

Project Development Phase

AI-based discourse for Banking Industry

TEAM ID: PNT2022TMID30790

TEAM MEMBERS

ROLE	TEAM MEMBERS NAME	ROLL NO
TEAM LEADER	MURALI.S	(620119104057)
TEAM MEMBER 1	ARUNKUMAR.B	(620119104011)
TEAM MEMBER 2	GOWTHAM.S	(620119104026)
TEAM MEMBER 3	NANDHAKUMAR.K	(620119104059)

Project Development - Delivery Of Sprint-3

Sprint	Functional Requirement (Epic)	User Story Number	Task	Story Points	Priority	Team Members
Sprint-3	Chatbot Skills	USN- 6	Creating General Query Action	10	High	ARUNKUMAR.B
Sprint-3	Chatbot Skills	USN- 7	Creating Net Banking Action	10	High	NANDHAKUMAR.K

Delivery

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-3	20	6 Days	07 Nov 2022	12 Nov 2022	20	12 Nov 2022

Hardware / Software requirements

Hardware:

Processor: Intel Pentium

Ram: 512 MB

Storage: 256 MB

Software:

IBM Watson Assistant, Browser

CREATING GENERAL QUERY ACTION

Task assigned: ARUNKUMAR.B

Task started on: 07 - 11 - 2022

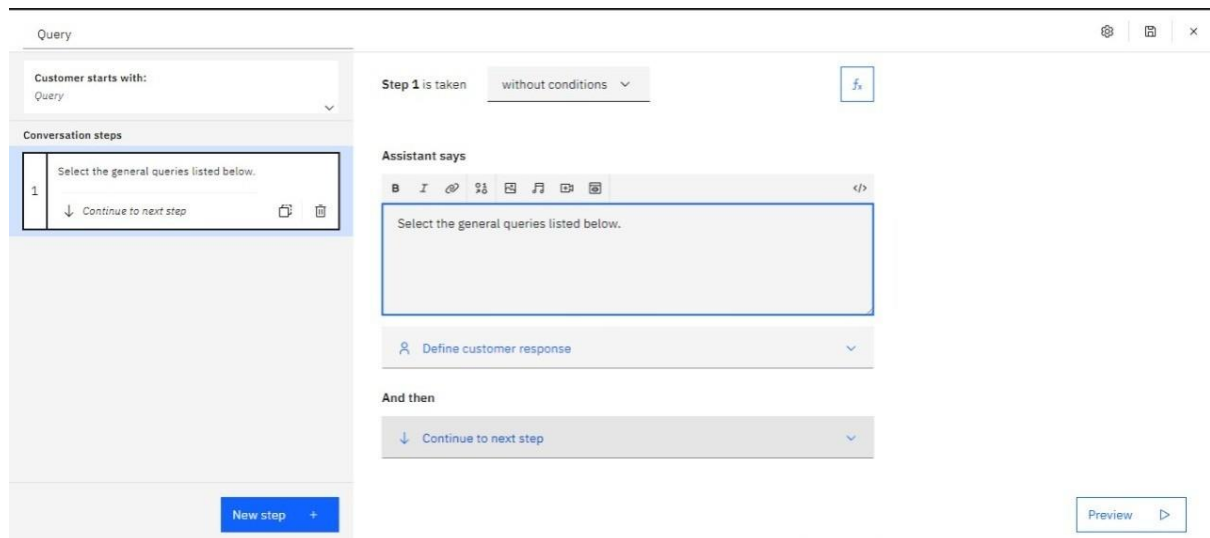
Task completion date: 08 - 11 - 2022

Progress 1: Created a new action for the general query.

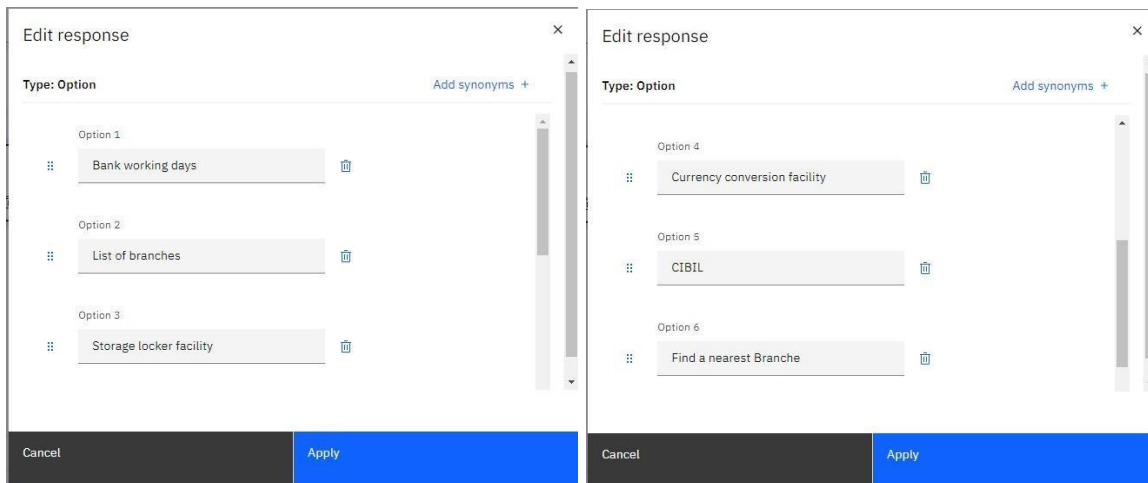


A screenshot of a 'New action' dialog box. The title bar says 'New action' with a close button. The main text asks 'What does your customer say to start this interaction?'. Below this is a text input field containing the word 'Query'. At the bottom, there are two buttons: 'Cancel' on the left and 'Save' on the right.

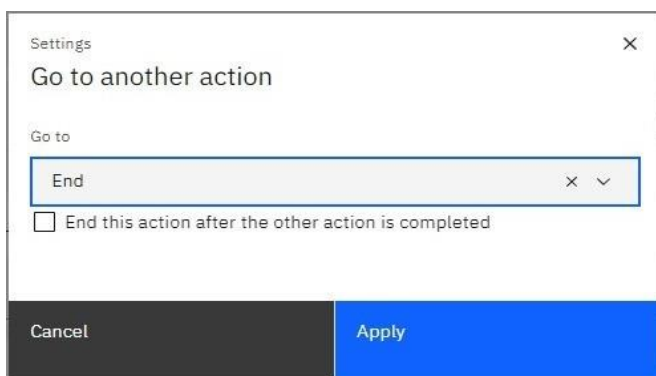
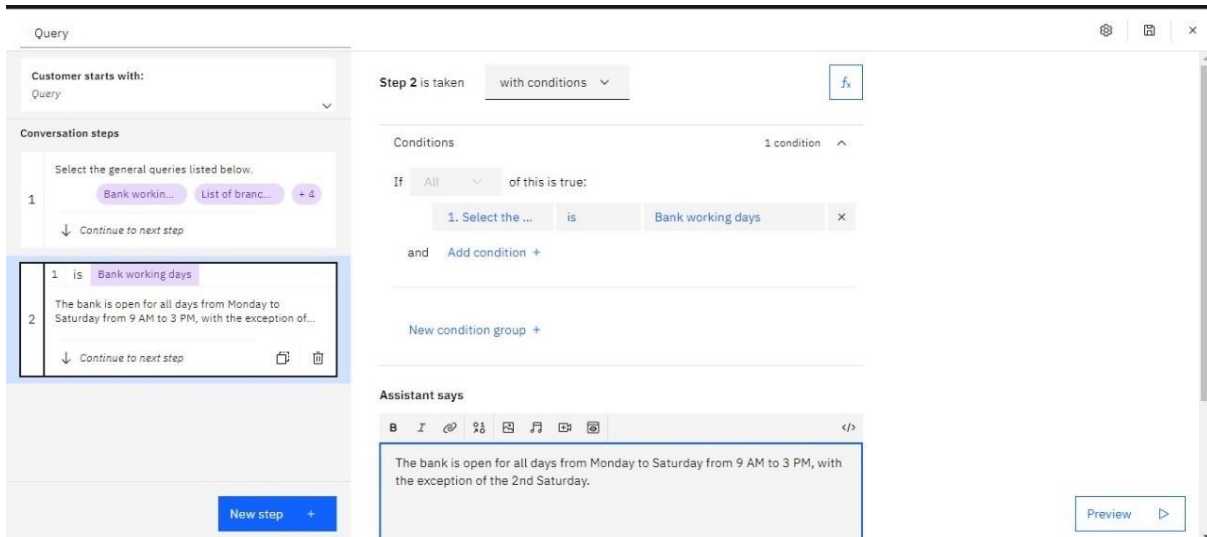
Progress 2: Creating the chatbot's response to the general query message, adding available options for the savings account action, and finally linking the end action.



