

PROJECT DEVELOPMENT PHASE

SPRINT – 3

Date	06 November 2022
Team ID	PNT2022TMID48901
Project Name	AI Based Discourse for Banking Industry

Creating General Query Action :

The screenshot displays the IBM Watson Assistant interface for configuring a 'General Query Action'. The interface is divided into several sections:

- Queries:** A list of queries on the left. Query 3 is selected, showing a 'Free text' input and a 'Go to action: Thank you!' button.
- Step 1 is taken:** A dropdown menu set to 'without conditions'.
- Assistant says:** A text area containing the instruction 'Select the general queries listed below'. Below this is a 'Choose an option' dropdown menu.
- And then:** A dropdown menu set to 'Continue to next step'.
- Buttons:** 'Edit response', 'Edit validation', and 'Preview' buttons are visible.
- Footer:** A row of buttons for 'Create Loan Account...', 'Create Current Account...', 'Create Savings Account...', and 'Show all'.

The interface is running in a browser window with the URL au-syd.assistant.watson.cloud.ibm.com/cm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F5738b489432d41d487becf5dd0d4f9b4%3A18.... The system clock at the bottom right shows 16:55 on 06-11-2022.

IBM x 6 Cre... x IBM-P x IBM V x IBM V x Create x IBM-P x IBM-P x Sprint x Watso x cibil - x +

au-syd.assistant.watson.cloud.ibm.com/cn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2F5738b489432d41d487becf5dd0d4f9b4%3A18...

IBM Watson Assistant Lite Upgrade Banking Bot Learning center

Queries

Customer starts with:
Queries

Conversation steps

1

Select the general queries listed below

CIBIL Find a neares... + 4

Continue to next step

2

The bank is open all days from Monday to Saturday, from 9AM to 3PM , exceptions with 2n...

Free text

Go to action: Thank you!

1

is List of Branches

Appel Anushkhem, Chandraleesty, Channa:

New step +

Step 1 is taken without conditions fx

Assistant says

B I % % % % % % </>

Select the general queries listed below

Choose an option

Edit response Edit validation

And then

Continue to next step

Preview

Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all x

Type here to search

ENG 16:55 06-11-2022

IBM Watson Assistant interface showing a conversation flow for a banking bot. The interface includes a sidebar with queries, a main workspace for editing steps, and a bottom bar with document thumbnails.

Queries

- 5: All our banks have Currency conversion Facility. [Free text](#)
[Go to action: Thank you!](#)
- 6: 1 is CIBIL. Banks, as part of their due diligence process, gauge the credit worthiness of individuals based... [Free text](#)
[Go to action: Thank you!](#)
- 7: 1 is Find a nearest branch. Kindly reach out to our customer care executive. [Free text](#)
[Go to action: Thank you!](#)

Step 1 is taken without conditions

Assistant says

Select the general queries listed below

Choose an option

[Edit response](#) [Edit validation](#)

And then

Continue to next step

[Preview](#)

[New step](#)

Document thumbnails: Create Loan Accou..., Create Current Acc..., Create Current Acc..., Create Savings Acc...

IBM Watson Assistant interface showing the 'Actions' section. A table lists actions created by the user, and a preview window shows a sample user interaction.

Actions

Name	Last edited	Items per page
Thank you!	an hour ago	6
Saving	2 hours ago	4
Queries	4 minutes ago	1
Loan	an hour ago	1
Index	3 minutes ago	1
Current	2 hours ago	2

Showing 1-7 of 7 actions

Preview

How can I help You?

User Enquiry

go to Queries

Select the general queries listed below

Select an option

Type something...

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Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Count
Thank you!	an hour ago	6
Saving	2 hours ago	4
Queries	4 minutes ago	1
Loan	an hour ago	1
Index	3 minutes ago	1
Current	2 hours ago	2

Items per page: 50 Showing 1-7 of 7 actions

Preview

go to Queries

Select the general queries listed below

Bank Working Days

Bank Working Days

The bank is open all days from Monday to Saturday, from 9AM to 3PM , exceptions with 2nd Saturdays.

Type something...

Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all

Type here to search 16:57 06-11-2022

IBM Watson Assistant Lite Upgrade Banking 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	Count
Thank you!	2 hours ago	6
Saving	2 hours ago	4
Queries	a few seconds ago	1
Loan	an hour ago	1
Index	6 minutes ago	1
Current	2 hours ago	2

Items per page: 50 Showing 1-7 of 7 actions

Preview

CIBIL

CIBIL

Banks, as part of their due diligence process, gauge the credit worthiness of individuals based on credit Scores. The information listed on your credit report includes several varieties that CIBIL uses to get your credit score. CIBIL score, therefore, reflects the extent of the probability of default. An individual's credit history is submitted to CIBIL for banks and financial institutions on a monthly basis.

Type something...

Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all

Type here to search 17:00 06-11-2022

IBM Watson Assistant interface showing the Actions tab. The table lists actions created by the user:

Name	Last edited	Executed
Thank you!	2 hours ago	6
Saving	2 hours ago	4
Queries	a few seconds ago	1
Loan	an hour ago	1
Index	6 minutes ago	1
Current	2 hours ago	2

Items per page: 50 Showing 1-7 of 7 actions

Preview window shows a list of branches:

- Arani, Arumbakkam, Chengalpattu, Chennai, Coimbatore, Cuddalore, Dharmapuri, Dindigul, Erode, Gingee, Gudiyatham, Jaipur, Kancheepuram, Kanyakumari, Karur, Kottakuppam, Krishnagiri, Kurinjipadi, Madagupatti, Madurai, Nagapattinam, Namakkal, Nilgiris, Palani, Palladam, Panapakkam, Perambalur, Poigai, Pudukkottai, Ramanathapuram, Salem, Sholinghur, Sivaganga, Srivilliputtur, Thanjavur, Theni, Thiruvallur, Thiruvannamalai, Toothukudi, Udumalaipettai, Vellore, Villupuram and Virudhunagar.

IBM Watson Assistant interface showing the Actions tab. The table lists actions created by the user:

Name	Last edited	Executed
Thank you!	2 hours ago	6
Saving	2 hours ago	4
Queries	a few seconds ago	1
Loan	an hour ago	1
Index	6 minutes ago	1
Current	2 hours ago	2

Items per page: 50 Showing 1-7 of 7 actions

Preview window shows a prompt to select a general query:

go to Queries

Select the general queries listed below

Find a nearest branch

Find a nearest branch

Kindly reach out to our customer care executive. Contact us at @924xx78159

Note : Attached preview contents of General Query bot.