ago	1	
End	a few seconds ago	1	

Items per page: 50Showing 1–3 of 3 actions

11 of 1 pages

Preview

CURRENT ACCOUNTS RELATED ACTIONS:

User can choose the type the company to know the information on the documents by creating current accounts.

IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center

Untitled action

Customer starts with:
Example: I want to pay my credit card bill.

Conversation steps

1
Continue to next step

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

New action

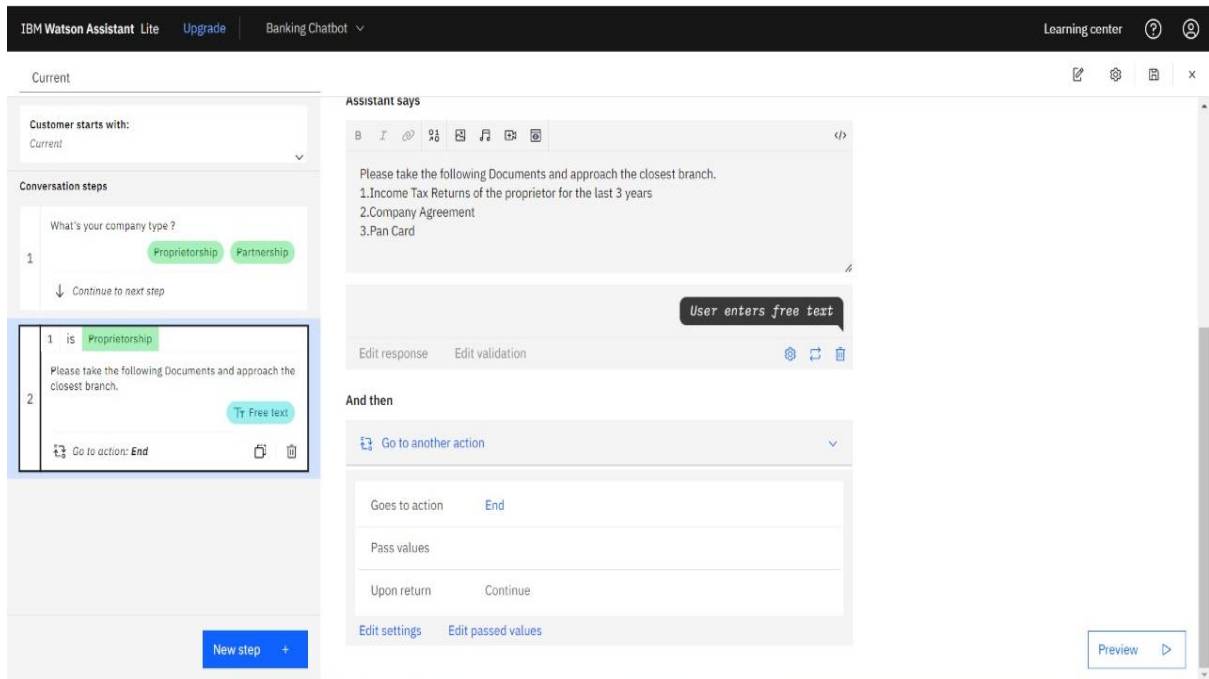
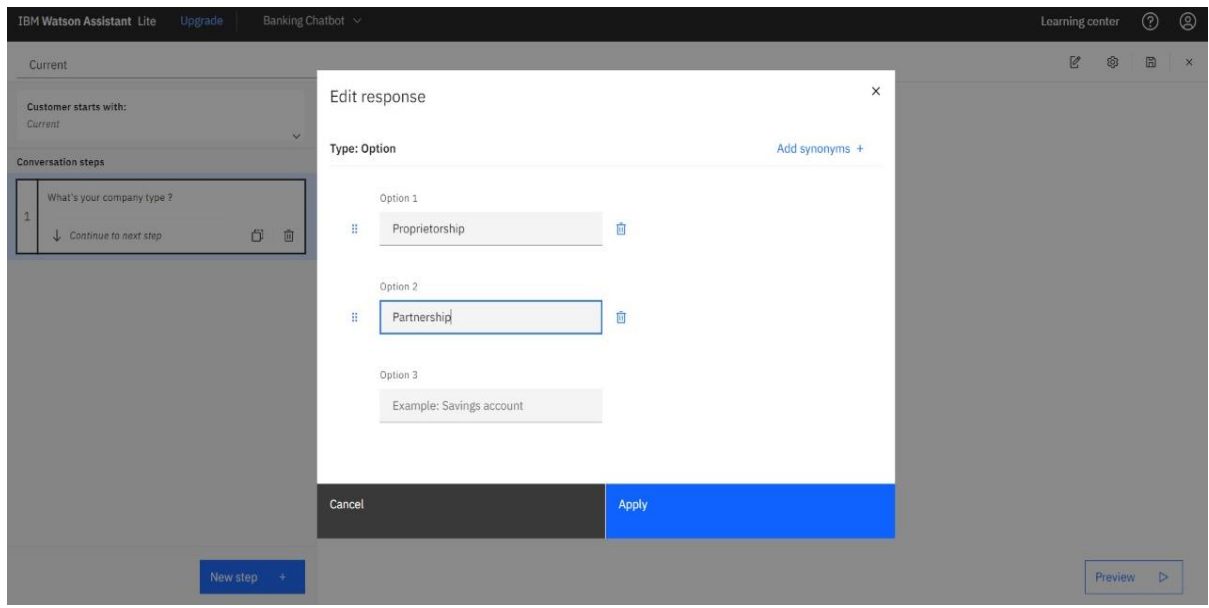
What does your customer say to start this interaction?

