

Creating General Query Action

General Query Action:

IBM Watson Assistant Lite Upgrade ROXANE

General Queries

Customer starts with:
General Queries

Conversation steps

1

What type of account do you prefer?

Savings acco...

Current acco...

Continue to next step

1 is Savings account

Minimum balance requirement for the account: The applicant should check whether the account to be...

2

Free text

Go to action: END

1 is Current account

Eligibility: 1.You are an Indian citizen. 2.You have a valid PAN and Aadhaar number. 3.You have a valid...

3

Free text

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 action Total: 1

Enter a phrase

General Queries

Preview