Project Development Phase

Delivery of Sprint - 1
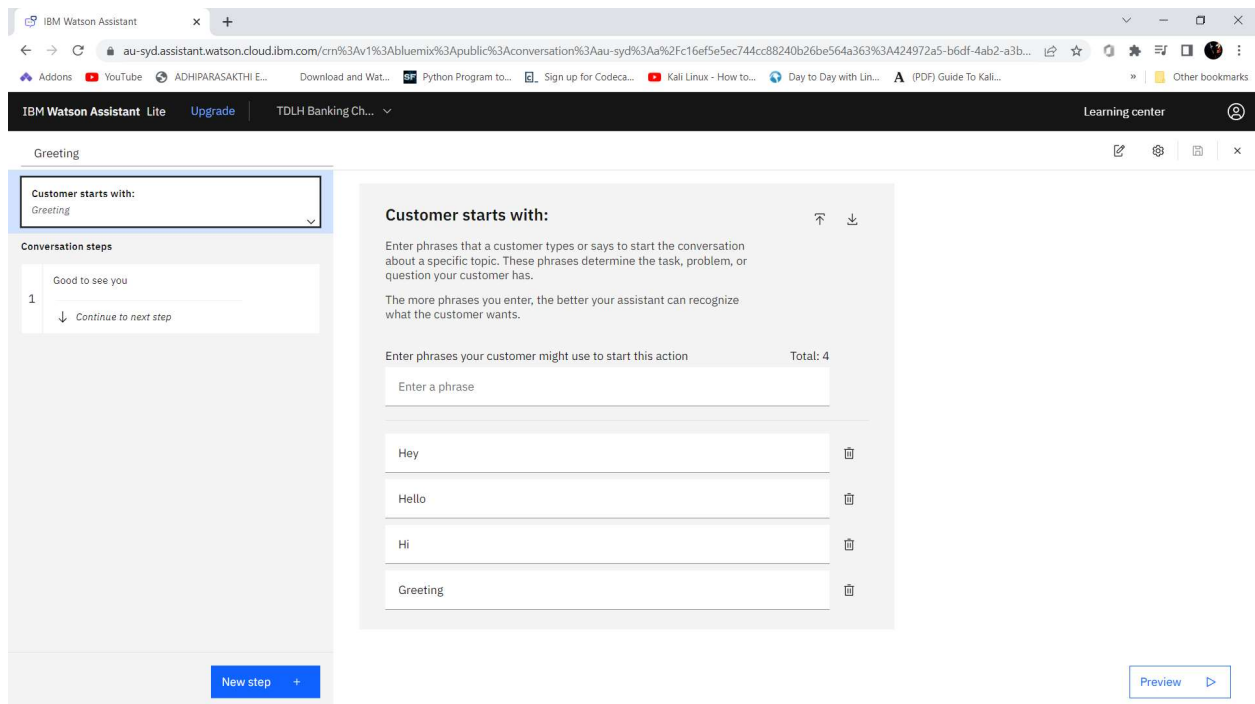
Date	16 October 2022
Team ID	PNT2022TMID38674
Project Name	AI-based discourse for Banking Industry
Date	04/11/2022