A screenshot of a chatbot configuration interface. The top bar shows 'Query' and some icons. The main area is divided into two columns. The left column has a 'Customer starts with:' section with a dropdown menu showing 'Query'. Below this is a 'Conversation steps' section with a list of steps. Step 1 is selected and shows the text 'Select the general queries listed below.' with a 'Continue to next step' button. The right column has a 'Step 1 is taken' section with a dropdown menu showing 'without conditions'. Below this is an 'Assistant says' section with a text input field containing the text 'Select the general queries listed below.' and a 'Define customer response' button. At the bottom right, there is a 'Preview' button.



Progress 3: The “Bank working days” response is added. The end action is successfully linked.



Progress 4: The “List of branches” response is added. The end action is successfully linked.

Query

Conversation steps

Select the general queries listed below.

1

Bank workin... List of branc... + 4

Continue to next step

1 is Bank working days

The bank is open for all days from Monday to Saturday from 9 AM to 3 PM, with the exception ...

2

Free text

Go to action: End

1 is List of branches

Alwarthirunagar, Ambattur, Ariyalur, Arkonam, Arni, Bargur, Chennai, Chidambaram, Chingelpet,...

3

Continue to next step

New step +

Step 3 is taken with conditions

fx

Conditions 1 condition

If All of this is true:

1. Select the ... is List of branches

and Add condition +

New condition group +

Assistant says

B I

Alwarthirunagar, Ambattur, Ariyalur, Arkonam, Arni, Bargur, Chennai, Chidambaram, Chingelpet, Chingelpet, Chingleput, Chittoor, Coimbarore, Coimbatore, Coimbatore, Coimbatore, Coonoor, Cuddalore, Dharapuram, Dharmapuri, Dindigul, Erode, Erumaipatti, Gobichettipalayam, Hosur, Kalayarkoil, Kancheepuram, Kancheepuran, Kanchipuram, Kangeyam, Kanniakumari, Kanniyakumari, Kanya Kumari, Kanyakumari, Karaikudi, Karur, Khammam, Khandukur, Kilvelur, Kolathur, Koradacheri, Kottayam, Kovilpatti, Kovilpatti Town, Krishangiri, Krishnagiri, Kumbakonam, Madukkarai, Madurai, Madurai Dist, Manamelkudi, Mannargudi, Mayiladuthurai, Muthur, Nachiarkovil, Nagapattinam, Nagercoil, Namakkal, Nazareth, Neyveli, Nilgiri, Nilgiris, Omoode, Ottapidaram, Palani, Pallipalayam, Paruthipattu, Pattukottai, Perambalur, Perungudi, Pettavaithalai, Pollachi, Pondicherry, Puddukkottai, Pudukkottai, Pudukottai, Purnea, Ramanathapuram, Ramanathapuram, Ranipet, Rbo Nagercoil, Saivaganga, Salem, Samayanallur, Selam, Sembanarkoil, Sivaganga, Sivagangai, Sooranam, Tambaram, Tenkasi, Thanjavur, Then, Theni, Thirupattur, Thiruvallur, Thiruvannamalai, Thiruvarur, Thiyagadurgam, Thoothkudi, Thoothukudi, Thrissur, Tiruchiorappalli, Tiruchirapalli, Tiruchirapally, Tiruchirappalli, Tirunelvali, Tirunelveli, Tirunelvelli, Tirunelvally, Tirupattur, Tirupporur, Tiruppur, Tirupur, Tirutani, Tiruvallur, Tiruvannamalai, Tiruvarur, Toothukudi, Trichy, Triunelveli, Tuthukhodi, Tuticorin, Udhagamandalam, Udhmamandalam, Udumalpet, Valangaiman, Vellore, Vengamedu, Villupuram, Virudhnagar, Virudhunagar and Virudunagar.

Preview

Assistant says

B I

Alwarthirunagar, Ambattur, Ariyalur, Arkonam, Arni, Bargur, Chennai, Chidambaram, Chingelpet, Chingelpet, Chingleput, Chittoor, Coimbarore, Coimbatore, Coimbatore, Coimbatore, Coonoor, Cuddalore, Dharapuram, Dharmapuri, Dindigul, Erode, Erumaipatti, Gobichettipalayam, Hosur, Kalayarkoil, Kancheepuram, Kancheepuran, Kanchipuram, Kangeyam, Kanniakumari, Kanniyakumari, Kanya Kumari, Kanyakumari, Karaikudi, Karur, Khammam, Khandukur, Kilvelur, Kolathur, Koradacheri, Kottayam, Kovilpatti, Kovilpatti Town, Krishangiri, Krishnagiri, Kumbakonam, Madukkarai, Madurai, Madurai Dist, Manamelkudi, Mannargudi, Mayiladuthurai, Muthur, Nachiarkovil, Nagapattinam, Nagercoil, Namakkal, Nazareth, Neyveli, Nilgiri, Nilgiris, Omoode, Ottapidaram, Palani, Pallipalayam, Paruthipattu, Pattukottai, Perambalur, Perungudi, Pettavaithalai, Pollachi, Pondicherry, Puddukkottai, Pudukkottai, Pudukottai, Purnea, Ramanathapuram, Ramanathapuram, Ranipet, Rbo Nagercoil, Saivaganga, Salem, Samayanallur, Selam, Sembanarkoil, Sivaganga, Sivagangai, Sooranam, Tambaram, Tenkasi, Thanjavur, Then, Theni, Thirupattur, Thiruvallur, Thiruvannamalai, Thiruvarur, Thiyagadurgam, Thoothkudi, Thoothukudi, Thrissur, Tiruchiorappalli, Tiruchirapalli, Tiruchirapally, Tiruchirappalli, Tirunelvali, Tirunelveli, Tirunelvelli, Tirunelvally, Tirupattur, Tirupporur, Tiruppur, Tirupur, Tirutani, Tiruvallur, Tiruvannamalai, Tiruvarur, Toothukudi, Trichy, Triunelveli, Tuthukhodi, Tuticorin, Udhagamandalam, Udhmamandalam, Udumalpet, Valangaiman, Vellore, Vengamedu, Villupuram, Virudhnagar, Virudhunagar and Virudunagar.

Settings

Go to another action

Go to

End

☐ End this action after the other action is completed

Cancel

Apply

Progress 5: The “Storage locker facility” response is added. The end action is successfully linked.

The screenshot shows the Query editor interface. On the left, a list of steps is visible: Step 1 (Bank working days), Step 2 (Free text), Step 3 (List of branches), and Step 4 (Storage locker facility). Step 4 is selected and highlighted. The main panel shows the configuration for Step 4. It is titled "Step 4 is taken" and has a dropdown menu set to "with conditions". Below this, the "Conditions" section shows a single condition: "If All of this is true: 1. Select the ... is Storage locker facility". The "Assistant says" section displays a list of bank branches: Alwarthirunagar, Ambattur, Ariyalur, Arkonam, Arni, Bargur, Chennai, Chidambaram, Chingelpet, Coimbatore, Coimbatore, Coimbatore, Coonoor, Cuddalore, Dharamapuri, Dindigul, Erode, Erumaipatti, Gobichettipalayam, Hosur, Kalayarkoil, Kancheepuram. A "Preview" button is located at the bottom right.

The screenshot shows a "Settings" dialog box titled "Go to another action". It has a "Go to" dropdown menu with "End" selected. Below this, there is a checkbox labeled "End this action after the other action is completed" which is currently unchecked. At the bottom, there are "Cancel" and "Apply" buttons.

Progress 6: The “Currency conversion facility” response is added. The end action is successfully linked.

The screenshot shows the Query editor interface. On the left, a list of steps is visible: Step 1 (List of branches), Step 3 (Free text), Step 4 (Storage locker facility), and Step 5 (Currency conversion facility). Step 5 is selected and highlighted. The main panel shows the configuration for Step 5. It is titled "Step 5 is taken" and has a dropdown menu set to "with conditions". Below this, the "Conditions" section shows a single condition: "If All of this is true: 1. Select the ... is Currency conversion facility". The "Assistant says" section displays the text: "All our bank branches have forex exchange facility." A "Preview" button is located at the bottom right.

Progress 8: The “Find a nearest Branch” response is added. The end action is successfully linked.

The screenshot displays the Power Automate interface. On the left, a 'Query' pane shows a list of steps. Step 7 is highlighted, showing a 'Find a nearest Branche' action. The right pane shows the configuration for Step 7. It includes a 'Step 7 is taken' section with a dropdown set to 'with conditions'. Below this, the 'Conditions' section shows a single condition: 'If All of this is true:'. The condition is '1. Select the ... is Find a nearest Branche'. Below the conditions, there is a 'New condition group +' button. The 'Assistant says' section shows the response: 'Kindly reach out to our customer care executive. Contact us at 9876543210.' A 'Preview' button is visible at the bottom right.

