

PROJECT DEVELOPMENT PHASE

SPRINT - 3

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

Creating Net Banking Action :

The screenshot displays the IBM Watson Assistant interface for configuring a 'Net Banking' action. The interface is divided into several sections:

- Left Panel (Conversation Flow):** Shows a sequence of steps for the 'Net Banking' action. Step 1 is 'How do I register for Net Banking?' with a response 'Please download and fill up the net banking requisition form and submit it to your home...'. Step 2 is 'What are the features of Net Banking?' with a response '1)Check the account statement online.'. Step 3 is 'Facing errors in Net Banking'.
- Right Panel (Assistant says):** Shows the assistant's response for the selected step. The response is 'What queries do you have regarding Net Banking?'. Below this, there are suggested responses: 'What is Net Banking?', 'How do I register for Net Banking?', 'What are the features of Net Banking?', and 'Facing errors in Net Banking'.
- Bottom Panel (And then):** Shows the next action to be taken after the current step. The action is 'Create General Qu...pdf'.

The interface also includes a 'Preview' button and a 'Show all' button. The bottom of the screen shows the Windows taskbar with the date and time '17:27 06-11-2022'.

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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

Net Banking

Customer starts with:
Net Banking

Conversation steps

1

What queries do you have regarding Net Banking?

Facing errors... What is Net B... + 2

Continue to next step

1 is

What is Net Banking?

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

2

Free text

Go to action: Thank you!

1 is

How do I register for Net Banking?

New step +

Step 1 is taken without conditions

fx

Assistant says

B I % % % % %

What queries do you have regarding Net Banking?

What is Net Banking? How do I register for Net Banking?

What are the features of Net Banking? Facing errors in Net Banking

Edit response Edit validation

And then

Preview

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

Type here to search

17:27 06-11-2022

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Net Banking

requisition form and submit it to your home...
Go to action: Thank you!

1 is What are the features of Net Banking?
1) Check the account statement online.
Go to action: Thank you!

1 is Facing errors in Net Banking
Please contact our customer care executive or approach the closest branch.
Go to action: Thank you!

Step 1 is taken without conditions

Assistant says

What queries do you have regarding Net Banking?

What is Net Banking? How do I register for Net Banking?
What are the features of Net Banking? Facing errors in Net Banking

Edit response Edit validation

And then

Preview

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

Type here to search

17:27 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 minutes ago	6
Saving	3 hours ago	4
Queries	29 minutes ago	1
Net Banking	5 minutes ago	1
Loan	2 hours ago	1
Index	3 minutes ago	1

Items per page: 50 Showing 1-8 of 8 actions

Preview

Net Banking

go to Net Banking

What queries do you have regarding Net Banking?

What is Net Banking?
How do I register for Net Banking?
What are the features of Net Banking?
Facing errors in Net Banking

Type something...

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

Type here to search

17:29 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	Executed
Thank you!	2 minutes ago	6
Saving	3 hours ago	4
Queries	29 minutes ago	1
Net Banking	5 minutes ago	1
Loan	2 hours ago	1
Index	3 minutes ago	1

Items per page: 50 Showing 1-8 of 8 actions

Preview

What is Net Banking?

How do I register for Net Banking?

What are the features of Net Banking?

Facing errors in Net Banking

What is Net Banking?

The facility offered by the bank allows customers to use banking services over the internet. Customers need not visit their bank's branch office to avail each and every small service.

Type something...

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

Type here to search

IBM Watson Assistant Lite Upgrade Banking Bot Learning center

Actions

Actions

Created by you

Set by assistant

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Name	Last edited	Executed
Thank you!	2 minutes ago	6
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Queries	29 minutes ago	1
Net Banking	5 minutes ago	1
Loan	2 hours ago	1
Index	3 minutes ago	1

Items per page: 50 Showing 1-8 of 8 actions

Preview

What is Net Banking?

How do I register for Net Banking?

What are the features of Net Banking?

Facing errors in Net Banking

How do I register for Net Banking?

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

Use the up arrow for prior messages

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

Type here to search

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	Executed
Thank you!	2 minutes ago	6
Saving	3 hours ago	4
Queries	29 minutes ago	1
Net Banking	5 minutes ago	1
Loan	2 hours ago	1
Index	3 minutes ago	1

Items per page: 50 Showing 1-8 of 8 actions

Preview

What are the features of Net Banking?

Facing errors in Net Banking

What are the features of Net Banking?

- 1)Check the account statement online.
- 2)Open a fixed deposit account
- 3)Pay utility bills such as water bills and electricity bills
- 4)Make merchant payments

Type something...

Create General Qu...pdf Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all X

Type here to search

17:30 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	Executed
Thank you!	2 minutes ago	6
Saving	3 hours ago	4
Queries	29 minutes ago	1
Net Banking	5 minutes ago	1
Loan	2 hours ago	1
Index	3 minutes ago	1

Items per page: 50 Showing 1-8 of 8 actions

Preview

What queries do you have regarding Net Banking?

What is Net Banking?

How do I register for Net Banking?

What are the features of Net Banking?

Facing errors in Net Banking

Facing errors in Net Banking

Please contact our customer care executive or approach the closest branch.

Type something...

Create General Qu...pdf Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all X

Type here to search

17:31 06-11-2022

IBM Watson Assistant interface showing a list of actions and a preview of a conversation.

Actions List:

Name	Last edited	Count
Thank you!	2 minutes ago	6
Saving	3 hours ago	4
Queries	29 minutes ago	1
Net Banking	5 minutes ago	1
Loan	2 hours ago	1
Index	3 minutes ago	1

Items per page: 50 Showing 1-8 of 8 actions

Preview Conversation:

go to Thank you!

You're welcome!

Let me know if any other services I can do..

Yes No

No

Thanks! Have a Nice Day.

Greet customer ended

Use the up arrow for prior messages

Note : Attached preview contents of Net Banking Query bot.