

ACCOUNT CREATION :

The screenshot displays the IBM Watson Assistant interface in a web browser. The browser's address bar shows the URL: `us-south.assistant.watson.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F0cd42653c542475797a2`. The page header includes the IBM logo, navigation links for "Lite", "Upgrade", and "Banking bot", and a "Current" tab.

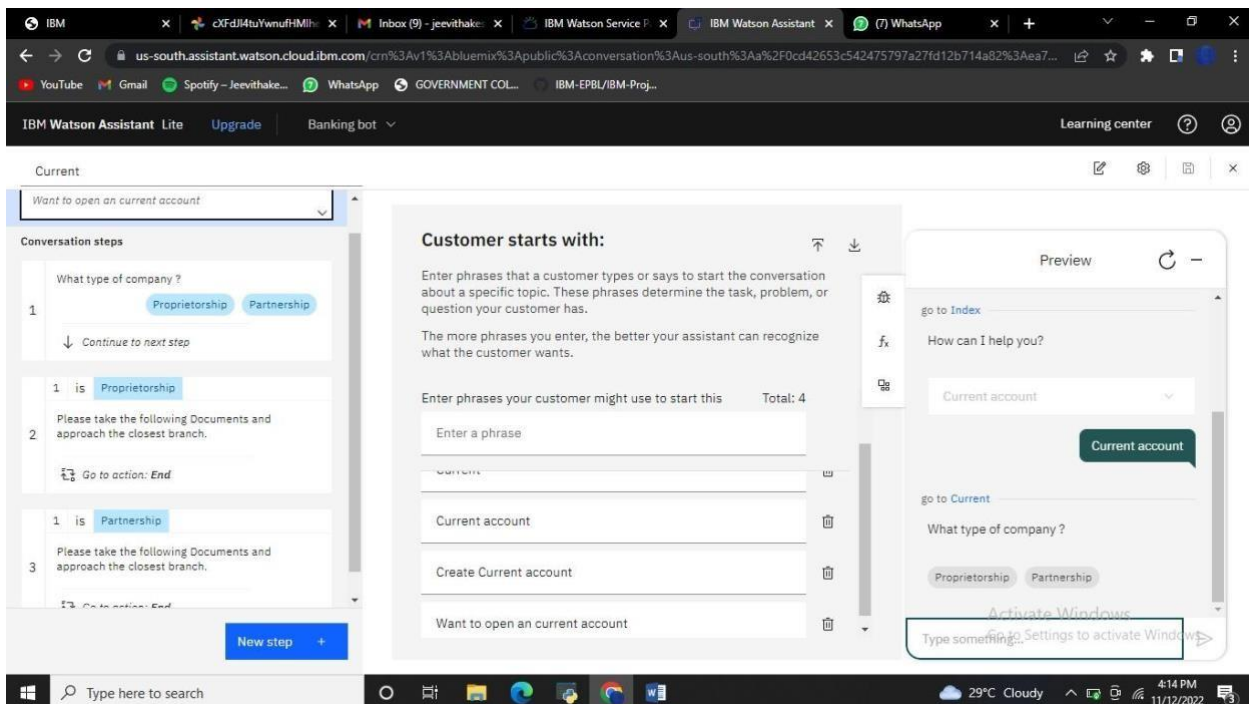
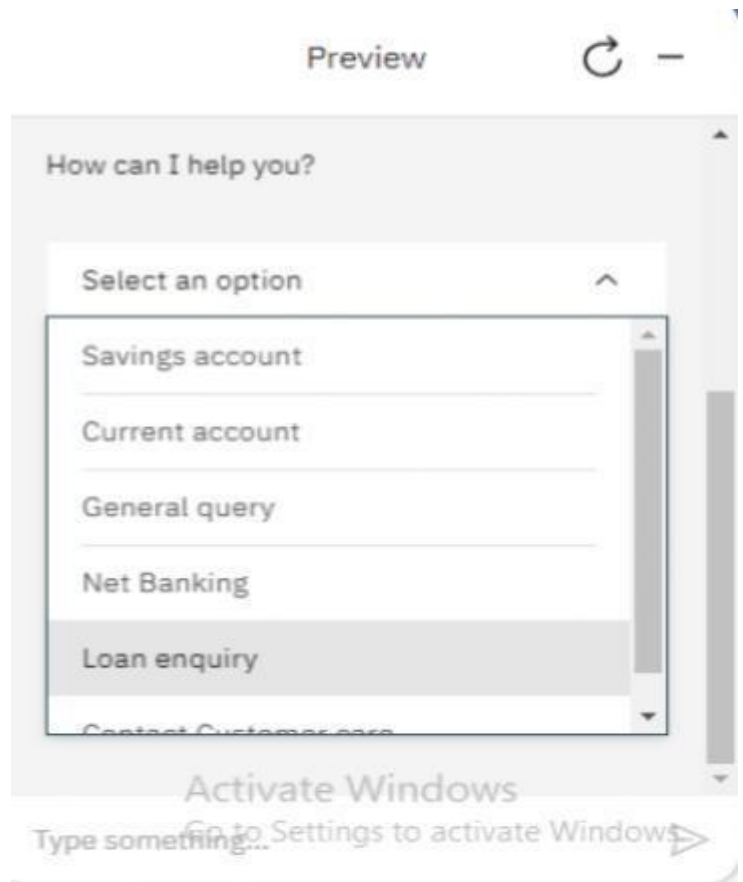
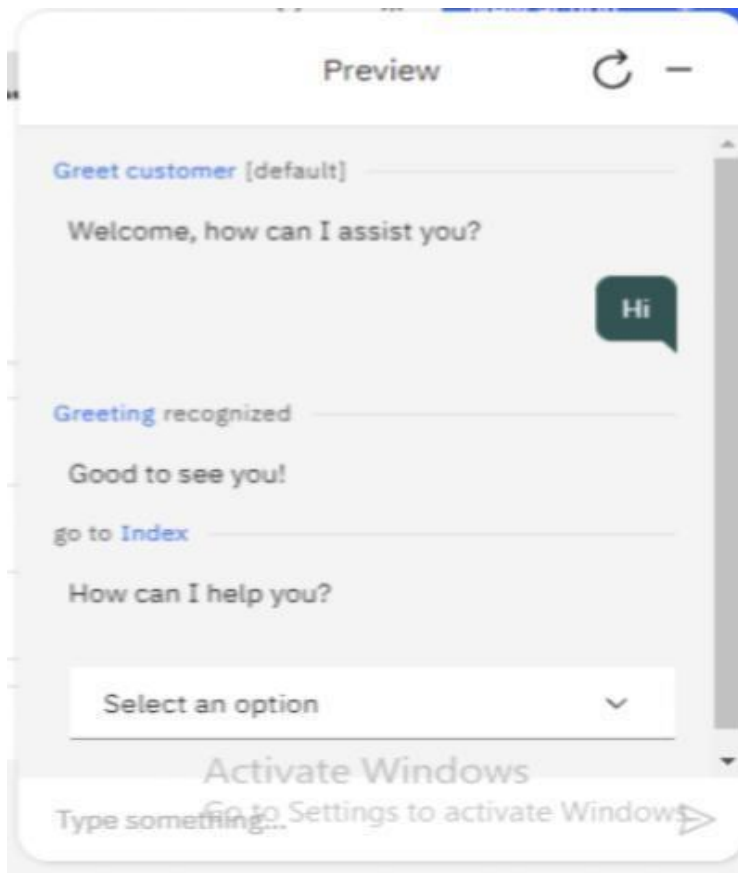
The main content area is divided into two panels. The left panel, titled "Conversation steps", shows a sequence of steps for opening a current account:

