

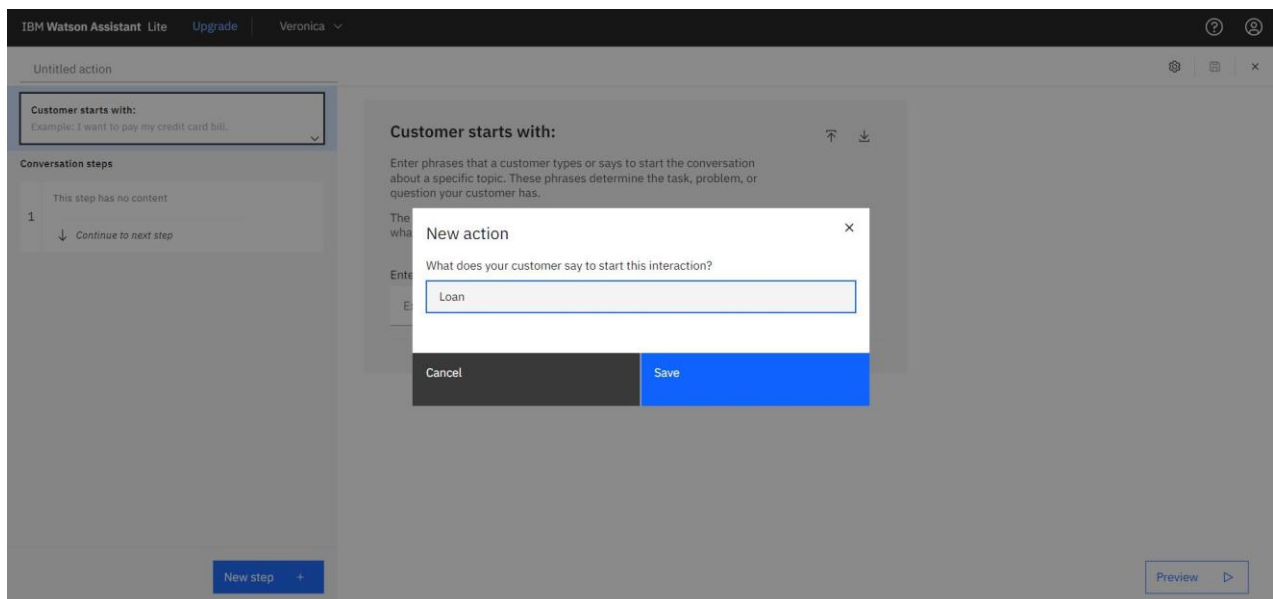
## Project Development Phase

### Delivery of Sprint - 2

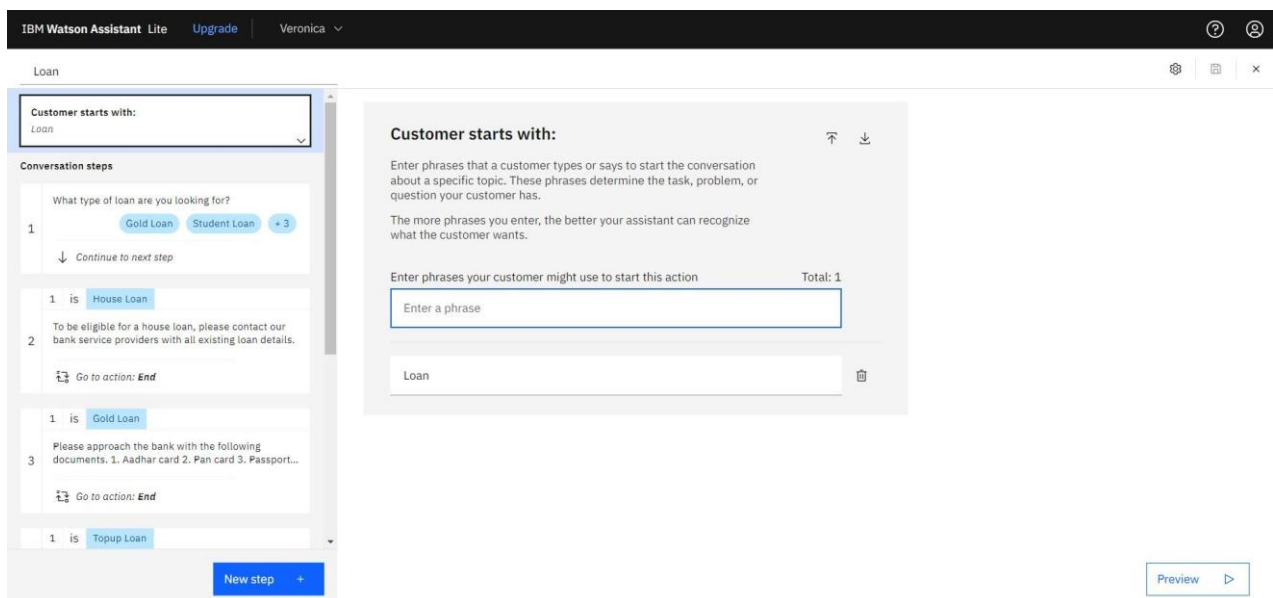
Date	29 October 2022
Team ID	PNT2022TMID00678
Project Name	AI based discourse for Banking Industry