The screenshot shows a 'Settings' dialog box for the 'Go to another action' step. The 'Go to' dropdown is set to 'End'. Below this, there is a checkbox labeled 'End this action after the other action is completed'. At the bottom, there are 'Cancel' and 'Apply' buttons.

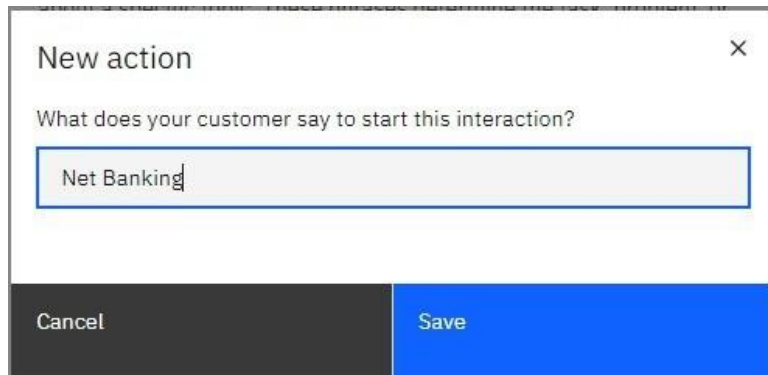
CREATING NET BANKING ACTION

Task assigned: NANDHAKUMAR.K

Task started on: 07 - 11 - 2022

Task completion date: 08 - 11 - 2022

Progress 1: Created a new action for net banking.



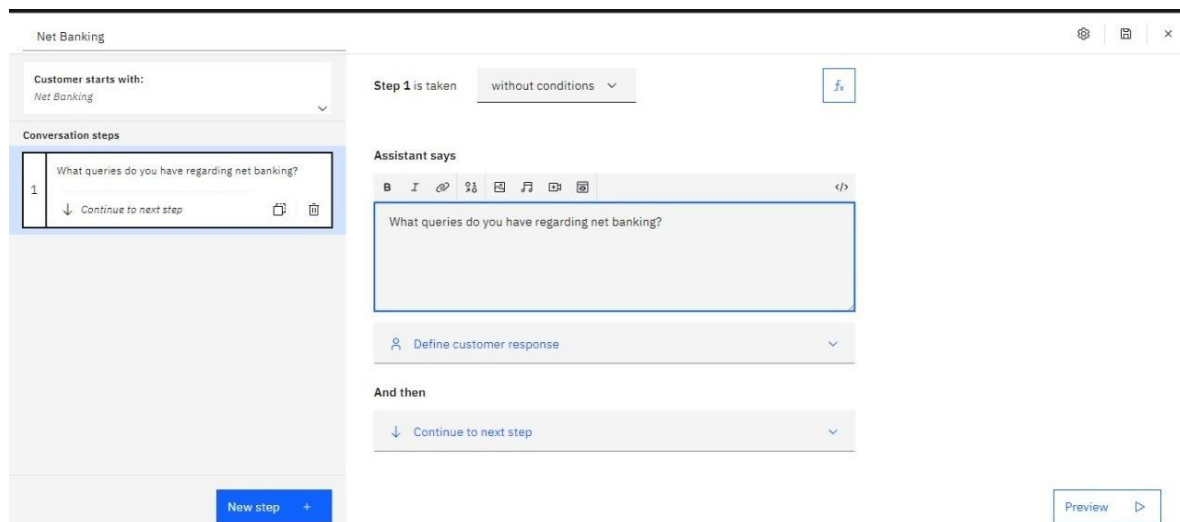
New action

What does your customer say to start this interaction?

Net Banking

Cancel Save

Progress 2: Creating the chatbot's response to the general query message, adding available options for the net banking action, and finally linking the end action.



Net Banking

Customer starts with:
Net Banking

Conversation steps

1 What queries do you have regarding net banking?
Continue to next step

Step 1 is taken without conditions

Assistant says

What queries do you have regarding net banking?

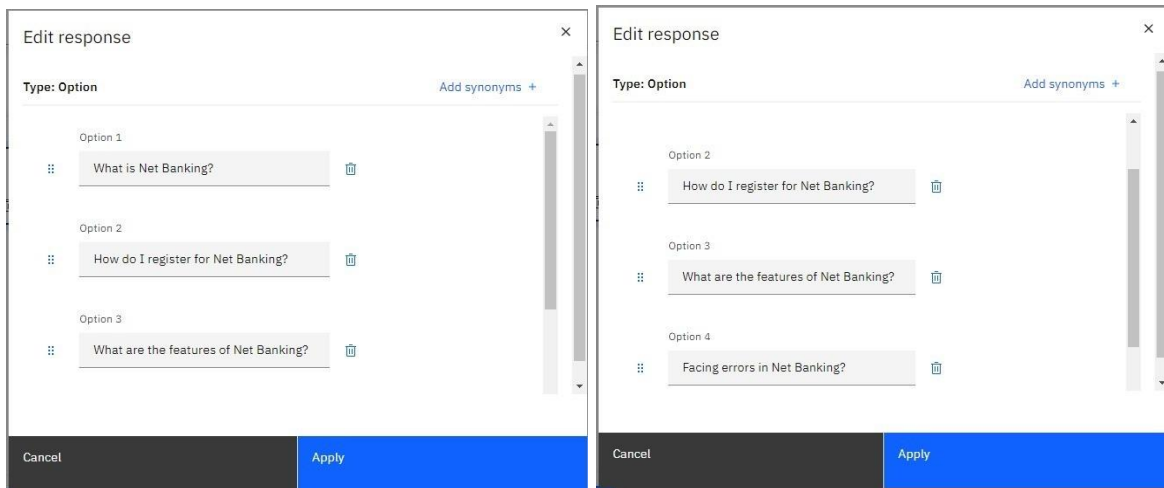
Define customer response

And then

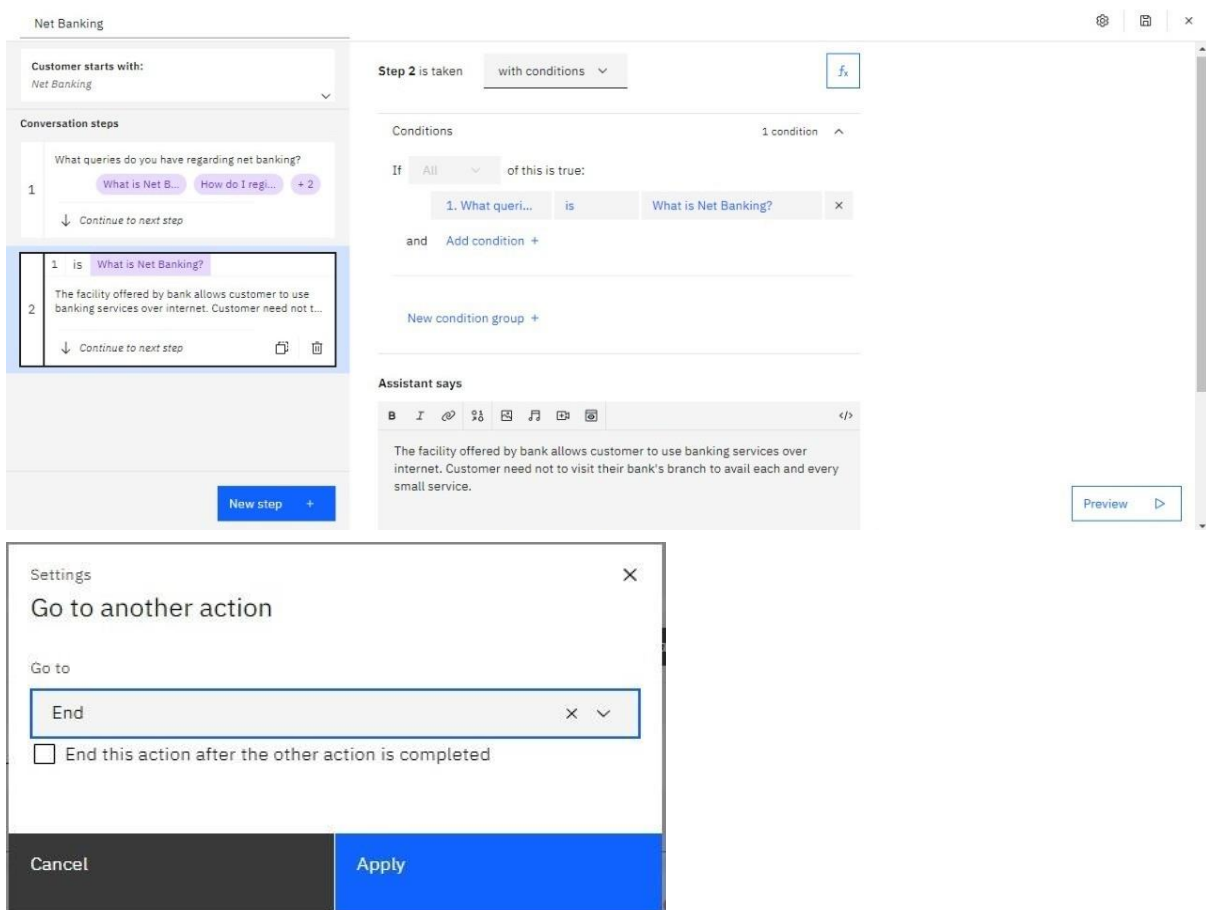
Continue to next step

New step

Preview



Progress 3: The “What is Net Banking?” response is added. The end action is successfully linked.