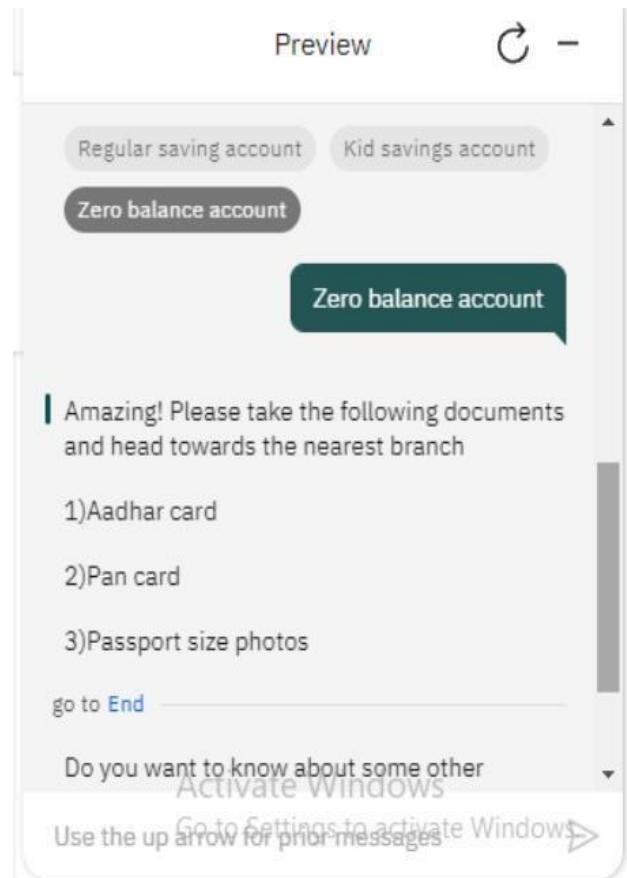
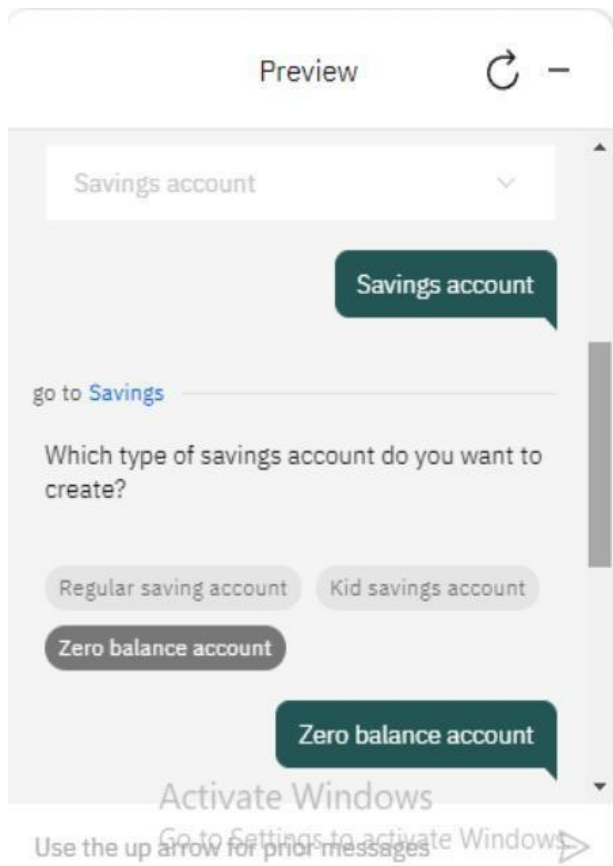
- Step 1: "What type of company ?" with buttons for "Proprietorship" and "Partnership". A "Continue to next step" link is below.
- Step 2: "1 is Proprietorship". The instruction is "Please take the following Documents and approach the closest branch." followed by a "Go to action: End" button.
- Step 3: "1 is Partnership". The instruction is "Please take the following Documents and approach the closest branch." followed by a "Go to action: End" button.

