

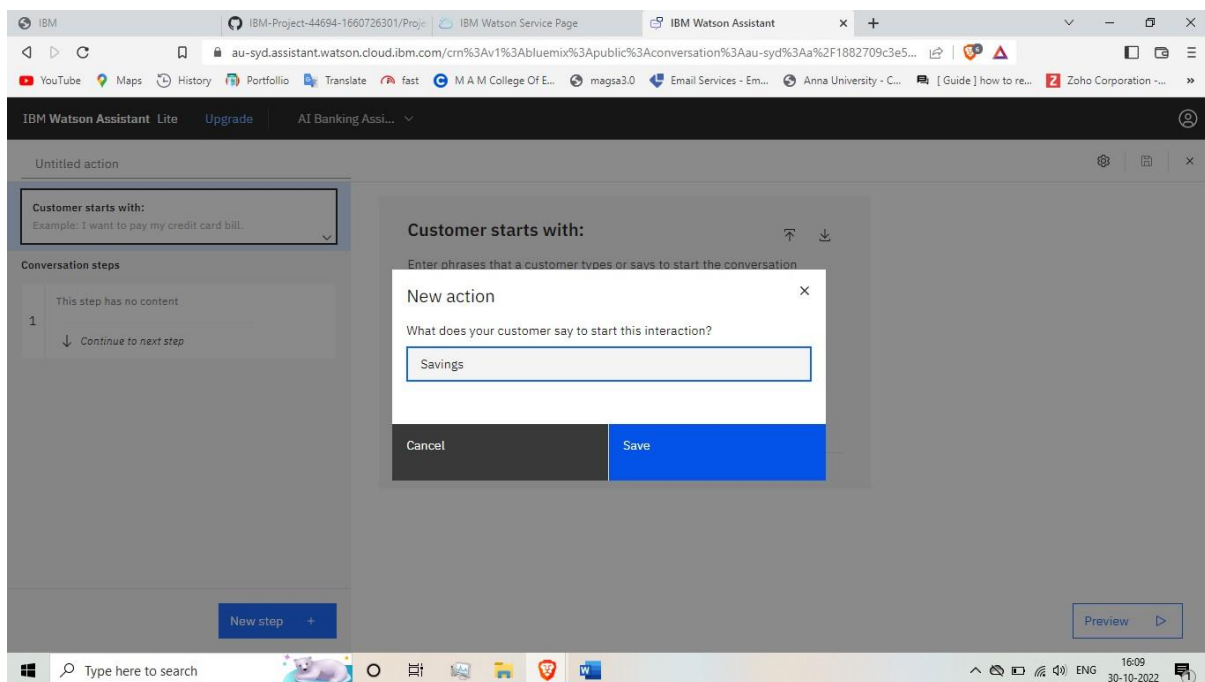
# Project Development Phase

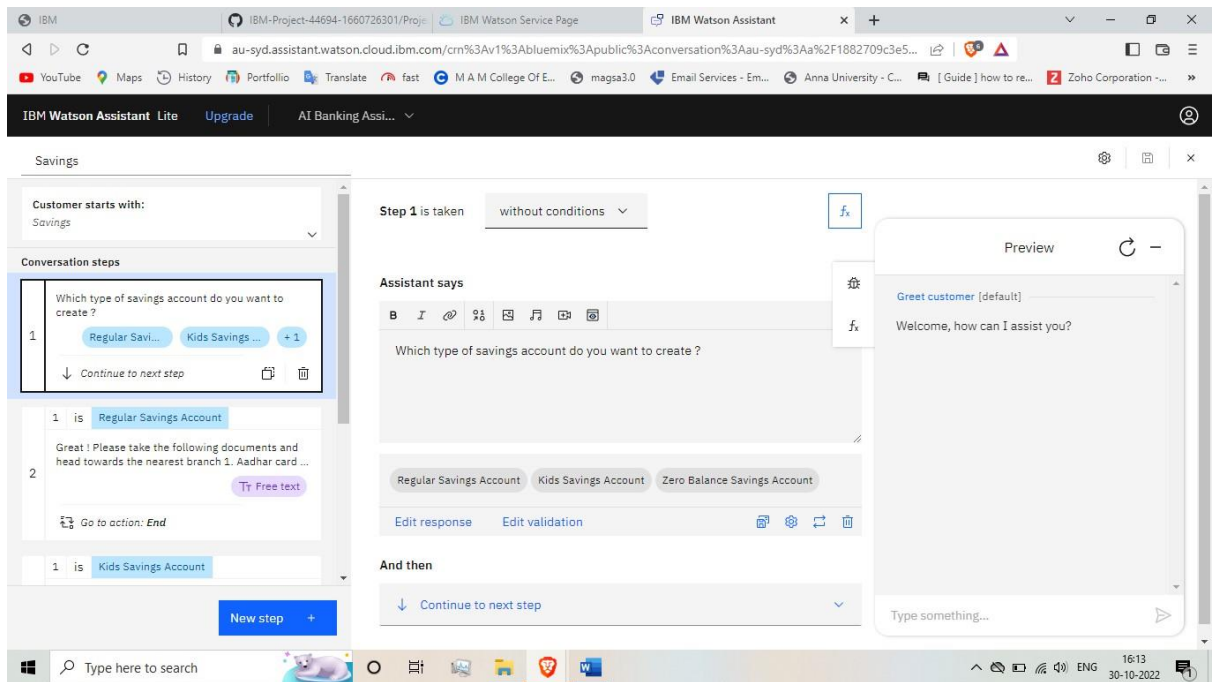
## Sprint – 2

Date	18.11.2022
Team ID	PNT2022TMID33620
