

# CREATING GENERAL QUERY ACTION

The screenshot shows the 'Actions' page in the IBM Watson Assistant interface. The left sidebar has a menu with 'Actions' selected, showing sub-items: 'Created by you', 'Set by assistant', 'Variables', 'Created by you', 'Set by assistant', 'Set by integration', and 'Saved responses'. The main area displays a table of actions. The 'Query' action is circled in red.

Name	Last edited	Examples Count	Status
Loan	19 hours ago	1	✓
Greeting	20 hours ago	4	✓
End	19 hours ago	1	✓
End Greeting	19 hours ago	3	✓
Query	19 hours ago	1	✓
Savings	19 hours ago	1	✓
Current	19 hours ago	2	✓
Net Banking	19 hours ago	1	✓

Items per page: 50 Showing 1-9 of 9 actions

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The screenshot shows the configuration page for the 'Query' action. The left sidebar has a menu with 'Query' selected. The main area is divided into two sections: 'Customer starts with:' and 'Conversation steps'.

**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: 1

Enter a phrase

Query

**Conversation steps**

Select the general queries listed below

1 is Bank Working Days

The bank is open all days from Monday to Saturday from 9 a.m to 3 p.m, with exception of...

2 Go to action: End

1 is List of Branches

CHENNAI TEYNAMPET, CHENNAI A N STREET, CHENNAI KELLYS, CHENNAI GENERAL...

3 Go to action: End

New step +

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Learning center

Query

Continue to next step

1 is Bank Working Days

2

The bank is open all days from Monday to Saturday from 9 a.m to 3 p.m, with exception of...

Go to action: End

1 is List of Branches

3

CHENNAI TEYNAMPET,CHENNAI A N STREET,CHENNAI KELLYS,CHENNAI GENERAL...

Go to action: End

1 is Storage Locker Facility

4

CHENNAI TEYNAMPET,CHENNAI A N STREET,CHENNAI KELLYS,CHENNAI GENERAL...

Go to action: End

1 is Currency Conversion Facility

5

All our bank branches have a forex Exchange facility.

Go to action: End

New step +

Step 3 is taken with conditions

fx

Conditions1 condition

If All of this is true:

1. Select the ... is List of Branches

and Add condition +

New condition group +

Assistant says

B I @ % & \* </>

CHENNAI TEYNAMPET,CHENNAI A N STREET,CHENNAI KELLYS,CHENNAI GENERAL PATTERS ROAD,CHENNAI GUINDY,CHENNAI MOUNT ROAD,CHENNAI PERAMBUR,CHENNAI THAMBU CHETTY STREET ,CHENNAI TRIPLIKAN E , CHENNAI MYLAPORE,CHENNAI THIRUVOTTIYUR,CHENNAI VILLIVAKKAM,12 CHENNAI THYAGARAYA NAGAR

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Query

CHENNAI TEYNAMPET,CHENNAI A N STREET,CHENNAI KELLYS,CHENNAI GENERAL...

Go to action: End

1 is Currency Conversion Facility

5

All our bank branches have a forex Exchange facility.

Go to action: End

1 is CIBIL

6

CIBIL Score is a three-digit numeric summary of your credit history. The score is derived using the...

Go to action: End

1 is Find a nearest branch

7

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

Go to action: End

New step +

Step 6 is taken with conditions

fx

Conditions1 condition

If All of this is true:

1. Select the ... is CIBIL

and Add condition +

New condition group +

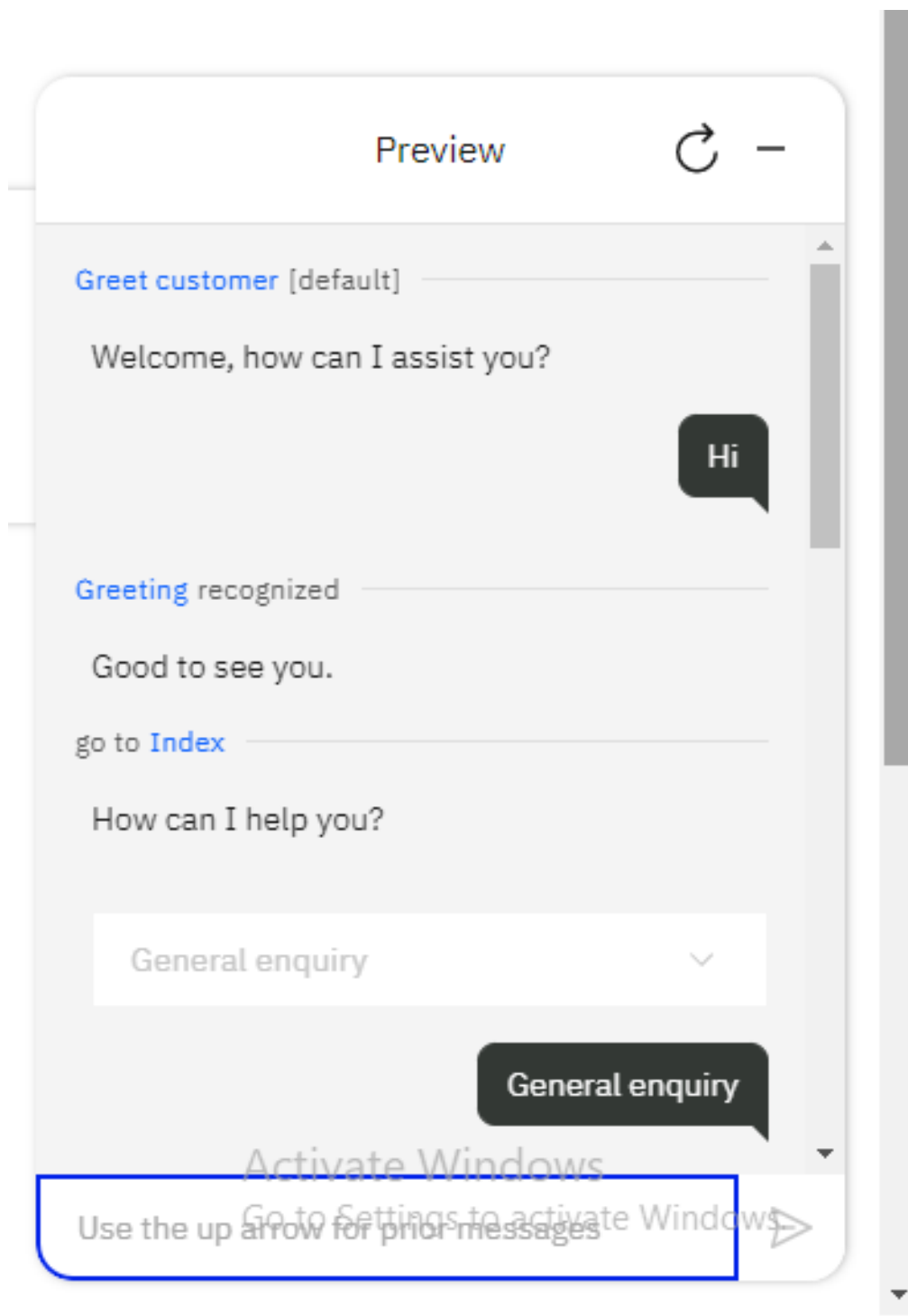
Assistant says

B I @ % & \* </>

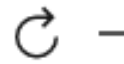
CIBIL Score is a **three-digit numeric summary of your credit history**. The score is derived using the credit history found in the CIBIL Report (also known as CIR i.e Credit Information Report). A CIR is an individual's credit payment history across loan types and credit institutions over a period of time.An individual's credit history is submitted to CIBIL by banks and financial institutions on a monthly basis.

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## PREVIEW:



Preview



go to [Query](#)

Select the general queries listed below

Select an option



Bank Working Days

List of Branches

Storage Locker Facility

Currency Conversion Facility

CIBIL

Find a nearest branch

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Use the up arrow for prior messages

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Preview



CIBIL

CIBIL Score is a **three-digit numeric summary of your credit history**. The score is derived using the credit history found in the CIBIL Report (also known as CIR i.e Credit Information Report). A CIR is an individual's credit payment history across loan types and credit institutions over a period of [time](#). An individual's credit history is submitted to CIBIL by banks and financial institutions on a monthly basis.

go to [End](#)

Do you want to know about some other services?

Yes

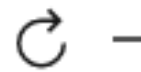
No

Type something...

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## Preview



Do you want to know about some other services?

Yes

No

No

Thank You. Have a nice day.

⚠ There are no additional steps for this action. Add a new step or end the action.

Greeting ended

Thanks

✓ Action complete

End Greeting ended

Activate Windows

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Use the up arrow for prior messages