Create IBM Service
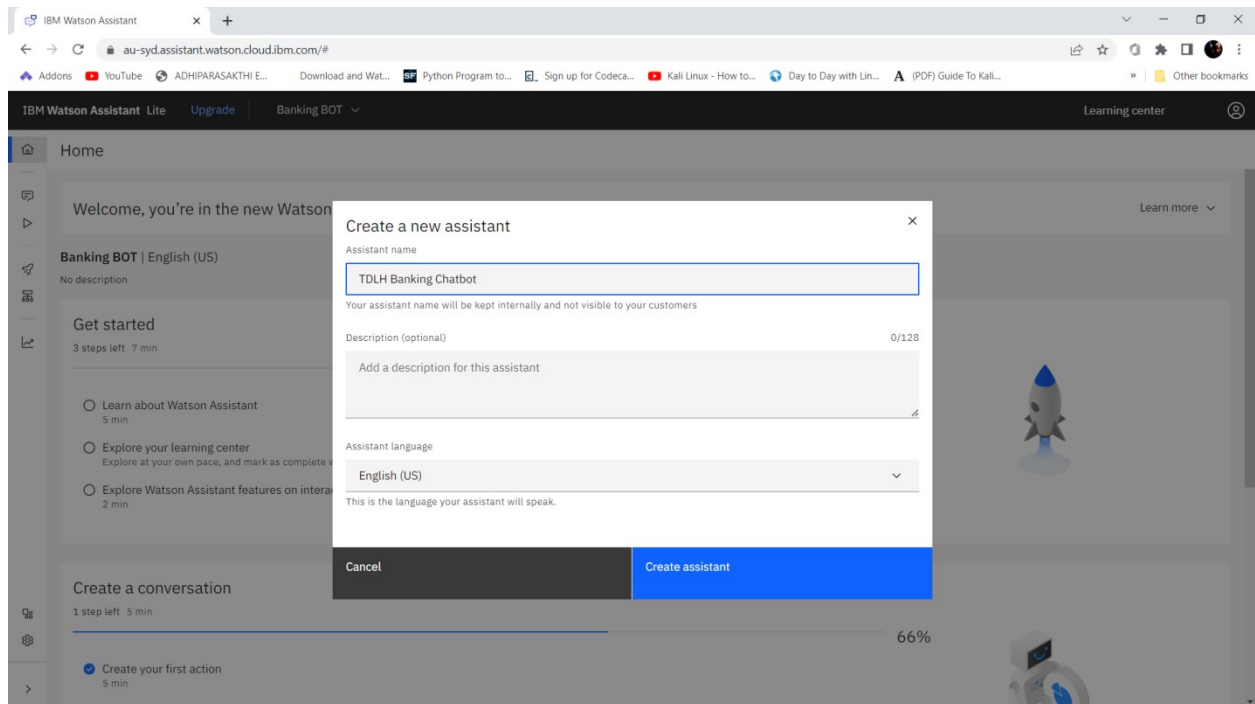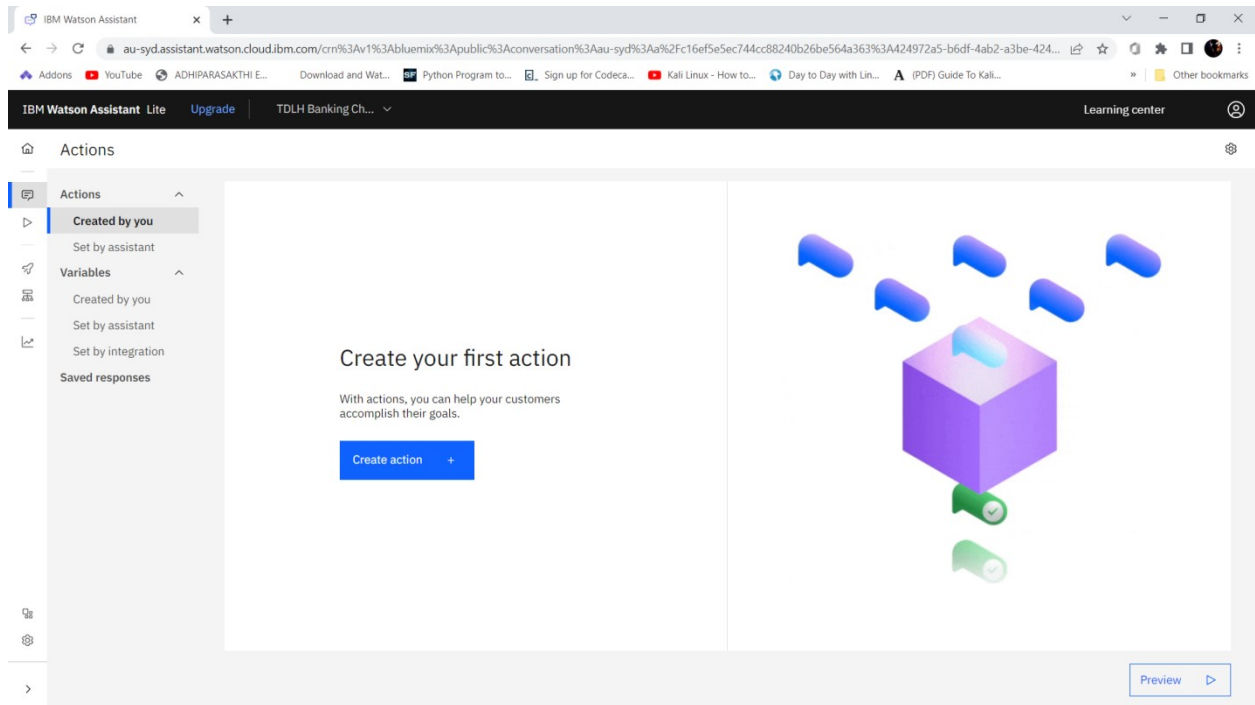
Chatbot knowledge creation