Project Name	AI Based Discourse for Banking Industry
Maximum Marks	8 Marks

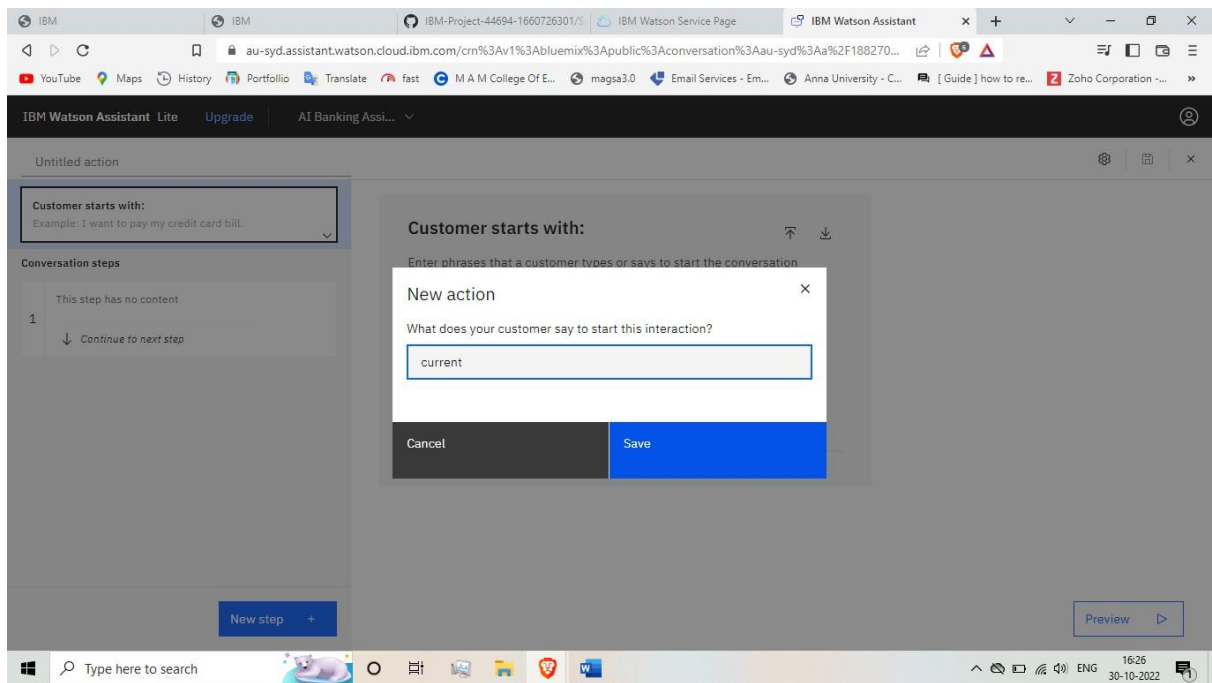
## Create Action for Savings Account Queries:

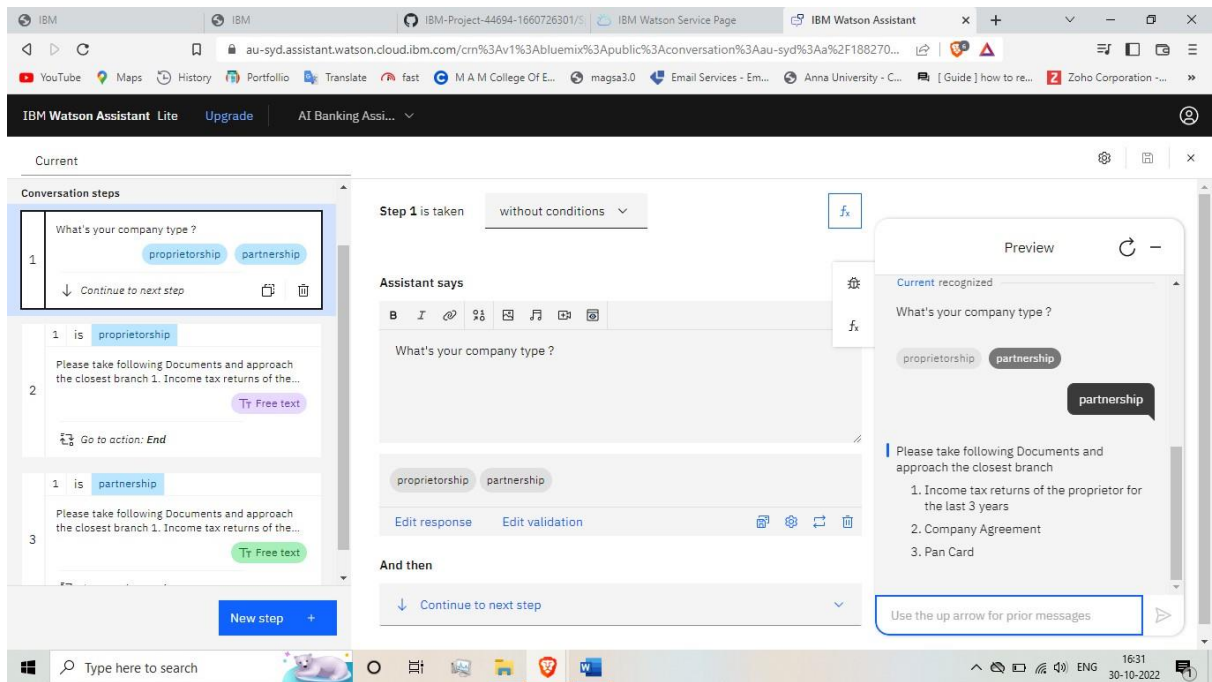
In this phase savings account creation and types of savings account information's are feed to the assistant.



