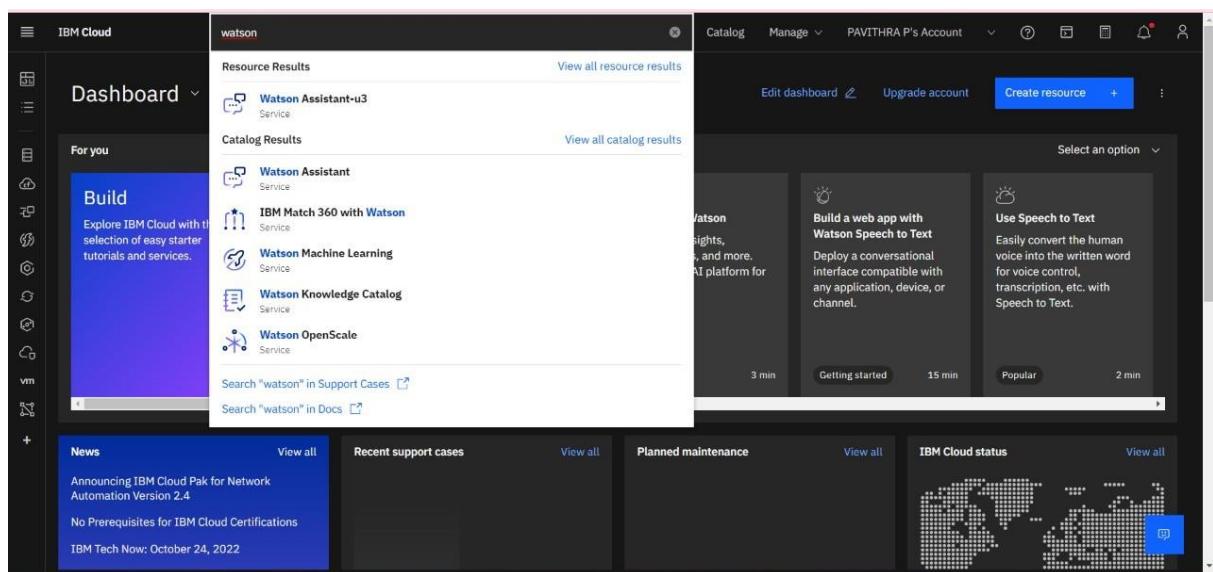


## Project Development Phase Delivery of Sprint-1

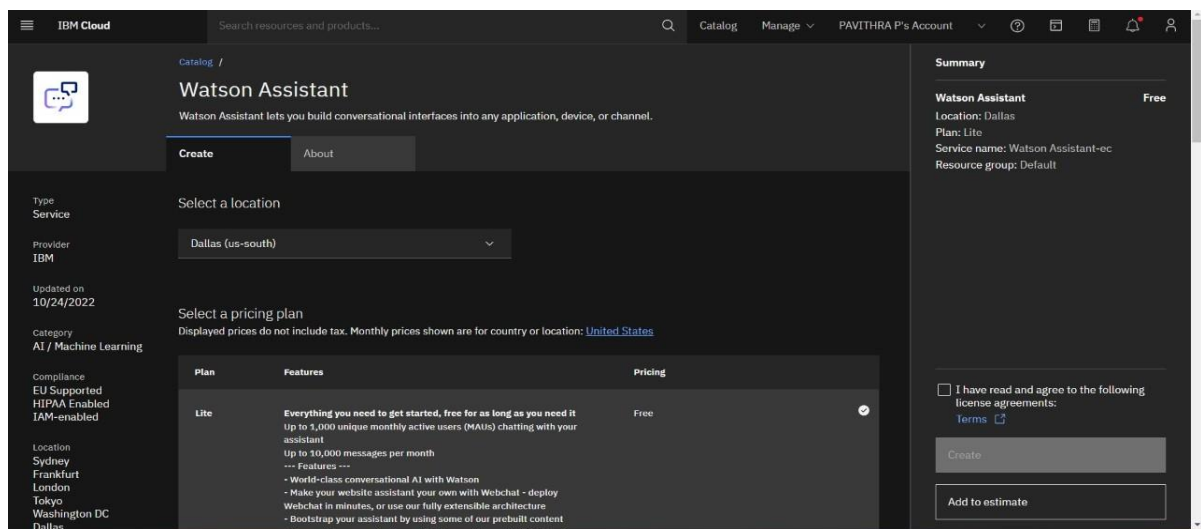
Date	29 October 2022
Team ID	PNT2022TMID45800
Project Name	AI based discourse for Banking Industry

