

# CREATING SKILLS & ASSISTANT FOR CHATBOT

## CHATBOT NET BANKING ACTION

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

### Creating Net Banking Action:

IBM Watson Assistant Lite Upgrade Banking Bot

Net-Banking

Customer starts with: *Net-Banking*

Conversation steps

- What queries do you have regarding Net-Banking?
  - 1 How do I reg... What are the... +2
- Continue to next step
- 1 is What is the Net-Banking?
  - 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 +

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

Net-Banking

Preview ▶

IBM Watson Assistant Lite Upgrade Banking Bot

Net-Banking

Customer starts with: *Net-Banking*

Conversation steps

- What queries do you have regarding Net-Banking?
  - 1 How do I reg... What are the... +2
- Continue to next step
- 1 is What is the Net-Banking?
  - 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 1 is taken without conditions

Assistant says

What queries do you have regarding Net-Banking?

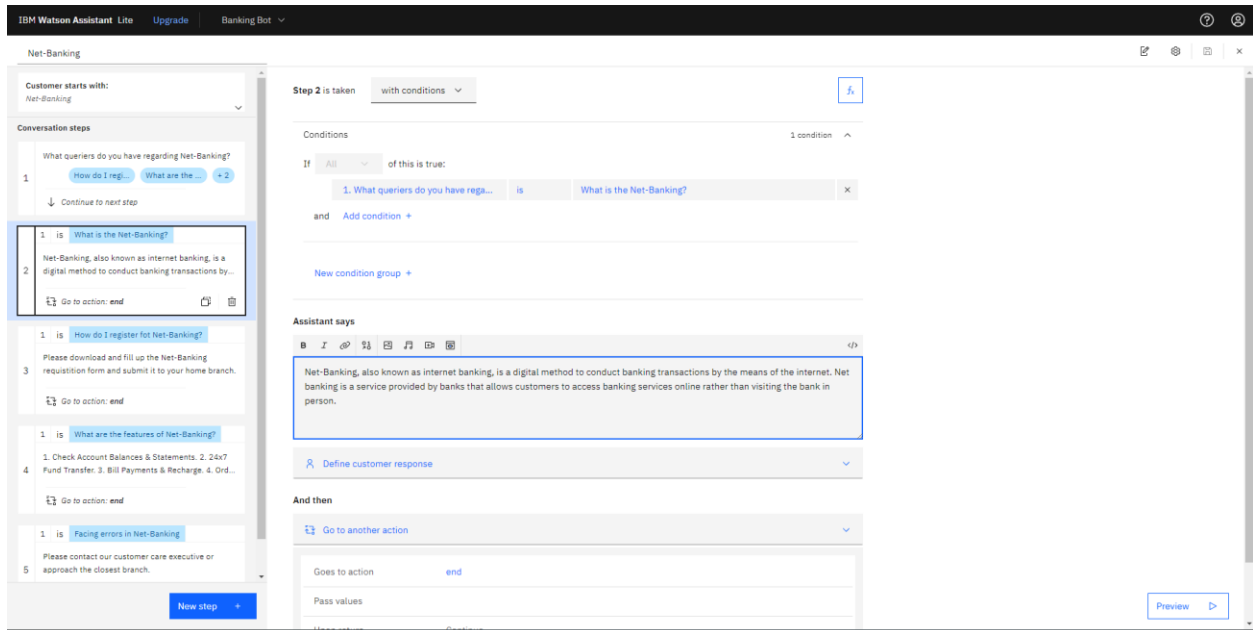
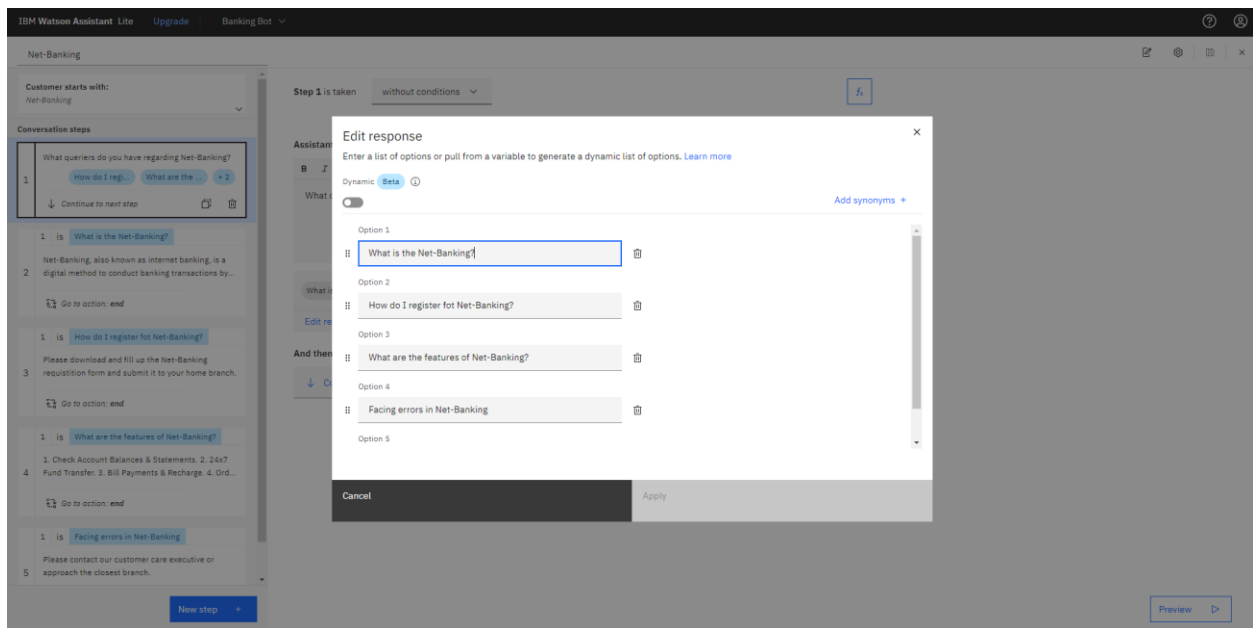
What is the Net-Banking? How do I register for Net-Banking? What are the features of Net-Banking? Facing errors in Net-Banking

