

Project Development Phase Delivery of Sprint-1

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TEAM ID	PNT2022TMID33620
PROJECT NAME	AI based discourse for Banking Industry

Create IBM Service:

The screenshot displays the IBM Watson Assistant Lite web interface. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', and 'Banking Bot'. The main content area is divided into two sections: 'Assistant settings' and 'Dialog'.

Assistant settings

- Details**
 - Assistant ID: 15b6c890-c698-446e-88d1-3dd7d418ac62
 - Assistant name: Banking Bot
 - Description (optional): 0/128
 - Assistant language: English (US)
- Dialog**
 - Dialog offers a set of full-feature editors that you use to define both your training data and the conversation, with control over the logic flow.

Home

Welcome, you're in the new Watson Assistant! [Learn more](#)

Banking Bot | English (US)
No description

Get started
0 steps left 0 min

- Learn about Watson Assistant (5 min)
- Explore your learning center (Explore at your own pace, and mark as complete when you're ready)
- Explore Watson Assistant features on interactive demo site (2 min)

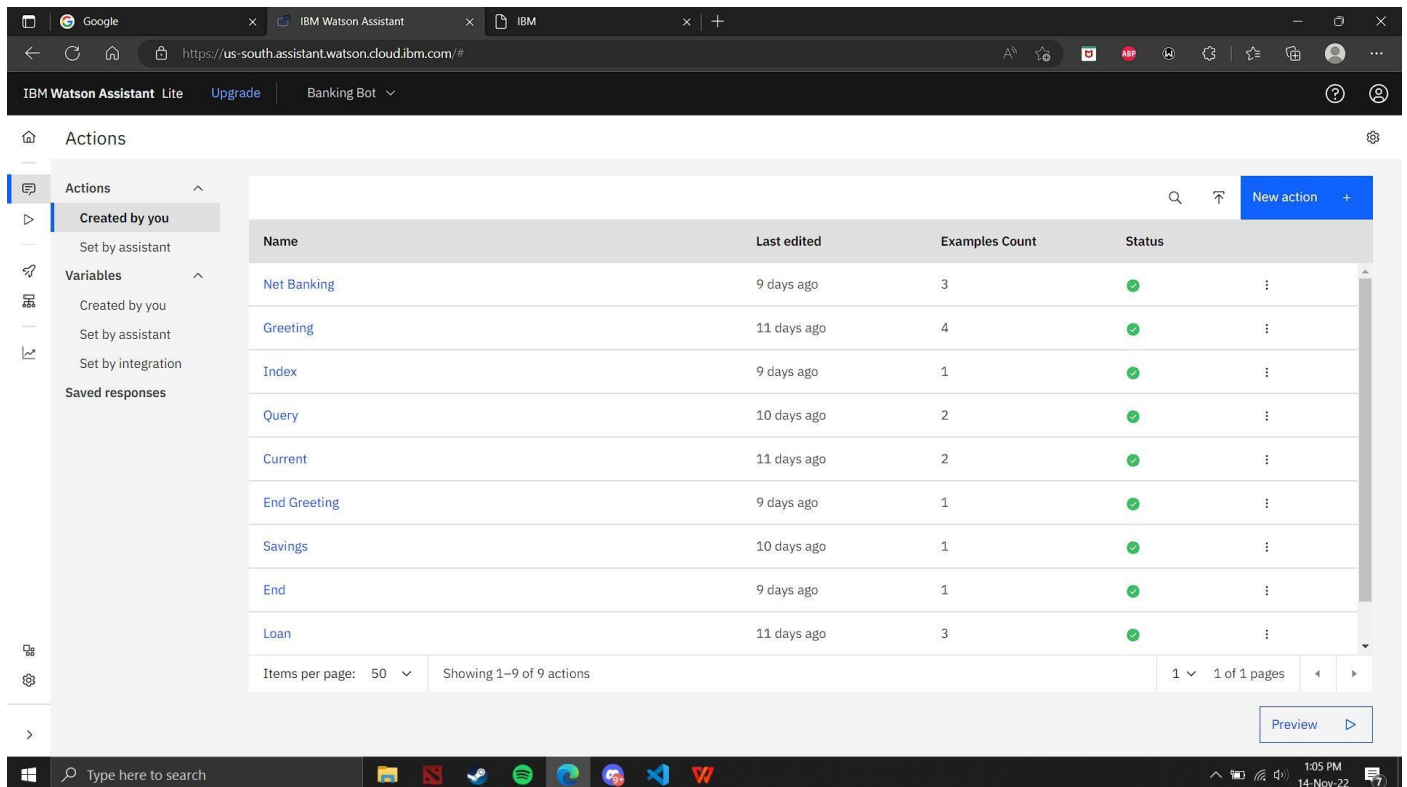
Create a conversation
1 step left 5 min

- Create your first action (5 min)

1. Create IBM Watson Assistant Service

Creating Skills & Assistant For Chatbot:

1. Chatbot Skills Creation



The screenshot displays the IBM Watson Assistant console interface. The browser address bar shows the URL <https://us-south.assistant.watson.cloud.ibm.com/#>. The page title is "IBM Watson Assistant Lite" with an "Upgrade" link. The current assistant is "Banking Bot".