Progress 4: The “How do I register for Net Banking?” response is added. The end action is successfully linked.

The screenshot shows the configuration interface for a chatbot named "Net Banking". On the left, a "Conversation steps" panel lists three steps. Step 3, "How do I register for Net Banking?", is selected and highlighted. The main area shows the configuration for Step 3, which is set to "with conditions". A condition is defined: "If 1. What queri... is How do I register for Net ...". The "Assistant says" section contains the response: "Please download and fill out the bank requisition form and submit it to your home branch." A "Preview" button is visible at the bottom right.

The screenshot shows a "Settings" dialog titled "Go to another action". It has a "Go to" dropdown menu with "End" selected. Below the dropdown is a checkbox labeled "End this action after the other action is completed", which is currently unchecked. At the bottom, there are "Cancel" and "Apply" buttons.

Progress 5: The “What are the features of Net Banking?” response is added. The end action is successfully linked.

The screenshot shows the configuration interface for the "Net Banking" chatbot. On the left, the "Conversation steps" panel shows four steps. Step 4, "What are the features of Net Banking?", is selected and highlighted. The main area shows the configuration for Step 4, which is set to "with conditions". A condition is defined: "If 1. What queri... is What are the features of N...". The "Assistant says" section contains a list of features: "1)Check the account statement online 2)Open a fixed deposit account 3)Pay utility bill such as water bills and electricity bills 4)Make merchant payments 5)Transfer funds 6)Order a cheque book 7)Buy general insurance 8)Recharge prepaid mobile/DTH". A "Preview" button is visible at the bottom right.

Settings

Go to another action

Go to

End

☐ End this action after the other action is completed

Cancel

Apply

Progress 6: The “Facing errors in Net Banking?” response is added. The end action is successfully linked.

Net Banking

1 is How do I register for Net Banking?

Please download and fill out the bank requisition form and submit it to your home branch.

3

Go to action: End

1 is What are the features of Net Banking?

1)Check the account statement online 2)Open a fixed deposit account 3)Pay utility bill such as wat...

4

Go to action: End

1 is Facing errors in Net Banking?

Please contact our customer care executive or approach the closest branch.

5

Go to action: End

New step +

Step 5 is taken with conditions

Conditions

1 condition

If All of this is true:

1. What queries do ... is Facing errors in Net Banking?

and Add condition +

New condition group +

Assistant says

Please contact our customer care executive or approach the closest branch.