Edit response Edit validation

And then

Continue to next step

Preview ▶



IBM Watson Assistant LiteUpgradeBanking Bot

Net-Banking

Conversation steps

1

What queries do you have regarding Net-Banking?

How do I reg...What are the...+2

Continue to next step

1

isWhat is the Net-Banking?

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

Go to action: end

1

isHow 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

isWhat 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

isFacing errors in Net-Banking

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

Go to action: end

New step

Step 3 is takenwith conditions

Conditions

1 condition

IfAll of this is true:

1. What queries do you have rega...isHow do I register for Net-Banking?

andAdd condition +

New condition group +

Assistant says

B I

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

Define customer response

And then

Go to another action

Goes to actionend

Pass values

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Net-Banking

Conversation steps

1

What queries do you have regarding Net-Banking?

How do I reg...What are the...+2

Continue to next step

1

isWhat is the Net-Banking?

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

Go to action: end

1

isHow 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

isWhat 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

isFacing errors in Net-Banking

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

Go to action: end

New step

Step 4 is takenwith conditions

Conditions

1 condition

IfAll of this is true:

1. What queries do you have rega...isWhat are the features of Net-Banking?

andAdd condition +

New condition group +

Assistant says

B I

1. Check Account Balances & Statements.  
2. 24x7 Fund Transfer.  
3. Bill Payments & Recharge.  
4. Order Cheque Books & Cards.  
5. Open deposit accounts.  
6. Apply for Loans.

Define customer response

And then

Go to another action

Goes to actionend

Pass values

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Net-Banking

Conversation steps

1

What queries do you have regarding Net-Banking?

How do I reg...What are the...+2

Continue to next step

1

is

What is the Net-Banking?

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.

Go to action: end

New step

Step 5 is takenwith conditions

Conditions

1 condition

IfAll of this is true:

1. What queries do you have rega...isFacing errors in Net-Banking

andAdd condition

New condition group

Assistant says

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

Define customer response

And then

Go to another action

Goes to actionend

Pass values

These actions

Available

Preview