IBM **Watson Assistant** Lite   Upgrade   TDLH Banking Ch... ⌄   Learning center

Greeting

Customer starts with:
Greeting

⌄

Conversation steps

1 Good to see you
   ↓ *Continue to next step*

Step 1 is taken   without conditions ⌄   *fx*

Assistant says

B *I* ⊘ ⅖ ▤ ♫ ▣ ▥   </>

Good to see you
|

👤 Define customer response   ⌄

And then

↓ Continue to next step   ⌄

New step +   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*

Step 1 is taken   without conditions ⌄   *fx*

Assistant says

B *I* ⊘ ⅖ ▤ ♫ ▣ ▥   </>

How can I help you?

Choose an option. ⌄

Edit response   Edit validation   ▣ ⚙ ⇄ 🗑

And then

↓ Continue to next step   ⌄

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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End

Customer starts with:
End

Conversation steps

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

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

New step   +

Step 1 is taken   without conditions ⌄   _fx_

Assistant says

B   I   ∅   ⅗   ⊡   ♫   ▭   ▤   </>

Do you want to know about some other services?

Yes   No

View response   Edit validation   ⚙ ⇄ 🗑

And then

↓   Continue to next step   ⌄

Preview ▷

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

IBM Watson Assistant Lite   Upgrade | TDLH Banking Ch...   Learning center

End

Customer starts with:
End

Conversation steps

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

2   1   is   No
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   ∅   ⅗   ⊡   ♫   ▭   ▤   </>

Thank you Have a nice day.

👤   Define customer response   ⌄

Preview ▷

Create savings account action

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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 ⌐ ⅞ ▣ ♫ ▷ ▣   </>

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 ▷

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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 ⌐ ⅞ ▣ ♫ ▷ ▣   </>

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

⊙ Define customer response ∨

New step +

Preview ▷

IBM Watson Assistant   ×   +

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...   Python Program to...   Sign up for Codeca...   Kali Linux - How to...   Day to Day with Lin...   (PDF) Guide To Kali...   Other bookmarks

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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 🔗 ⁰₁ 🖼 🎵 🎬 🖿   </>

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   ⌄

New step +   Preview ▷

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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 🔗 ⁰₁ 🖼 🎵 🎬 🖿   </>

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   ⌄

New step +   Preview ▷

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Savings account

Step 4 is taken   with conditions ⌄ f_x

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* 🔗 ⅗ 🖼 🎵 🎬 🔲   </>

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   ⌄

Conversation steps

Which type of savings account do you want to create?
1   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 +

