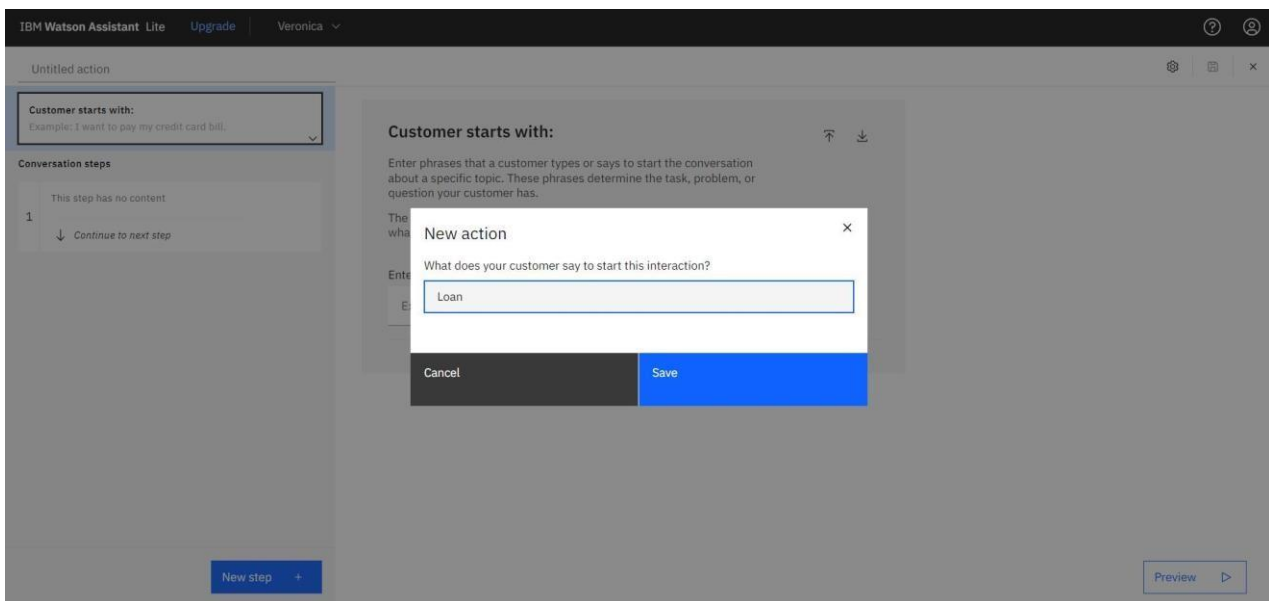


Project Development Phase Delivery of Sprint - 2

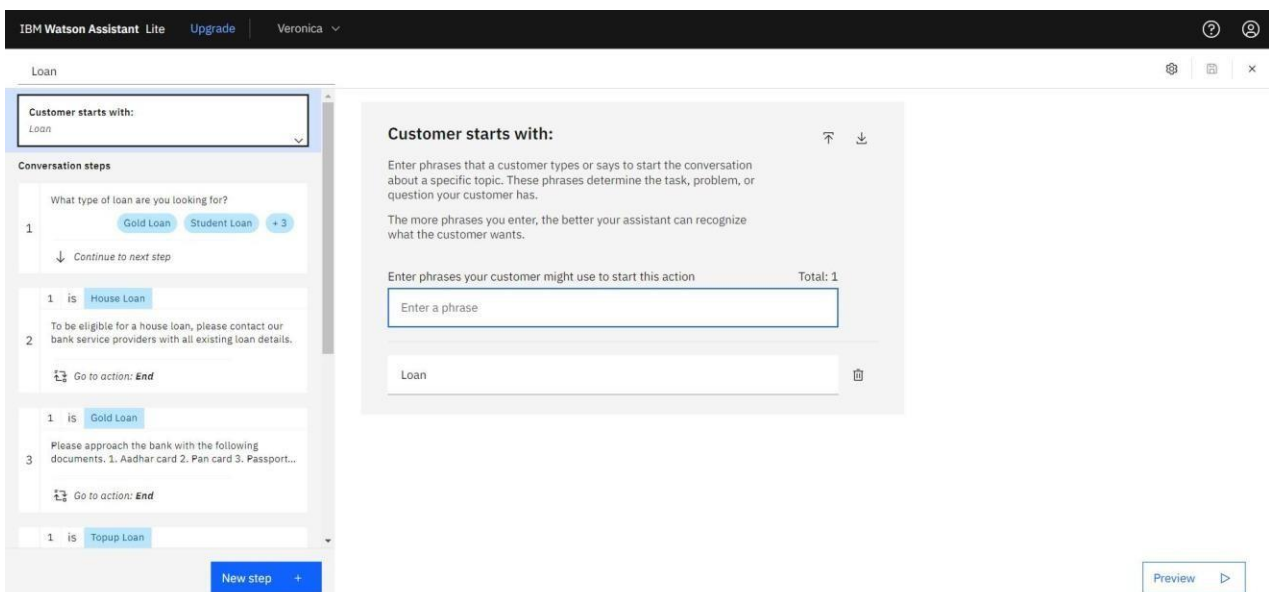
Date	13 November 2022
Team ID	PNT2022TMID31091
Project Name	AI based discourse for Banking Industry

