

Sprint – 3

Project Development Phase

Team ID	PNT2022TMID07727
Project Name	Project – AI Based Discourse For Banking Industry

Creating contents and responses for “Change personal details” Action:

The screenshot displays the IBM Watson Assistant Lite interface for configuring a chatbot action named "Change Personal Details". The interface is divided into two main sections: a left sidebar for conversation steps and a right pane for defining the action's response and logic.

Left Sidebar (Conversation steps):

- Step 1:** "Select any one of the below option:" with buttons "Change pers..." and "Add personal...". A "Continue to next step" link is below.
- Step 2:** "1 is Add personal details". The description is "You can login to our official website (link) or in our mobile app and select the option to change...". The action is "Go to action: End".
- Step 3 (highlighted):** "1 is Change personal details". The description is "You can login to our official website (link) or in our mobile app and select the option to change...". The action is "Go to action: End".

Right Pane:

- Response:** Contains text for authentication, instructions to add home address, mobile number, e-mail, and profile photo, and a "SAVE" button. It also mentions an alternative path through a home branch.
- Define customer response:** A dropdown menu.
- And then:** A section for defining the flow after the action.
 - Go to another action:** A dropdown menu.
 - Goes to action:** Set to "End".
 - Pass values:** A text input field.
 - Upon return:** Set to "Continue".
 - Edit settings** and **Edit passed values** links are at the bottom.

Creating contents and responses for “Credit card” Actions:

The screenshot shows the IBM Watson Assistant interface for the 'Credit Card' topic. The left pane displays a list of actions, with the third action, 'Forgot card PIN number', selected and highlighted with a blue border. This action contains a response block with the text: 'You can login into our website here: link
 and enter your details, account number and IFSC...'. The right pane shows the configuration for this selected action. It includes a 'Define customer response' section with a text area containing the same response text. Below this, the 'And then' section is configured with 'Go to another action' set to 'End'. At the bottom of the right pane, there are buttons for 'Edit settings' and 'Edit passed values'. A 'New step +' button is located at the bottom of the left pane.

Creating contents and responses for “Current” Actions:

The screenshot shows the IBM Watson Assistant interface for the 'Current' topic. The left pane displays a list of actions, with the third action, 'Joint Account', selected and highlighted with a blue border. This action contains a response block with the text: 'A joint account is a bank account that two or more individuals share. Joint account holders have...'. The right pane shows the configuration for this selected action. It includes a 'Define customer response' section with a text area containing the same response text. Below this, the 'And then' section is configured with 'Go to another action' set to 'End'. At the bottom of the right pane, there are buttons for 'Edit settings' and 'Edit passed values'. A 'New step +' button is located at the bottom of the left pane.

Creating contents and responses for “Net banking” Actions:

The screenshot shows the IBM Watson Assistant Lite interface for creating Net Banking actions. The interface is divided into two main sections: a left sidebar for managing actions and a right pane for editing the selected action.

Left Sidebar (Net Banking):

- Action 1:** "I am facing errors in net banking." (ID: 1). Description: "1. Check your internet connectivity 2. Check if the bank account has sufficient amount to transfer...". Action: "Go to action: End".
- Action 2:** "Forgot my password" (ID: 1). Description: "You can reset the password by clicking the link , and entering your credentials. You can reach out...". Action: "Go to action: End".
- Action 3:** "What is the limit of tr..." (ID: 1). Description: "The limit for a transaction for a standard account is 2 Lakhs INR.".

Right Pane (Editing Action 3):

- Define customer response:** A text box containing "The limit for a transaction for a standard account is 2 Lakhs INR."
- And then:** A dropdown menu showing "Go to another action".
- Configuration:** Fields for "Goes to action" (set to "End"), "Pass values", "Upon return", and "Continue".
- Buttons:** "Edit settings" and "Edit passed values".

Bottom: A "New step +" button.

Customize the User Interface of the chat-bot

The screenshot shows the IBM Watson Assistant Lite interface for customizing the chat UI. The interface is divided into two main sections: a left sidebar for managing the chat UI and a right pane for previewing the chat UI.

