

NET BANKING

Customer starts with:  
NET BANKING

Conversation steps

WHAT QUERIES DO YOU HAVE ABOUT NETBANKING?

1

FACING ERR... WHAT IS NET... + 2

Continue to next step

1

Is WHAT IS NET BANKING?

THE FACILITY OFFERED BY THE BANK ALLOWS CUSTOMERS TO USE BANKING SERVICES OVER...

2

Free text

Go to action: END

1

Is HOW DO I REGISTER ...

PLEASE DOWNLOAD AND FILL UP THE NET BANKING REQUISITION FORM AND SUBMIT IT T...

3

Free text

Go to action: END

1

Is WHAT ARE THE FEAT...

1.CHECK THE ACCOUNT STATEMENT ONLINE  
2.OPEN A FIXED DEPOSIT ACCOUNT 3.PAY...

4

Free text

Go to action: END

1 Is ... 2.CHECK THE ACCOUNT STATEMENT ONLINE 3.PAY...

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

NET BANKING

Preview ▶

NET BANKING

Customer starts with:  
NET BANKING

Conversation steps

1 WHAT QUERIES DO YOU HAVE ABOUT NETBANKING?

FACING ERR... WHAT IS NET... +3

Continue to next step

1 is WHAT IS NET BANKING?

THE FACILITY OFFERED BY THE BANK ALLOWS CUSTOMERS TO USE BANKING SERVICES OVER...

Free text

Go to action: END

1 is HOW DO I REGISTER ...

PLEASE DOWNLOAD AND FILL UP THE NET BANKING REGISTRATION FORM AND SUBMIT IT T...

Free text

Go to action: END

1 is WHAT ARE THE FEAT...

1.CHECK THE ACCOUNT STATEMENT ONLINE  
2.OPEN A FIXED DEPOSIT ACCOUNT 3.PAY...

Free text

Go to action: END

New step +

Step 1 is taken without conditions

Assistant says

WHAT QUERIES DO YOU HAVE ABOUT NETBANKING?

WHAT IS NET BANKING? HOW DO I REGISTER FOR NETBANKING? WHAT ARE THE FEATURES OF NET BANKING?

FACING ERRORS IN NET BANKING

Edit response Edit validation

And then

Continue to next step

Preview

NET BANKING

Customer starts with:  
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Conversation steps

WHAT QUERIES DO YOU HAVE ABOUT NETBANKING?

1

FACING ERR...

WHAT IS NET...

+3

Continue to next step

1

is

WHAT IS NET BANKING?

THE FACILITY OFFERED BY THE BANK ALLOWS CUSTOMERS TO USE BANKING SERVICES OVER...

2

Free text

Go to action: END

1

is

HOW DO I REGISTER ...

PLEASE DOWNLOAD AND FILL UP THE NET BANKING REQUISITION FORM AND SUBMIT IT T...

3

Free text

Go to action: END

1

is

WHAT ARE THE FEAT...

1.CHECK THE ACCOUNT STATEMENT ONLINE  
2.OPEN A FIXED DEPOSIT ACCOUNT 3.PAY...

4

Free text

Go to action: END

New step +

Step 2 is taken with conditions

Conditions 1 condition

If All of this is true:

1. WHAT QUERIES DO YOU HAVE AB... is WHAT IS NET BANKING?

and Add condition +

New condition group +

Assistant says

THE FACILITY OFFERED BY THE BANK ALLOWS CUSTOMERS TO USE BANKING SERVICES OVER THE INTERNET.CUSTOMER NEED NOT VISIT THEIR BANK'S BRANCH OFFICE TO AVAIL EACH AND EVERY SMALL SERVICE

User enters free text

Edit response Edit validation

And then

Go to another action

Goes to action END

Pass values

Preview

NET BANKING

Customer starts with:  
NET BANKING

Conversation steps

WHAT QUERIES DO YOU HAVE ABOUT NETBANKING?

1 1 **FACING ERR...** **WHAT IS NET...** +2

↓ Continue to next step

1 1 **WHAT IS NET BANKING?**

THE FACILITY OFFERED BY THE BANK ALLOWS CUSTOMERS TO USE BANKING SERVICES OVER...

2 **Free text**

Go to action: END

1 1 **HOW DO I REGISTER ...**

PLEASE DOWNLOAD AND FILL UP THE NET BANKING REQUISITION FORM AND SUBMIT IT T...

