

PROJECT DEVELOPMENT PHASE
AI Based Discourse for Banking Industry
PNT2022TMID06863

SPRINT 2 (Modelling of Assistant)

As per sprint delivery plan, sprint 2 includes:

User story-1: Building action and Adding responses to Account Creation.

User story-2: Building action and Adding responses to Banking related queries.

User story-3: Building action and Adding responses to Net Banking.

User story-4: Building action and Adding responses to Loan Queries.

Skills (Actions) created

- Account Creation
- General Banking Queries
- Loan Related Queries
- Net Banking Queries
- Contact Information
- Other Banking Queries

ACCOUNT CREATION:

IBM Watson Assistant Lite Upgrade Banking Chatbot

Create an account

Customer starts with:
Begin new account

Conversation steps

1

I can help you with that! To create an account, we will need a few pieces of information. Let me guide...

Confirmation

Continue to next step

2

Do you want a savings account or current account ?

Savings acco... Current acco...

Continue to next step

3

First, please provide your first name.

Free text

Continue to next step

4

Thanks! Now, enter your last name.

Free text

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 action Total: 16

Enter a phrase

Wish to open account

Like to open account

I'd like to open an account in your bank

Process to create new account

Where do I register for account creation?

Where can I create account?

IBM Watson Assistant Lite Upgrade Banking Chatbot

Create an account

13

Thanks! Does the following information look correct? If so, I will proceed with creating your...

Confirmation

Continue to next step

7 is not Defined

6 is No, my email will do just fine.

14

Thanks! Does the following information look correct? If so, I will proceed with creating your...

Confirmation

Continue to next step

13 is No 14 is No

15

Sorry about that. Let's try this again.

Re-ask previous step(s)

13 is Yes 14 is Yes

16

You did it! Your new account is being created and you will receive an email confirmation shortly. <b...

Action complete

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 action Total: 16

Enter a phrase

Make account

I'd like to create an account

How do I become a customer?

Create account

Could you explain how to create a fresh account?

Begin new account

GENERAL BANKING QUERIES:

IBM Watson Assistant Lite Upgrade Banking Chatbot

General Queries

Customer starts with:
General Queries

Conversation steps

1

What queries do you have regarding Banking?

Do you guys ... What is CIBIL? + 14

Continue to next step

1 is Is the bank working today?

1 is Does the bank work ...

2 The bank is open all days from Monday to Saturday from 9am to 3pm ,with exceptions of 2nd Saturdays.

Continue to next step

1 is Give me a list of all Branches

1 is Show me your branches

3 Our branches are located at: ADAMBAKKAM, ADYAR, GANDHI NAGAR, AKKARAI, ALWARPET,....

Continue to next step

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 action Total: 9

Enter a phrase

Few simple questions

Questions about branches

Questions about bank

Queries related to banking

Ordinary queries

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General Queries

8 Our bank is a British multinational banking and financial services organisation.

Continue to next step

1 is Do you have the curre...

1 is Do you guys convert currency?

9 All our bank Branches have the forex Exchange facility.

Continue to next step

1 is What is CIBIL?

1 is What is a CIBIL score?

10 Banks, as part of their due diligence process, gauge the creditworthiness of individuals based ...

Continue to next step

1 is Type my own question

11 Please type your question regarding general banking...

Action complete

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 action Total: 9

Enter a phrase

Few simple questions

Questions about branches

Questions about bank

Queries related to banking

Ordinary queries

LOAN RELATED QUERIES:

IBM Watson Assistant Lite Upgrade Banking Chatbot

Loan

Customer starts with:
apply for loan

Conversation steps

1

What type of loan are you looking at?

Top up loan Student loan + 3

Continue to next step

2

1 is House loan

To be eligible for a house loan please contact our bank service providers with all existing loan detail...

Continue to next step

3

1 is Top up loan

To be eligible for a top up loan please contact our bank service providers with all existing loan detail...

Continue to next step

1

is Gold loan

Please approach the bank with the following

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 action Total: 6

Enter a phrase

questions about loan

questions about loaning process

queries about loaning process

I want to apply for a loan

wish to apply for loan

IBM Watson Assistant Lite Upgrade Banking Chatbot

Queries about loan

5

loan or till up the E-mandate for timely deduction...

Continue to next step

6

1 is How long does it take to process the loan?

It takes 3 to 4 working days to process the loan.

Continue to next step

7

1 is How much is the loan processing fee ?

The loan processing fee is Rs.450 only.