Current

CancelSave

New step

Preview



IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center?

Current

Customer starts with:
Current

Conversation steps

1

What's your company type?

ProprietorshipPartnership

Continue to next step

1 is Proprietorship

Please take the following Documents and approach the closest branch.

2

Free text

Go to action: End

1 is Partnership

Please take the following Documents and approach the closest branch.

3

Free text

Go to action: End

New step +

Assistant says

Please take the following Documents and approach the closest branch.
1.Income Tax Returns of the proprietor for the last 3 years
2.Company Agreement
3.Pan Card of both Partners

User enters free text

Edit responseEdit validation

And then

Go to another action

Goes to actionEnd

Pass values

Upon returnContinue

Edit settingsEdit passed values

Preview

IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center?

Index

Customer starts with:
Index

Conversation steps

2 is Current Account

This step has no content

1

Go to action: Current

How can I help you?

2

Savings Acco...Current Acco... +3

Continue to next step

2 is Savings Account

This step has no content

3

Go to action: Savings

New step +

2. How can I help yo... is Current Account

and Add condition +

New condition group +

Assistant says

For example: What size do you want to order?

Define customer response

And then

Go to another action

Preview

Hi

Greetings recognized

Good to see you

go to Index

How can I help you?

Current Account

Current Account

There are no additional steps for this action. Add

Success! Skill is up to date.

Use the up arrow for prior messages

IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center

Index

Customer starts with:
Index

Conversation steps

2 is Current Account

1 This step has no content
Go to action: Current

How can I help you?
2 Savings Acco... Current Acco... + 3
Continue to next step

2 is Savings Account

3 This step has no content
Go to action: Savings

New step +

2. How can I help yo... is Current Account

and Add condition +

New condition group +

Assistant says

B I

For example: What size do you want to order?

Define customer response

And then

Go to another action

Preview

Proprietorship

Please take the following Documents and approach the closest branch.

1.Income Tax Returns of the proprietor for the last 3 years

2.Company Agreement

3.Pan Card

thanks

go to End

Do you want to know about some other services?

Type something...

IBM Watson Assistant LiteUpgradeBanking Chatbot

Learning center

Index

Customer starts with:
Index

Conversation steps

2 is Current Account

1 This step has no content
Go to action: Current

How can I help you?
2 Savings Acco... Current Acco... + 3
Continue to next step

2 is Savings Account

3 This step has no content
Go to action: Savings

New step +

Assistant says

B I

For example: What size do you want to order?

Define customer response

And then

Go to another action

Goes to action Current

Pass values

Upon return Continue

Edit settings Edit passed values

Preview

3.Pan Card

thanks

go to End

Do you want to know about some other services?

Yes No

No

Thank you. Have a nice day.

There are no additional steps for this action. Add a new step or end the action.

Greetings ended

Use the up arrow for prior messages