

CREATING SKILLS & ASSISTANT FOR CHATBOT

CHATBOT SAVINGS ACCOUNT ACTION

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Team ID	PNT2022TMID37046
Project Name	AI based discourse for Banking Industry

Creating Savings Account Action:

The screenshot shows the IBM Watson Assistant interface for creating a new skill named 'Savings'. The interface is divided into two main sections: a left sidebar for 'Conversation steps' and a main workspace for 'Customer starts with'.

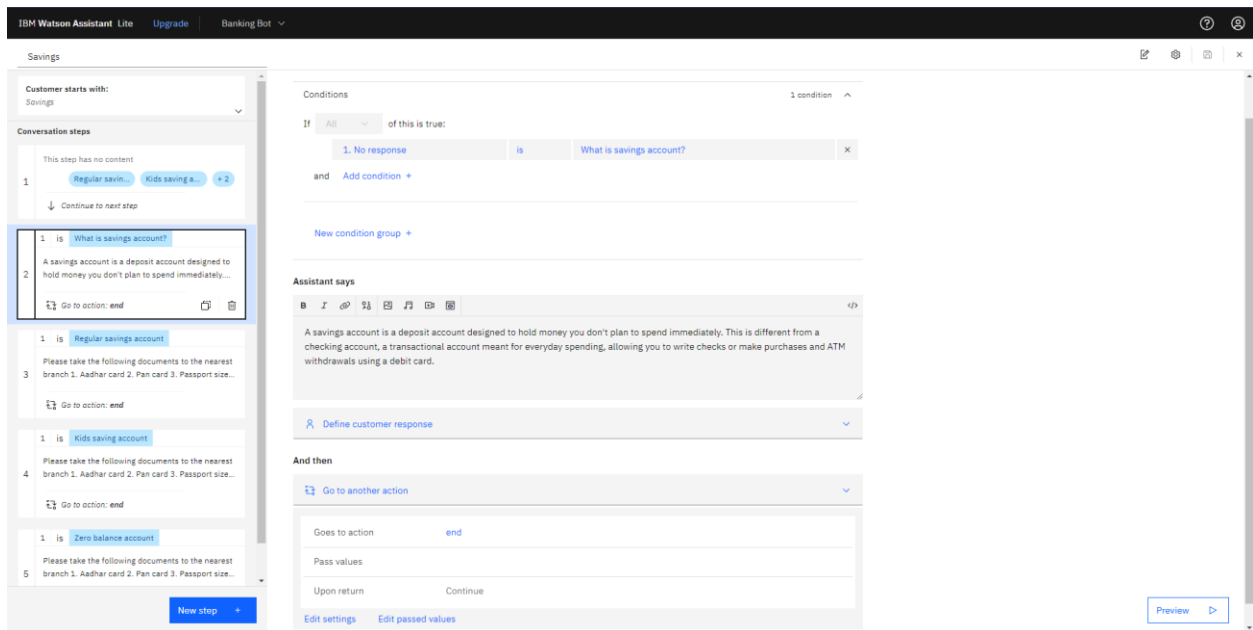
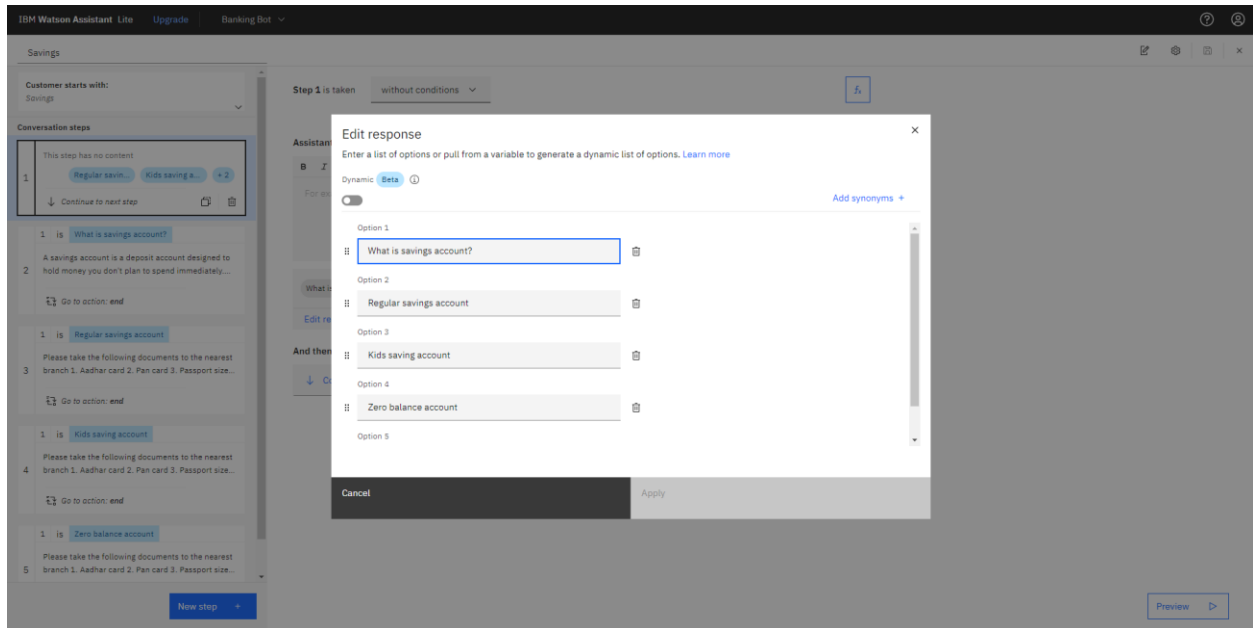
Conversation steps: The sidebar lists five steps. Step 1 is the starting point, with a 'Continue to next step' button. Steps 2 through 5 are currently empty, each with a 'Go to action: end' button.

