

Project Development Phase Delivery of Sprint - 3

Date	01 November 2022
Team ID	PNT2022TMID03423
Project Name	AI-based discourse for Banking Industry

Creating Loan Account Action

Loan action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a new action named 'Loan'. The interface is divided into two main panels. The left panel, titled 'Loan', shows the 'Conversation steps' section. It includes a 'Customer starts with:' dropdown set to 'Loan starting'. Below this, there are three steps: 1. 'What type of loan are you looking at?' with options 'Vehicle loan', 'Topic loan', and '+3'; 2. 'To be eligible for a house loan, please contact our bank service providers with all existing...'; and 3. 'Go to action: End'. The right panel, titled 'Customer starts with:', provides instructions on how to enter phrases that a customer might use to start the conversation. It includes a text input field labeled 'Enter a phrase' and a list of phrases: 'Loan' and 'How to apply loan?'. A 'Preview' button is located at the bottom right of the interface.

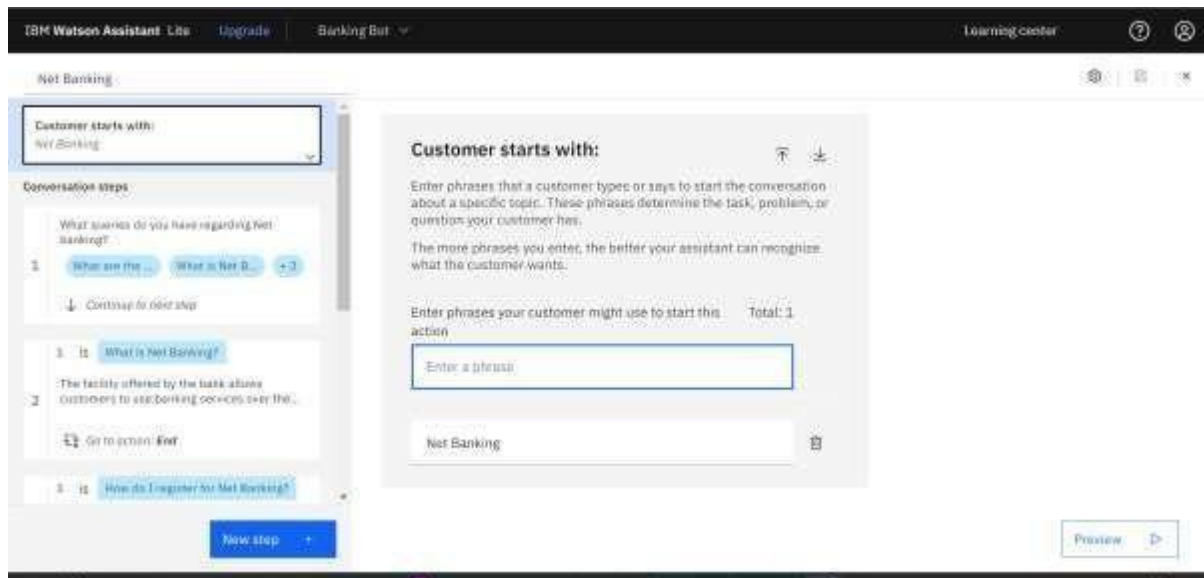
Creating General Query Action

General query action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a new action named 'Query'. The interface is divided into two main panels. The left panel, titled 'Query', shows the 'Conversation steps' section. It includes a 'Customer starts with:' dropdown set to 'Query'. Below this, there are three steps: 1. 'Select the general queries listed below' with options 'CRDL', 'Bank Working...', and '+3'; 2. 'The bank is open all days from Monday to Saturday from 9 am to 5 pm, with exception...'; and 3. 'List of Branches'. The right panel, titled 'Customer starts with:', provides instructions on how to enter phrases that a customer might use to start the conversation. It includes a text input field labeled 'Enter a phrase' and a list of phrases: 'Query in general' and 'general'. A 'Preview' button is located at the bottom right of the interface.

Creating Net Banking Action

Net banking action is created with the necessary steps.



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

Name	Last edited	Status	
Current	2 days ago	✓	⋮
Index	2 days ago	✓	⋮
Register	3 days ago	✓	⋮
Greeting	2 days ago	✓	⋮
End Greeting	2 days ago	✓	⋮

Name	Last edited	Status
Net Banking	3 minutes ago	
End	2 days ago	
Loan	2 days ago	
Query	a few seconds ago	
Savings	16 minutes ago	
Current	2 days ago	

Items per page: 50 Showing 1-10 of 10 actions 1 1 of 1 pages

PREVIEW OF CHATBOT:

<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=https%3A%2F%2Fus-south.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-23571e7e-fdd2-47af-b02a-45f7c14411ae%3A%3A6ffbfbfc1-64a0-4bb7-925c-e0f76ece7593&integrationID=d365db8b-9408-418f-a61b-e18a5f564312®ion=us-south&serviceInstanceID=23571e7e-fdd2-47af-b02a-45f7c14411ae>

Banking bot

127.0.0.1:5000

Home

AI based discourse for Banking Industry

Team ID: PNT2022TMID03423

Chatbot description:

- The Bot should be able to guide a customer to create a bank account.
- The Bot should be able to answer loan queries.
- The Bot should be able to answer general banking queries.
- The Bot should be able to answer queries regarding net banking.

Hi! I'm a virtual assistant. How can I help you today?

Open a new bank account

General Banking queries

Net Banking

Type something...

Built with IBM Watson®

26°C Mostly clear 08:02 AM 19-11-2022

Note: No code for this project. So, I attached the screenshot and step to build it.