A "New step +" button is at the bottom of the steps panel. The right panel, titled "Customer starts with:", provides instructions on how to define customer phrases. It includes a list of phrases that can be used to start a conversation:

- Enter a phrase
- Current
- Current account
- Create Current account
- Want to open an current account

The list has a "Total: 4" indicator and a "New step +" button. The interface also shows a Windows taskbar at the bottom with various application icons.





NET BANKING QUERIES :

IBM Watson Assistant Lite Upgrade Banking bot Learning center

Net banking

Go to action: End

3 is How do I register for Netbanking?

5 Please download and fill up the net banking requisition form and submit it to your home...

Go to action: End

3 is What are the features of Netbanking?

6 1) Check the account statement online.

Go to action: End

3 is Facing errors in Net Banking

7 Please contact our customer care executive or approach the 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 Total: 7

Enter a phrase

Help me out in netbanking

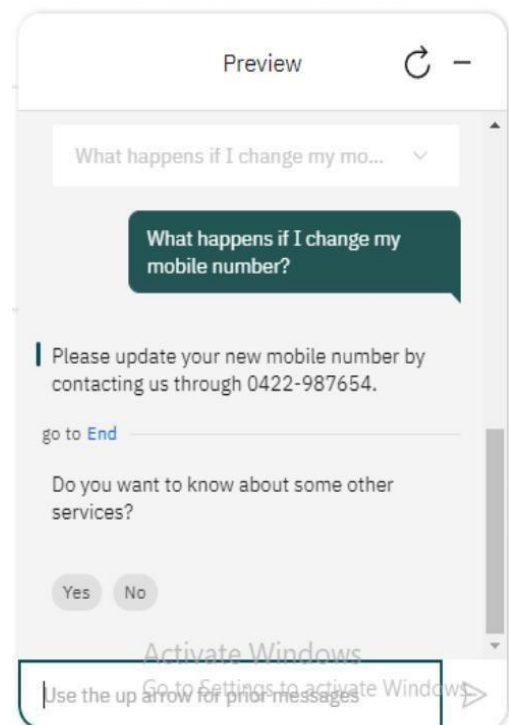
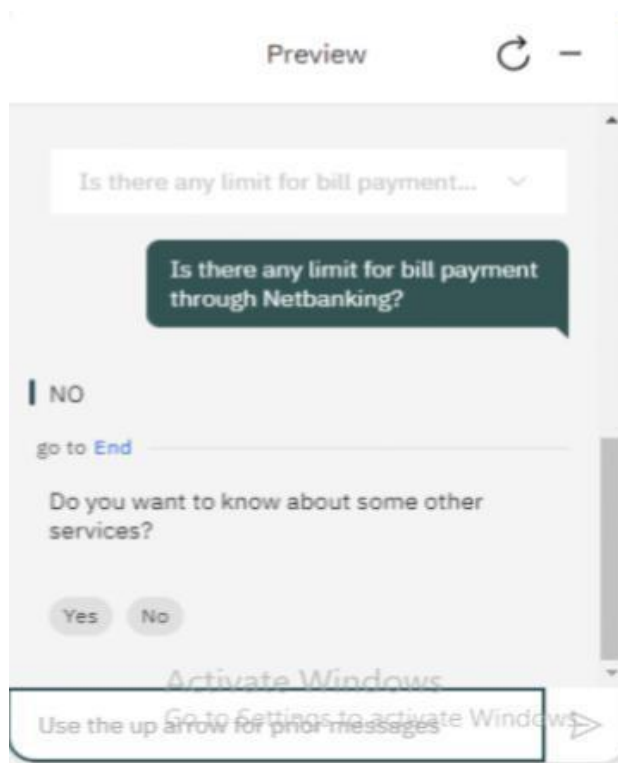
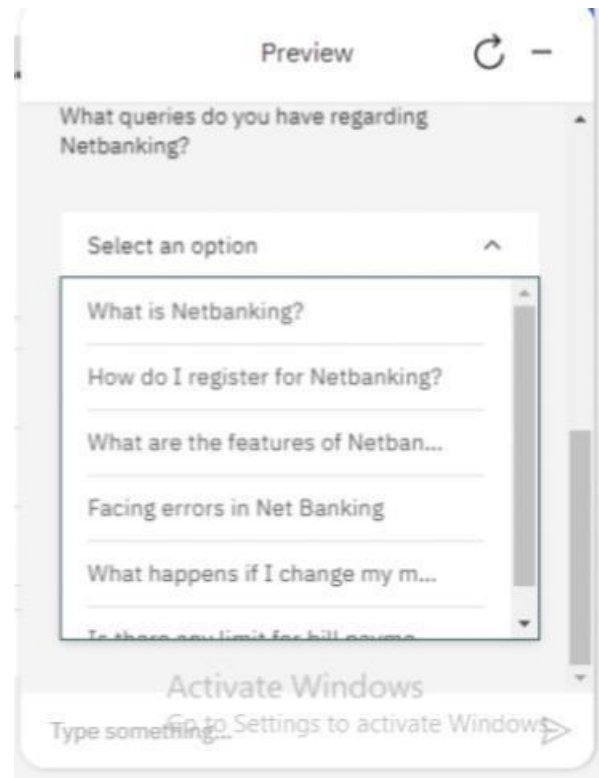
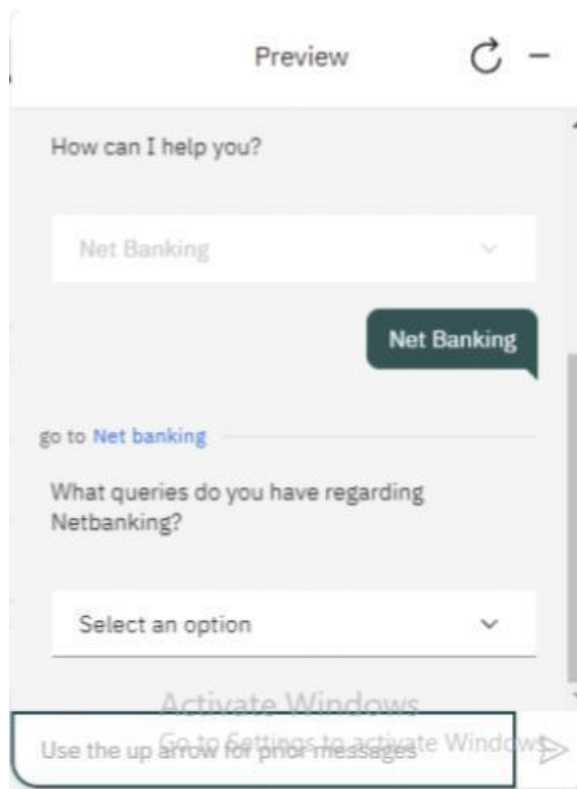
Issues in netbanking