Preview ▷

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Index

New condition group +

Assistant says

B *I* 🔗 ⅗ 🖼 🎵 🎬 🔲   </>

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

👤 Define customer response   ⌄
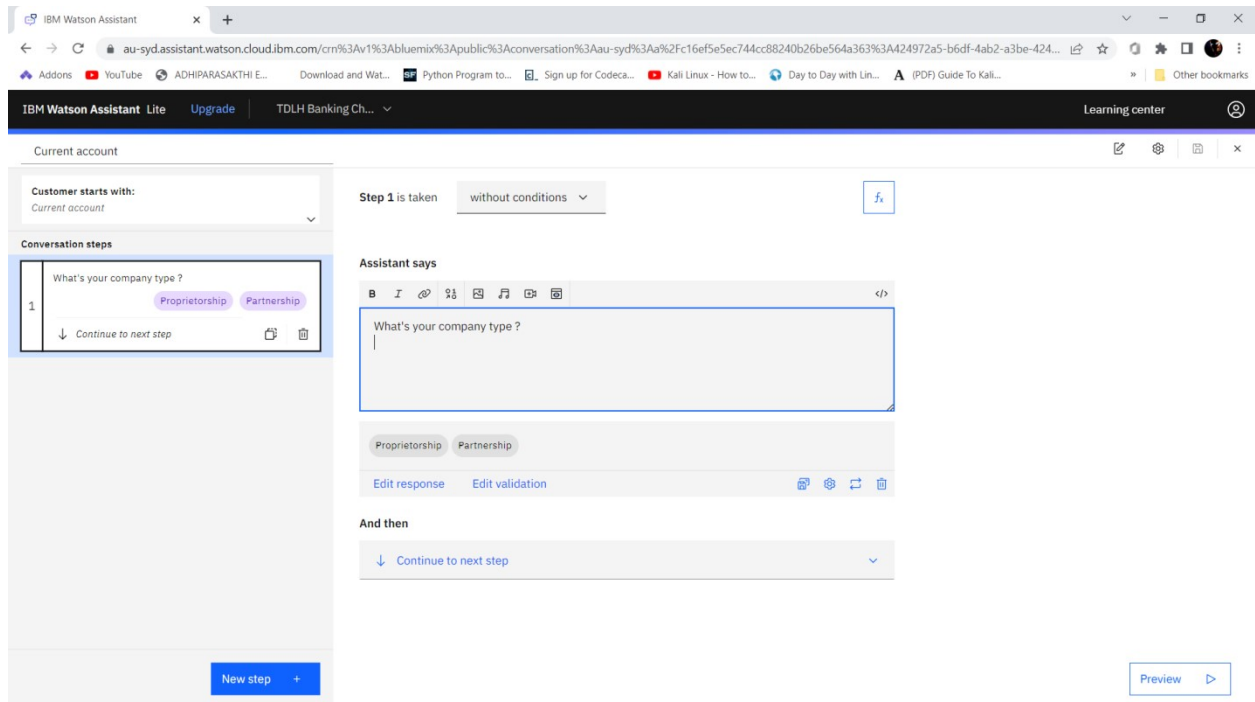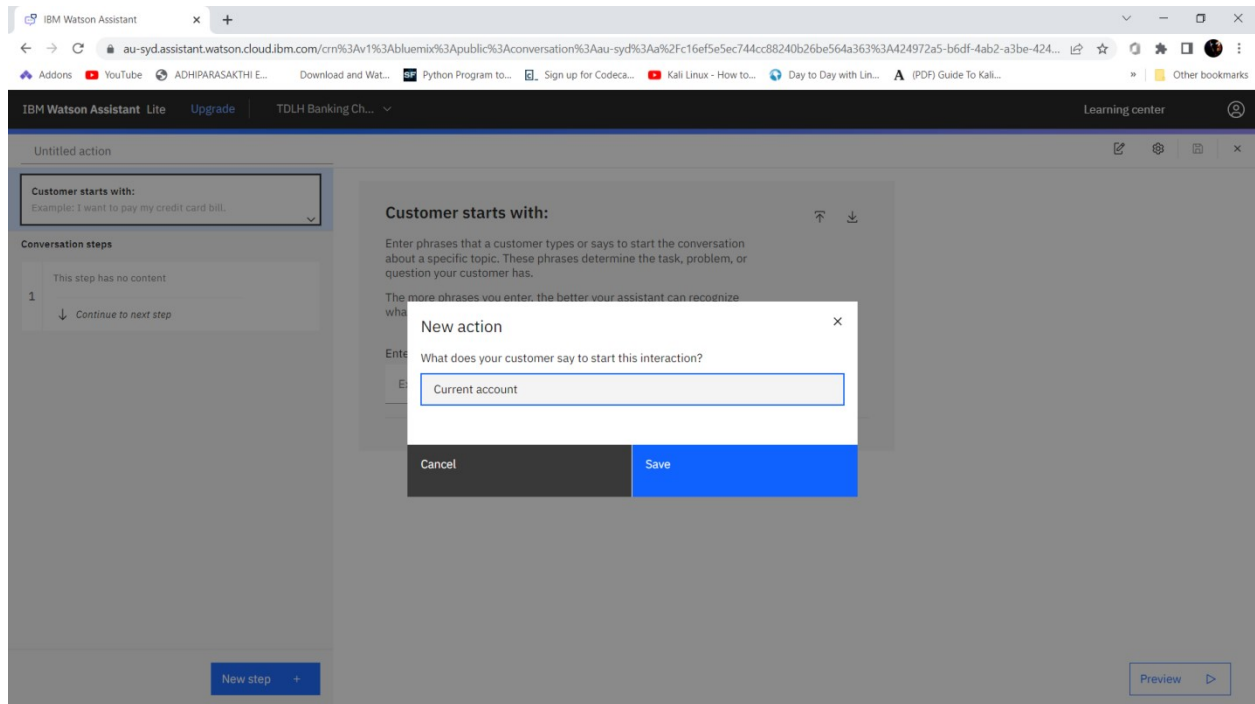
And then

⇄ Go to another action   ⌄

Goes to action   Savings account

Pass values

Upon return   Continue

Edit settings   Edit passed values

Preview ▷

Customer starts with:
Index

Conversation steps

How can I help you?
1   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 +

Create current account action

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Current account

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

Customer starts with:
Current account

Conversation steps

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

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

New step   +

Preview ▷

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Current account

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   ⌄

Customer starts with:
Current account

Conversation steps

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

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

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

New step   +

Preview ▷