Project Development Phase

Delivery of Sprint - 1
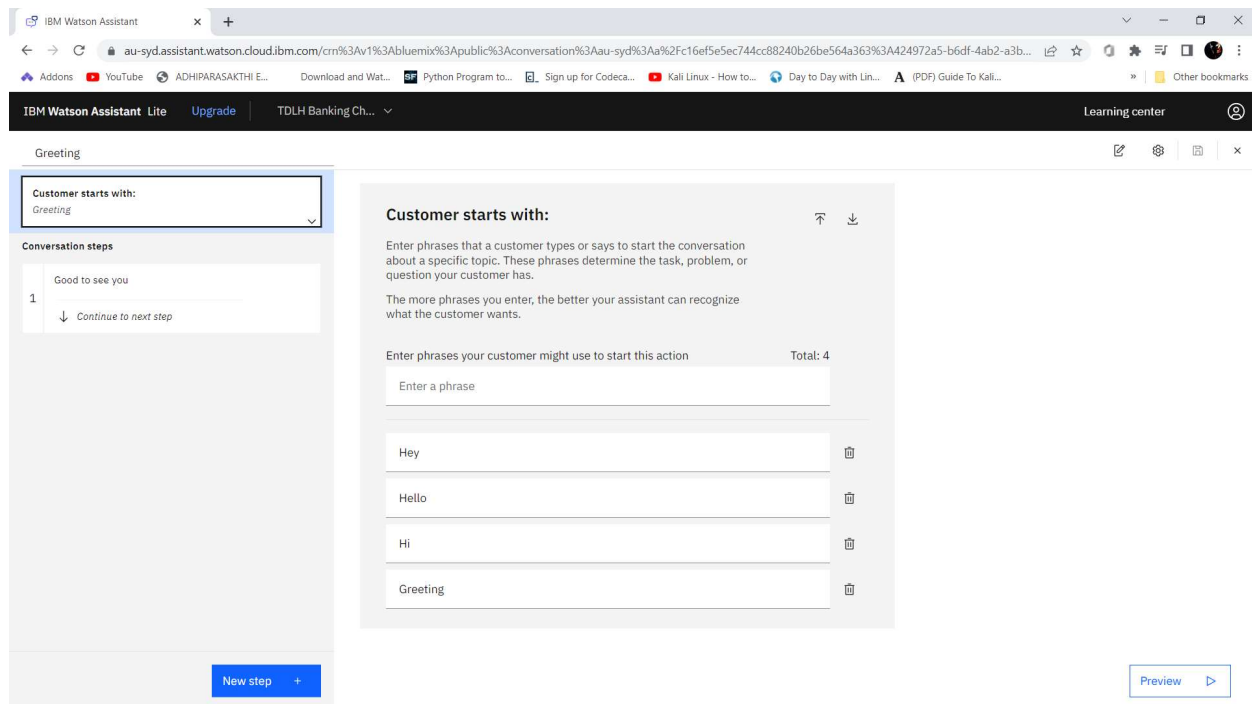
Date	05 October 2022
Team ID	PNT2022TMID38674
Project Name	AI-based discourse for Banking Industry
Date	04/11/2022