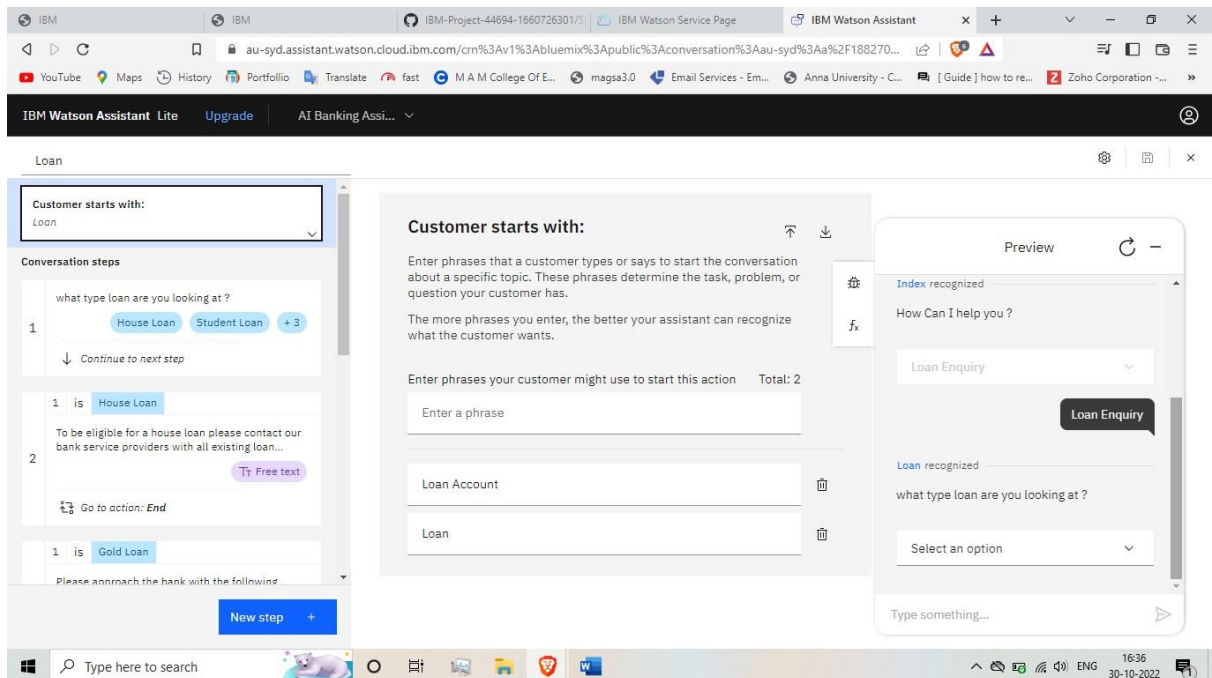


## Create Action for Current Account Queries:





## Create Action for Loan Queries:



Loan

Customer starts with: Loan

Conversation steps

1 what type loan are you looking at ?  
House Loan Student Loan + 3  
Continue to next step

2 is House Loan  
To be eligible for a house loan please contact our bank service providers with all existing loan...  
Free text

3 is Gold Loan  
Please approach the bank with the following...

New step +

Step 1 is taken without conditions

Assistant says

what type loan are you looking at ?

Choose an option

Edit response Edit validation

And then

Continue to next step

Preview

Loan recognized

what type loan are you looking at ?

Select an option

House Loan  
Gold Loan  
Topup Loan  
Vehicle Loan  
Student Loan

Use the up arrow for prior messages

## Create Action for General Queries:

Query

Customer starts with: Query

Conversation steps

1 Select the general query listed below ?  
List of branch Bank working days Storage locker facility + 3  
Continue to next step

2 is Bank working days  
The bank is open all day from Monday to Saturday from 9 AM to 3 PM with exception of 2nd Saturday  
Free text

3 is Storage locker facility  
Adambakkam Adyar Alandur Alankkum

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

Query

Preview

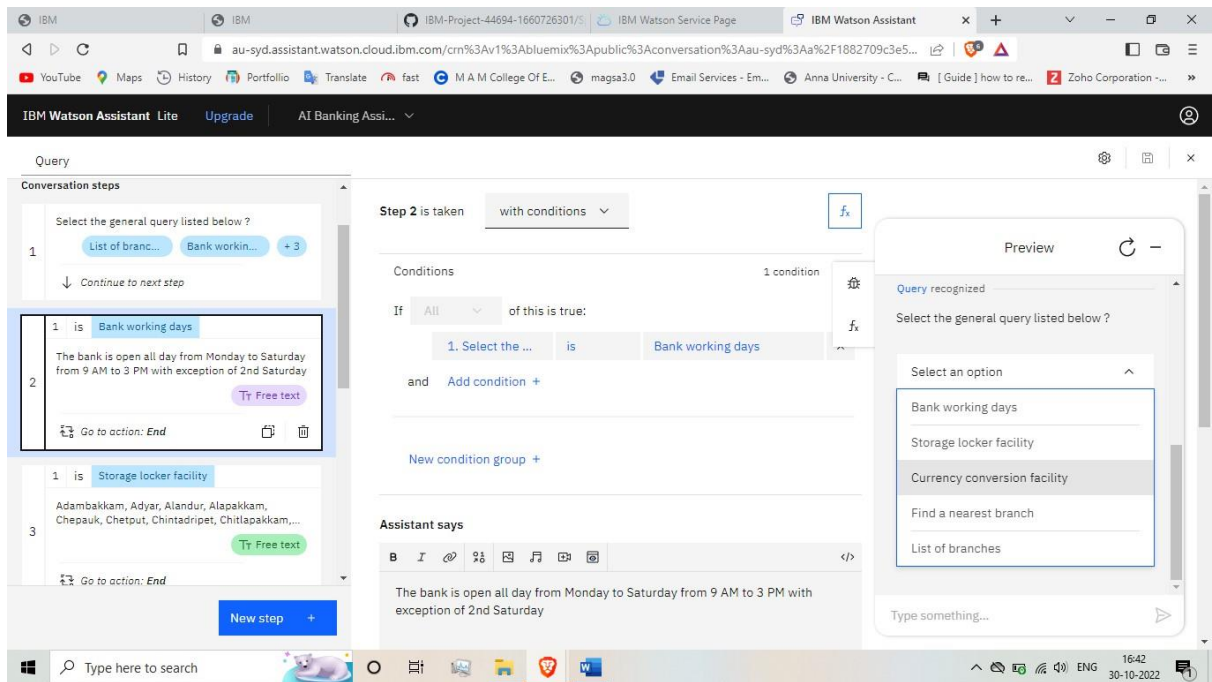
Index recognized

How Can I help you ?

