

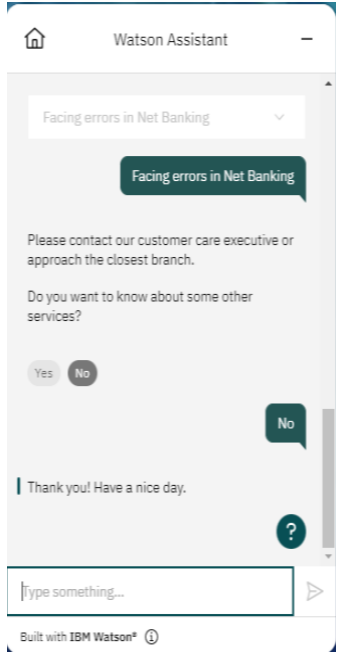
Performance Testing

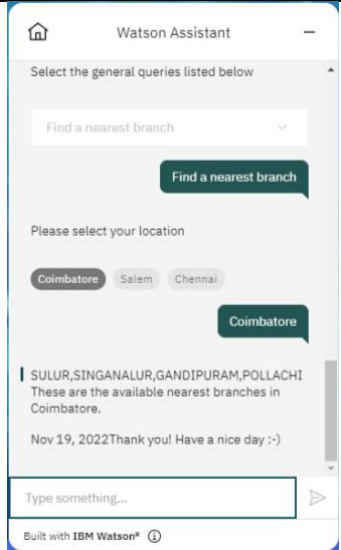
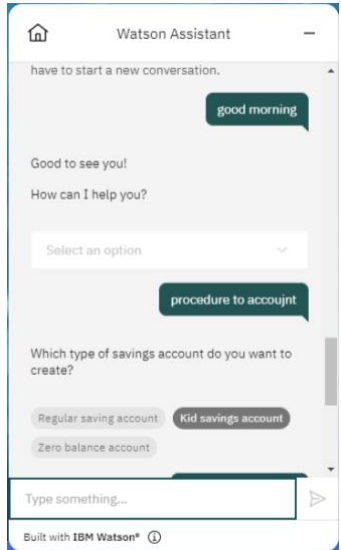
Model Performance Test

Date	19.11.2021
Team ID	PNT2022TMID06855
Project Name	AI Based Discourse for Banking Industry
Marks	10

Model Performance Testing:

Project team shall fill the following information in model performance testing template.

S.No	Parameters	Values	Screenshots
1.	Model Summary	The chatbot responds to the frequently asked customer queries with the most appropriate answers .The chatbot can be scaled to include new features and new questions accordingly to the needs	
2.	Accuracy	Training Accuracy-78 Validation Accuracy -78	

3.	Response Time	The chatbot is able to quickly respond to the user's frequently used queries within a stipulated time	 <p>The screenshot shows a mobile app interface for 'Watson Assistant'. At the top, it says 'Select the general queries listed below'. There is a search bar with the text 'Find a nearest branch' and a dropdown arrow. Below the search bar is a button labeled 'Find a nearest branch'. Further down, it says 'Please select your location' and shows three buttons: 'Coimbatore', 'Salem', and 'Chennai'. The 'Coimbatore' button is highlighted. Below these buttons, it lists locations: 'SULUR, SINGANALUR, GANDIPURAM, POLLACHI' and states 'These are the available nearest branches in Coimbatore.' At the bottom, it says 'Nov 19, 2022 Thank you! Have a nice day :-)' and a text input field with a placeholder 'Type something...'. The footer says 'Built with IBM Watson®'.</p>
4.	Intent recognition	The chatbot rightly recognizes the intent with which the user enquires it, rightly recognizing the requests by the user.	 <p>The screenshot shows a mobile app interface for 'Watson Assistant'. It starts with the text 'have to start a new conversation.' followed by a button labeled 'good morning'. Below that, it says 'Good to see you!' and 'How can I help you?'. There is a search bar with the text 'Select an option' and a dropdown arrow. Below the search bar is a button labeled 'procedure to account'. Further down, it asks 'Which type of savings account do you want to create?' and shows three buttons: 'Regular saving account', 'Kid savings account', and 'Zero balance account'. The 'Kid savings account' button is highlighted. At the bottom, it says 'Type something...' and a text input field. The footer says 'Built with IBM Watson®'.</p>