Create IBM Service
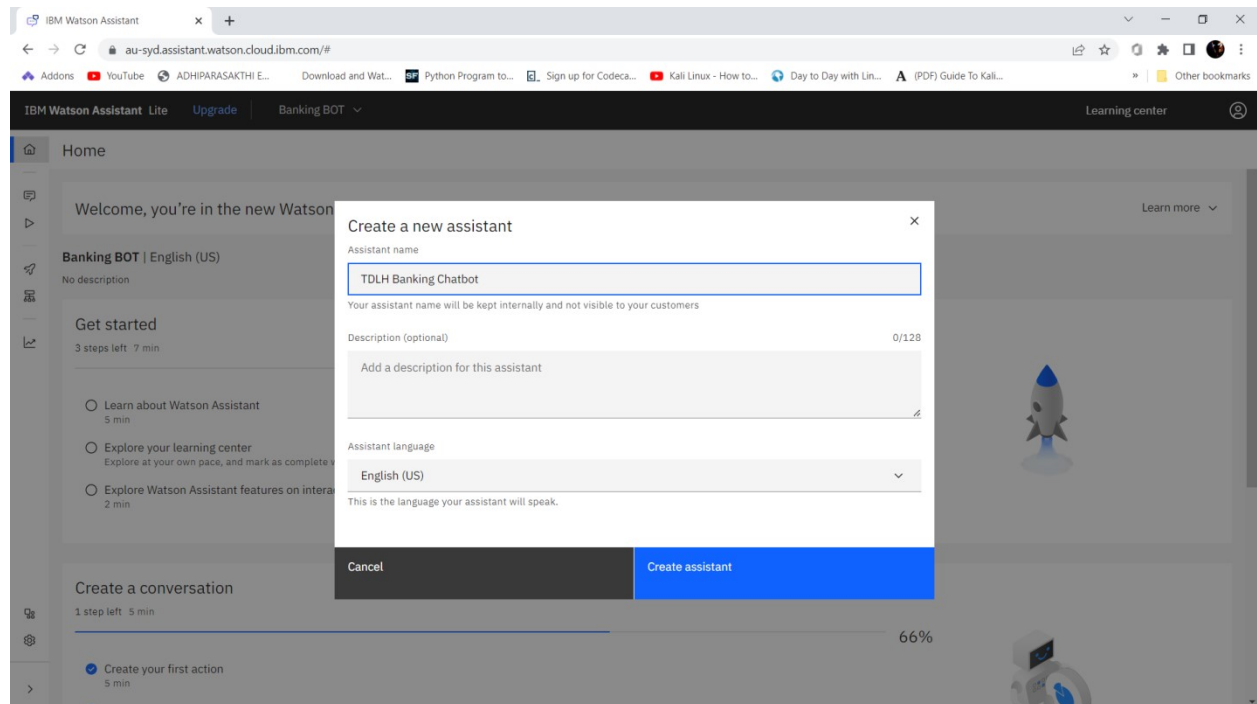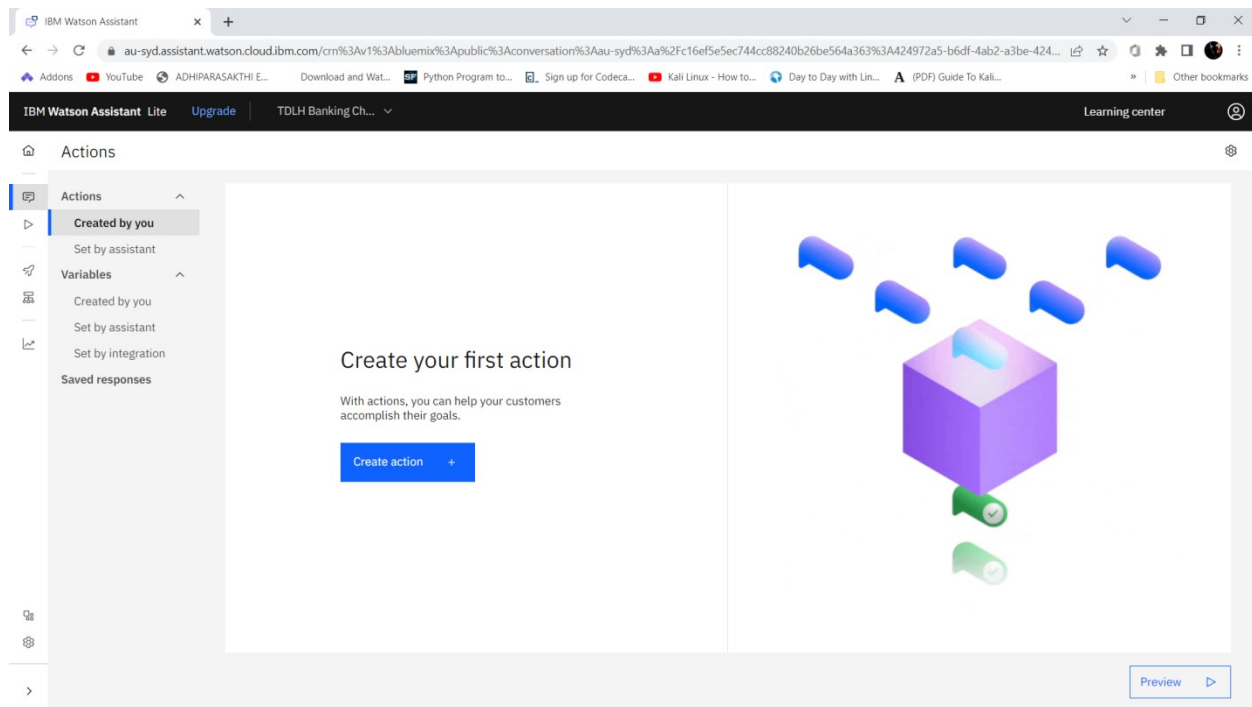
Greeting