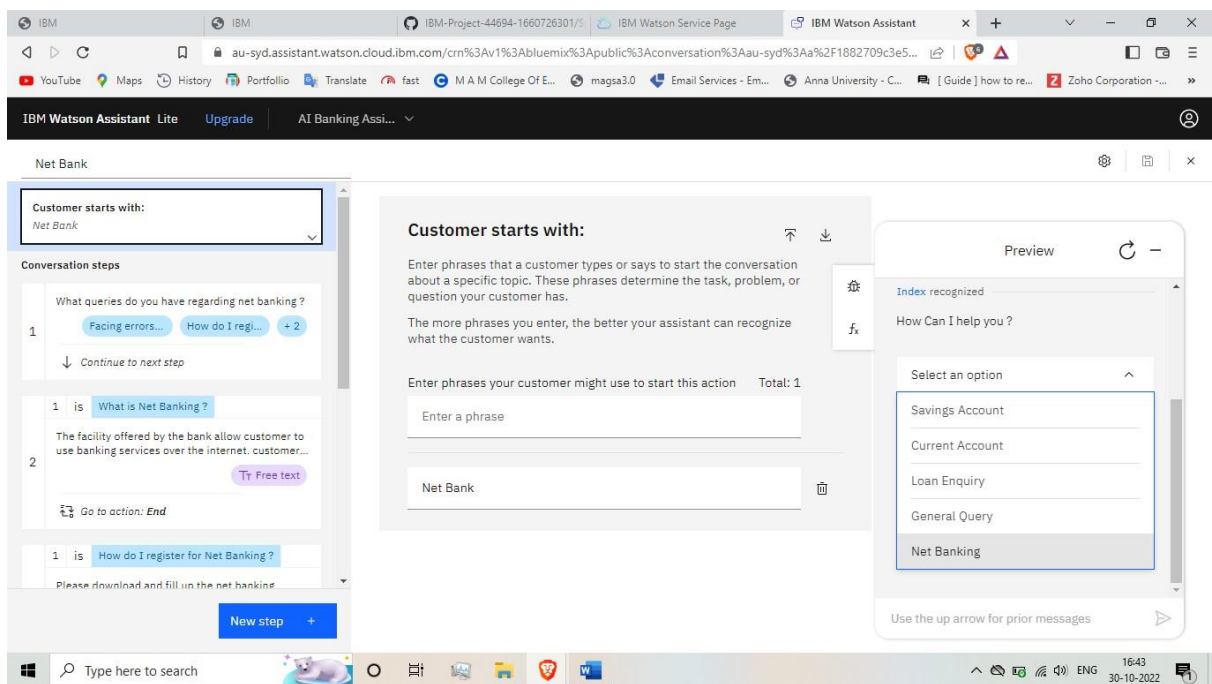
Select an option

Savings Account  
Current Account  
Loan Enquiry  
General Query  
Net Banking

Use the up arrow for prior messages



## Create Action for Net banking Queries:



The screenshot displays the IBM Watson Assistant interface for a 'Net Bank' chatbot. The interface is divided into three main sections:

- Left Sidebar (Conversation Steps):**
  - Customer starts with:** Net Bank
  - Conversation steps:**
    - What queries do you have regarding net banking? (Buttons: Facing errors..., How do I regi..., + 2)
      - Continue to next step
    - 1 is What is Net Banking?
      - The facility offered by the bank allow customer to use banking services over the internet. customer...
      - Try Free text
    - Go to action: End
    - 1 is How do I register for Net Banking?
      - Please download and fill up the net banking request form and submit it your home branch
  - New step +**
- Main Chat Area:**
  - 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. (Buttons: ↕, ⬇)
  - 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
    - Net Bank
- Right Panel (Preview):**
  - Preview** (Buttons: ↺, −)
  - What queries do you have regarding net banking?
    - What is Net Banking?
    - How do I register for Net Banking?
    - What are the feature of Net Banking?
    - Facing errors in Net Banking
    - How do I register for Net Banking?
  - Please download and fill up the net banking request form and submit it your home branch
  - Use the up arrow for prior messages