### BUILDING PHASE:

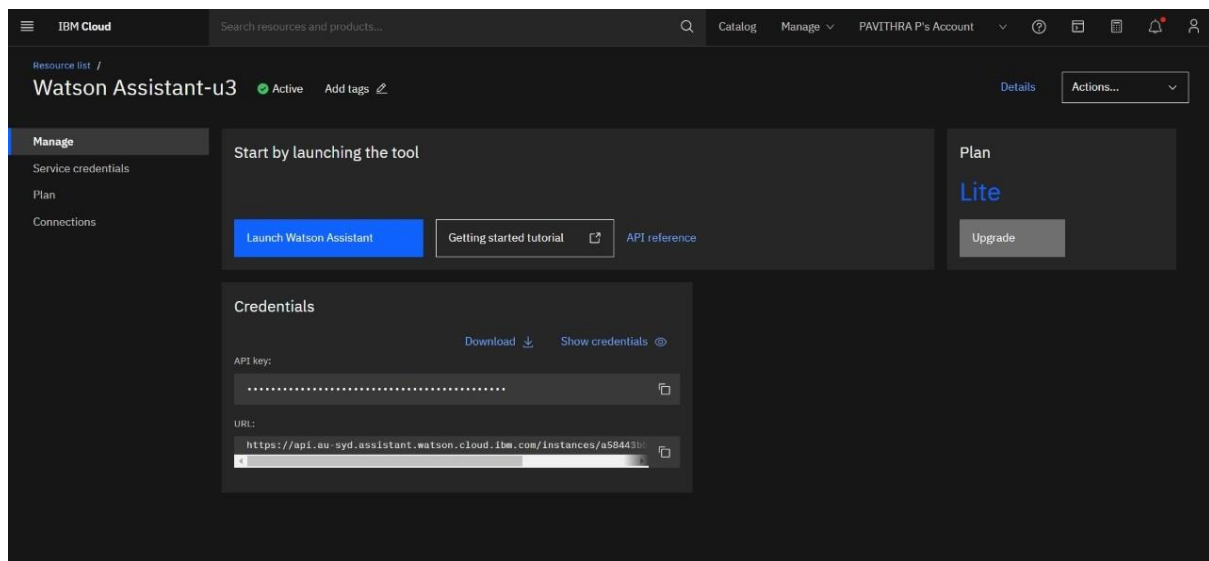
#### Creating Watson Assistant Service:



#### Choosing location as Dallas:



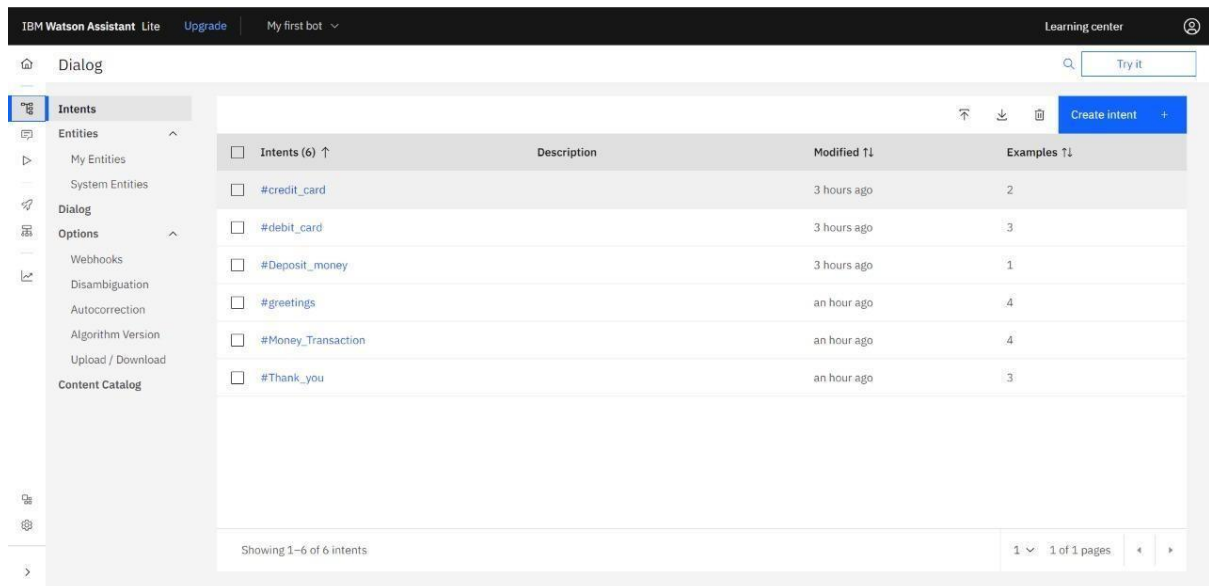
## Launching Watson Assistant Service:



In the above screenshots we created the IBM watson assistant service and also created skills like intent, entities and dialogue in the below screenshots.

