

## Project Development Phase

### Sprint 1

Date	30 October 2022
Team ID	PNT2022TMID10377
Project Name	AI Based Discourse for Banking Industry

### Create IBM Watson Assistant Service & Chatbot Skills

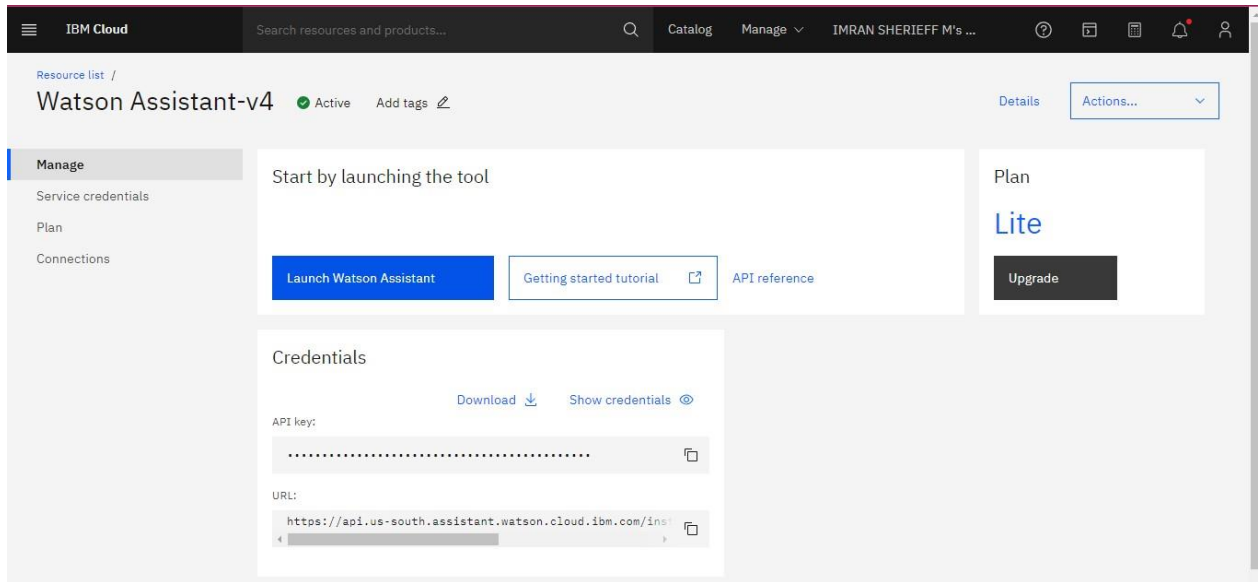
#### Creation of IBM Watson Assistant Service:

To implement AI Based Discourse for Banking Industry, we need an IBM Service.

The Service used is **IBM WATSON ASSISTANT**.

IBM SERVICE	WATSON ASSISTANT
REGION	DALLAS
LANGUAGE	ENGLISH

The screenshot shows the IBM Watson Assistant Lite web interface. At the top, there's a dark header with 'IBM Watson Assistant Lite' and an 'Upgrade' link on the left, and 'Learning center' with help and user icons on the right. Below the header, a welcome message 'Welcome to the new Watson Assistant' is displayed with a 'Next' button. A progress bar shows four steps: 'Create' (active), 'Personalize', 'Customize', and 'Preview'. The main content area is titled 'Create your first assistant' with a sub-header '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.' Below this, there are three input fields: 'Assistant name' with the value 'Banking ChatBot', 'Description (optional)' with the value 'AI BASED DISCOURSE FOR BANKING INDUSTRY', and 'Assistant language' which is currently empty. A note states 'Your assistant name will be kept internally and not visible to your customers'. A character count '39/128' is visible next to the description field.



### Creation of Chatbot Skills:

Skills are nothing but actions and steps. Steps are the subset of actions where conversations are built and Assistant is used to integrating skills.

The Chatbot build for the project AI Based Discourse for Banking Industry is based on **ACTION SKILLS**.

SKILL TYPE	ACTION OR STEP SKILL
LANGUAGE	ENGLISH

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Greeting

Customer starts with: Greeting

1 total step 0 end steps 0 re-ask steps

Conversation steps

1 This step has no content. Continue to next step

New 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

Greeting

Preview

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Greeting

Customer starts with: Greeting

1 total step 0 end steps 0 re-ask steps

Conversation steps

1 Good to see you. Continue to next step

New step

Step 1 is taken without conditions

Assistant says

Good to see you.

Define customer response

And then

Continue to next step

Preview

IBM Watson Assistant interface showing a conversation step configuration for "Greeting".

**Customer starts with:** Greeting

**Step 1 is taken** without conditions

**Assistant says:** Good to see you.

**Conversation steps:** 1. Good to see you. (Continue to next step)

**Preview:** Greet customer (default) - Welcome, how can I assist you? (hello) - Greeting recognized - Good to see you. (There are no additional steps for this action. Add a new step or end the action.)

Taskbar: 28°C Partly cloudy, 22:14 29-10-2022

IBM Watson Assistant interface showing a conversation step configuration for "Greeting" with a linked action.

**Customer starts with:** hey

**Step 1 is taken** without conditions

**Assistant says:** Good to see you.

**Conversation steps:** 1. Good to see you. (Go to action: Index)

**Preview:** Greet customer (default) - Welcome, how can I assist you? (hey) - Greeting recognized - Good to see you. - Index recognized - How can I help you? (Select an option)

**Go to another action:** Goes to action: Index, Pass values, Upon return: Continue

Taskbar: 28°C Partly cloudy, 22:25 29-10-2022

IBM Watson Assistant interface showing the Actions section. The browser address bar displays the URL: `us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F7c0eb589a18846ebaf0860ef936...`

The interface includes a sidebar with navigation options: Actions, Variables, and Saved responses. The main area displays a table of actions:

Name	Last edited	Status
Index	6 minutes ago	✓
Greeting	2 minutes ago	✓

At the bottom, there is a search bar and a taskbar showing the system clock as 22:27 on 29-10-2022.

**Note: In this Sprint 1, there is no code needed to create assistant and skills, it purely based on Actions and steps.**