

## CREATING SKILLS & ASSISTANT FOR CHATBOT

### CHATBOT SKILLS CREATION

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Team ID	PNT2022TMID37046
Project Name	AI based discourse for Banking Industry

#### 1. Creating Greetings Actions:

The screenshot shows the IBM Watson Assistant interface for creating a new action. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', and 'Banking Bot'. The left sidebar shows the 'Greeting' action being created. The main area is titled 'Customer starts with:' and contains a text input field for 'Enter a phrase'. Below this, there is a list of phrases: 'Hello', 'Hi', 'Greeting', 'Good morning', 'Good afternoon', and 'Good evening'. A 'Total: 6' indicator is shown next to the list. The bottom right corner has a 'Preview' button.

#### 1.A. Setting next action to Index:

The screenshot shows the IBM Watson Assistant interface for setting the next action to Index. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', and 'Banking Bot'. The left sidebar shows the 'Greeting' action being created. The main area is titled 'Step 1 is taken' and contains a dropdown menu for 'without conditions'. Below this, there is a text input field for 'Nice to meet you!'. The bottom right corner has a 'Preview' button.

## 2. Creating Index Action:

IBM Watson Assistant Lite Upgrade Banking Bot

Index

Customer starts with:  
Index

Conversation steps

- 1 How can I help you?  
Continue to next step  
1 is Create Savings Account  
2 This step has no content  
Go to action: Savings  
1 is Create Current Account  
3 This step has no content  
Go to action: Current  
1 is Loan Enquiry  
4 This step has no content  
Go to action: Loan  
1 is General Query  
5 This step has no content  
Go to action: General  
1 is Next Step

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

Index

Preview

### 2.A. Creating Index

IBM Watson Assistant Lite Upgrade Banking Bot

Index

Customer starts with:  
Index

Conversation steps

- 1 How can I help you?  
Continue to next step  
1 is Create Savings Account  
2 This step has no content  
Go to action: Savings  
1 is Create Current Account  
3 This step has no content  
Go to action: Current  
1 is Loan Enquiry  
4 This step has no content  
Go to action: Loan  
1 is General Query  
5 This step has no content  
Go to action: General  
1 is Next Step

New step +

Step 1 is taken without conditions

Assistant

How can I help you?

Dynamic Beta

Add synonyms +

Option 1  
Create Savings Account

Option 2  
Create Current Account

Option 3  
Loan Enquiry

Option 4  
General Query

Option 5

Cancel Apply

Preview

## 2.B. Setting next action to the corresponding actions:

The screenshot displays the IBM Watson Assistant configuration interface for a 'Banking Bot'. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', and 'Banking Bot'. The main interface is divided into two panels. The left panel, titled 'Index', shows a list of conversation steps. Step 1 is 'How can I help you?' with buttons for 'Loan Enquiry', 'Net Banking', and '+ 3'. Below this, steps 2 through 5 are listed, each with a 'Go to action' button: 'Savings', 'Current', 'Loan', and 'General' respectively. The right panel, titled 'Step 1 is taken without conditions', shows the assistant's response configuration. It includes a text area for the assistant's response, a 'Choose an option' dropdown, and buttons for 'Edit response' and 'Edit validation'. Below this, the 'And then' section shows a 'Continue to next step' button. A 'Preview' button is located at the bottom right.

## 3. Creating End Actions:

The screenshot displays the IBM Watson Assistant configuration interface for a 'Banking Bot', specifically the 'end' action configuration. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', and 'Banking Bot'. The main interface is divided into two panels. The left panel, titled 'end', shows a list of conversation steps. Step 1 is 'Is there anything else I can help you with?' with 'yes' and 'no' buttons. Below this, steps 2 and 3 are listed, each with a 'Go to action' button: 'Index' and 'Action complete' respectively. The right panel, titled 'Customer starts with:', shows the configuration for the end action. It includes a text area for the customer's response, a 'Total: 3' indicator, and a list of phrases: 'end', 'Thanks', and 'Thank you'. A 'Preview' button is located at the bottom right.

### 3.A. Setting the actions in End action:

IBM Watson Assistant Lite Upgrade Banking Bot

end

Customer starts with:  
Thank you

Conversation steps

1

Is there anything else I can help you with?

yes no

Continue to next step

2

This step has no content

Go to action: Index

3

1 is no

Thank you. The conversation has ended.

Action complete

New step +

Step 1 is taken without conditions

Is

Assistant says

B I @ % & ' " < >

Is there anything else I can help you with?

yes no

Edit response Edit validation

And then

Continue to next step

Preview >