

Project Development Phase

Delivery of Sprint - 3

Date	11 November 2022
Team ID	PNT2022TMID10377
Project Name	AI-based discourse for Banking Industry

Creating Loan Queries

Loan action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a 'Loan Queries' action. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'ChatBot', and 'Learning center'. The main workspace is divided into two panels. The left panel, titled 'Loan Queries', shows a 'Customer starts with:' dropdown menu with 'Loan Queries' selected. Below it, the 'Conversation steps' section lists three steps: 1. 'what type of loan do you want to take?' with options 'Home Loan', 'Business Loan', and '+ 2'; 2. '1 is Personal Loan' with a description 'Here is a five-step guide on how to get a Personal Loan. From documents required to how to apply fo...'; 3. '1 is Home Loan' with a description 'Step by step -- Home Loan ProcedureStep 1: Filling the formHome Loan Procedure starts with filling o...'. Each step has a 'Go to action: Ending' button. The right panel, titled 'Customer starts with:', provides instructions on entering phrases for the action. It includes a text input field labeled 'Enter a phrase' and a 'Total: 1' indicator. A 'Preview' button is located at the bottom right of the interface.

Creating General Query Action

General query action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a 'others' action. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'ChatBot', and 'Learning center'. The main workspace is divided into two panels. The left panel, titled 'others', shows a 'Customer starts with:' dropdown menu with 'others' selected. Below it, the 'Conversation steps' section lists one step: 1. '*Do you have any other queries visit branch / call customer care/visit website.' with a 'Go to action: Ending' button. The right panel, titled 'Customer starts with:', provides instructions on entering phrases for the action. It includes a text input field labeled 'Example: I want to pay my credit card bill.' and a 'Total: 0' indicator. A 'Preview' button is located at the bottom right of the interface.

Creating Net Banking Action

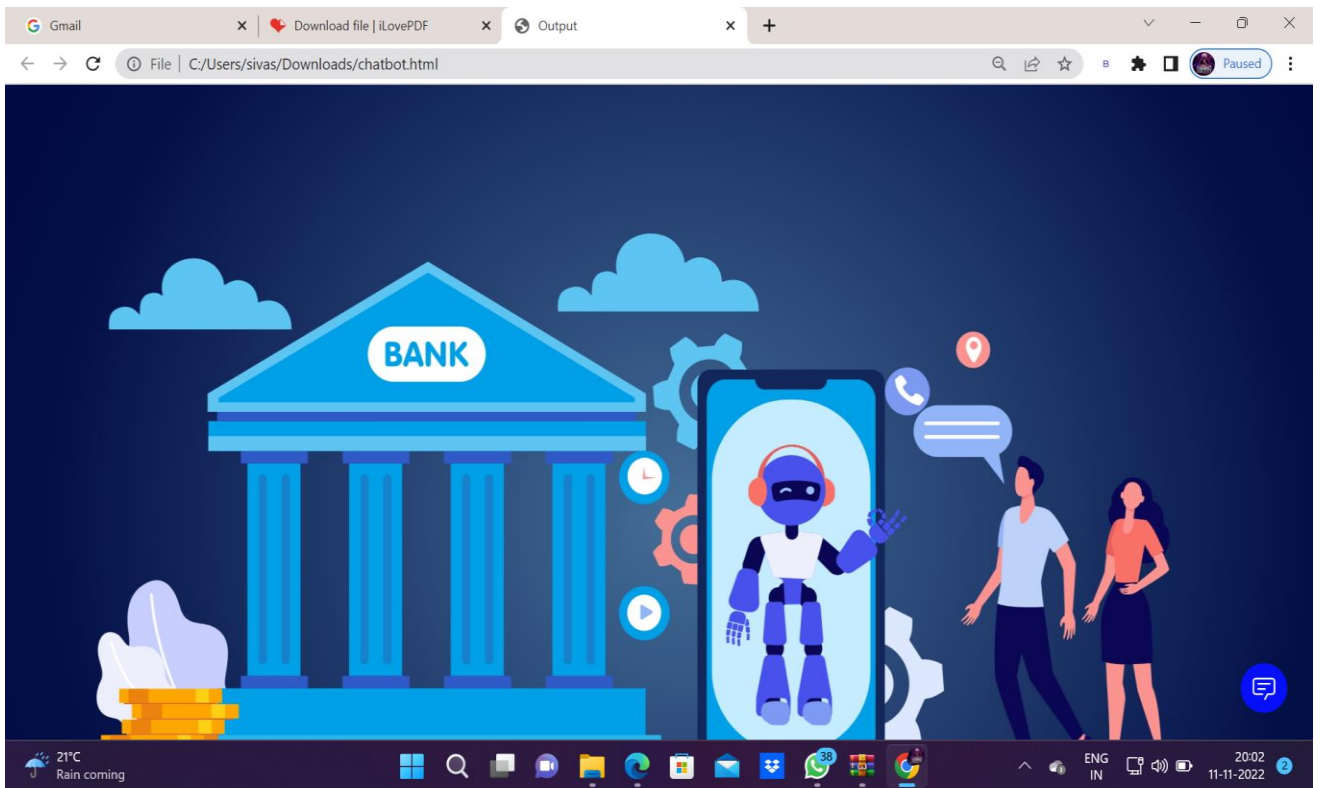
Net banking action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for configuring a 'Net Banking' action. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'ChatBot', and 'Learning center'. The main content area is divided into two panels. The left panel, titled 'Net Banking', shows a summary of the action: 'Customer starts with: net banking', '1 total step', '0 end steps', and '0 re-ask steps'. Below this, the 'Conversation steps' section shows a single step: '1 - Visit the bank netbanking website, scroll down and click on "Register" - Provide your Customer ID - Verify...'. The right panel, titled 'Customer starts with:', provides instructions on how to enter phrases that a customer might use to start the conversation. It includes a text input field labeled 'Enter a phrase' and a 'Total: 1' indicator. Below the input field, the phrase 'net banking' is entered. A 'Preview' button is located at the bottom right of the interface.

In addition to this greeting, end greeting ,index and end actions are also created.

The screenshot shows the IBM Watson Assistant interface for managing actions. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'ChatBot', and 'Learning center'. The main content area is titled 'Actions' and features a table listing the actions. The table has columns for 'Name', 'Last edited', 'Examples Count', and 'Status'. The actions listed are: 'Ending', 'Starting', 'Creating Savings account', 'others', 'Creating Current Account', 'Net Banking', 'Options', and 'Loan Queries'. The 'Status' column shows green checkmarks for all actions. A 'New action' button is located at the top right of the table. The bottom of the interface shows a pagination bar with 'Items per page: 50', 'Showing 1-8 of 8 actions', and a 'Preview' button.

Name	Last edited	Examples Count	Status
Ending	3 days ago	1	✓
Starting	3 days ago	28	✓
Creating Savings account	3 days ago	1	✓
others	2 days ago	0	✓
Creating Current Account	14 hours ago	3	✓
Net Banking	3 days ago	1	✓
Options	2 hours ago	0	✓
Loan Queries	3 days ago	1	✓



Note: No code for this project. So, I attached the screenshot and step to build it.