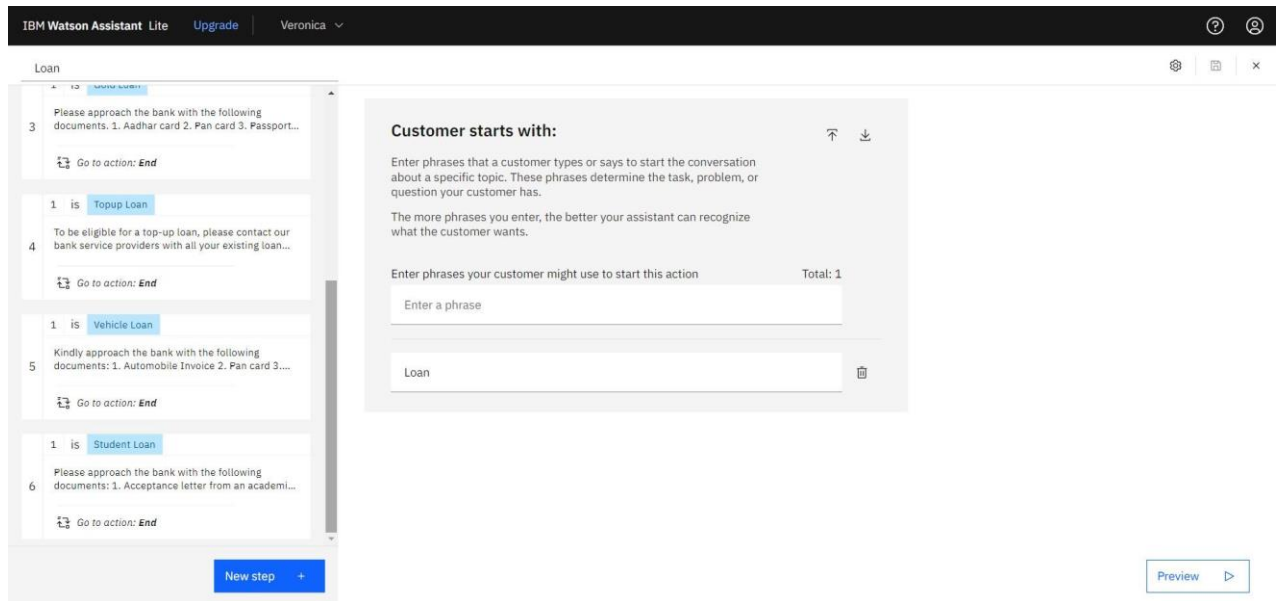
### Creating LoanAction

Create a new Loan Action Skill



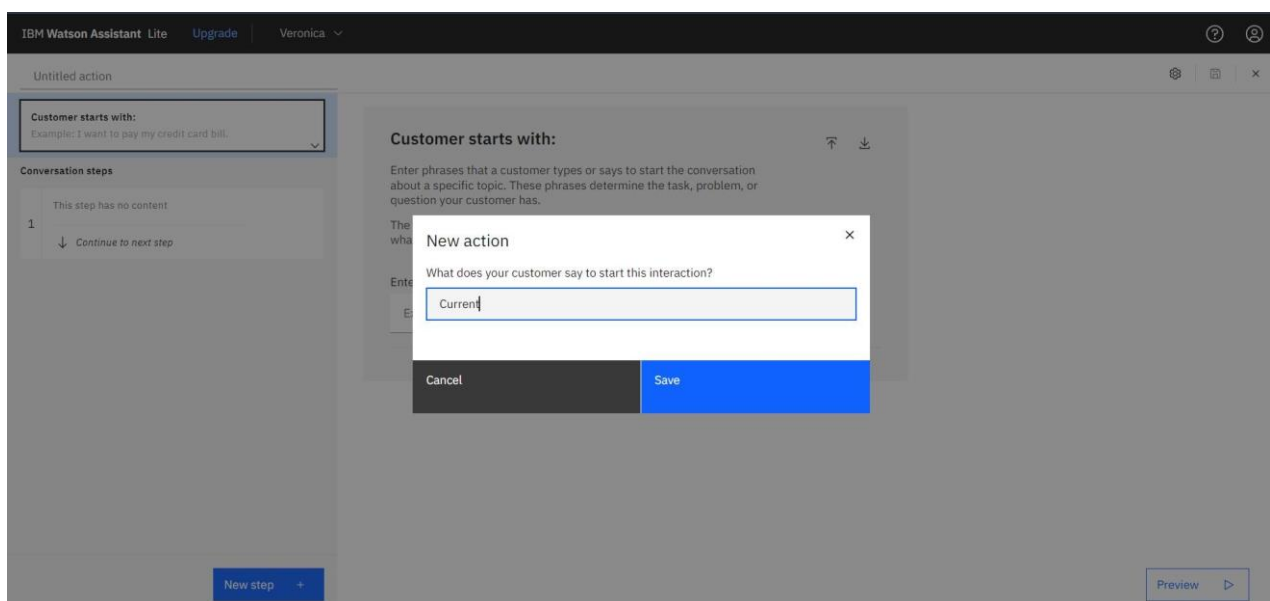
Adding steps in loan action to handle customer queries regarding Housing loan, Gold loan, Top-up loan, Student loan, and Vehicle loan.





## 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.

IBM Watson Assistant LifeUpgradeVeronica

Current

Customer starts with:  
Current Account

Conversation steps

What is your company type?

1

PartnershipProprietorship

Continue to next step

1 is Proprietorship

2

Please take the following documents and approach the nearest branch 1. Income tax returns of the propieto...

Go to action: End

1 is Partnership

3

Please take the following documents and approach the nearest branch. 1. Income tax returns of the partners...

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