

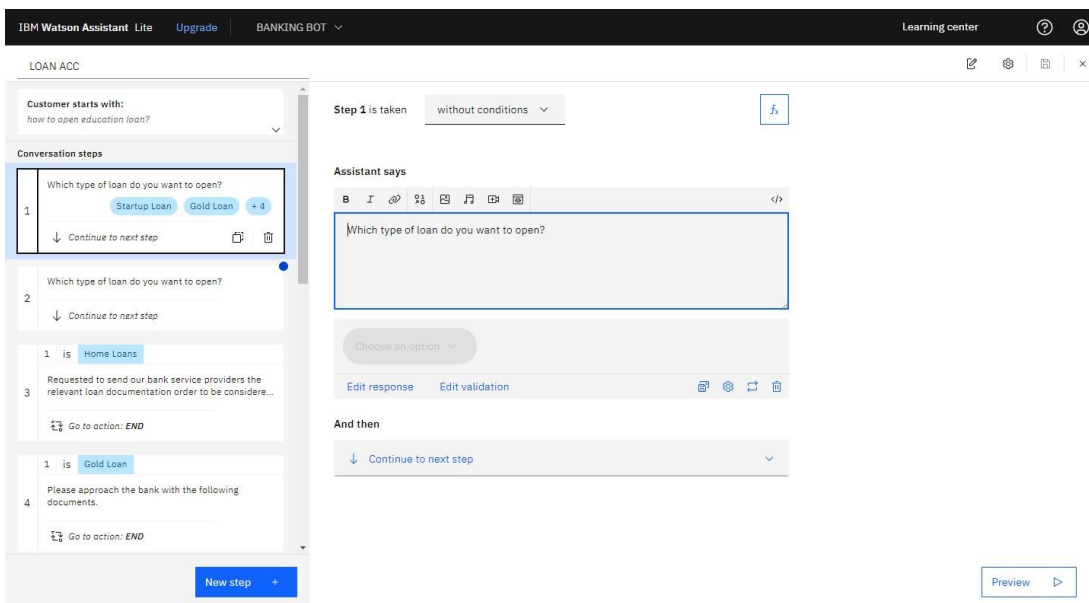
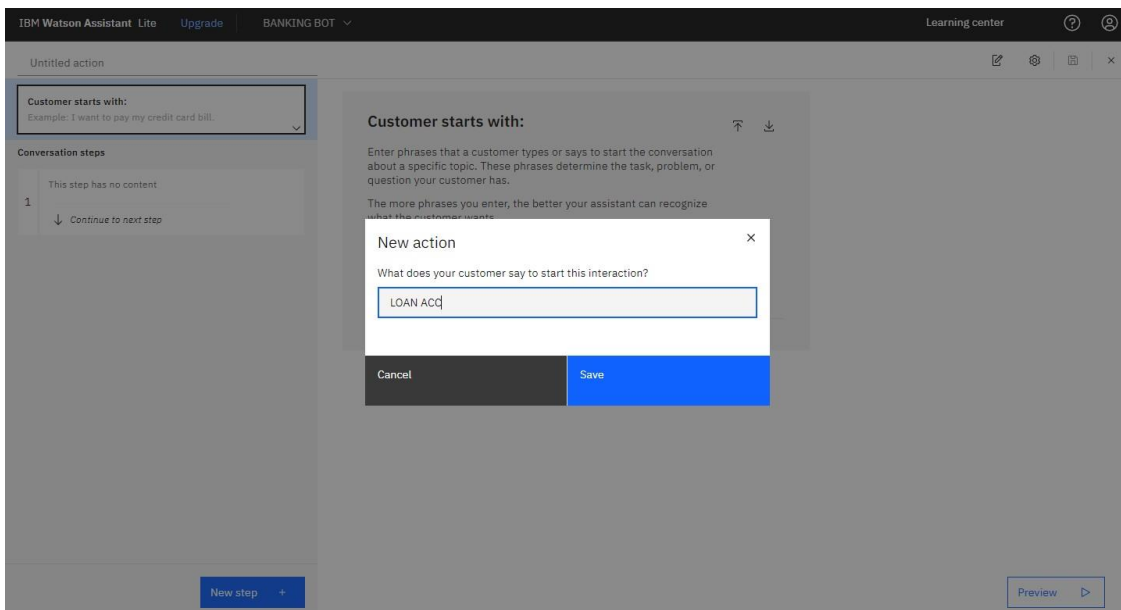
Project Development Phase

Sprint 3

Date	9 November 2022
Team ID	PNT2022TMID19961
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY

Screenshots of Sprint 3 Tasks:

Creating Loan Account Actions:



IBM Watson Assistant LiteUpgradeBANKING BOT

Learning center

LOAN ACC

2

Gold LoanStartup Loan+ 4

Continue to next step

1 is Home Loans

3

Requested to send our bank service providers the relevant loan documentation order to be considere...

Go to action: END

1 is Gold Loan

4

Please approach the bank with the following documents.

Go to action: END

1 is Personal Loans

5

what category do you belong to?

EmployeeUnemployee+ 1

Go to action: END

5 is Student

6

You are only eligible for the education loan.

New step +

Step 5 is takenwith conditions

Conditions1 condition

If All of this is true:

1. Which type of ... is Personal Loans

and Add condition +

New condition group +

Assistant says

what category do you belong to?