Chatbot knowledge creation

IBM Watson Assistant   ×   +

← → C   au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2Fc16ef5e5ec744cc88240b26be564a363%3A424972a5-b6df-4ab2-a3b...

Addons   YouTube   ADHIPARASAKTHI E...   Download and Wat...   SF Python Program to...   Sign up for Codeca...   Kali Linux - How to...   Day to Day with Lin...   A (PDF) Guide To Kali...   Other bookmarks

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End

Customer starts with:
End

Conversation steps

1 Do you want to know about some other services?
   Confirmation
   ↓ Continue to next step

   1 is No
2 Thank you Have a nice day.
   ⊘ Action complete

New step +

Step 1 is taken   without conditions ⌄   fx

Assistant says

B I ⊘ ⅔ ⊡ ♫ ⊡ ⊡   </>

Do you want to know about some other services?

Yes No

View response   Edit validation   ⚙ ⇄ 🗑

And then

↓ Continue to next step   ⌄

Preview ▷

IBM Watson Assistant   ×   +

← → C   au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2Fc16ef5e5ec744cc88240b26be564a363%3A424972a5-b6df-4ab2-a3b...

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End

Customer starts with:
End

Conversation steps

1 Do you want to know about some other services?
   Confirmation
   ↓ Continue to next step

   1 is No
2 Thank you Have a nice day.
   ⊘ Action complete

New step +

Step 2 is taken   with conditions ⌄   fx

Conditions   1 condition ⌃

If All ⌄ of this is true:

   1. Do you want to kn...   is   No   ×

and Add condition +

New condition group +

Assistant says

B I ⊘ ⅔ ⊡ ♫ ⊡ ⊡   </>

Thank you Have a nice day.

👤 Define customer response   ⌄

Preview ▷

Create savings account action

IBM Watson Assistant   ×   +

← → C   au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2Fc16ef5e5ec744cc88240b26be564a363%3A424972a5-b6df-4ab2-a3b...

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Savings account

Customer starts with:
Savings account
⌄

Conversation steps

1   Which type of savings account do you want to create?
    Regular savin...   Kids savings ...   + 1
    ↓ Continue to next step

Step 1 is taken   without conditions ⌄   *fx*

Assistant says

B *I* ∂ ⁰¹ ⊠ ♫ ▣ ⊡   </>

Which type of savings account do you want to create?

Regular savings account   Kids savings account   Zero Balance savings account

Edit response   Edit validation   ⊞ ⚙ ⇄ 🗑

And then

↓ Continue to next step   ⌄

New step   +   Preview ▷

IBM Watson Assistant   ×   +

← → C   au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2Fc16ef5e5ec744cc88240b26be564a363%3A424972a5-b6df-4ab2-a3b...

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Index

Customer starts with:
Index
⌄

Conversation steps

1   How can I help you?
    Savings acco...   Current acco...   + 3
    ↓ Continue to next step

2   1 is Savings account
    This step has no content
    ⇄ Go to action: *Savings account*

Step 2 is taken   with conditions ⌄   *fx*

Conditions   1 condition ⌃

If   All ⌄   of this is true:

    1. How can I help yo...   is   Savings account   ×

and   Add condition +

New condition group +

Assistant says

B *I* ∂ ⁰¹ ⊠ ♫ ▣ ⊡   </>

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

👤 Define customer response   ⌄

New step   +   Preview ▷

au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2Fc16ef5e5ec744cc88240b26be564a363%3A424972a5-b6df-4ab2-a3b...