3 **Free text**

Go to action: END

1 1 **WHAT ARE THE FEAT...**

1. CHECK THE ACCOUNT STATEMENT ONLINE  
2. OPEN A FIXED DEPOSIT ACCOUNT 3. PAY...

4 **Free text**

Go to action: END

1 1 **PLEASE DOWNLOAD AND FILL UP THE NET BANKING REQUISITION FORM AND SUBMIT IT TO YOUR HOME BRANCH**

New step +

Step 3 is taken with conditions

Conditions 1 condition

If All of this is true:

1. WHAT QUERIES DO YOU HAVE AB... is HOW DO I REGISTER FOR NETBANKING?

and Add condition +

New condition group +

Assistant says

PLEASE DOWNLOAD AND FILL UP THE NET BANKING REQUISITION FORM AND SUBMIT IT TO YOUR HOME BRANCH

User enters free text

Edit response Edit validation

And then

Go to another action

Goes to action END

Pass values

Preview

NET BANKING

Customer starts with:  
NET BANKING

Conversation steps

WHAT QUERIES DO YOU HAVE ABOUT NET BANKING?

1

FACING ERR... WHAT IS NET... → 2

Continue to next step

1 is WHAT IS NET BANKING?

THE FACILITY OFFERED BY THE BANK ALLOWS CUSTOMERS TO USE BANKING SERVICES OVER...

2

Free text

Go to action: END

1 is HOW DO I REGISTER ...

PLEASE DOWNLOAD AND FILL UP THE NET BANKING REGISTRATION FORM AND SUBMIT IT T...

3

Free text

Go to action: END

1 is WHAT ARE THE FEAT...

1.CHECK THE ACCOUNT STATEMENT ONLINE  
2.OPEN A FIXED DEPOSIT ACCOUNT  
3.PAY...

4

Free text

Go to action: END

1 is WHAT ARE THE FEAT...

1.CHECK THE ACCOUNT STATEMENT ONLINE  
2.OPEN A FIXED DEPOSIT ACCOUNT  
3.PAY...

4

Free text

Go to action: END

New step

Step 4 is taken with conditions

Conditions 1 condition

If All of this is true:

1. WHAT QUERIES DO YOU HAVE AB... is WHAT ARE THE FEATURES OF NET BANKING? x

and Add condition +

New condition group +

Assistant says

1.CHECK THE ACCOUNT STATEMENT ONLINE  
2.OPEN A FIXED DEPOSIT ACCOUNT  
3.PAY UTILITY BILLS SUCH AS WATER BILLS AND ELECTRICITY BILLS  
4.MAKE MERCHANT PAYMENTS

User enters free text

Edit response Edit validation

And then

Go to another action

Goes to action: END

Pass values

Preview

IBM Watson Assistant Lite

Upgrade

Bank Assistant

GENERAL QUERIES

Customer starts with:  
GENERAL QUERIES

Conversation steps

SELECT THE GENERAL QUERIES LISTED BELOW

1

LIST OF BRANCHES

CURRENT CONVERSION FACILITY

+3

Continue to next step

1

is

BANK WORKING DAYS

THE BANK IS OPEN FROM MONDAY TO SATURDAY FROM 9AM TO 3PM, WITH THE EXCEPTION OF...

2

Try Free text

Go to action: END

1

is

LIST OF BRANCHES

CHENNAI WEST MAMBALAM,CHINMAYA NAGAR VIRUGAMPAKAM,CHITLAPAKKAM, CIT NAGAR,D...

3

Try Free text

Go to action: END

1

is

CURRENT CONVERSION FACILITY

ALL OUR BANK HAVE A LOAN FOREX EXCHANGE FACILITY

4

Try Free text

Go to action: END

1

is

CIBIL

New step

Step 2 is taken

with conditions

Conditions

1 condition

If All of this is true:

1. SELECT THE GENERAL QUERIES LI... is BANK WORKING DAYS

and Add condition

New condition group

Assistant says

B I L U T A S

THE BANK IS OPEN FROM MONDAY TO SATURDAY FROM 9AM TO 3PM, WITH THE EXCEPTION OF 2ND SATURDAY

User enters free text

Edit response Edit validation

And then

Go to another action

Goes to action END

Pass values

Preview

us-south.assistant.watson.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F7e4a06bba7594f5cabd629a...

Error

Error

Type here to search

25°C Mostly sunny

01:51 18-11-2022