User enters free text

Preview

Settings

Go to another action

Go to

End

☐ End this action after the other action is completed

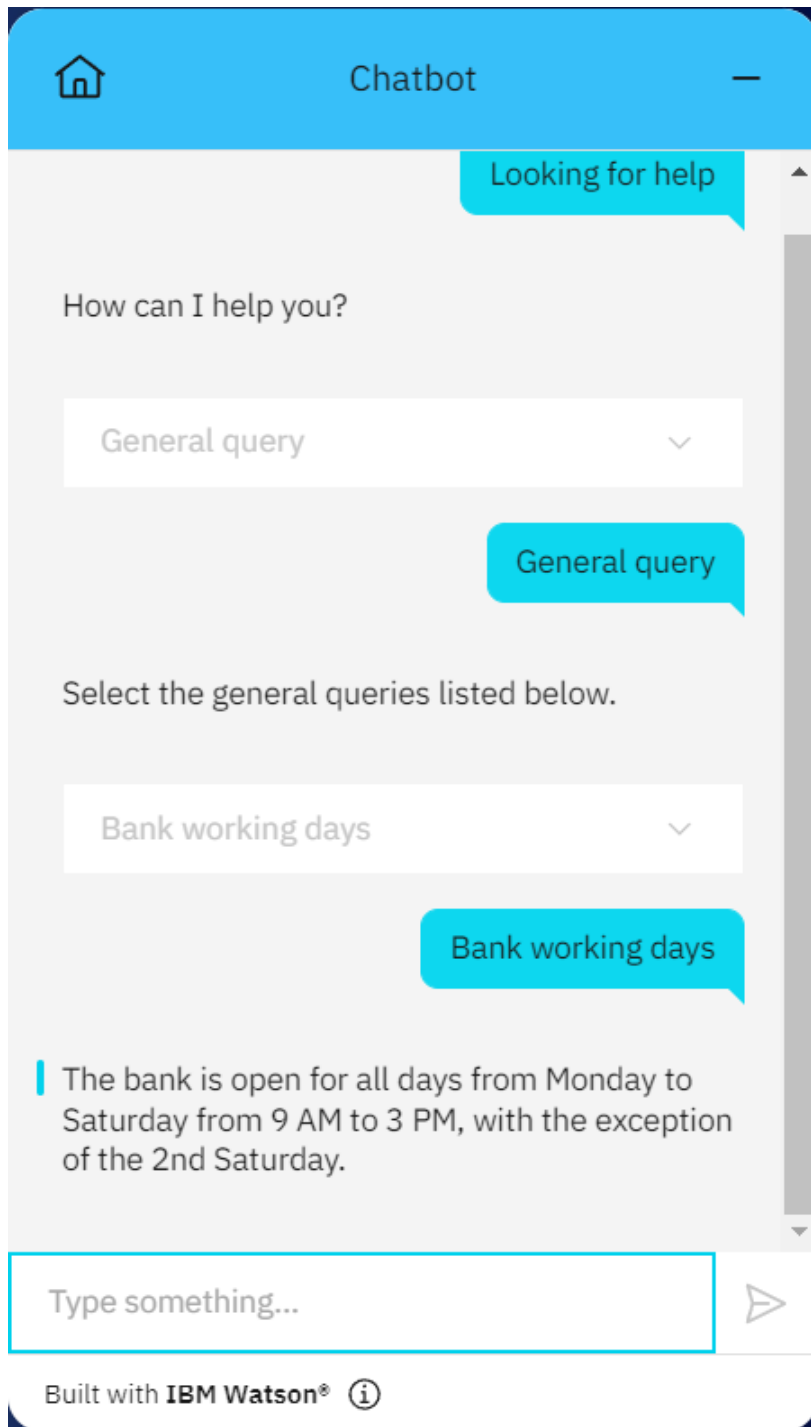
Cancel

Apply

Testing the chat

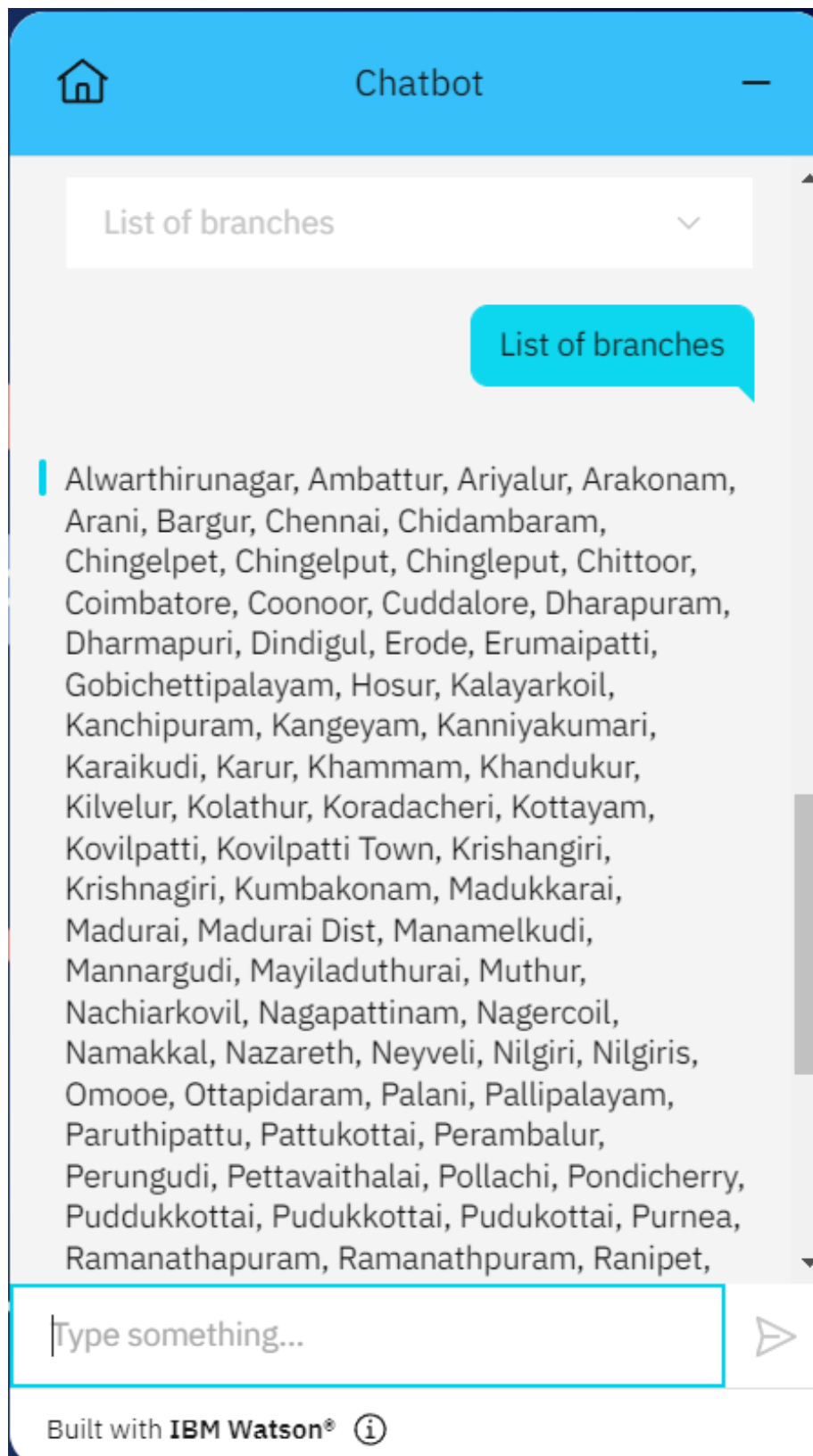
The General Query Actions being tested

Testing 1: Bank working days



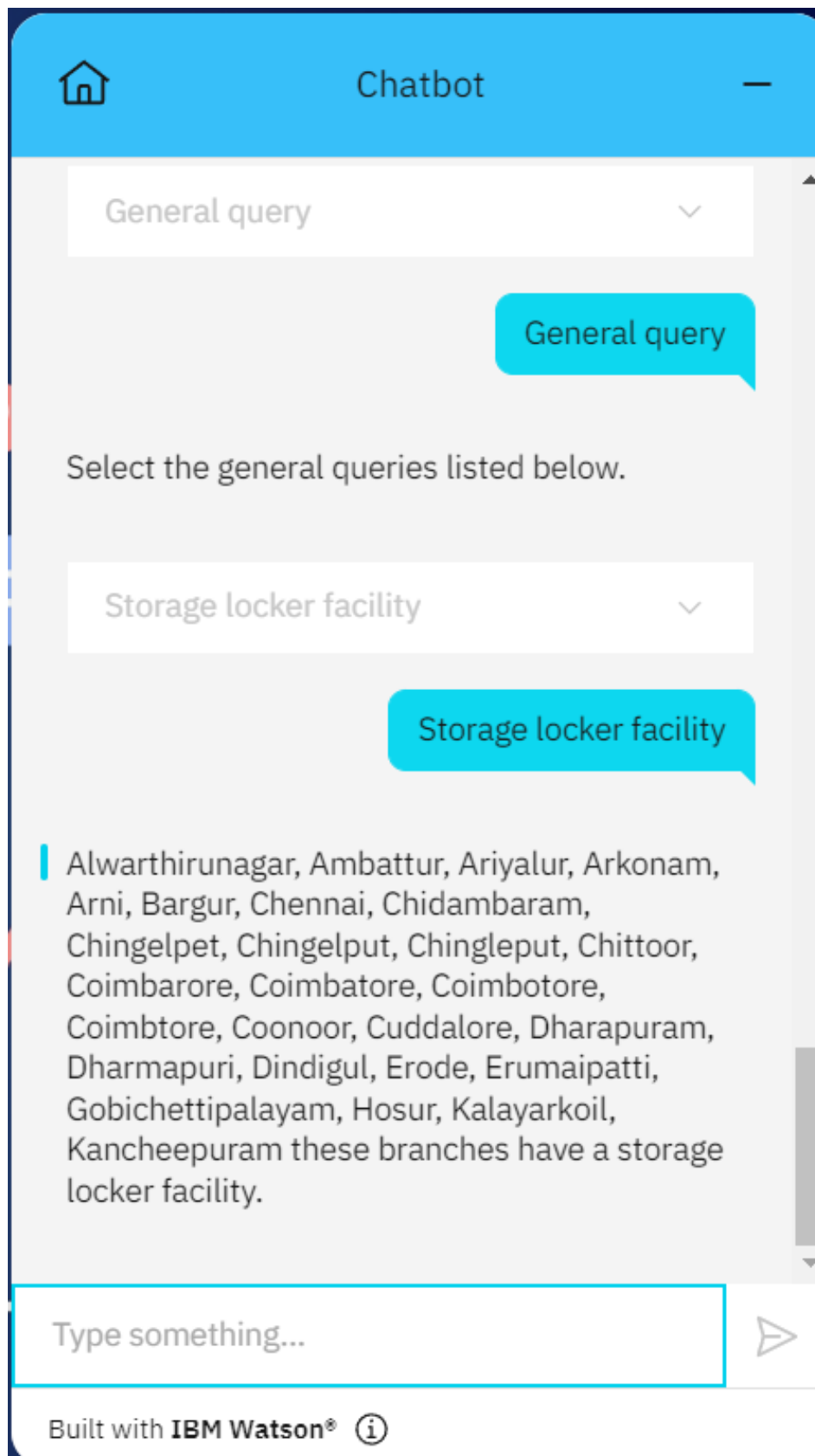
Test result: passed

Testing 2: List of branches



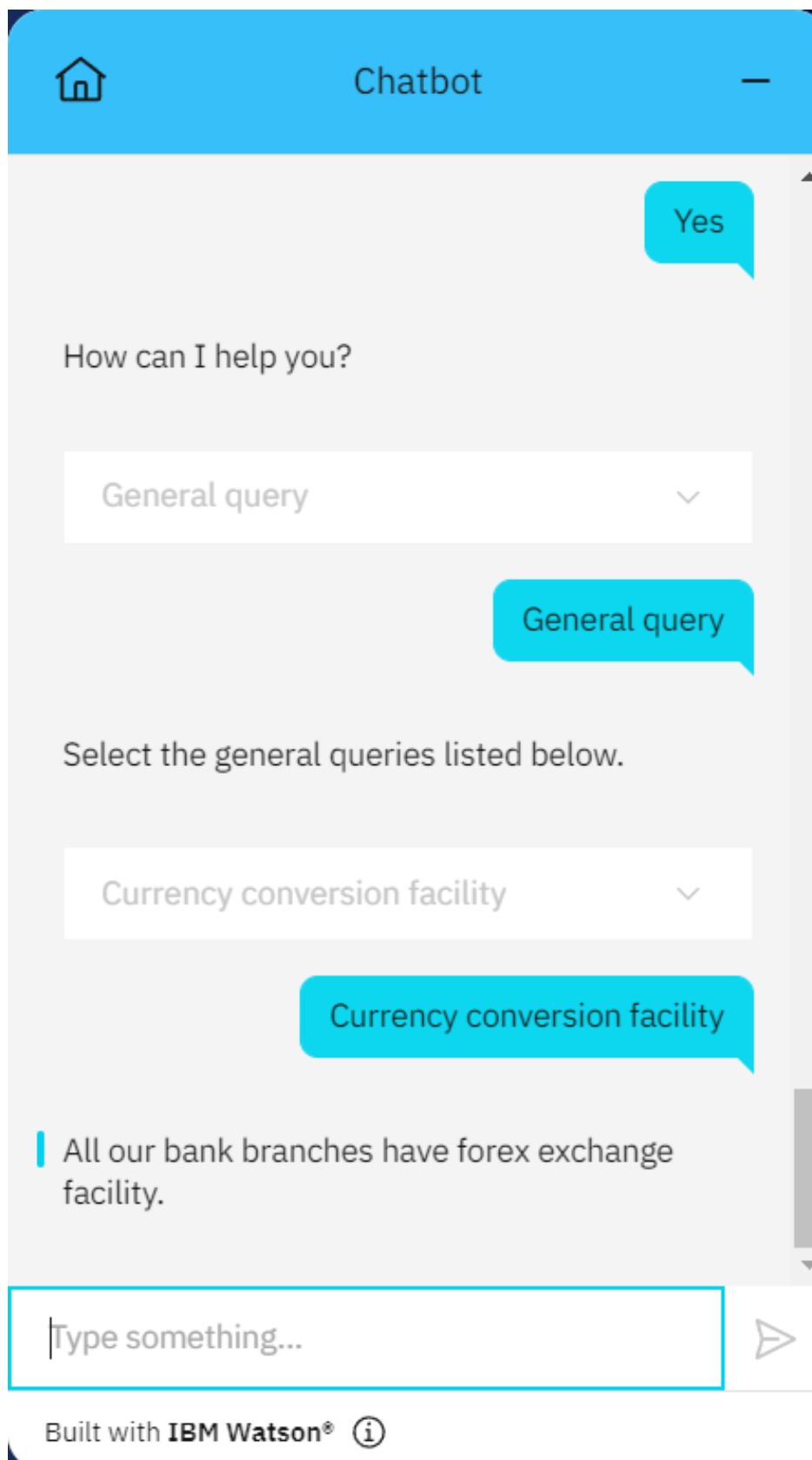
Test result: passed

Testing 3: Storage locker facility



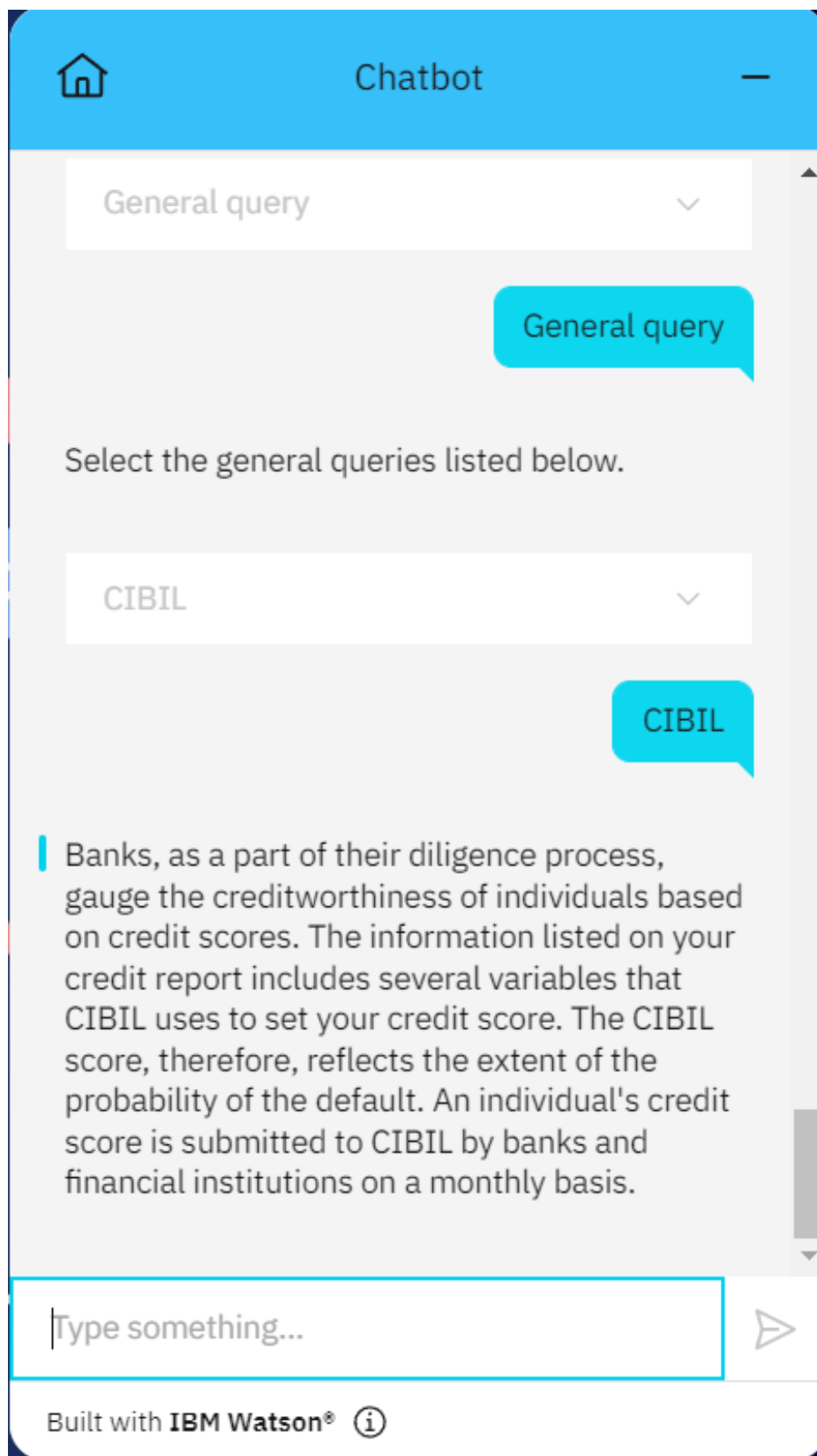
Test result: passed

Testing 4: Currency conversion facility