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Savings account

Customer starts with:
Savings account

Conversation steps

1   Which type of savings account do you want to create?
    Regular savin...   Kids savings ...   + 1
    ↓ Continue to next step

2   1   is   Regular savings account
    Greate! Please take the following documents and head
    towards the nearest branch 1)Aadhar card 2)Pan Card...
    ⇄ Go to action: **End**

Step 2 is taken   with conditions ∨   *fx*

Conditions   1 condition ∧

If   All ∨   of this is true:

    1. Which type of sav...   is   Regular savings account   ×

and   Add condition +

New condition group +

Assistant says

B *I* ⌷ ⊹ ⊡ ♫ ▷ ⊡   </>

Greate! Please take the following documents and head towards the nearest branch
1)Aadhar card
2)Pan Card
3)Passport Size Photos

👤 Define customer response   ∨

                                                    Preview ▷

New step +

---

au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2Fc16ef5e5ec744cc88240b26be564a363%3A424972a5-b6df-4ab2-a3b...

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Savings account

Customer starts with:
Savings account

Conversation steps

1   Which type of savings account do you want to create?
    Regular savin...   Kids savings ...   + 1
    ↓ Continue to next step

2   1   is   Regular savings account
    Greate! Please take the following documents and head
    towards the nearest branch 1)Aadhar card 2)Pan Card...
    ⇄ Go to action: **End**

3   1   is   Kids savings account
    Awesome ! Please take the following document and
    head towards tbe nearest branch 1)Aadhar Card 2)Pa...
    ↓ Continue to next step

If   All ∨   of this is true:

    1. Which type of sav...   is   Kids savings account   ×

and   Add condition +

New condition group +

Assistant says

B *I* ⌷ ⊹ ⊡ ♫ ▷ ⊡   </>

Awesome ! Please take the following document and head towards tbe nearest branch
1)Aadhar Card
2)Pan Card
3)Passport Size Photos
4)Gaurdians Aadhar Card

👤 Define customer response   ∨

And then

↓ Continue to next step   ∨

                                                    Preview ▷

New step +

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Savings account

Conversation steps

1 Which type of savings account do you want to create?
Regular savin...   Kids savings ...   +1
↓ Continue to next step

2 1 is Regular savings acco...
Greate! Please take the following documents and head towards the nearest branch 1)Aadhar card...
⇄ Go to action: **End**

3 1 is Kids savings account
Awesome ! Please take the following document and head towards the nearest branch 1)Aadhar Card...
⇄ Go to action: **End**

4 1 is Zero Balance savings ...
Amazing ! Please take the following documents and head towards the nearest branch 1)Aadhar Card...

New step +

Step 4 is taken   with conditions ⌄   *fx*

Conditions   1 condition ⌃

If All ⌄ of this is true:

1. Which type of sav... is Zero Balance savings account ✕

and Add condition +

New condition group +

Assistant says

B *I* 🔗 ⅔ 🖼 🎵 🎬 🔲   </>

Amazing ! Please take the following documents and head towards the nearest branch
1)Aadhar Card
2)Pan Card
3)Passport Size Photos

👤 Define customer response   ⌄

And then

Preview ▷

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Index

Customer starts with:
Index

Conversation steps

1 How can I help you?
Savings acco...   Current acco...   +3
↓ Continue to next step

2 1 is Savings account
This step has no content
⇄ Go to action: **Savings account** ⧉ 🗑

