

IBM WATSON ASSISTANT SERVICE

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Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY
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The screenshot shows the IBM Cloud Watson Assistant console. The top navigation bar includes 'IBM Cloud', a search bar, and user account information. The main content area is titled 'Watson Assistant-lj' and shows it is 'Active'. A sidebar on the left lists 'Manage', 'Service credentials', 'Plan', and 'Connections'. The 'Manage' tab is selected, displaying options to 'Launch Watson Assistant', 'Getting started tutorial', and 'API reference'. A 'Plan Lite' section shows an 'Upgrade' button. The 'Credentials' section displays the API key and URL.

Resource list / Watson Assistant-lj Active Add tags

Details Actions...

Manage

Service credentials

Plan

Connections

Start by launching the tool

Launch Watson Assistant

Getting started tutorial

API reference

Plan

Lite

Upgrade

Credentials

Download

Show credentials

API key:

URL:

https://api.us-south.assistant.watson.cloud.ibm.com/instances/33c5818...

The screenshot shows the IBM Watson Assistant console 'Actions' tab. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Banking Bot', and 'Learning center'. The left sidebar lists 'Actions', 'Created by you', 'Variables', and 'Saved responses'. The 'Actions' tab is selected, displaying a table of actions. The table has columns for 'Name', 'Last edited', 'Examples Count', and 'Status'. The actions listed are 'Greeting', 'Query', 'Savings', 'Net Banking', 'Loan', 'Index', 'Current', 'End', and 'End greeting'. The 'Status' column shows green checkmarks for all actions. The bottom of the page shows 'Items per page: 50' and 'Showing 1-9 of 9 actions'.

IBM Watson Assistant Lite Upgrade Banking Bot Learning center

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name

Last edited

Examples Count

Status

Greeting

11 days ago

4

Query

11 days ago

1

Savings

11 days ago

1

Net Banking

11 days ago

1

Loan

11 days ago

1

Index

11 days ago

1

Current

11 days ago

2

End

11 days ago

1

End greeting

11 days ago

3

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

1 1 of 1 pages

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Learning center

Greeting

Customer starts with:
Hey

Conversation steps

1
Good to see you
Go to action: Index

New step

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 actionTotal: 4

Enter a phrase

Greeting

Hello

Hi

Hey

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Learning center

Index

Customer starts with:
Index

600
total stepsend stepsre-ask steps

Conversation steps

1
How can I help you?
Savings acco...Loan enquiry + 3
Continue to next step

1 is Savings account
This step has no content
Go to action: Savings

1 is Current account
This step has no content
Go to action: Current

1 is Loan enquiry

New step

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 actionTotal: 1

Enter a phrase

Index

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Learning center

Query

Customer starts with:

Query

700

total stepsend steps ①re-task steps ①

Conversation steps

Select the general queries listed below.

1

Storage Lock...Currency Con...+ 4

Continue to next step

1 is Bank Working days

The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.

Go to action: End

1 is List of Branches

MADAMBAKKAM,KOTTURPURAM,KORATTUR,KOTTI VAKAM,WASHERMENPET,CHENNAI WEST...

Go to action: End

New step +

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 actionTotal: 1

Enter a phrase

Query

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Learning center

Savings

Customer starts with:

Savings

Conversation steps

Which type of savings account do you want to create?

1

Regular savin...Kids savings ...+ 1

Continue to next step

1 is Regular savings Account

Great! Please take the following documents and head towards the nearest branch.

Go to action: End

1 is Kids savings Account

Awesome! Please take the following documents and head towards the nearest branch.

Go to action: End

1 is Zero Balance savings Account

Amazing! Please take the following documents and head towards the nearest branch.

New step +

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 actionTotal: 1

Enter a phrase

Savings

Preview

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Learning center

Net Banking

Customer starts with:
Net Banking

Conversation steps

1

What queries do you have regarding Netbanking?

What are the ... 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. Customers...

Go to action: End

1 is

How do I register for NetBanking?

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

Go to action: End

1 is

What are the features of Net Banking?

1)Check the account statement online.

New step +

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 actionTotal: 1

Enter a phrase

Net Banking

Preview

IBM Watson AssistantLifeUpgradeBanking Bot

Learning center

Loan

Customer starts with:
Loan

Conversation steps

1

What type of loan are you looking at?

Topup loan House loan + 3

Continue to next step

1 is

House loan

To be eligible for a house loan please contact our bank service providers with all existing loan details.

Go to action: End

1 is

Gold loan

Please approach the bank with the following documents

Go to action: End

1 is

Topup loan

To be eligible for a house loan please contact our bank service providers with all existing loan details.

New step +

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 actionTotal: 1

Enter a phrase

Loan

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Learning center

Current

Customer starts with:
Current account

Conversation steps

What's your company type?

1

ProprietorshipPartnership

Continue to next step

1 is Proprietorship

2

Please take the following documents and approach the closest branch.

Go to action: End

1 is Partnership

3

Please take the following documents and approach the closest branch.

Go to action: End

New step

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 actionTotal: 2

Enter a phrase

Current

Current account

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Learning center

End

Customer starts with:
End

Conversation steps

Do you want to know about some other services?

1

YesNo

Continue to next step

1 is No

2

Thank you. Have a nice day.

Continue to next step

1 is Yes

3

This step has no content

Go to action: Index

New step

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 actionTotal: 1

Enter a phrase

End

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Learning center

End greeting

Customer starts with:
thank you

Conversation steps

1

This step has no content

Action complete

Now stop

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 actionTotal: 3

Enter a phrase

End greeting

Thanks

thank you

Preview

IBM Watson Assistant LiteUpgradeBanking 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	Examples Count
Greeting	11 days ago	4
Query	11 days ago	1
Savings	11 days ago	1
Net Banking	11 days ago	1
Loan	11 days ago	1
Index	11 days ago	1
Current	11 days ago	2
End	11 days ago	1
End greeting	11 days ago	3

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

Preview

Greet customer [default]

Welcome, how can I assist you?

HI

Greeting recognized

Good to see you

go to Index

How can I help you?

Select an option

Type something...

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Examples Count
Greeting	11 days ago	4
Query	8 minutes ago	1
Savings	11 days ago	1
Net Banking	11 days ago	1
Loan	11 days ago	1
Index	11 days ago	1
Current	11 days ago	2
End	11 days ago	1
End greeting	11 days ago	3

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

Preview

Loan enquiry

go to Loan

What type of loan are you looking at?

Topup loan

Topup loan

To be eligible for a house loan please contact our bank service providers with all existing loan details.

go to End

Do you want to know about some other services?

Use the up arrow for prior messages