

# Project Development Phase

## Sprint-3

Date	30 October 2022
Team id	PNT2022TMID45306
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY

### Creating The General Query Action:

The screenshot displays the IBM Watson Assistant console interface. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'MY BOT', and 'Learning center'. The main content area is titled 'Queries' and shows the configuration for a 'Greet customer' action. On the left, a 'Conversation steps' panel lists the action '1 is Bank working time' with a description 'Working hours of branches will be from 10.00 a.m. to 4.00 p.m.' and a 'Fallback' action. The central 'Customer starts with:' section provides instructions on entering phrases and includes a text input field labeled 'Enter a phrase'. To the right, a 'Preview' window shows a chat interface with the message 'Welcome, how can I assist you?' and a 'Queries recognized' section. The bottom of the image shows a Windows taskbar with various application icons and system information like '27°C Cloudy' and '16:32 12-11-2022'.

IBM Watson Assistant interface showing a conversation flow for a bank. The interface includes a sidebar with "Queries" and "Conversation steps". The main area displays "Step 1 is taken" with a "without conditions" dropdown. The "Assistant says" section shows a prompt: "Select the General Querys list below." Below this, a "Choose an option" dropdown is visible. A "Preview" window on the right shows a list of options: "find the nearest branch", "What are the bank's fees?", "What are the minimum balance ...", "Does the checking account offer...", and "Bank working time". A "Save your action" warning is also present.

## Creating Net Banking Action:

IBM Watson Assistant interface showing the "New action" dialog box. The dialog box prompts the user to enter phrases that a customer types or says to start the conversation. The input field contains "NetBanking". The dialog box has "Cancel" and "Save" buttons. The background shows the "Conversation steps" section with a step labeled "1" and a "Continue to next step" button.

IBM Watson Assistant

how Using Netbanking to Transf...

au-syd.assistant.watson.cloud.ibm.com/cm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F613706ffbbd54891b0701d244a2960ac%3A4ec8664f-847...

IBM Watson Assistant Lite Upgrade MY BOT Learning center

NetBanking

Customer starts with:  
NetBanking

Conversation steps

1

What can be done with net banking?

Netbanking t... Netbanking t... + 2

Continue to next step

1 is

Netbanking to Transfer Funds.

1. Select "Transfer to other bank" from Funds Transfer section in NetBanking. 2. Select account,...

2

Go to action: Fallback

New step

Step 1 is taken without conditions

Assistant says

What can be done with net banking?

Netbanking to Transfer Funds. Netbanking to Pay Bills.

Netbanking to Apply for Loans. What details we need for net banking?

Edit response Edit validation

And then

Continue to next step

Preview

Greet customer [default]

Welcome, how can I assist you?

net banking

NetBanking recognized

What can be done with net banking?

Netbanking to Transfer Funds.

Netbanking to Pay Bills.

Netbanking to Apply for Loans.

What details we need for net banking?

Type something...

Type here to search

27°C Cloudy

16:53 12-11-2022