Customer starts with: The main workspace shows a text input field for phrases that a customer might use to start this action. The input field is currently empty, and the 'Total' count is 1. Below the input field is a 'Savings' button.

The screenshot shows the IBM Watson Assistant interface for configuring the first step of the 'Savings' skill. The interface is divided into two main sections: a left sidebar for 'Conversation steps' and a main workspace for 'Assistant says'.

Conversation steps: The sidebar lists five steps. Step 1 is the starting point, with a 'Continue to next step' button. Steps 2 through 5 are currently empty, each with a 'Go to action: end' button.

Assistant says: The main workspace shows the configuration for the first step. The 'Step 1 is taken' dropdown is set to 'without conditions'. The 'Assistant says' section contains a text input field for the assistant's response. Below the input field, there are buttons for 'What is savings account?', 'Regular savings account', 'Kids saving account', and 'Zero balance account'. The 'Continue to next step' button is also visible.



IBM Watson Assistant LiteUpgradeBanking Bot

Savings

Conversation steps

This step has no content

1Regular savin...Kids saving a...+2

Continue to next step

1 is What is savings account?

A savings account is a deposit account designed to hold money you don't plan to spend immediately...

2Go to action: end

1 is Regular savings account

Please take the following documents to the nearest branch 1. Aadhar card 2. Pan card 3. Passport size...

3Go to action: end

1 is Kids saving account

Please take the following documents to the nearest branch 1. Aadhar card 2. Pan card 3. Passport size...

4Go to action: end

1 is Zero balance account

Please take the following documents to the nearest branch 1. Aadhar card 2. Pan card 3. Passport size...

5Go to action: end

New step +

Conditions

1 condition

If All of this is true:

1. No response is Regular savings account

and Add condition +

New condition group +

Assistant says

Please take the following documents to the nearest branch

1. Aadhar card

2. Pan card

3. Passport size photo

Define customer response

And then

Go to another action

Goes to action end

Pass values

Upon return Continue

Edit settings Edit passed values

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Savings

Conversation steps

This step has no content

1Regular savin...Kids saving a...+2

Continue to next step

1 is What is savings account?

A savings account is a deposit account designed to hold money you don't plan to spend immediately...

2Go to action: end

1 is Regular savings account

Please take the following documents to the nearest branch 1. Aadhar card 2. Pan card 3. Passport size...

3Go to action: end

1 is Kids saving account

Please take the following documents to the nearest branch 1. Aadhar card 2. Pan card 3. Passport size...

4Go to action: end

1 is Zero balance account

Please take the following documents to the nearest branch 1. Aadhar card 2. Pan card 3. Passport size...

5Go to action: end

New step +

Conditions

1 condition

If All of this is true:

1. No response is Kids saving account

and Add condition +

New condition group +

Assistant says

Please take the following documents to the nearest branch

1. Aadhar card

2. Pan card

3. Passport size photo

4. Parent's or Guardian's Aadhar card

Define customer response

And then

Go to another action

Goes to action end

Pass values

Upon return Continue

Edit settings Edit passed values

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Savings

Conversation steps

1

This step has no content

Regular savin... Kids saving a... + 2

Continue to next step

1

What is savings account?

A savings account is a deposit account designed to hold money you don't plan to spend immediately...

Go to action: end

1

Regular savings account

Please take the following documents to the nearest branch 1. Aadhar card 2. Pan card 3. Passport size...

Go to action: end

1

Kids saving account

Please take the following documents to the nearest branch 1. Aadhar card 2. Pan card 3. Passport size...

Go to action: end

1

Zero balance account

Please take the following documents to the nearest branch 1. Aadhar card 2. Pan card 3. Passport size...

Go to action: end

New step +

Conditions

1 condition

If All of this is true:

1. No response is Zero balance account

and Add condition +

New condition group +

Assistant says

Please take the following documents to the nearest branch

1. Aadhar card

2. Pan card

3. Passport size photo

Define customer response

And then

Go to another action

Goes to action end

Pass values

Upon return Continue

Edit settings Edit passed values

Preview