

Creating skills and assistant for Chatbot

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Creating Loan Account Action

The screenshot displays the IBM Watson Assistant interface for configuring a skill named 'Loan'. The interface is divided into three main sections:

- Conversation steps:** This panel on the left shows the sequence of steps in the conversation. Step 1 is a welcome message: "Welcome!!
 A genuine thanks for showing interest in our Loans." Step 2 is a question: "Okay, So what type of loan are you looking for?" with two possible responses: "Home Loan" and "personal loan". Step 3 is a confirmation message: "As your source of income is vital for us to assure you a loan for your home, firstly please tell us..." with two possible responses: "Retried" and "Home maker".
- Customer starts with:** This central panel allows you to define phrases that a customer might use to start the conversation. It includes a list of phrases: "personal loan", "How to apply loan", "Home loan", and "Loan".
- Preview:** This panel on the right shows a simulated conversation flow. It starts with the welcome message, followed by the question about loan type, and then the confirmation message. The preview shows the system's response to the customer's input.

