

Project Development Phase

Delivery of Sprint - 4

Date	04 November 2022
Team ID	PNT2022TMID29862
Project Name	AI-based discourse for Banking Industry

Creating General Query Action

General query action is created with the necessary steps.

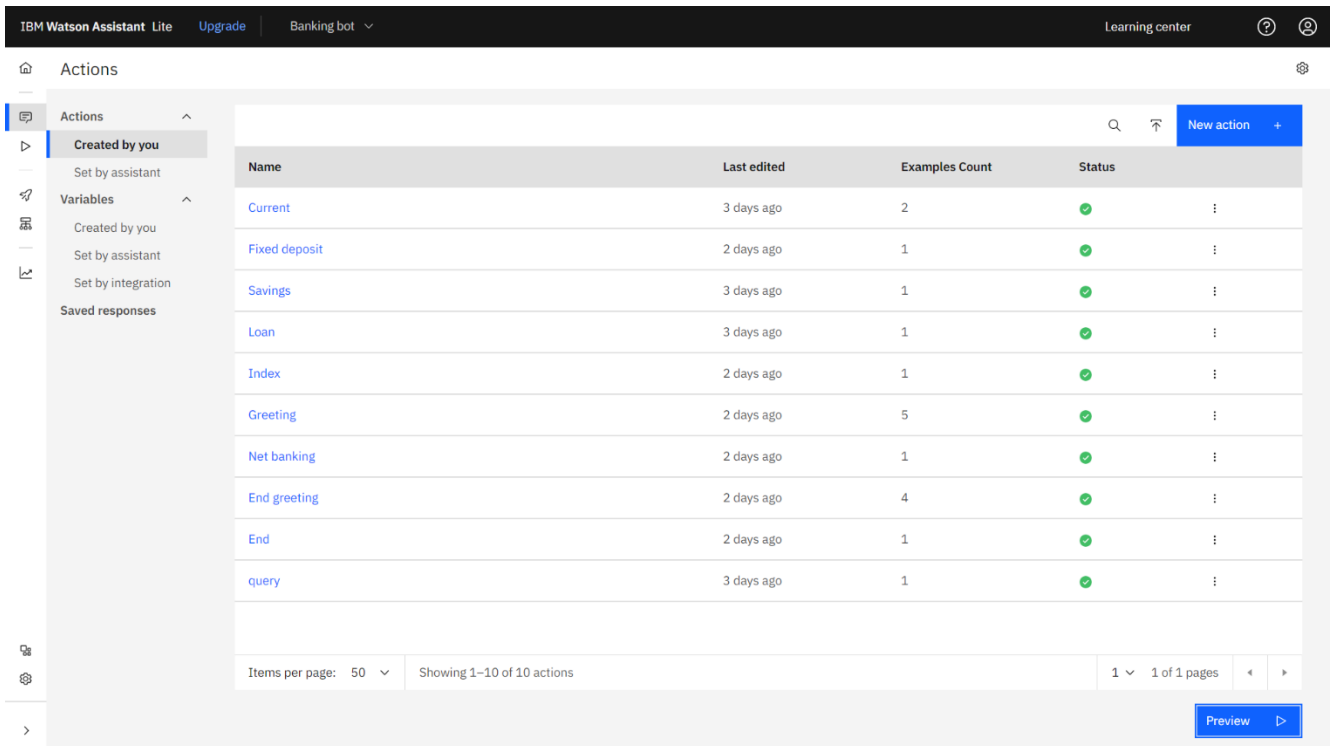
The screenshot shows the IBM Watson Assistant Lite interface for creating a General Query Action. The top navigation bar includes "IBM Watson Assistant Lite", "Upgrade", "Banking Bot", and "Learning center". The main area is titled "Query". On the left, a "Conversation steps" panel shows a list of steps: 1. "Find a nearest..." (Bank Workin...), 2. "Continue to next step", 3. "1 is Bank Working Days" (The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays), 4. "Go to action: End", 5. "1 is List of Branches" (6TH AVENUE ANNA NAGAR, A R M BRANCHCHENNAI, ASHIRAMAPURAM,...), 6. "Go to action: End", 7. "1 is Storage locker facility". A "New step" button is at the bottom. On the right, the "Customer starts with:" section contains instructions: "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." Below this is a text input field labeled "Enter a phrase" and a "Query" field. A "Preview" button is at the bottom right.