Procedure to net banking

Preview ▶

Type here to search

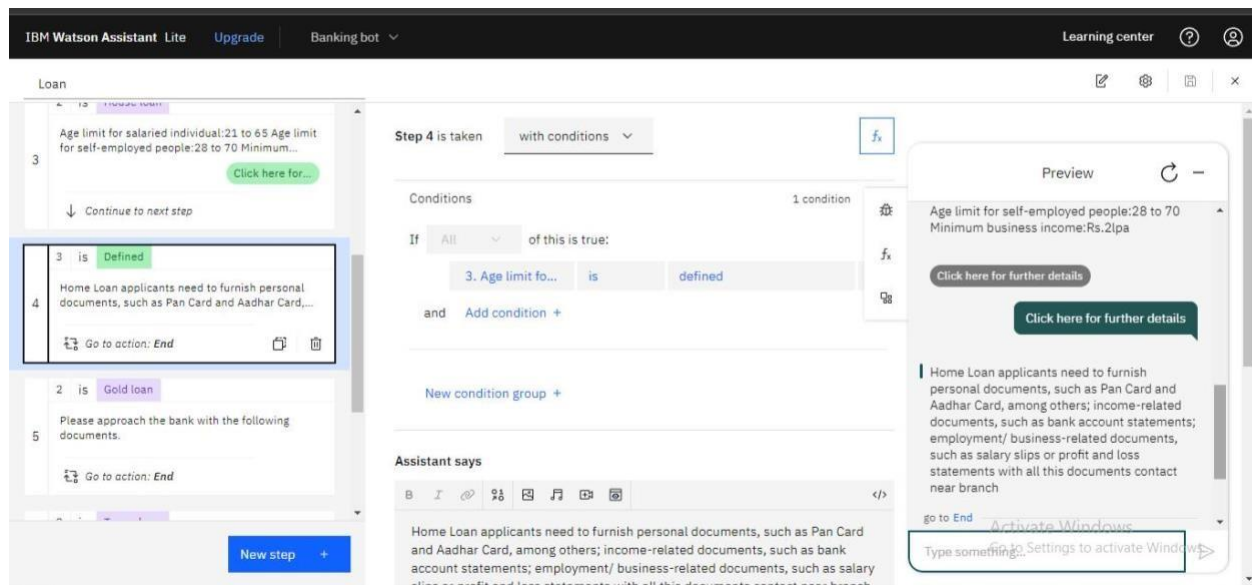
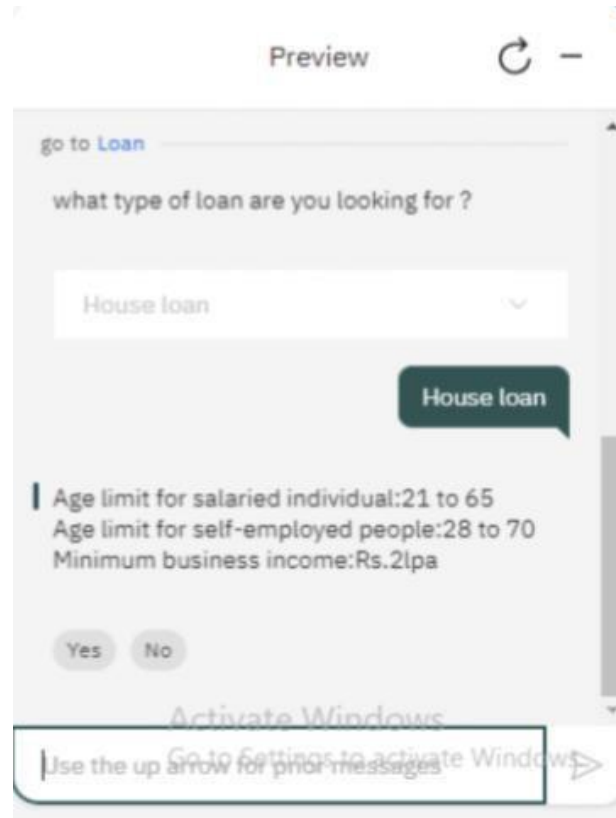
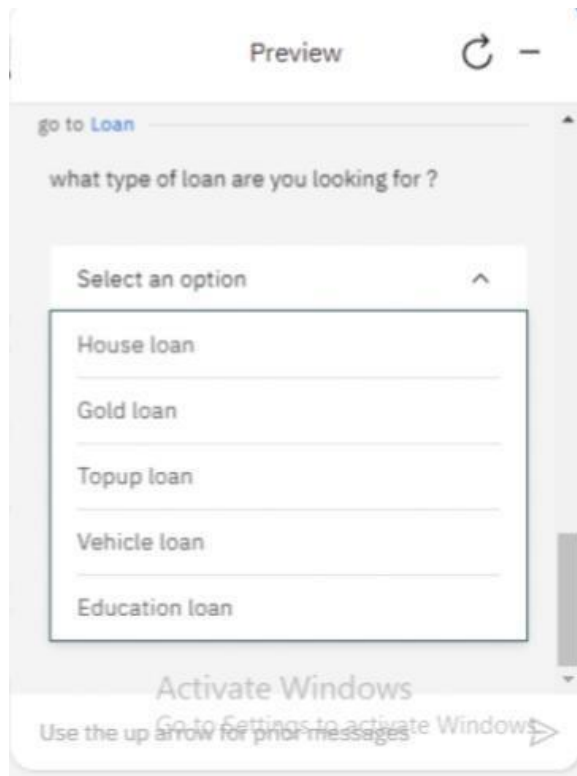
Rain coming 12:06 PM 11/11/2022



LOAN RELATED QUERIES :

The screenshot displays the IBM Watson Assistant interface for a 'Loan' topic. On the left, the 'Conversation steps' panel shows a sequence of steps: Step 1 is 'Please approach the bank with the following documents.' with a 'Go to action: End' button. Step 2 is 'what type of loan are you looking for?' with suggested phrases 'Topup loan', 'Education loan', and '+ 3'. Step 3 is 'To be eligible for a house loan please contact our bank service with all existing loan details.' On the right, the 'Customer starts with:' panel lists phrases that can initiate the conversation: 'Loan processing', 'Doubts about Loan terminologies', and 'I want to apply for a loan'. A 'Preview' button is located at the bottom right of the right panel. The interface is part of the IBM Watson Assistant Lite version, as indicated by the top bar.

This screenshot shows the same IBM Watson Assistant interface for the 'Loan' topic. The 'Conversation steps' panel on the left is identical to the first screenshot. The 'Customer starts with:' panel on the right, however, lists different phrases: 'How can I apply loan?', 'About loan', and 'Loan'. The 'Preview' button remains at the bottom right. The top bar and overall layout are consistent with the first screenshot, showing the IBM Watson Assistant Lite version.



