

Project Development Phase

Delivery of Sprint - 3

Date	17 Nov 2022
Team ID	PNT2022TMTD36855
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 'Conversation steps', shows a sequence of steps for the 'loan' action. Step 1 is 'What type of loan are you looking at?' with options 'Top-up loan', 'Student loan', and '+3'. Step 2 is 'House loan' with a description 'To be eligible for a house loan please contact our bank service providers with all existing loan detail...' and a 'Go to action: End' button. Step 3 is 'Gold loan' with a description 'Please approach the bank with following documents. 1. Pan Card 2. Aadhar Card 3. Passpor...' and a 'Go to action: End' button. Step 4 is 'Top-up loan' with a description 'To be eligible for top-up loan please contact our...'. The right panel, titled 'Customer starts with:', shows the phrases that a customer might use to start this action. It includes a text input field 'Enter a phrase' and a list of phrases: 'loan'. The total number of phrases is 1. A 'Preview' button is located at the bottom right.

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 'Conversation steps', shows a sequence of steps for the 'Query' action. Step 1 is 'Select the general queries listed below' with options 'Find a nearest...', 'Bank Workin...', and '+7'. Step 2 is 'Bank Working Days' with a description 'The bank is open all days from Monday to Saturday from 9 am to 3 pm ,with exception of 2nd Saturdays.' and a 'Go to action: End' button. Step 3 is 'List of Branches' with a description '6TH AVENUE ANNA NAGAR, A R M BRANCHCHENNAI, ABHIRAMAPURAM,...' and a 'Go to action: End' button. Step 4 is 'Storage locker facility' with a description 'A R M BRANCHCHENNAI, ABHIRAMAPURAM...'. The right panel, titled 'Customer starts with:', shows the phrases that a customer might use to start this action. It includes a text input field 'Enter a phrase' and a list of phrases: 'Query'. The total number of phrases is 1. A 'Preview' button is located at the bottom right.

Creating Net Banking Action

Net banking action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface. On the left, there's a 'Conversation steps' panel with a list of steps. The main area is titled 'Customer starts with:' and 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, there's a text input field labeled 'Enter phrases your customer might use to start this action' with a 'Total: 1' indicator. The input field contains the phrase 'Net banking'.

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

The screenshot shows the 'Actions' page in the IBM Watson Assistant interface. The left sidebar has a navigation menu with 'Actions' selected. The main area displays a table of actions created by the user.

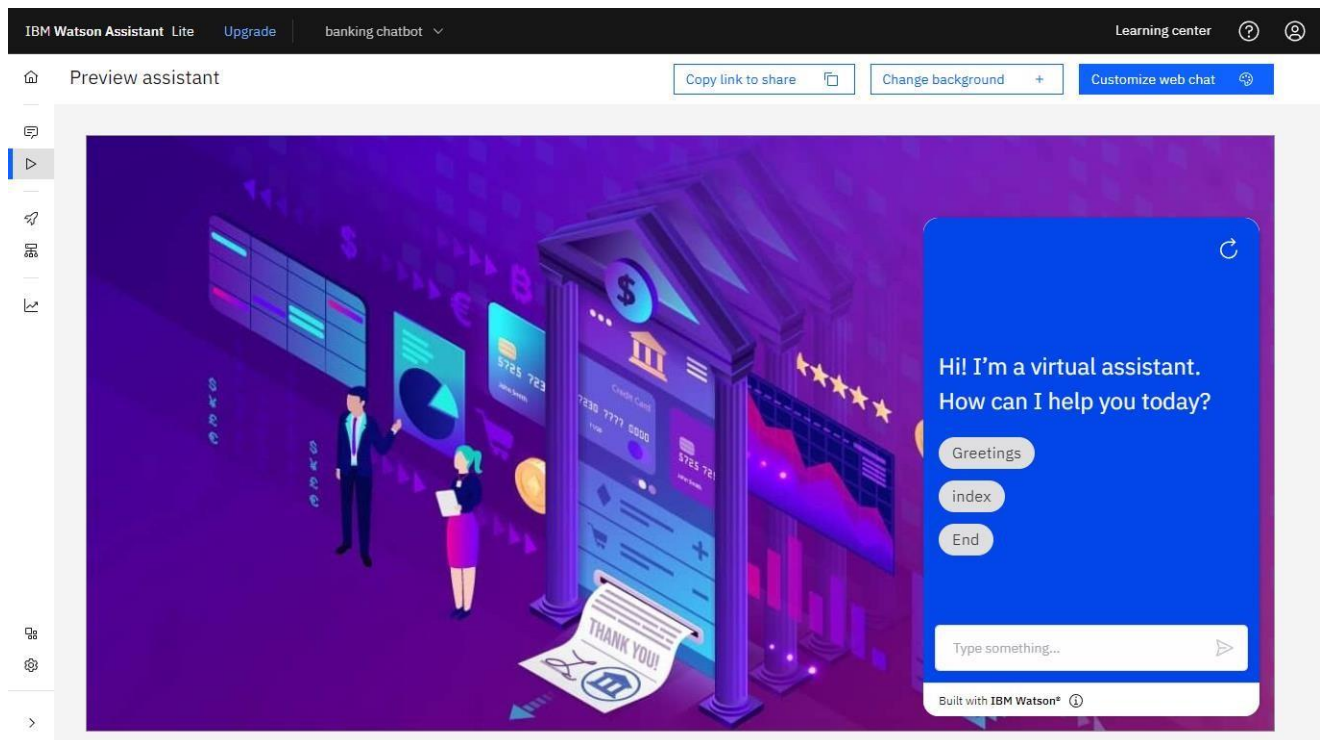
Name	Last edited	Examples Count	Status
Loan	6 hours ago	2	✓
current	6 hours ago	2	✓
Savings	an hour ago	1	✓
query	a day ago	1	✓
End greeting	20 hours ago	4	✓
Greetings	7 hours ago	4	✓
index	20 hours ago	1	✓
Net banking	20 hours ago	1	✓
End	20 hours ago	1	✓

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

Preview

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-2502134b-bb3b-430f-b120-e8fe57254a2e%3A%3Ac842f92-6b4f-47ce-953c-919e4f22766e&integrationID=5a9d4c78-9b35-424e-ac29-55aa62ced3f4®ion=us-south&serviceInstanceID=2502134b-bb3b-430f-b120-e8fe57254a2e>



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