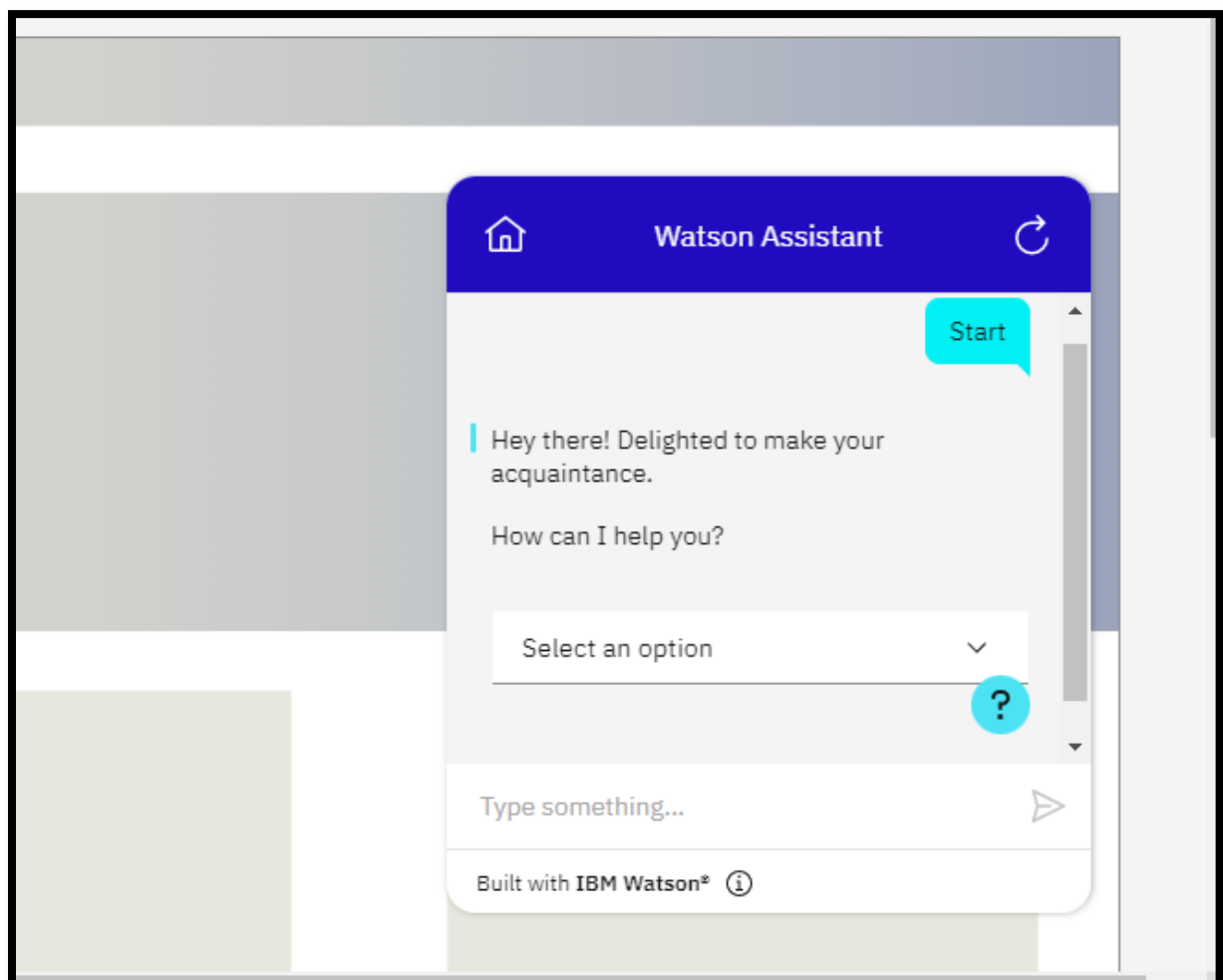