## CREATING SKILLS FOR IBM WATSON ASSISTANT

### Build intents



In this, we can create intents for basic queries like greetings, transactions, and deposits, about the debit card and credit card, and then this can be linked to entities. Train and modelling the bot.

For creating Intents we can use the ‘#’ symbol.

## Build Entities

The screenshot shows the IBM Watson Assistant interface. The left sidebar has a menu with 'Intents', 'Entities', 'Dialog', 'Options', 'Webhooks', 'Disambiguation', 'Autocorrection', 'Algorithm Version', 'Upload / Download', and 'Content Catalog'. The 'Entities' section is expanded, showing 'My Entities'. The main area displays a table of entities:

Entity (7) ↑	Values	Modified ↑↓
<input type="checkbox"/> @credit_card	steps	3 hours ago
<input type="checkbox"/> @debit_card	steps	3 hours ago
<input type="checkbox"/> @deposit	uses	3 hours ago
<input type="checkbox"/> @greetings	hi, have a nice day, welcome	an hour ago
<input type="checkbox"/> @phone_number	8765432109, 9876543210	2 hours ago
<input type="checkbox"/> @Thank_you	end of conversation	an hour ago
<input type="checkbox"/> @transaction_types	online transaction, credit card, debit card	4 hours ago

At the bottom, it says 'Showing 1-7 of 7 entities.' and '1 of 1 pages'.

For creating Entities we can use the ‘@’ symbol.

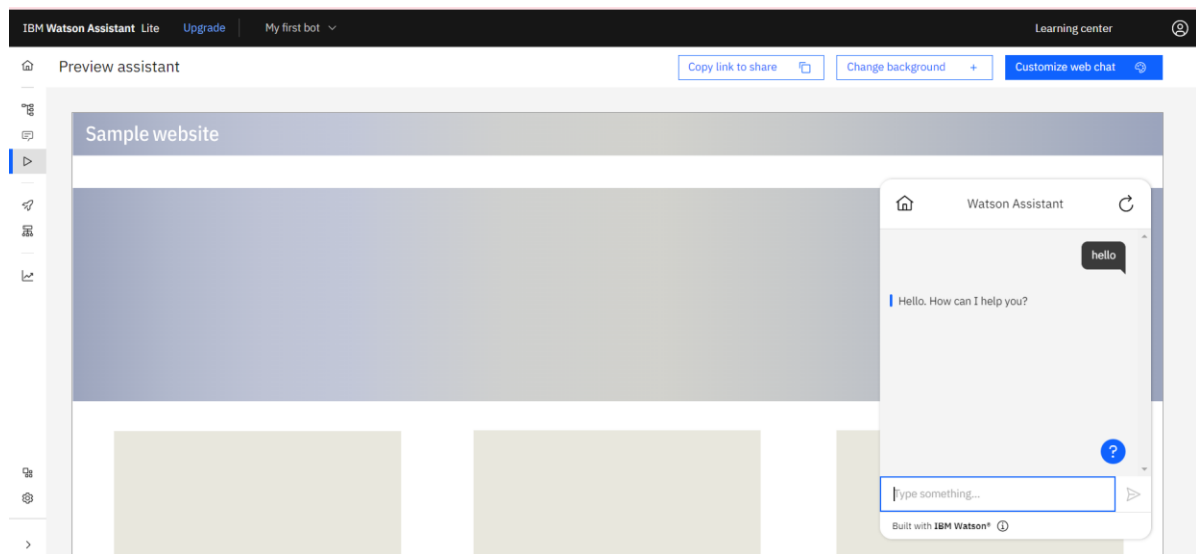
## Build Dialog

The screenshot shows the IBM Watson Assistant interface with the 'Dialog' section selected in the sidebar. The main area displays a flowchart with several nodes:

- Welcome: #greetings (1 Responses / 0 Context Set / Does not return)
- End of Conversation: #Thank\_you (1 Responses / 0 Context Set / Does not return)
- Credit card: #credit\_card (1 Responses / 0 Context Set / Does not return)
- Debit card: #debit\_card (1 Responses / 0 Context Set / Does not return)
- Money transactions: #Money\_Transaction (1 Responses / 0 Context Set / Does not return)
- Deposit: #Deposit\_money (1 Responses / 0 Context Set / Does not return)
- Anything else: anything\_else (1 Responses / 0 Context Set / Does not return)