Continue to next step

8

1 is What is the minimum CIBIL requirement ?

The minimum CIBIL requirement is 650.

Continue to next step

9

1 is Type your question

Please type your question about loan...

Action complete

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 action Total: 4

Enter a phrase

general questions about loan

doubts on loan terminologies

questions about loan

Queries about loan

NET BANKING QUERIES:

IBM Watson Assistant Lite Upgrade Banking Chatbot

Net Banking

Customer starts with:
Help me out with net banking

Conversation steps

1

What queries do you have regarding Net banking?

What happen... What are the ... + 8

Continue to next step

2

1 is What is net banking ?

The facility offered by the bank allows customers to use banking services over the internet. Customers...

Free text

Continue to next step

3

1 is How do i register for netbanking ?

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

Free text

Continue to next step

4

1 is What services are...

Free text

Continue to next step

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 action Total: 7

Enter a phrase

Frequently asked questions about net banking

Questions about net banking

Queries about net banking

Doubts about net banking

I have some issues with net banking

IBM Watson Assistant Lite Upgrade Banking Chatbot

Net Banking

1 is What can I do with Online Banking?

7 You can view account balances and transaction history, and transfer money between CSB accounts...

Continue to next step

1 is When do I have acces...

8 With Online Banking, you have access to your account information 24 hours a day, 7 days a week...

Continue to next step

1 is What happens if I for...

9 When logging in click the box "forgot password." The system will ask you to choose a pre-arranged...

Continue to next step

1 is Who do I call if I have questions?

10 For questions concerning Online Banking call us at 513-734-4445.

Continue to next step

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 action Total: 7

Enter a phrase

Questions about net banking

Queries about net banking

Doubts about net banking

I have some issues with net banking

How to create net banking for my account?

Help me out with net banking

CONTACT INFORMATION:

IBM Watson Assistant Lite Upgrade Banking Chatbot

Request contact information

Customer starts with:
Can I text you a question?

Conversation steps

1

I can get you that information right away! Where are you based?

South America Africa + 4

Continue to next step

2

The best way to contact us in Step 1 is by calling 1-800-000-000.

Action complete

3

1 is South America , Europe

The best way to contact us in Step 1 is by emailing us at [ourshop@shop.com]...

Action complete

1 is Asia , Africa , Australia

The best way to contact us from Step 1 is by

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 action Total: 21

Enter a phrase

Location

Branches

How I can reach out

How I contact

Can I talk with the banking personnel?

IBM Watson Assistant Lite Upgrade Banking Chatbot

Request contact information

Conversation steps

1

I can get you that information right away! Where are you based?

South America Africa + 4

Continue to next step

2

The best way to contact us in Step 1 is by calling 1-800-000-000.

Action complete

3

1 is South America , Europe

The best way to contact us in Step 1 is by emailing us at [ourshop@shop.com]...

Action complete

4

1 is Asia , Africa , Australia

The best way to contact us from Step 1 is by calling our global toll-free number at +1 (833) 000...

Action complete

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 action Total: 21

Enter a phrase

How can I contact your business?

Hi can you let me have the telephone number of my local store please?

Contact us

Can you please arrange for someone to call me!?

Can you give me the number to the general manager?

Can I text you a question?

OTHER BANKING QUERIES:

IBM Watson Assistant LiteUpgrade

Banking Chatbot

Frequently asked questions

Customer starts with:
Frequently asked questions

Conversation steps

1

Which of the following categories your question comes under?

Net BankingContact Infor...+ 1

Continue to next step

1

is

Net Banking

2

This step has no content

Go to action: Net Banking

1

is

General Banking

3

This step has no content

Go to action: General Queries

1

is

Contact Information

4

This step has no content

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 actionTotal: 5

Enter a phrase

help

doubts

faq

questions

Frequently asked questions

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Examples Count	Status
Can I change my password on my mobile banking app?	9 hours ago	1	✓
Create an account	36 minutes ago	16	✓
What happens if I get a new phone?	9 hours ago	3	✓
How current is my banking information?	9 hours ago	1	✓
When do I have access to use Online Banking?	10 hours ago	3	✓
How current is my banking information?	a minute ago	1	✓
Does CSB offer a Online Bill Pay guarantee?	8 hours ago	1	✓
Is there a limit on the number of bills I can pay with Online Bi	8 hours ago	1	✓
Exit	6 hours ago	4	✓

Items per page: 50Showing 1–25 of 25 actions11 of 1 pages

CHATBOT WORKING SAMPLE OUTPUT:





