

PROJECT DEVELOPMENT PHASE

AI Based Discourse for Banking Industry

PNT2022TMID06863

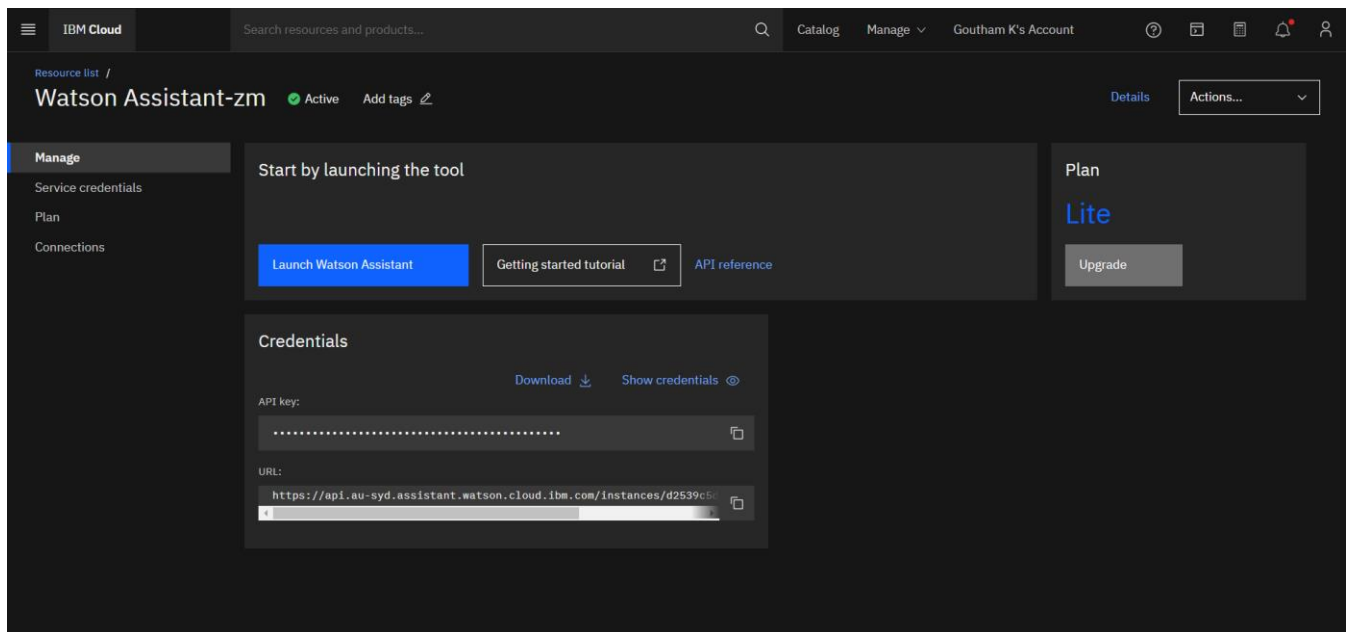
SPRINT 1 (Building of Assistant)

As Per Sprint Delivery Plan ,Sprint 1 includes

User Story – 1 : Creation of Banking Chatbot or Assistant using IBM Watson Assistant/ As a user, I can see a Banking Assistant

User Story – 2 : Understanding Customer's Banking Related Queries and skills/ As a user, I can see a Chatbot with Banking skills

Created IBM Watson Assistant Service



Watson Assistant

IBM Watson Assistant

Lite

Upgrade

Welcome to the new Watson Assistant

Next

Create

Personalize

Customize

Preview

Create your first assistant

Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.

Assistant name

Banking Chatbot

Your assistant name will be kept internally and not visible to your customers

Description (optional)

115/128

This banking bot will answer the user's queries related to account creation, loan, net banking and general queries.

Assistant language

English (US)

This is the language your assistant will speak.

IBM Watson Assistant

Lite

Upgrade

Banking Chatbot

Welcome to the new Watson Assistant

Back

Next

Assistant's name as known by customers

BankBot

Primary color

#FFFFFF

Secondary color

#000000

Chat header

Accent color

#0687b2

Significant and interactive objects

IBM Watermark

Plus

Displays a link to the Watson Assistant website

On

Add an avatar image @

Hi! I'm a virtual assistant.
How can I help you today?

Example: Find nearby location

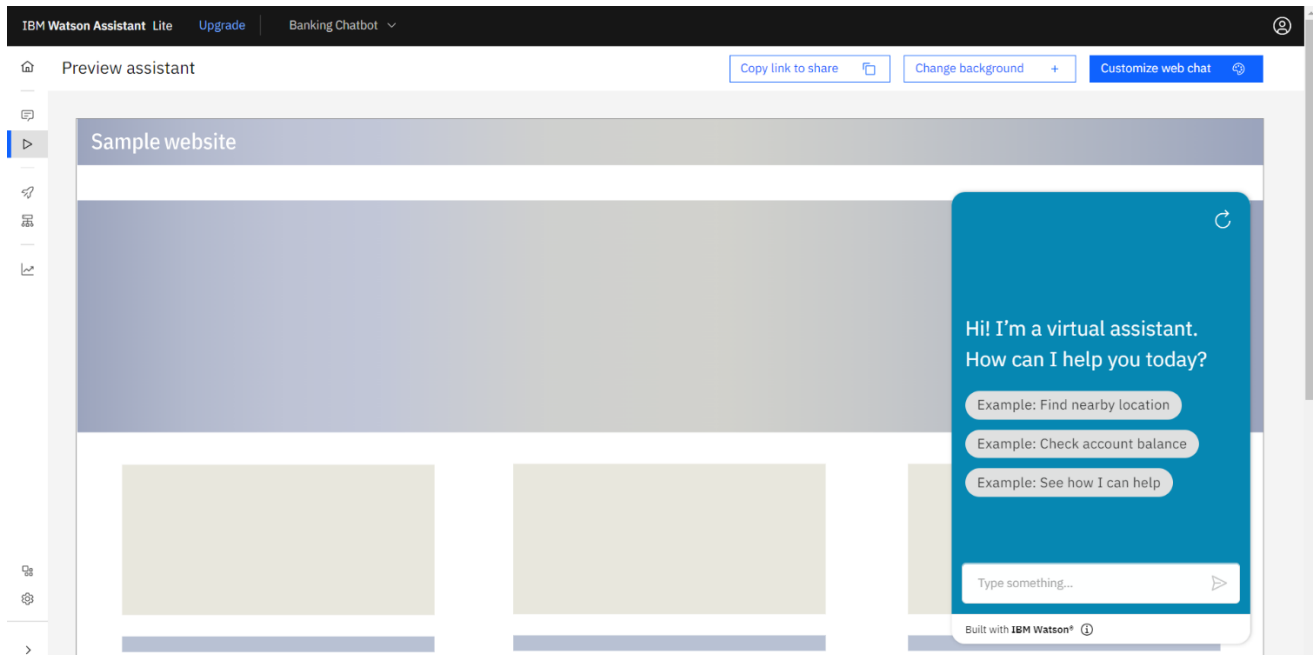
Example: Check account balance

Example: See how I can help

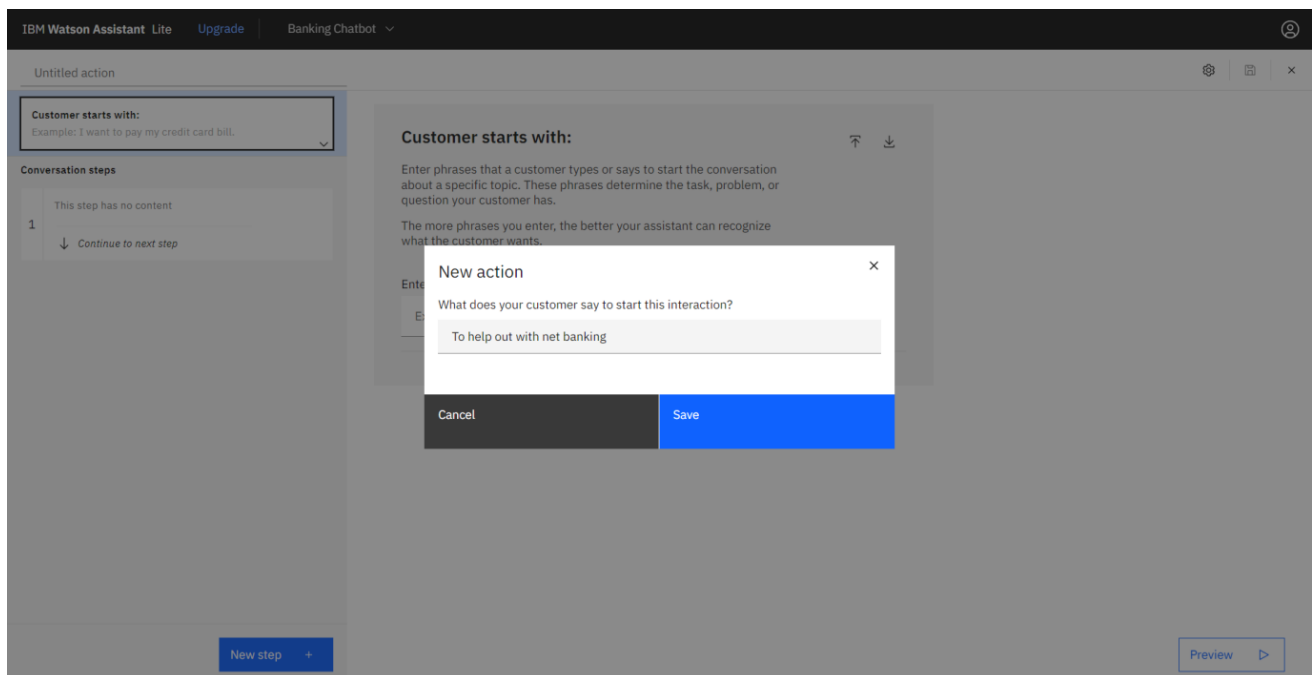
Type something...

