

Date	24/OCTOBER/2022
Team ID	PNT2022TMID37046
Project Name	AI based discourse for Banking Industry

SPRINT-2

IBM Watson Assistant Lite Upgrade Banking Bot
Learning center

Current

Customer starts with:
Current Account

Conversations steps

1
This step has no content
Create Propri... Create Partn... + 1
Continue to next step

1 is Create Partnership Account
2 please take the required documents and approach the nearest branch. 1. Income tax returns of the proprieto...
Go to action: end

1 is Create Proprietorship Account
3 Please take the required documents and approach the nearest branch 1. Income tax returns of the proprieto...
Go to action: end

1 is What is Current Account?
4 The exchange of goods and services is recorded for the current period and hence is called current account. T...
Go to action: end

New step +

Step 2 is taken with conditions
fx

Conditions 1 condition
If All of this is true:
1. No response is Create Partnership Account
and Add condition +
New condition group +

Assistant says
B I [icons]
please take the required documents and approach the nearest branch.
1. Income tax returns of the proprietor for last three year
2. Company Agreement
3. pan card of both partners
Define customer response

And then
Go to another action
Goes to action end
Pass values

Preview

end



Customer starts with:
Thank you

Conversation steps

1 Is there anything else I can help you with?
yes no
Continue to next step

1 is yes
2 This step has no content
Go to action: Index

1 is no
3 Thank you. The conversation has ended.
Action complete

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.

Enter phrases your customer might use to start this action

Total: 3

Enter a phrase

end



Thanks



Thank you



Preview >

Greeting



Customer starts with:

Good evening ▾

Conversation steps

1

Nice to meet you!

Go to action: *Index*

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.

Enter phrases your customer might use to start this action

Total: 6

Enter a phrase

Hello



Hi



Greeting



Good morning



Good afternoon



Good evening



Preview ▶

Manage

Step 2 is taken with conditions f_x

Conditions 1 condition ^







If All ▼ of this is true:

1. What type of Loan are you lokin... is House loan X

and Add condition +

[New condition group +](#)


Assistant says

B *I*       </>

To Check the Eligibility for Applying Home Loan contact the Bank service providers with all existing Loan Details

Define customer response

And then

 Go to another action

Preview

end

Themenkomplex	Punkte
1. Immunsystem	10
2. Infektionskrankheiten	10
3. Krebs	10
4. Endokrinologie	10
5. Neurologie	10
6. Psychiatrie	10
7. Gynäkologie	10
8. Pädiatrie	10
9. Geriatrie	10
10. Allgemeinmedizin	10
Gesamt	100

Savings

Customer starts with:
Savings

Conversation steps

1

This step has no content

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

Continue to next step

1

is

What is savings account?

2

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

Go to action: end

1

is

Regular savings account

3

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

Go to action: end

1

is

Kids saving account

4

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

Go to action: end

1

is

Zero balance account

5

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

New step +

Step 2 is taken with conditions

Conditions 1 condition

If All of this is true:

1. No response is What is savings account?

and Add condition +

New condition group +

Assistant says

A savings account is a deposit account designed to hold money you don't plan to spend immediately. This is different from a checking account, a transactional account meant for everyday spending, allowing you to write checks or make purchases and ATM withdrawals using a debit card.

Define customer response

And then

Go to another action

Goes to action end

Pass values

Preview

Savings

Customer starts with:

Savings

Conversation steps

This step has no content

1

Regular 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....

2

Go 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...

3

Go 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...

4

Go 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...

5

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.

Enter phrases your customer might use to start this action

Total: 1

Enter a phrase

Savings

Net-Banking



Manage

Customer starts with:
Net-Banking

Conversation steps

What queries do you have regarding Net-Banking?

1 How do I regi... What are the ... + 2

↓ Continue to next step

1 is What is the Net-Banking?

2 Net-Banking, also known as internet banking, is a digital method to conduct banking transactions by...

Go to action: end

1 is How do I register for Net-Banking?

Please download and fill up the Net-Banking requisition form and submit it to your home branch.

Go to action: end

1 is What are the features of Net-Banking?

1. Check Account Balances & Statements. 2. 24x7 Fund Transfer. 3. Bill Payments & Recharge. 4. Ord...

Go to action: end

1 is Facing errors in Net-Banking

Please contact our customer care executive or approach the closest branch.

New step +

Step 2 is taken with conditions

fx

Conditions

1 condition ^

If All of this is true:

1. What queries do you have regi... is What is the Net-Banking?

and Add condition +

New condition group +

Assistant says

B I @ % & ' " < / >

Net-Banking, also known as internet banking, is a digital method to conduct banking transactions by the means of the internet. Net banking is a service provided by banks that allows customers to access banking services online rather than visiting the bank in person.

Define customer response

And then

Go to another action

Goes to action end

Pass values

Preview



