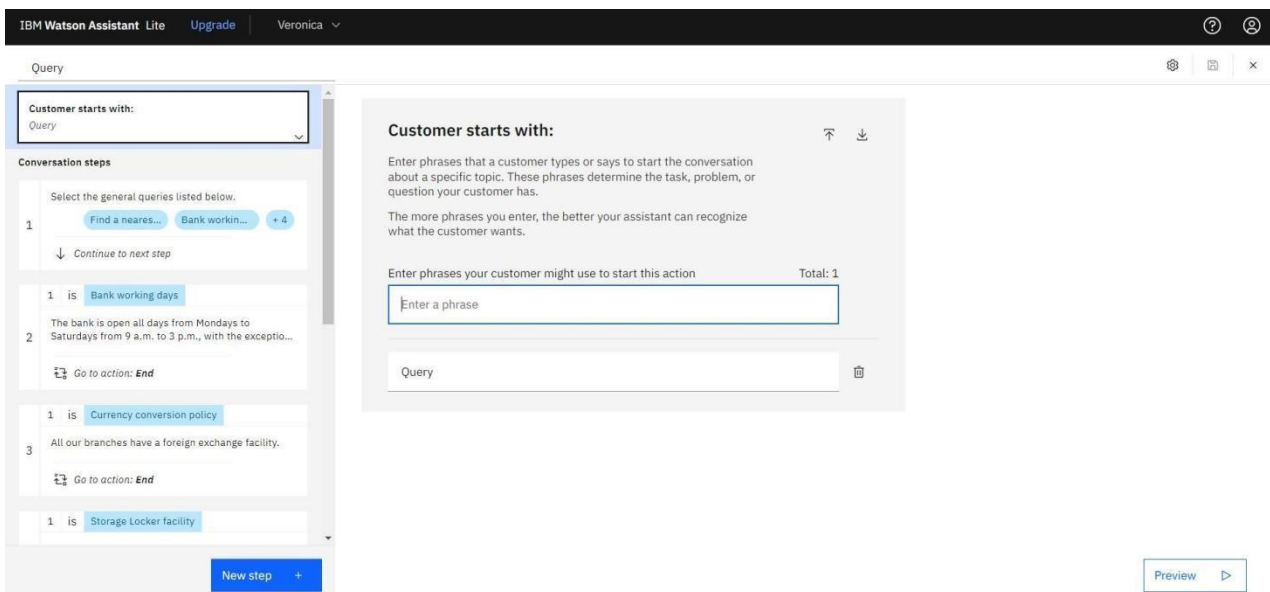
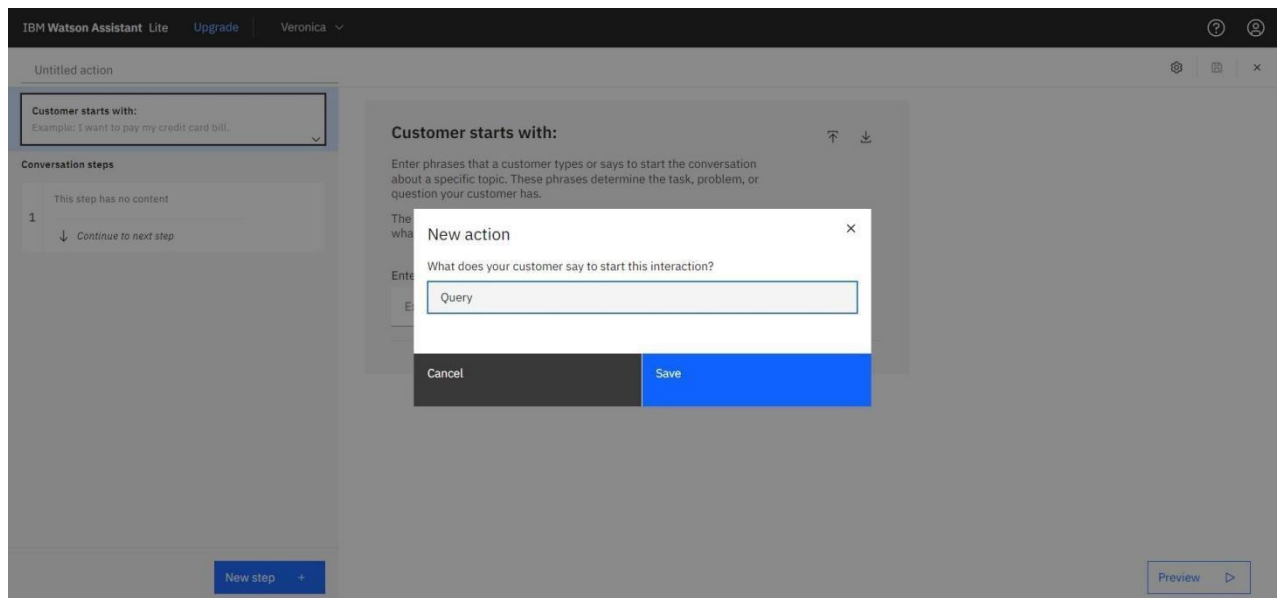


## Project Development Phase

### Delivery of Sprint - 3

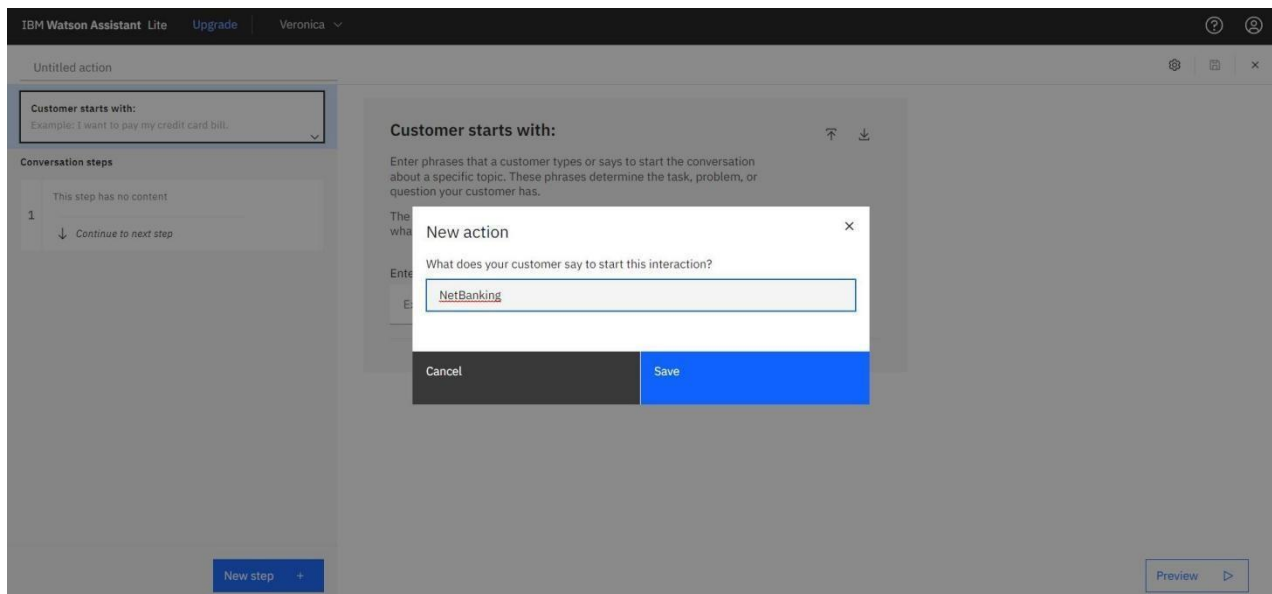
Date	03 November 2022
Team ID	PNT2022TMID28540
Project Name	AI based discourse for Banking Industry

### creating General Query Action



Adding steps in Query action to handle queries regarding Bank working hours, Currency conversion policy, Storage locker facility, CIBIL score, list of all branches, nearest available branch, etc.,

## Creating Net Banking Action



Adding steps in Net Banking Action skill to handle queries of customers regarding significance and issues of net banking.

IBM Watson Assistant LiteUpgradeVeronica

NetBanking

Customer starts with:  
NetBanking

Conversation steps

What queries do you have regarding net banking?

1

What is Net B...What are the ...+ 2

Continue to next step

1 is What is Net Banking ?

2

It is an electronic system provided by banks to their customers that allows them to access financial an...

Go to action: End

1 is How do I register for Net Banking ?

3

Please download the Net Banking requisition form and submit it to your home branch.

Go to action: End

1 is What are the features of Net Banking ?

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 actionTotal: 1

Enter a phrase

NetBanking

Preview

IBM Watson Assistant LiteUpgradeVeronica

NetBanking

2

It is an electronic system provided by banks to their customers that allows them to access financial an...

Go to action: End

1 is How do I register for Net Banking ?

3

Please download the Net Banking requisition form and submit it to your home branch.

Go to action: End

1 is What are the features of Net Banking ?

4

-- Check account balances and statements. You can log into the Internet banking account to check your...

Go to action: End

1 is Facing errors in Net Banking ?

5

Please contact our customer care executive or approach your closest branch.

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 actionTotal: 1

Enter a phrase

NetBanking

Preview

In addition to this greeting, end greeting ,index and end actions are also created.

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	
Options	5 days ago	2	✓	⋮
End Greeting	7 days ago	5	✓	⋮
Query	7 days ago	2	✓	⋮
Loan	7 days ago	3	✓	⋮
End	7 days ago	1	✓	⋮
Net Banking	7 days ago	1	✓	⋮
Savings	7 days ago	2	✓	⋮
Current	7 days ago	2	✓	⋮
Greeting	7 days ago	4	✓	⋮

Items per page: 50 Showing 1–9 of 9 actions

1 1 of 1 pages

Preview ▶