

Project Development Phase Delivery of Sprint - 3

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Team ID	PNT2022TMID03463
Project Name	AI-based discourse for Banking Industry

Creating general query action:
Adding steps in this action with conditions.

The image displays two screenshots of the IBM Watson Assistant interface, illustrating the configuration of a general query action with multiple steps and conditions.

Top Screenshot: The interface shows a "General query" action. The "Customer starts with:" field is set to "General query". The "Conversation steps" list shows a single step (Step 1) with the condition "without conditions" and the action "Select from the following options". The "Assistant says" field contains the text "Select from the following options". A "Preview" button is visible.

Bottom Screenshot: The interface shows the same "General query" action, but with multiple steps and conditions. The "Conversation steps" list shows two steps: Step 1 with the condition "Bank working days" and the action "The bank is open for all days", and Step 2 with the condition "Our branches" and the action "The bank is open for all days from monday to saturday from ...". The "Assistant says" field contains the text "The bank is open for all days from monday to saturday from 8 am to 4 pm, with expection of 2nd saturday". A "Preview" button is visible.

The screenshot shows the IBM Watson Assistant interface for a 'Banking assistant' project. The 'General query' action is configured with the following steps:

- Step 1: Condition 'Bank working days'. Action: 'The bank is open for all days from monday to saturday from ...'. Go to action: End.
- Step 2: Condition 'Our branches'. Action: '- Anna Nagar - Aminjikarai - Ambattur - Kundrathur - Defen...'. Go to action: End.

A 'New condition group' is also visible. The 'Assistant says' section lists the following branches:

- Anna Nagar
- Aminjikarai
- Ambattur
- Kundrathur
- Defence Colony
- Mannurpet
- Mylapore
- Chromepet
- Egmore
- Chetpet

The 'Preview' window shows a simulated conversation where the user asks 'General query', the assistant responds with 'go to General query', and the user selects 'Our branches' from a list of options.

Creating netbanking query action:
Adding multiple steps in this action with conditions.

The screenshot shows the IBM Watson Assistant interface for a 'Banking assistant' project. The 'Net banking query' action is configured with the following steps:

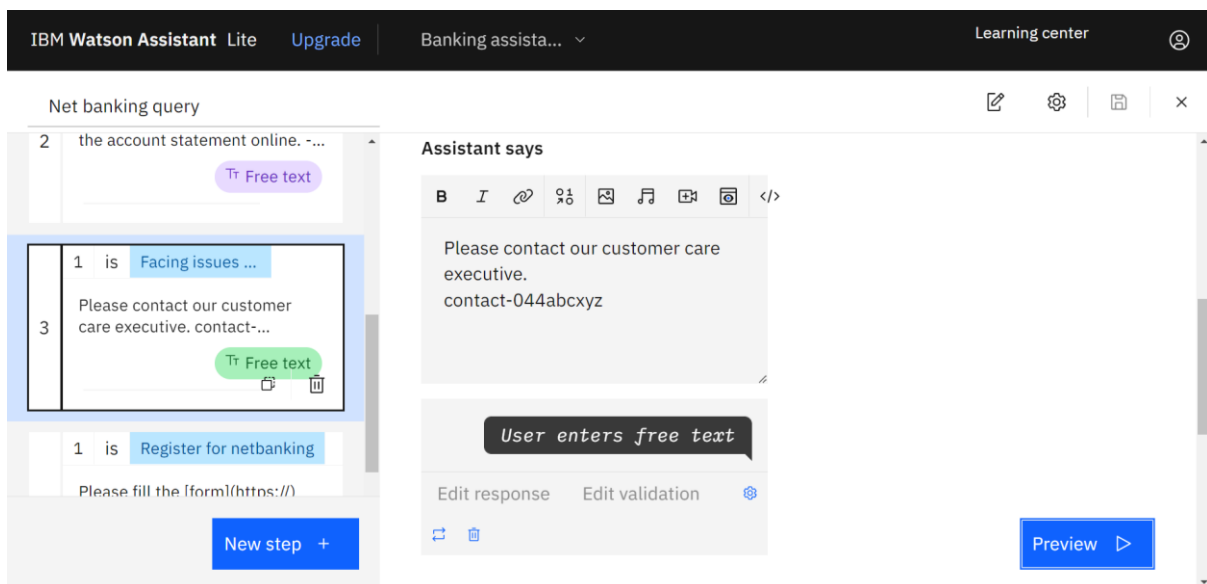
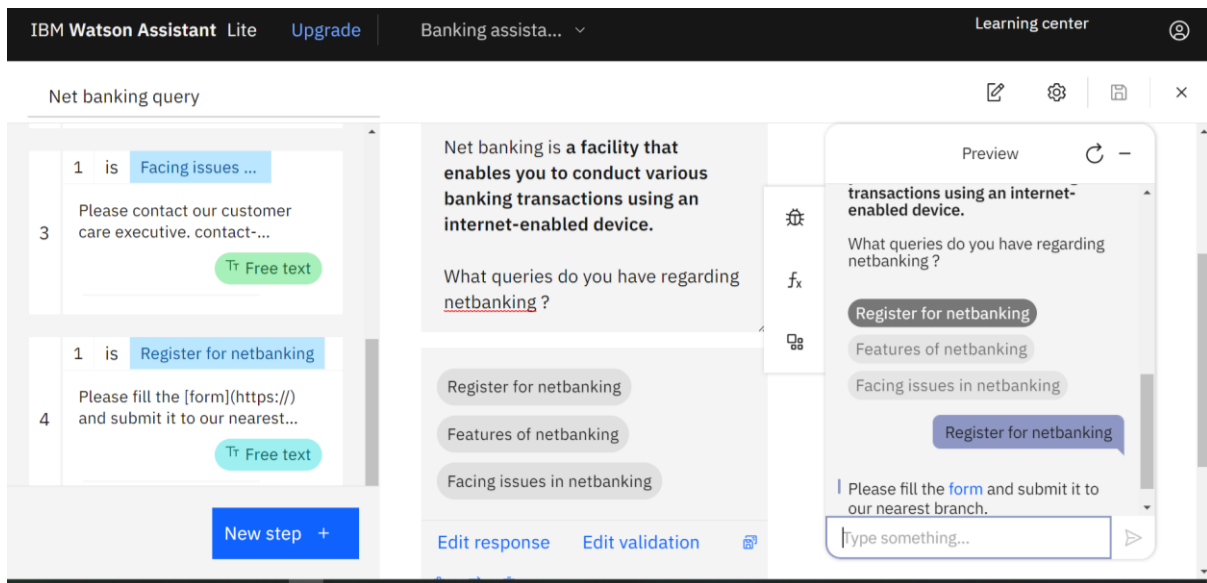
- Step 1: Condition 'Features of nFacing issues... + 1'. Action: 'Net banking is a facility that enables you to conduct various...'. Continue to next st... (truncated).
- Step 2: Condition 'Features of netbanking'. Action: 'Features of netbanking: - Check'.

The 'Assistant says' section shows the following text:

Net banking is a facility that enables you to conduct various banking transactions using an internet-enabled device.

What queries do you have regarding netbanking ?

The 'Preview' window shows a simulated conversation where the user asks 'Net banking query', the assistant responds with the text above, and the user selects 'Register for netbanking' from a list of options.



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