GENERAL QUERIES :

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

General Queries

Go to action: End

1 is Storage Locker Facility
ADYAR, ADYAR GANDHI NAGAR, AKKARAI,
ALWARPET, ANNANAGAR,VASANATHAM COLONY...

Go to action: End

1 is Currency Conversion Facility
All our bank branches have a forex Exchange
facility. For further details contact this number...

Go to action: End

1 is CIBIL
CIBIL uses to set your credit score. CIBIL score,
therefore, reflects the extent of the probability of...

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 Total: 5

Enter a phrase

ordinary queries

bank working days

about bank working days

Activate Windows
Go to Settings to activate Windows.
Preview

IBM Watson Assistant LiteUpgradeBanking bot

Learning center

General Queries

Customer starts with:
about bank working days

Conversation steps
Select the general queries listed below
1 Currency Con... Find a neares... + 4
Continue to next step
1 is Bank Working Days
The bank is open all days from Monday to Sunday
from 9 am to 3 pm, with exception of 2 nd...
Go to action: End
1 is List of Branches
CHENNAI, COIMBATORE, SALEM, ERODE, TRICHY,
VELLORE, RAMANATHAPURAM, KANCHIPURAM...

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 Total: 5

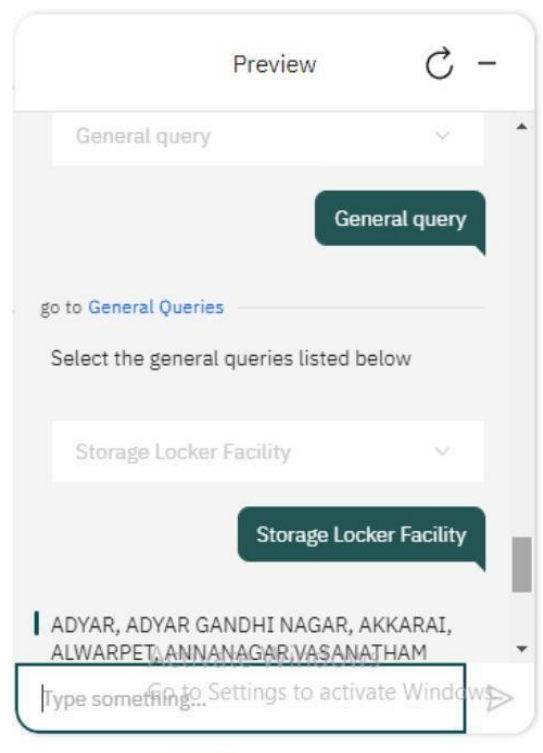
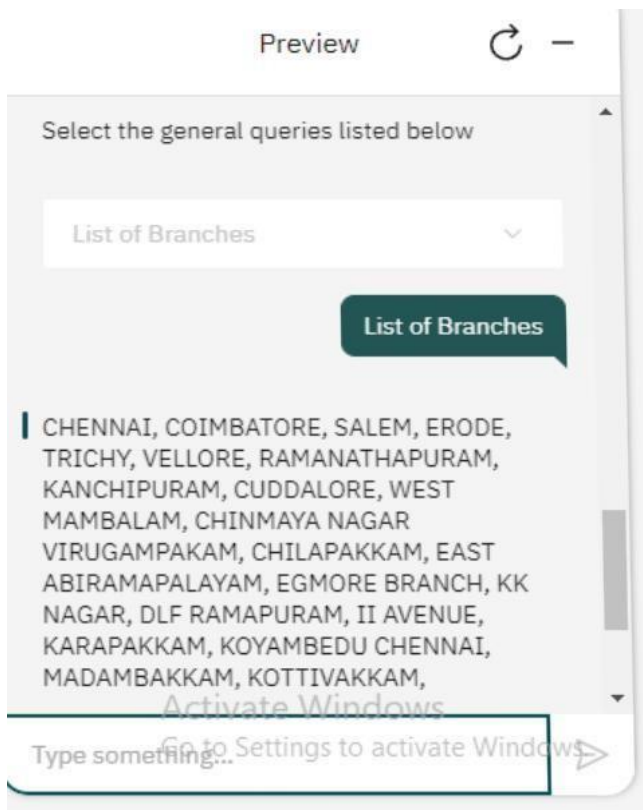
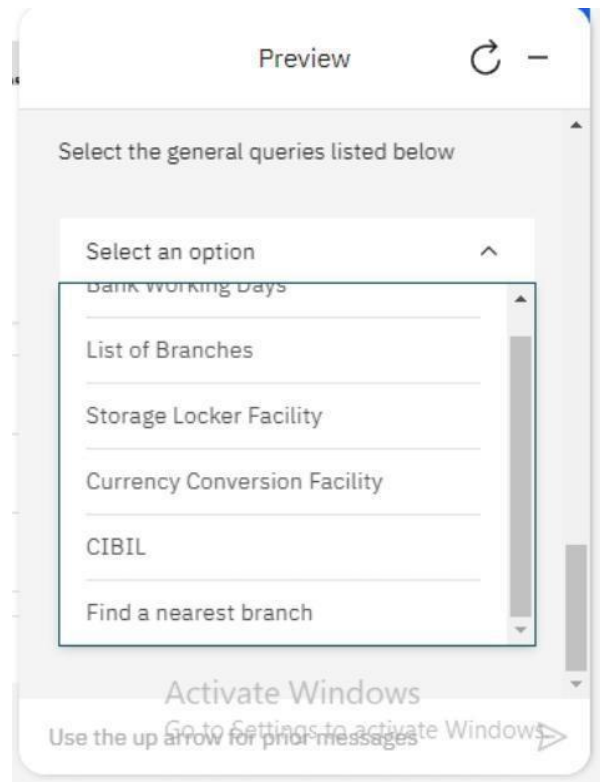