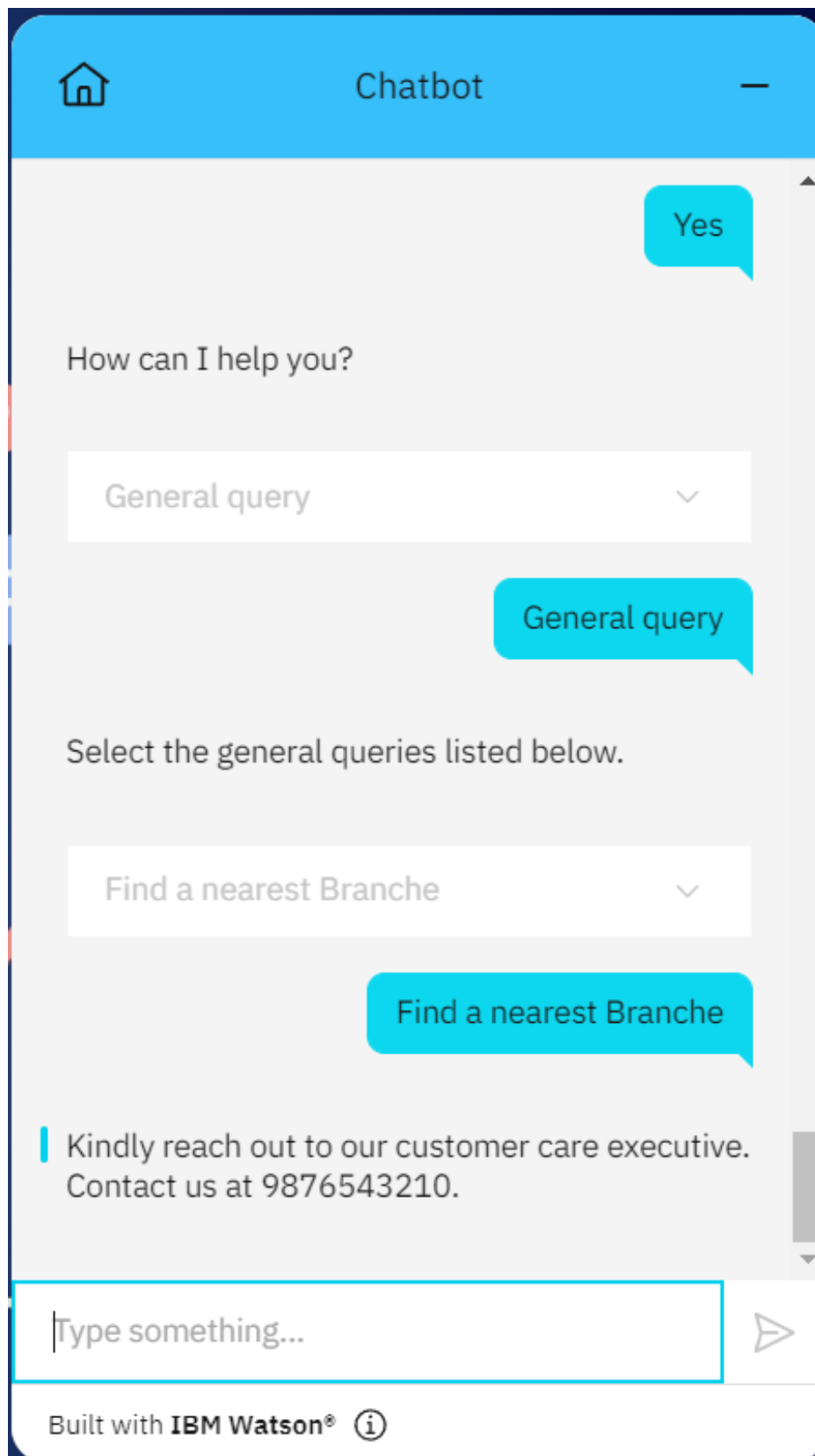
Test result: passed

Testing 5: CIBIL



Test result: passed

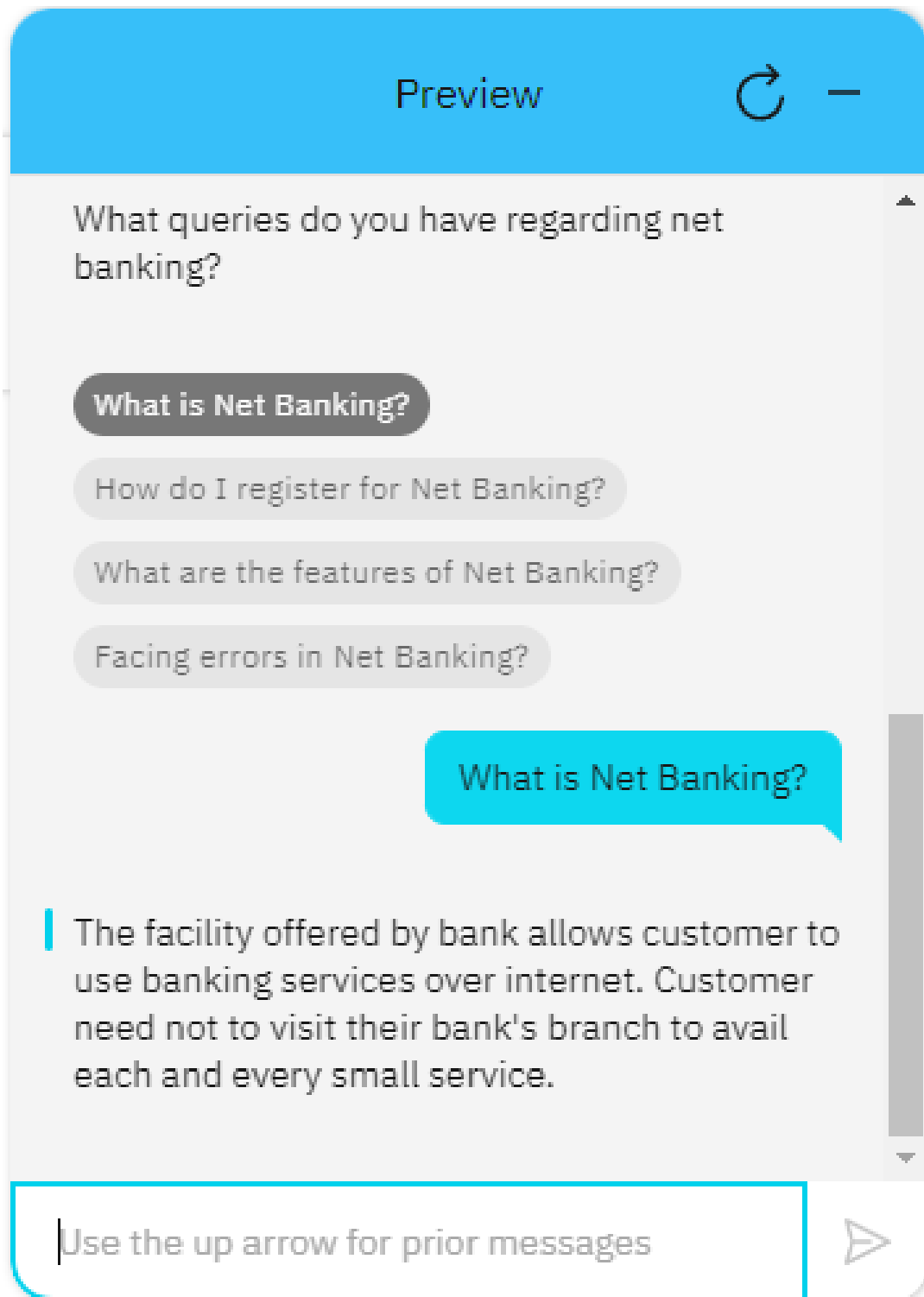
Testing 6: Find a nearest Branch



Test result: passed

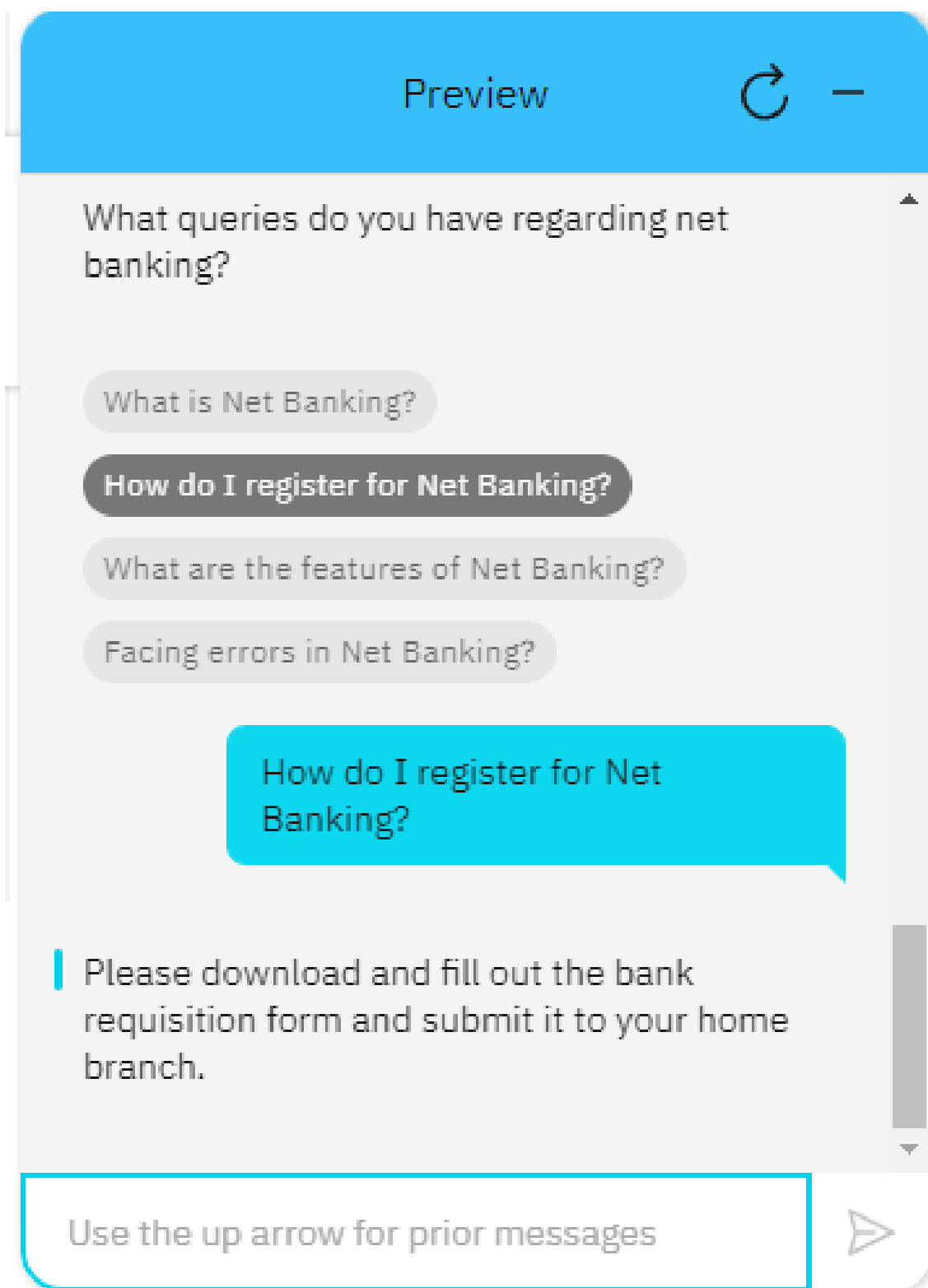
The Netbanking Account Action is being tested

Testing 1: What is Net Banking?



Test result: passed

Testing 2: How do I register for Net Banking?



Test result: passed

Testing 3: What are the features of Net Banking?

Preview

How do I register for Net Banking?

What are the features of Net Banking?

Facing errors in Net Banking?

What are the features of Net Banking?

1)Check the account statement online
2)Open a fixed deposit account
3)Pay utility bill such as water bills and electricity bills
4)Make merchant payments
5)Transfer funds
6)Order a cheque book
7)Buy general insurance
8)Recharge prepaid mobile/DTH

Type something...

Test result: passed

Testing 4: Facing errors in Net Banking?

Preview

go to [Net Banking](#)

What queries do you have regarding net banking?

What is Net Banking?

How do I register for Net Banking?

What are the features of Net Banking?

Facing errors in Net Banking?

Facing errors in Net Banking?

Please contact our customer care executive or approach the closest branch.