StudentEmployeeUnemployee

Edit responseEdit validation

Preview

Preview

Good to see you

go to INDEX

HOW CAN I HELP YOU


Loan Query

Loan Query


go to LOAN ACC

Which type of loan do you want to open?

Select an option

Preview  —

Which type of loan do you want to open?

Home Loans 

Home Loans

Requested to send our bank service providers the relevant loan documentation order to be considered for a home mortgage.

go to [END](#)

Do You Want To Know About Some Other Services?

Yes No

Creating General Query Action:

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Untitled action

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

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.

New action

What does your customer say to start this interaction?

GENERAL QUERY

Cancel Save

Preview ▶

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GENERAL QUERY

2

The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.

Go to action: END

1 is List of Branches

3

Coimbatore, Kgsi, Saravanampatti

Go to action: END

1 is Storage Locker Facility

4

Coimbatore, Kgsi, Saravanampatti

Go to action: END

1 is Currency Conversion Facility

5

All our bank Branches have a Forex Exchange facility

Go to action: END

1 is CIBIL

6

The CIBIL score plays a critical role in the loan application process. When someone approaches a...

Go to action: END

New step +

Step 4 is takenwith conditions

Conditions1 condition

IfAll of this is true:

1. Select the ge... is Storage Locker Facility

andAdd condition +

New condition group +

Assistant says

Coimbatore, Kgsi, Saravanampatti

Define customer response

And then

Preview

IBM Watson Assistant LiteUpgradeBANKING BOTLearning center

GENERAL QUERY

1

Select the general queries listed below.

Storage Lock...Currency Con...+ 4

Continue to next step

1 is Bank working Days

2

The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.

Go to action: END

1 is List of Branches

3

Coimbatore, Kgsi, Saravanampatti

Go to action: END

1 is Storage Locker Facility

4

Coimbatore, Kgsi, Saravanampatti

Go to action: END

1 is Currency Conversion Facility

5

All our bank Branches have a Forex Exchange facility

Go to action: END

New step +

Step 3 is takenwith conditions

Conditions1 condition

IfAll of this is true:

1. Select the ge... is List of Branches

andAdd condition +

New condition group +

Assistant says

Coimbatore, Kgsi, Saravanampatti

Define customer response

And then

Preview

IBM Watson Assistant LiteUpgradeBANKING BOTLearning center

GENERAL QUERY

Go to action: END

1 is What is the minimum ...

This step has no content

7 Metro / Urban... Semi Urban / ... +1

Go to action: END

7 is Easy Receive Account

8 Metro and Urban locations - Rs.10,000 Semi-urban and Rural locations - Rs.5,000 Waived off if atleast...

Go to action: END

7 is Metro / Urban locations

9 MAB between - Rs.5,000 to Rs.10,000 - Rs.350 per month. MAB - Less than Rs.5,000 - Rs.450 per...

Go to action: END

7 is Semi Urban / Rural locations

10 MAB between - Rs.2500 to Rs.5,000 - Rs.300 per month. MAB - Less than Rs.2,500 - Rs.400 per...

Continue to next step

New step +

Step 10 is taken with conditions

Conditions 1 condition

If All of this is true:

7. No response is Semi Urban / Rural locations

and Add condition +

New condition group +

Assistant says

MAB between - Rs.2500 to Rs.5,000 - Rs.300 per month.
MAB - Less than Rs.2,500 - Rs.400 per month.

Define customer response

And then

Preview

IBM Watson Assistant LiteUpgradeBANKING BOTLearning center

GENERAL QUERY

Go to action: END

1 is What is the minimum ...

This step has no content

7 Metro / Urban... Semi Urban / ... +1

Go to action: END

7 is Easy Receive Account

8 Metro and Urban locations - Rs.10,000 Semi-urban and Rural locations - Rs.5,000 Waived off if atleast...

Go to action: END

7 is Metro / Urban locations

9 MAB between - Rs.5,000 to Rs.10,000 - Rs.350 per month. MAB - Less than Rs.5,000 - Rs.450 per...

Go to action: END

7 is Semi Urban / Rural locations

10 MAB between - Rs.2500 to Rs.5,000 - Rs.300 per month. MAB - Less than Rs.2,500 - Rs.400 per...

Continue to next step

New step +

Step 8 is taken with conditions

Conditions 1 condition

If All of this is true:

7. No response is Easy Receive Account

and Add condition +

New condition group +

Assistant says

Metro and Urban locations - Rs.10,000
Semi-urban and Rural locations - Rs.5,000
Waived off if atleast one inward remittance is received in the last three months.
Charges for non maintenance of minimum monthly average balance (NMMAB):

Define customer response

And then

Preview

Preview



YesNo

HEY

Did you mean:

CURRENT ACCNET BANKINGEND GREETINGGENERAL QUERYSAVINGS ACCNone of the above

GENERAL QUERY

GENERAL QUERY topic changed

Select the general queries listed below.

Select an option

Type something...

Preview



GENERAL QUERY

GENERAL QUERY topic changed

Select the general queries listed below.

List of Branches

List of Branches

Coimbatore, Kgisl, Saravanampatti

go to END

Do You Want To Know About Some Other Services?

YesNo

Use the up arrow for prior messages