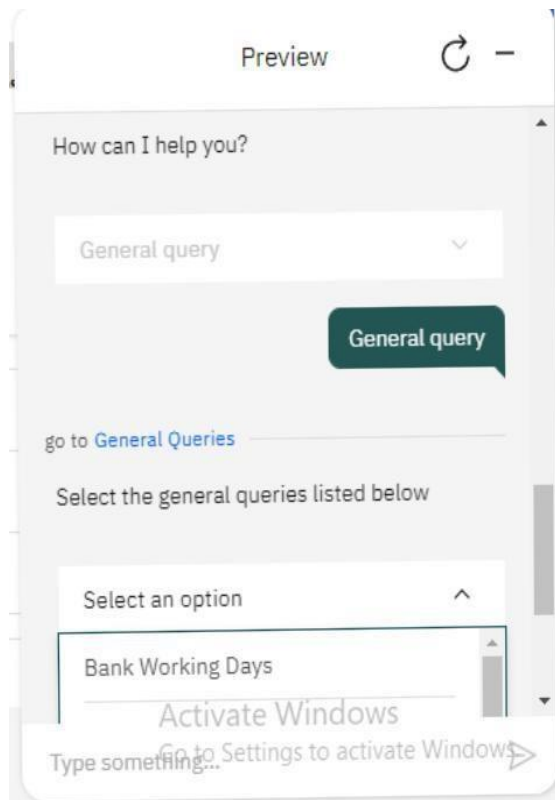
Enter a phrase

Queries related to banking

ordinary queries

bank working days

Activate Windows
Go to Settings to activate Windows.
Preview



IBM Watson Assistant LiteUpgradeBanking bot

Learning center?

Actions

Actions

- Created by you
 - Set by assistant

Variables

- Created by you
- Set by assistant
- Set by integration

Saved responses

Name	Last edited	Examples
Current	9 hours ago	4
General Queries	9 hours ago	5
Savings	11 hours ago	10
End greeting	10 hours ago	6
Greeting	11 hours ago	5
Index	10 hours ago	1

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

Preview

How can I help you?

Contact Customer care

Contact Customer care

May I know your location details ?

CoimbatoreChennaiSalem

Chennai

The best way to contact us in CHENNAI is by

Go to Settings to activate Windows

Use the up arrow for prior messages

IBM Watson Assistant LiteUpgradeBanking bot

Learning center?

Actions

Actions

- Created by you
 - Set by assistant

Variables

- Created by you
- Set by assistant
- Set by integration

Saved responses

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

Preview

CoimbatoreChennaiSalem

Chennai

The best way to contact us in CHENNAI is by calling 0421-6764670.

go to End

Do you want to know about some other services?

YesNo

Yes

Activate Windows

Go to Settings to activate Windows

Type something...