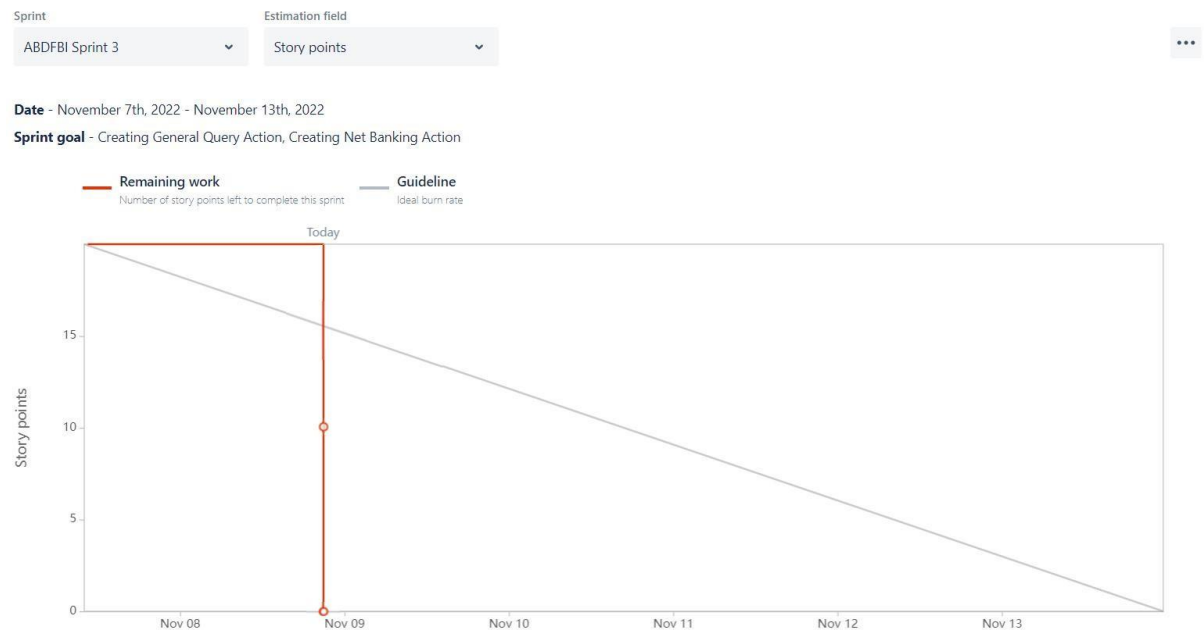
Type something...

Test result: passed

Sprint burndown chart:

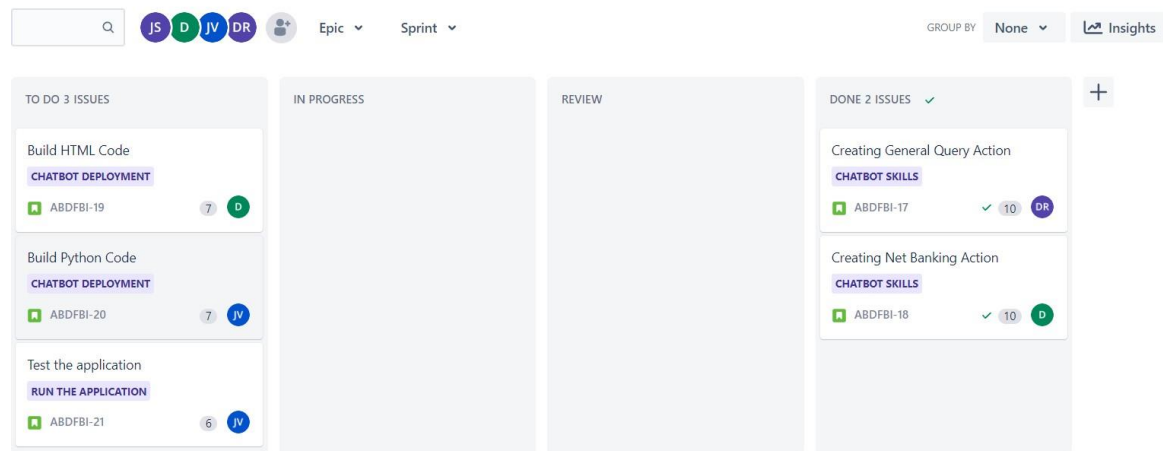
Sprint burndown chart

[How to read this report](#)

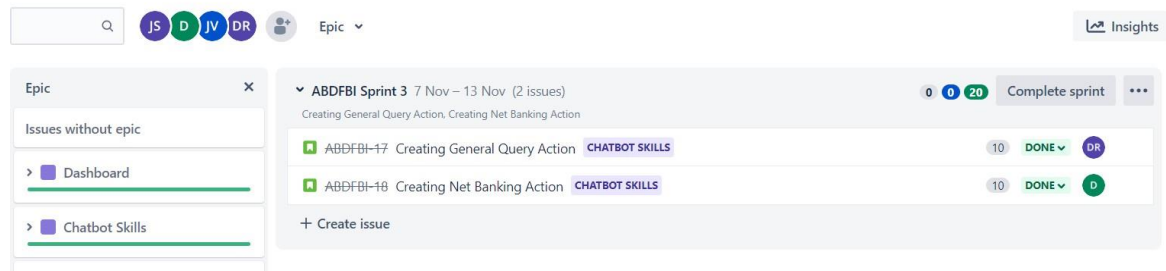


All sprints

[Complete sprint](#)



Backlog



Roadmap

Give feedback Share Export ...

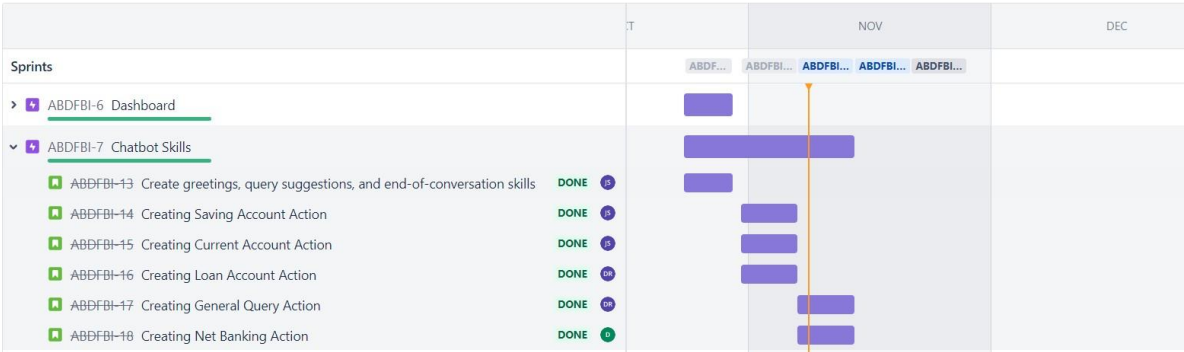
Q

JSJVDR

Status category

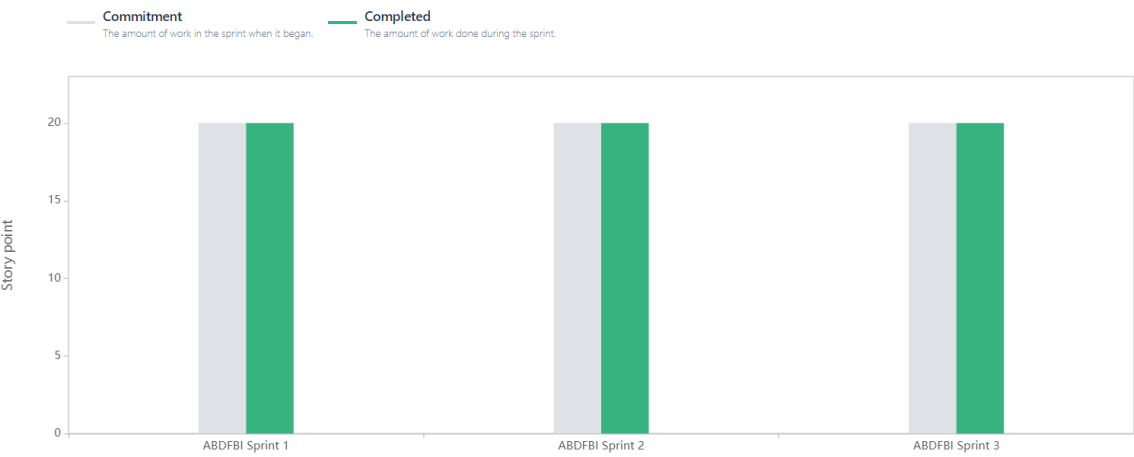
Epic

View settings



Velocity report

How to read this report



Sprint	Commitment	Completed
ABDFBI Sprint 1	20	20
ABDFBI Sprint 2	20	20
ABDFBI Sprint 3	20	20