

AI BASED DISCOURSE FOR BANKING INDUSTRY

Team ID: PNT2022TMID45306

Creating Skills And Assistant For Chatbot:

Chatbot Skills Creation:

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Examples Count	Status	
Current	3 days ago	2	✓	⋮
Fixed deposit	2 days ago	1	✓	⋮
Savings	3 days ago	1	✓	⋮
Loan	3 days ago	1	✓	⋮
Index	2 days ago	1	✓	⋮
Greeting	2 days ago	5	✓	⋮
Net banking	2 days ago	1	✓	⋮
End greeting	2 days ago	4	✓	⋮
End	2 days ago	1	✓	⋮
query	3 days ago	1	✓	⋮

Items per page: 50Showing 1–10 of 10 actions11 of 1 pages

Preview

IBM Watson Assistant Lite Upgrade Banking Bot

Learning center ?

Savings

Customer starts with: Savings

Conversation steps

Which type of savings account do you want to create?

1

Zero balance... Kids savings ... +1

Continue to next step

1 is Regular savings account

2 Great! Please take the following documents and head towards the nearest branch. 1. Aadhar Card ...

Go to action: End

1 is Kids savings account

3 Awesome! Please take the following documents and head towards the nearest branch. 1. Aadhar Card ...

Go to action: End

1 is Zero balance savings account

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

Preview ▶

Creating Saving Account Action:

Creating Current Account Action:

IBM Watson Assistant Lite Upgrade Banking Bot

Learning center ?

Current

Customer starts with: Current account

Conversation steps

What's your company type?

1

Partnership Proprietorship

Continue to next step

1 is Proprietorship

2 Please take the following Documents and approach the closest branch 1.Income Tax Returns of the properto...

Go to action: End

1 is Partnership

3 Please take the following Documents and approach the closest branch 1.Income Tax Returns of the all the...

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 ▶

Creating Loan Account Action:

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Learning center

loan

Customer starts with:

loan

Conversation steps

What type of loan are you looking at?

1

Top-up loan Student loan + 3

Continue to next step

1 is House loan

To be eligible for a house loan please contact our bank service providers with all existing loan detail...

2

Go to action: End

1 is Gold loan

Please approach the bank with following documents. 1. Pan Card 2. Aadhar Card 3. Passpor...

3

Go to action: End

1 is Top-up loan

To be eligible for a top-up loan please contact our...

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

loan

Preview

Creating General Query Action:

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Query

Customer starts with:

Query

Conversation steps

Select the general queries listed below

1

Find a nearest... Bank Workin... + 7

Continue to next step

1 is Bank Working Days

The bank is open all days from Monday to Saturday from 9 am to 3 pm with exception of 2nd Saturdays.

2

Go to action: End

1 is List of Branches

6TH AVENUE ANNA NAGAR, A R M BRANCHCHENNAI, ABHIRAMAPURAM,...

3

Go to action: End

1 is Storage locker facility

A R M BRANCHCHENNAI, ABHIRAMAPURAM,...

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

Query

Preview

Creating Net Banking Action:

Net Banking

Customer starts with:
Net Banking

Conversation steps

1

What queries do you have regarding net banking?

What is Net Banking?

How do I register for Net Banking?

+ 2

Continue to next step

1

is

What is Net Banking?

The facility offered by the bank allows customers to use banking services over the Internet. Customers...

2

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

3

Go to action: End

1

is

What are the features of Net Banking?

Check the current statement online? Open...

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 ▶