Creating Net Banking Action

Net banking action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant Lite interface for creating a Net Banking Action. The top navigation bar includes "IBM Watson Assistant Lite", "Upgrade", "Banking Bot", and "Learning center". The main area is titled "Net Banking". On the left, a "Conversation steps" panel shows a list of steps: 1. "What queries do you have regarding net banking?" (What is Net B..., How do I regi...), 2. "Continue to next step", 3. "1 is What is Net Banking?" (The facility offered by the bank allows customers to use banking services over the Internet. Customers...), 4. "Go to action: End", 5. "1 is How do I register for Net Banking?" (Please download and fill up the net banking requisition form and submit it to your home branch), 6. "Go to action: End", 7. "1 is What are the features of Net Banking?" (Check the account statement online, Open...), 8. "New step". On the right, the "Customer starts with:" section contains instructions: "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." Below this is a text input field labeled "Enter a phrase" and a "Net Banking" field. A "Preview" button is at the bottom right.

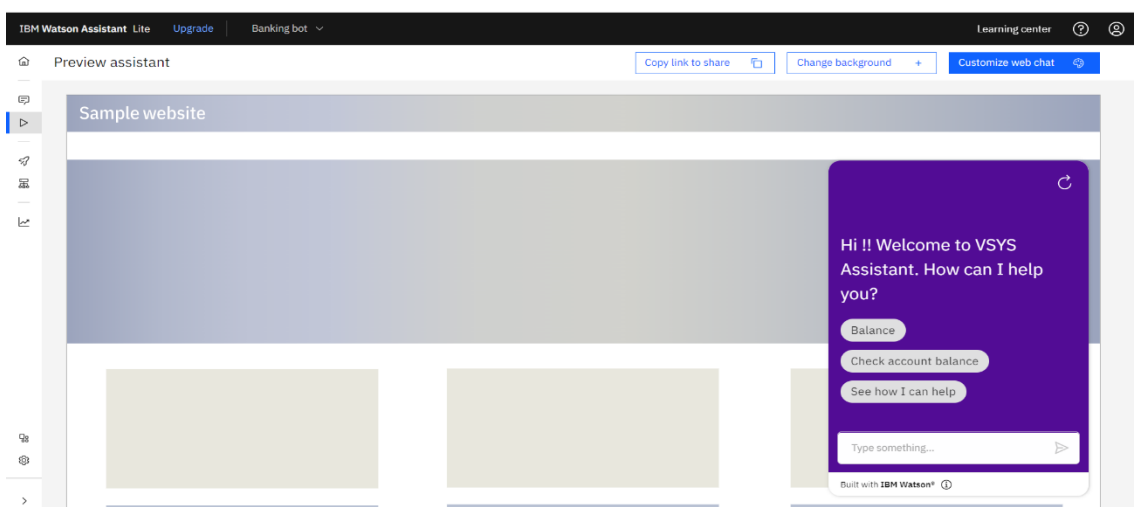
In addition to this greeting, end greeting , index and end actions are also created.



Name	Last edited	Examples Count	Status
Current	3 days ago	2	✓
Fixed deposit	2 days ago	1	✓
Savings	3 days ago	1	✓
Loan	3 days ago	1	✓
Index	2 days ago	1	✓
Greeting	2 days ago	5	✓
Net banking	2 days ago	1	✓
End greeting	2 days ago	4	✓
End	2 days ago	1	✓
query	3 days ago	1	✓

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-e81248c6-9605-415f-843b-666356f451ec%3A%3Adc31b5e0-fc40-4536-ac27-1850d4fc9937&integrationID=1206a417-c053-4bee-a810-037a99f37b2a®ion=us-south&serviceInstanceID=e81248c6-9605-415f-843b-666356f451ec>



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