New step +

New condition group +

Assistant says

B *I* 🔗 ⅔ 🖼 🎵 🎬 🔲   </>

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

👤 Define customer response   ⌄

And then

⇄ Go to another action   ⌄
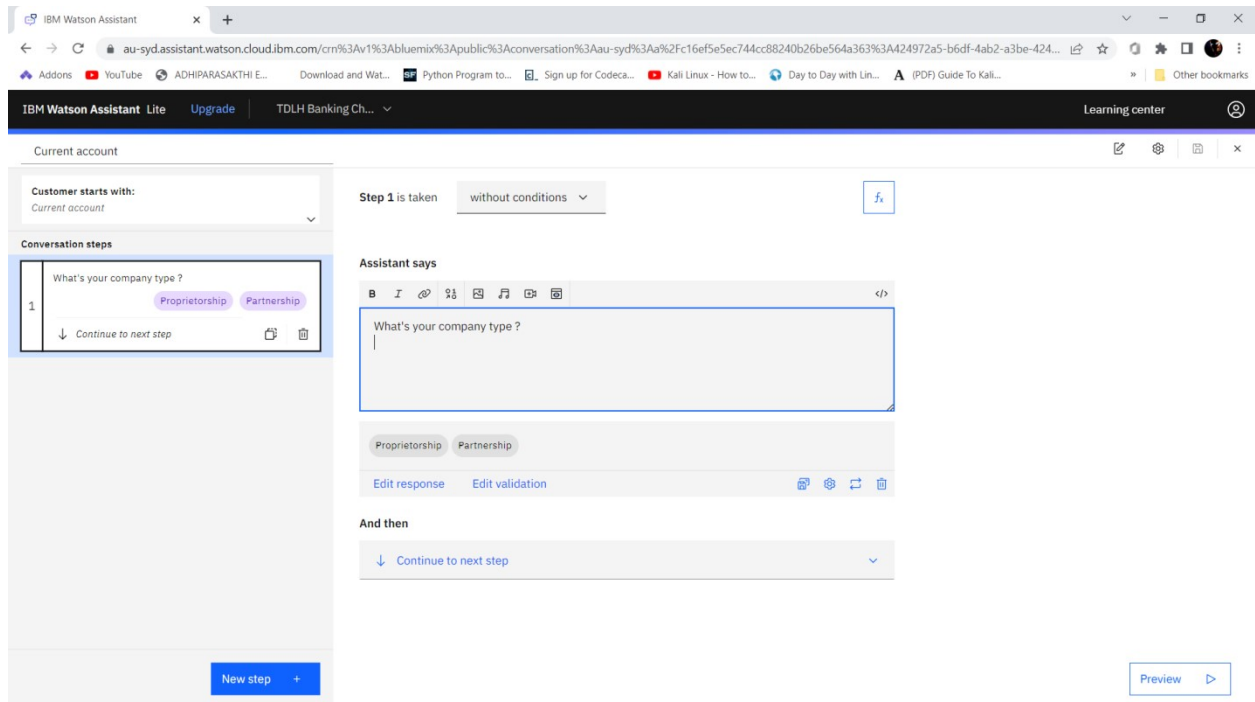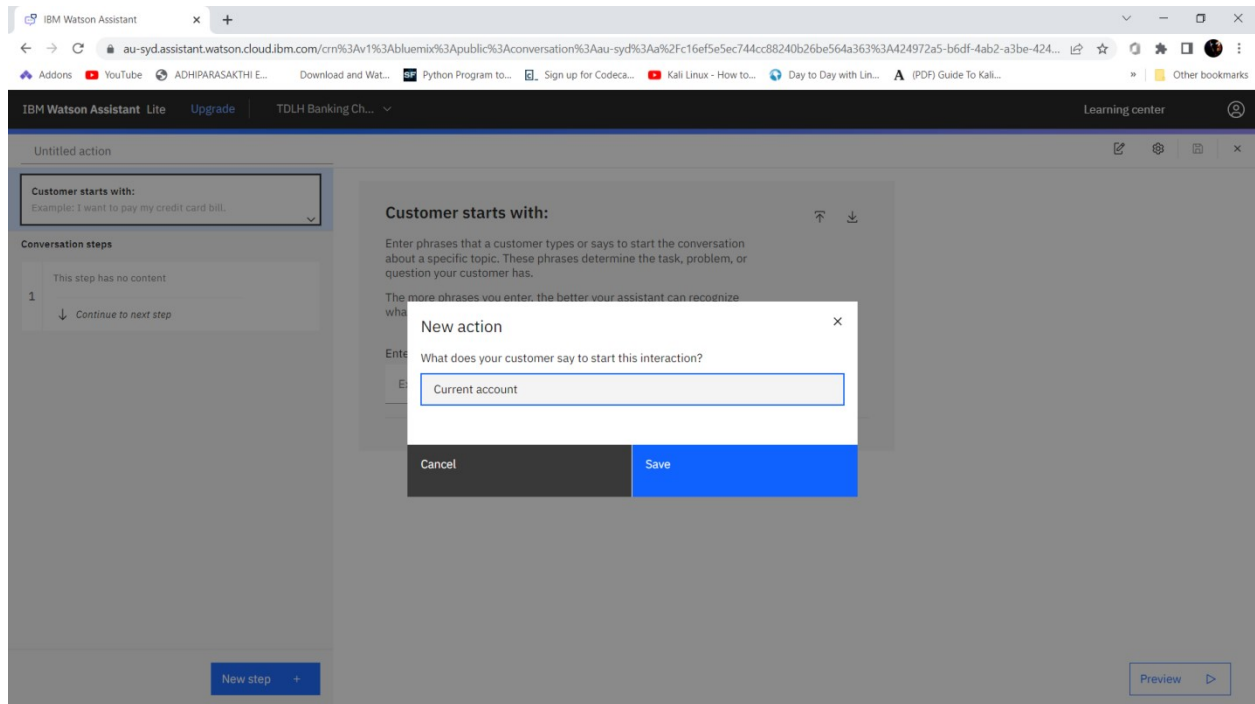
Goes to action   Savings account