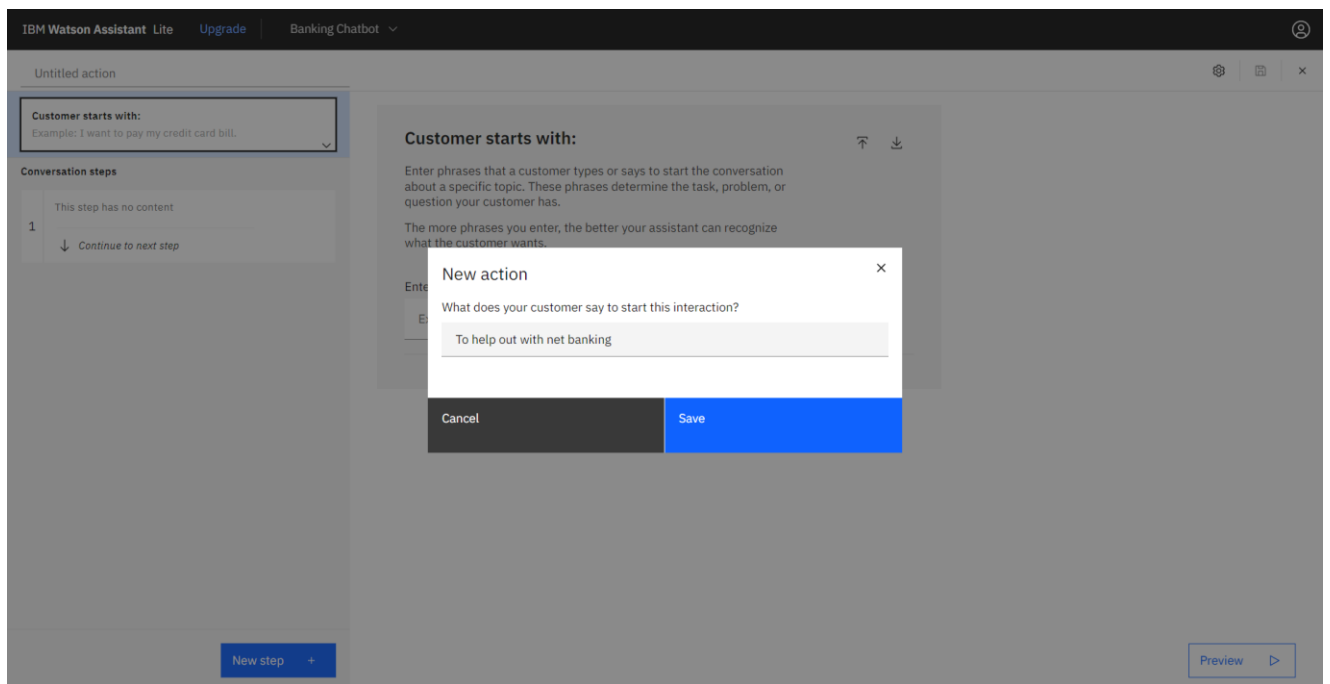
Built with IBM Watson®

Preview



Created Skills and Assistant for Chatbot





Skills (Actions) created

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

The screenshot shows the 'Actions' list in the IBM Watson Assistant interface. The table lists five actions created by the user, all with a status of 'Success'.

Name	Last edited	Status
Net Banking	3 hours ago	Success
Loan	9 minutes ago	Success
General Queries	a few seconds ago	Success
Request contact information	3 hours ago	Success
Create an account	3 hours ago	Success

Chatbot Sample Working Preview