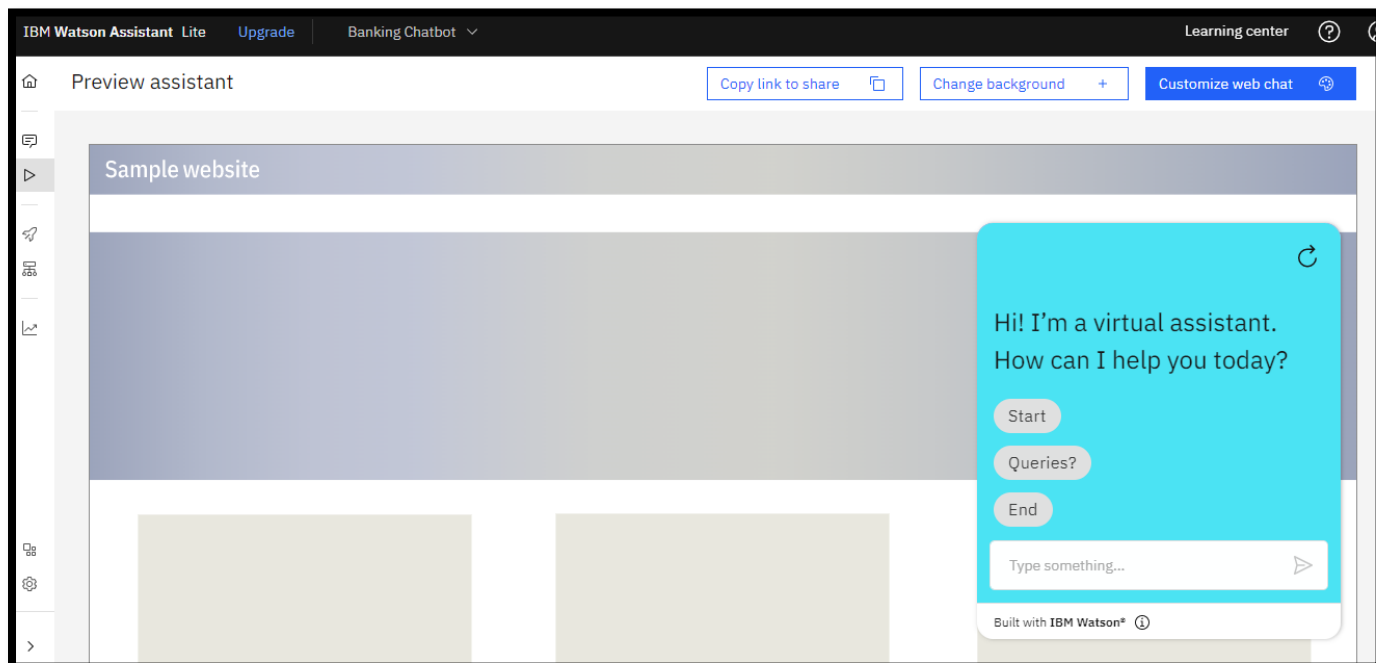
Left Sidebar (Customize your chat UI):

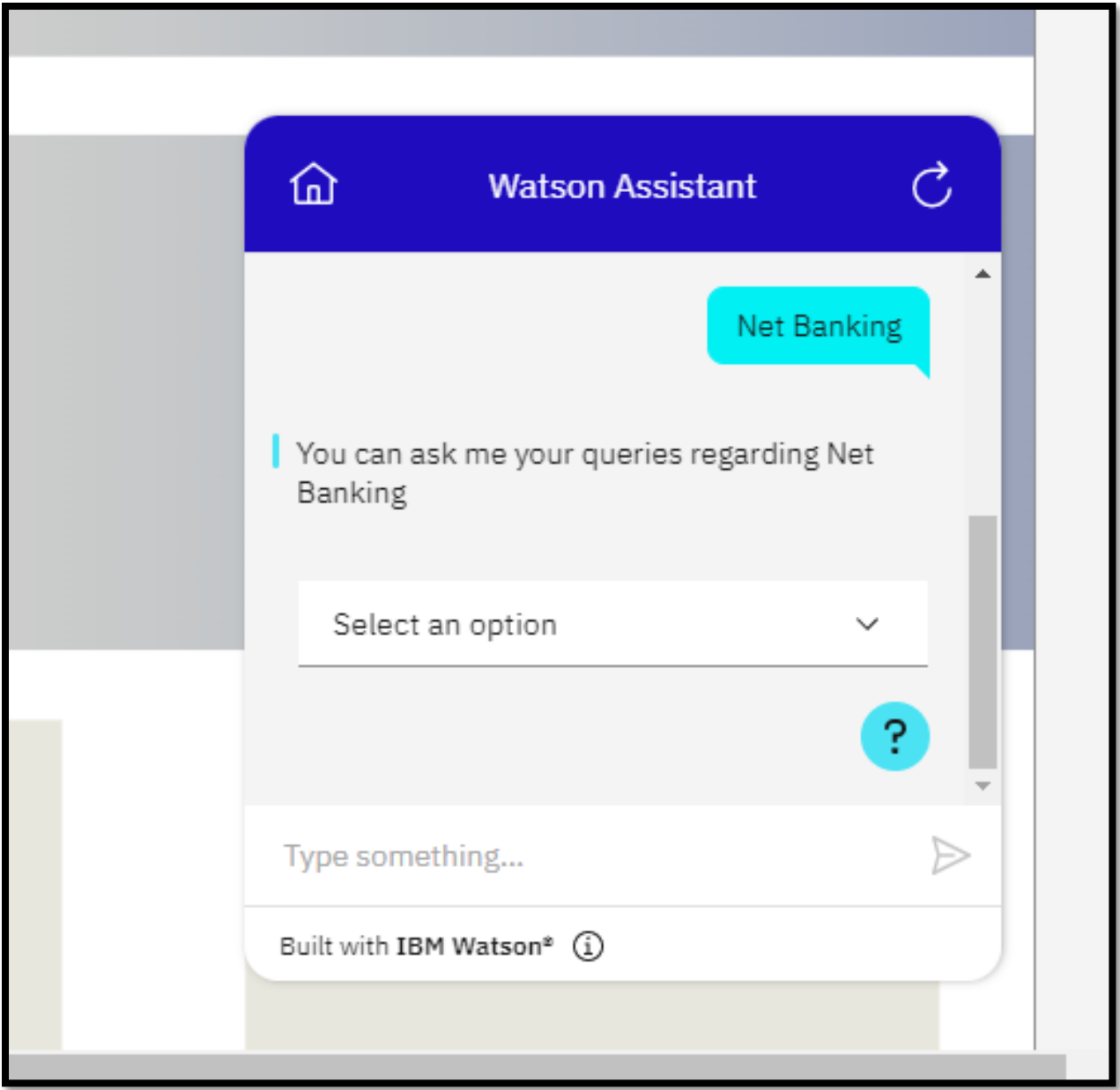
- Assistant's name as known by customers:** "Watson Assistant".
- Primary color:** "#050fc4" (blue).
- Secondary color:** "#41f1f4" (teal).
- Chat header:** "#5ee4f4" (light blue).
- Accent color:** "#5ee4f4" (light blue).
- Significant and interactive objects:** "IBM Watermark" (plus icon).
- IBM Watermark:** "Plus" (plus icon).
- Displays a link to the Watson Assistant website:** "On" (toggle switch).

Right Pane (Preview):

- Header:** "Hi! I'm a virtual assistant. How can I help you today?"
- Buttons:** "Start", "Queries?", "End".
- Footer:** "Restart conversation" (refresh icon).

Testing the chat-bot:







Watson Assistant



Net Banking

You can ask me your queries regarding Net Banking

What is the limit of transaction in o... ▾

What is the limit of transaction in online banking

The limit for a transaction for a standard account is 2 Lakhs INR.

Do you have some other queries?

Yes

No