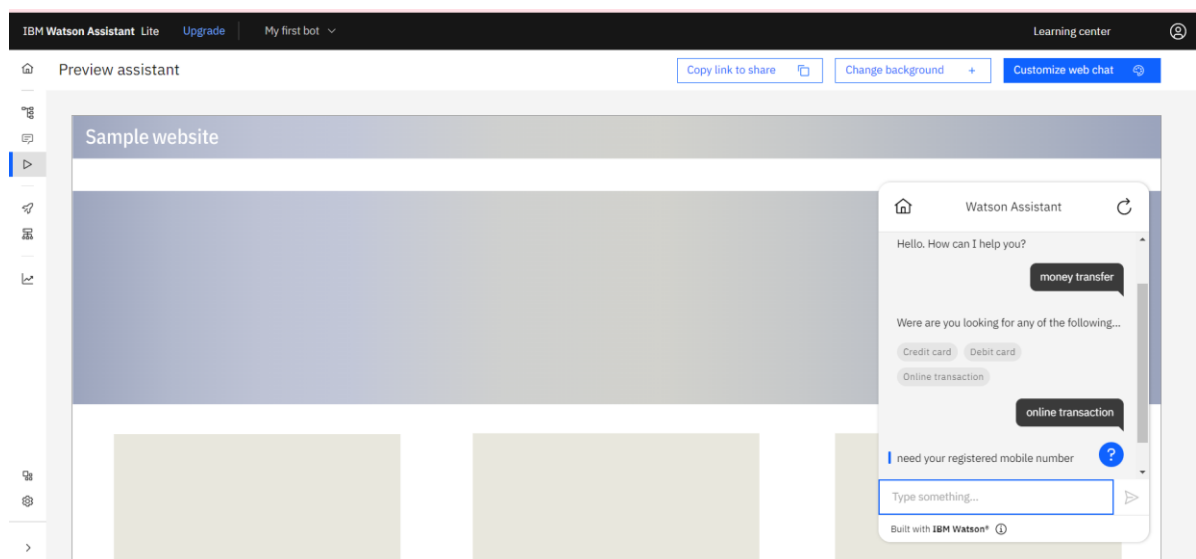
In the above screenshots, we created the response to the customer based on their queries like “Welcome” for greetings “Thank You” for the end of the conversation, etc.

## Greeting Message



The above screenshot shows the start of the conversation.

## Money Transaction



In the above screenshot, chatbot helps the customer to pick their choice for money transaction.

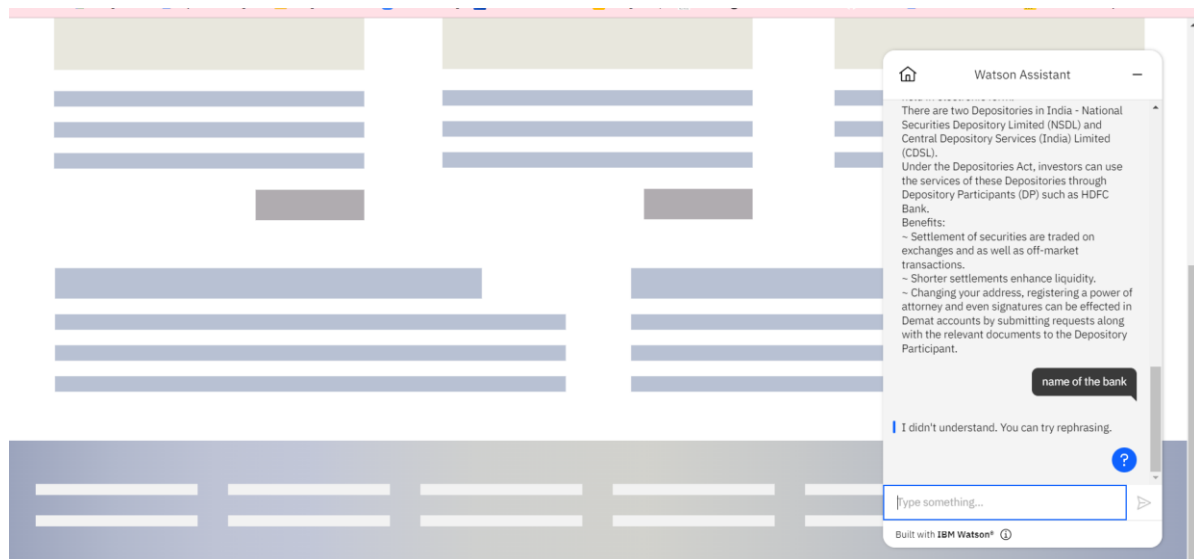
## Uses of Depository:



## End conversation:



### Answer for irrelevant queries:



We have trained the bot questions like:

1. Greetings.
2. How to use credit cards & debit cards?
3. How does a depository work?
4. How can I transfer Money?
5. Online transaction?
6. Also, replay for irrelevant questions.

### Demo link:

<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=https%3A%2F%2Fau-syd.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-a58443bb-d712-42c5-aa16-522e0c9bc03d%3A%3A2a2e17ea-9b86-4f34-ad17-0b48902cfd28&integrationID=802c5c7b-aff4-4e03-b18a-74af8751a82b&region=au-syd&serviceInstanceID=a58443bb-d712-42c5-aa16-522e0c9bc03d>