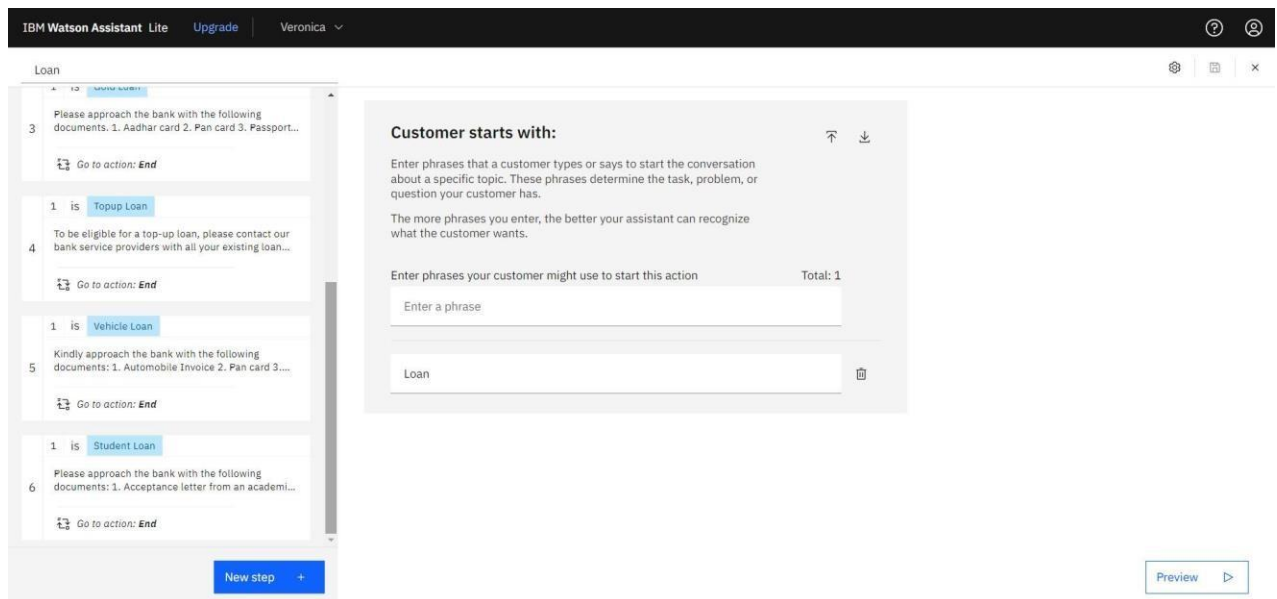
Creating Loan Action

Create a new Loan Action Skill



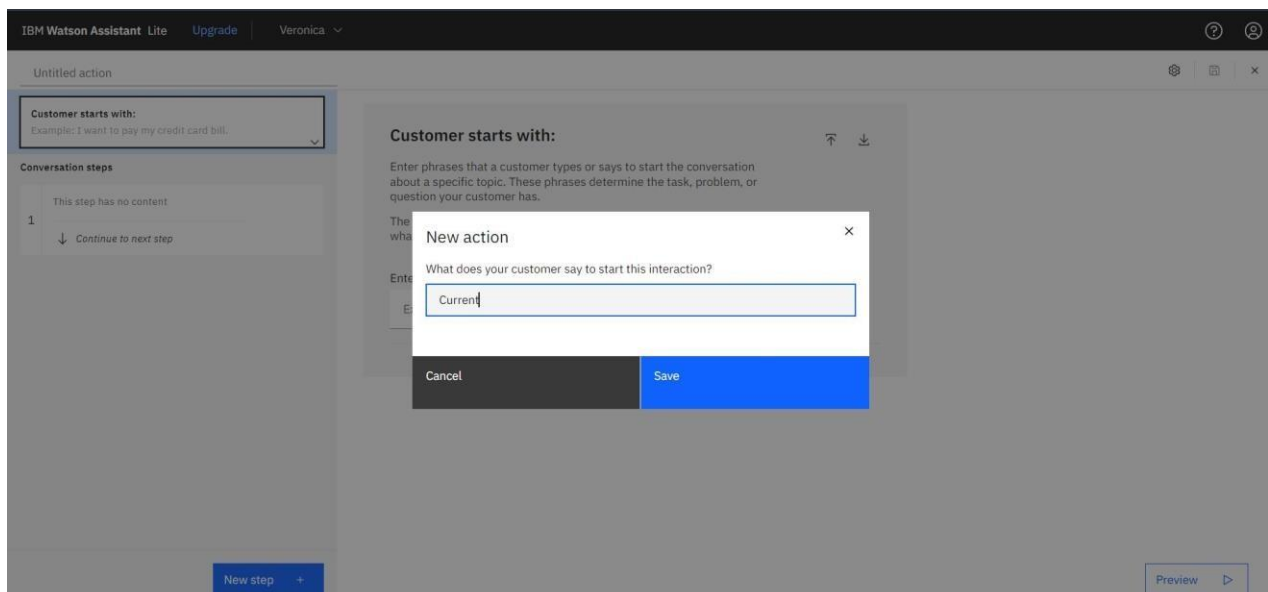
Adding steps in loan action to handle customer queries regarding Housing loan, Gold loan, Top-up loan, Student loan, and Vehicle loan.





