

# Creating General Query Action

Team id: PNT2022TMID38899

IBM Watson Assistant Lite UpgradeBANK OF KCET

Learning center ?

Banking queries

Conversation steps

Select your queries

1 Do you send ... What are you... + 5

Continue to next step

1 is What are your business hours?

Monday through Friday, 8:30AM - 5:00 PM  
Mountain Time. Our office is closed on weekends...

2 Action complete

1 is How can I update my ...

3 In order to change the account that your automatic withdrawal comes from, please send ...

Action complete

1 is Is there a penalty to ...

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

Banking queries

Preview ▶