The left sidebar contains the following navigation options:

- Actions
 - Created by you (selected)
 - Set by assistant
- Variables
 - Created by you
 - Set by assistant
 - Set by integration
- Saved responses

The main content area displays a table of actions:

Name	Last edited	Examples Count	Status
Net Banking	9 days ago	3	✓
Greeting	11 days ago	4	✓
Index	9 days ago	1	✓
Query	10 days ago	2	✓
Current	11 days ago	2	✓
End Greeting	9 days ago	1	✓
Savings	10 days ago	1	✓
End	9 days ago	1	✓
Loan	11 days ago	3	✓

At the bottom of the table, it says "Items per page: 50" and "Showing 1-9 of 9 actions". A "New action" button is located in the top right corner of the table area. A "Preview" button is at the bottom right of the console.

IBM Watson Assistant Lite Upgrade Banking Bot

Greeting

Customer starts with:
Hey

Conversation steps

1 Good to see you.
Go to action: Index

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: 4

Enter a phrase

Greeting

Hello

Hi

Hey

New step +

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...

Greeting

IBM Watson Assistant Lite Upgrade Banking Bot

Index

Customer starts with:
Index

Conversation steps

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

1 is Net Banking
This step has no content
Go to action: Net Banking

1 is General Query
This step has no content
Go to action: Query

1 is Loan Query
This step has no content

New step +

Step 1 is taken without conditions

Assistant says

How can I help you?

Choose an option

Edit response Edit validation

And then

Continue to next step

Preview

Greeting recognized

Good to see you.

go to Index

How can I help you?

Select an option

Savings account

Current Account

Loan Query

General Query

Net Banking

Type something...

Index

2. Creating Saving Account Action

The screenshot displays the IBM Watson Assistant interface for configuring a 'Savings' action. The 'Conversation steps' panel on the left shows a sequence of steps: a question about account type, followed by two conditional paths for 'Regular Savings Account' and 'Kids Savings Account'. The 'Kids Savings Account' path is currently selected. The 'Conditions' panel in the center shows a condition where '1. Which type of sav...' is 'Kids Savings Account'. The 'Assistant says' panel shows the response: 'Please take these documents and head over to the nearest branch: 1. Aadhar Card, 2. Pan Card, 3. Passport Size photos, 4. Guardian's Aadhar Card'. The 'Preview' panel on the right shows a chat simulation with a 'Kids Savings Account' bubble and the corresponding instructions.

Savings Account - Kids Savings Account

The screenshot displays the IBM Watson Assistant interface for configuring a 'Savings' action, specifically for a 'Zero Balance Savings Account'. The 'Conversation steps' panel on the left shows the same initial question, but the 'Zero Balance Savings Account' path is selected. The 'Conditions' panel in the center shows a condition where '1. Which type of sav...' is 'Zero Balance Savings Account'. The 'Assistant says' panel shows the response: 'Take the following documents and head over to your nearest branch: 1. Aadhar Card, 2. Pan Card, 3. Passport size photos'. The 'Preview' panel on the right shows a chat simulation with a 'Zero Balance Savings Account' bubble and the corresponding instructions.

Savings Account - Zero Balance savings account

3. Creating Current Account Action

Current

Customer starts with: Current Account

Conversation steps

1 What's your company type? Partnership Proprietorship

↓ Continue to next step

1 is Partnership

2 Please take the following documents and approach the closest bank branch

Go to action: End

1 is Proprietorship

3 Please take the following documents and approach the closest bank branch

Go to action: End

New step +

Step 1 is taken without conditions

Assistant says

What's your company type?

Partnership Proprietorship

Edit response Edit validation

And then

↓ Continue to next step

Preview

Yes No

go to Index

How can I help you?

Current Account

Current Account

go to Current

What's your company type?

Partnership Proprietorship

Type something...

Current Account

Current

Customer starts with: Current Account

Conversation steps

1 What's your company type? Partnership Proprietorship

↓ Continue to next step

1 is Partnership

2 Please take the following documents and approach the closest bank branch

Go to action: End

1 is Proprietorship

3 Please take the following documents and approach the closest bank branch

Go to action: End

New step +

Step 2 is taken with conditions

Conditions

1 condition

If All of this is true:

1. What's your comp... is Partnership

and Add condition +

New condition group +

Assistant says

Please take the following documents and approach the closest bank branch

1. Income tax returns of the proprietor for last 3 years

2. Company Agreement

3. Pan Card of both partners

Define customer response

Preview

Partnership Proprietorship

Partnership

Please take the following documents and approach the closest bank branch

1. Income tax returns of the proprietor for last 3 years

2. Company Agreement

3. Pan Card of both partners

go to End

Do you want to know other services?

Yes No

Use the up arrow for prior messages

Partnership company type

IBM Watson Assistant Lite Upgrade Banking Bot

Current

Customer starts with:
Current Account

Conversation steps

1 What's your company type?
Partnership Proprietorship
Continue to next step

1 is Partnership

2 Please take the following documents and approach the closest bank branch
Go to action: End

1 is Proprietorship

3 Please take the following documents and approach the closest bank branch
Go to action: End

New step +

Step 3 is taken with conditions

Conditions 1 condition

If All of this is true:

1. What's your comp... is Proprietorship

and Add condition +

New condition group +

Assistant says

Please take the following documents and approach the closest bank branch

1. Income tax returns of the proprietor for last 3 years
2. Company Agreement
3. Pan Card

Define customer response

Preview

Partnership Proprietorship

Proprietorship

Please take the following documents and approach the closest bank branch

1. Income tax returns of the proprietor for last 3 years
2. Company Agreement
3. Pan Card

go to End

Do you want to know other services?

Yes No

Use the up arrow for prior messages

Proprietorship company type