Creating Current Account Action

Create a new action skill Current, for the current account action.



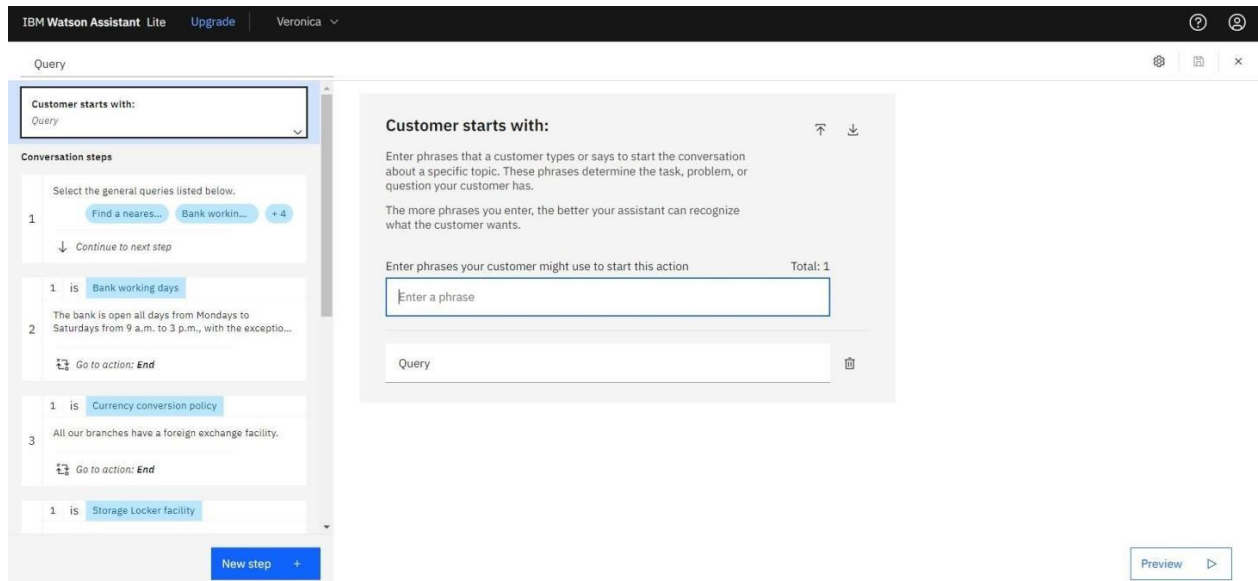
Adding steps in Current action to handle customer queries regarding Partnership and Proprietorship account creation.

The screenshot shows the IBM Watson Assistant interface for the 'Current' action. On the left, the 'Conversation steps' panel lists three steps: 1. 'What is your company type?' with options 'Partnership' and 'Proprietorship'; 2. 'Please take the following documents and approach the nearest branch. 1. Income tax returns of the properto...'; 3. 'Please take the following documents and approach the nearest branch. 1. Income tax returns of the partners...'. On the right, the 'Customer starts with:' panel shows a list of phrases: 'Current' and 'Current Account'. A 'Preview' button is at the bottom right.

Creating General Query Action

The screenshot shows the IBM Watson Assistant interface for an 'Untitled action'. A 'New action' dialog box is open, asking 'What does your customer say to start this interaction?' with the input 'Query'. The dialog has 'Cancel' and 'Save' buttons. The background shows the 'Conversation steps' panel with a single step: 'This step has no content'. A 'Preview' button is at the bottom right.

Adding steps in Query action to handle queries regarding Bank working hours, Currency conversion policy, Storage locker facility, CIBIL score, list of all branches, nearest available branch, etc.,



Creating Net Banking Action

Adding steps in Net Banking Action skill to handle queries of customers regarding significance and issues of net banking.