Pass values

Upon return   Continue

Edit settings   Edit passed values

Preview ▷

Create current account action

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Current account

Customer starts with:
Current account   ∨

Conversation steps

What's your company type ?
1   Proprietorship   Partnership
↓   Continue to next step

        1   is   Proprietorship
2   Please take the following Documents and approach the
        closest branch 1)Income Tax returns and proprietor f...
        ⟲ Go to action: **End**   ⧉   🗑

New step   +

New condition group +

Assistant says

B   I   ⌗   🔗   ⊞   🖼   ♫   📹   ▣   </>

Please take the following Documents and approach the closest branch
1)Income Tax returns and proprietor for the last 3 years
2)company Agreement
3)Pan card

👤 Define customer response   ∨

And then

⟲ Go to another action   ∨

Goes to action   End

Pass values

Upon return   Continue

Edit settings   Edit passed values

Preview ▷

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Current account

Customer starts with:
Current account   ∨

Conversation steps

What's your company type ?
1   Proprietorship   Partnership
↓   Continue to next step

        1   is   Proprietorship
2   Please take the following Documents and approach the
        closest branch 1)Income Tax returns and proprietor f...
        ⟲ Go to action: **End**

        1   is   Partnership
3   Please take the following Documents and approach the
        closest branch 1)Income Tax returns and proprietor f...
        ⟲ Go to action: **End**   ⧉   🗑

New step   +

Step 3 is taken   with conditions ∨   *fx*

Conditions   1 condition ∧

If   All ∨   of this is true:

        1. What's your comp...   is   Partnership   ✕

and   Add condition +

New condition group +

Assistant says

B   I   ⌗   🔗   ⊞   🖼   ♫   📹   ▣   </>

Please take the following Documents and approach the closest branch
1)Income Tax returns and proprietor for the last 3 years
2)company Agreement
3)Pan card on both partners

👤 Define customer response   ∨

And then

Preview ▷

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Index

Customer starts with:
Index

Conversation steps

How can I help you?
1   Savings acco...   Current acco...   +3
   ↓ Continue to next step

2   1   is   Current account
   This step has no content
   ⇄ Go to action: **Current account**

3   1   is   Savings account
   This step has no content
   ⇄ Go to action: **Savings account**

New step   +

New condition group +

Assistant says

B   I   ⌗   ⋈   ⊞   ♫   ▶   ▦   </>

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

👤 Define customer response   ⌄

And then

⇄ Go to another action   ⌄

Goes to action   Current account

Pass values

Upon return   Continue

Edit settings   Edit passed values

Preview ▷