

Project Development Phase

Sprint 3:

Team ID	PNT2022TMID19981
Project Name	AI based discourse for Banking Industry

Step 1: Create action for Net Banking

The screenshot shows the IBM Watson Assistant Lite interface for creating a new action named "Net Banking". The interface is divided into two main panels: "Conversation steps" on the left and "Assistant says" on the right.

Conversation steps:

- Customer starts with:** Net Banking
- Step 1:** "What queries do you have regarding net banking.?" (Selected). Below it are two suggested responses: "What is Net B..." and "How do I regi...". A "+2" button indicates more suggestions. A "Continue to next step" button is at the bottom.
- Step 2:** "1 is Facing errors in Net Banking." (Selected). Below it is a suggested response: "Please contact customer care or approach the nearest branch." A "Go to action: End" button is at the bottom.
- Step 3:** "1 is What are the features of Net Banking.?" (Selected). Below it is a suggested response: "1)Check the account statement online." A "Go to action: End" button is at the bottom.
- Step 4:** "1 is How do I register for Net Banking.?" (Selected). Below it is a "Continue to next step" button.

Assistant says:

- Step 1 is taken:** without conditions
- Assistant says:** "What queries do you have regarding net banking.?"
- And then:** "Continue to next step"

Buttons at the bottom include "New step" and "Preview".

Step 2: Create action for Query

The screenshot shows the IBM Watson Assistant Lite interface for creating a new action named "Query". The interface is divided into two main panels: "Conversation steps" on the left and "Assistant says" on the right.

Conversation steps:

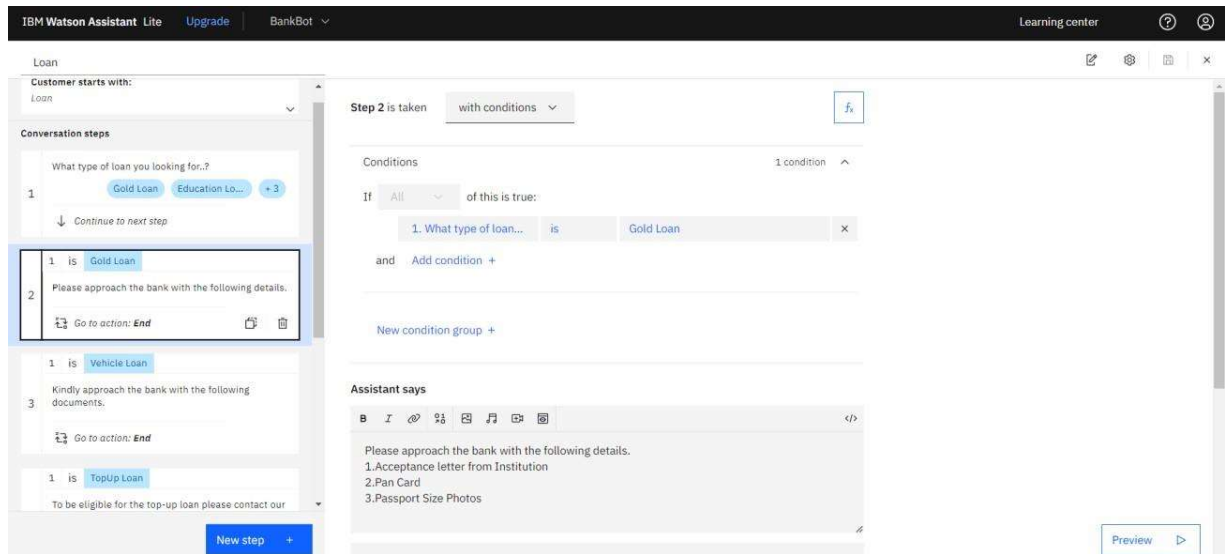
- Customer starts with:** Query
- Step 1:** "Please select the queries listed below." (Selected). Below it are two suggested responses: "Storage lock..." and "Find nearest ...". A "+4" button indicates more suggestions. A "Continue to next step" button is at the bottom.
- Step 2:** "1 is Find nearest branch" (Selected). Below it is a suggested response: "Kindly reach out to our customer care executive." A "Go to action: End" button is at the bottom.
- Step 3:** "1 is Currency conversion facility" (Selected). Below it is a suggested response: "All our bank branches have the forex exchange facility." A "Go to action: End" button is at the bottom.
- Step 4:** "1 is Storage locker facility" (Selected). Below it is a "Continue to next step" button.

Assistant says:

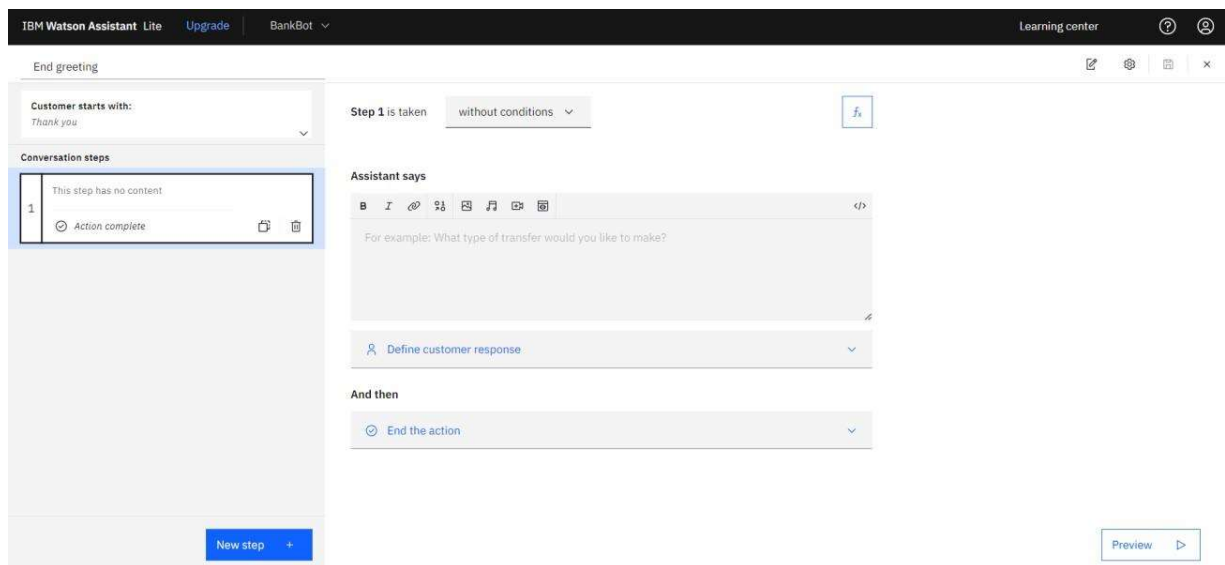
- Step 1 is taken:** without conditions
- Assistant says:** "Please select the queries listed below."
- And then:** "Continue to next step"

Buttons at the bottom include "New step" and "Preview".

Step 3: Create action for Loan



Step 4: Create action for End Greetings



Response Screenshots:

