

CREATING SKILLS & ASSISTANT FOR CHATBOT CHATBOT CURRENT ACCOUNT ACTION

Date	19 September 2022
Team ID	PNT2022TMID37046
Project Name	AI based discourse for Banking Industry

Creating Current Account Action:

IBM Watson Assistant Lite Upgrade Banking Bot

Current

Customer starts with:
Current Account

Conversation steps

This step has no content

1 Create Propri... Create Partn... +1

Continue to next step

1 is Create Partnership Account

please take the required documents and approach the nearest branch. 1. Income tax returns of the proprieto...

2 Go to action: end

1 is Create Proprietorship Account

Please take the required documents and approach the nearest branch. 1. Income tax returns of the proprieto...

3 Go to action: end

1 is What is Current Account?

The exchange of goods and services is recorded for the current period and hence is called current account. T...

4 Go to action: end

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: 2

Enter a phrase

Current

Current Account

Preview >

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New step +

Step 1 is taken without conditions

Assistant says

For example: What type of transfer would you like to make?

What is Current Account? Create Partnership Account Create Proprietorship Account

Edit response Edit validation

And then

Continue to next step

Preview >

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Current

Customer starts with:
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1

This step has no content

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Continue to next step

2

1 is What is Current Account?

The exchange of goods and services is recorded for the current period and hence is called current account. T...

Go to action: end

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please take the required documents and approach the nearest branch. 1. Income tax returns of the proprieto...

Go to action: end

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1 is Create Proprietorship Account

Please take the required documents and approach the nearest branch 1. Income tax returns of the proprieto...

Go to action: end

New step +

Step 2 is taken with conditions

Conditions

1 condition

If All of this is true:

1. No response is What is Current Account?

and Add condition +

New condition group +

Assistant says

The exchange of goods and services is recorded for the current period and hence is called current account. The current account figure reveals the pattern of foreign trade. If the balance of trade is negative, then the country is importing more goods and services than its exports of these.

Define customer response

And then

Go to another action

Goes to action end

Pass values

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Current

Customer starts with:
Current Account

Conversation steps

1

This step has no content

Create Propri...Create Partn...+1

Continue to next step

2

1 is What is Current Account?

The exchange of goods and services is recorded for the current period and hence is called current account. T...

Go to action: end

3

1 is Create Partnership Account

please take the required documents and approach the nearest branch. 1. Income tax returns of the proprieto...

Go to action: end

4

1 is Create Proprietorship Account

Please take the required documents and approach the nearest branch 1. Income tax returns of the proprieto...

Go to action: end

New step +

Step 3 is taken with conditions

Conditions

1 condition

If All of this is true:

1. No response is Create Partnership Account

and Add condition +

New condition group +

Assistant says

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

IBM Watson Assistant LiteUpgradeBanking Bot

Current

Customer starts with:
Current Account

Conversation steps

1

This step has no content

Create Propri...Create Partn...+1

Continue to next step

1

is

What is Current Account?

2

The exchange of goods and services is recorded for the current period and hence is called current account. T...

Go to action: end

1

is

Create Partnership 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

Create Proprietorship Account

4

Please take the required documents and approach the nearest branch 1. Income tax returns of the proprieto...

Go to action: end

New step

Step 4 is takenwith conditions

Conditions

1 condition

IfAll of this is true:

1. No responseisCreate Proprietorship Account

andAdd condition +

New condition group +

Assistant says

B I T E F B S

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

Define customer response

And then

Go to another action

Goes to actionend

Pass values

Preview