

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-1

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Dashboard	USN- 1	As a user, I need to access the chatbot very quickly without registration / Create IBM Watson Assistant Service	10	Medium	MURALI.S
Sprint-1	Chatbot Skills	USN- 2	As a user, I want a chatbot to be able to greet, suggest relevant queries and end the conversation properly / Create greetings, query suggestions, and end-of-conversation skills	10	Medium	GOWTHAM.S

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-1	20	6 Days	24 Oct 2022	29 Oct 2022	20	29 Oct 2022

Hardware / Software requirements

Hardware:

Processor: Intel Pentium

Ram: 512 MB

Storage: 256 MB

Software:

IBM Watson Assistant, Browser

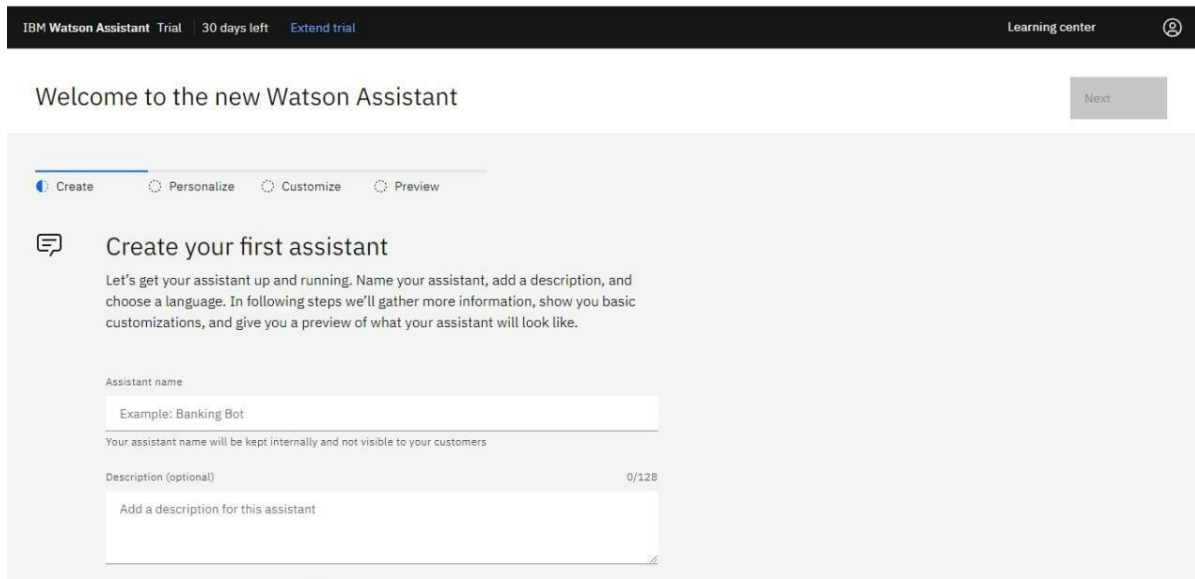
Create IBM Watson Assistant Service

Task assigned: MURALI.S

Task started on: 26 - 10 - 2022

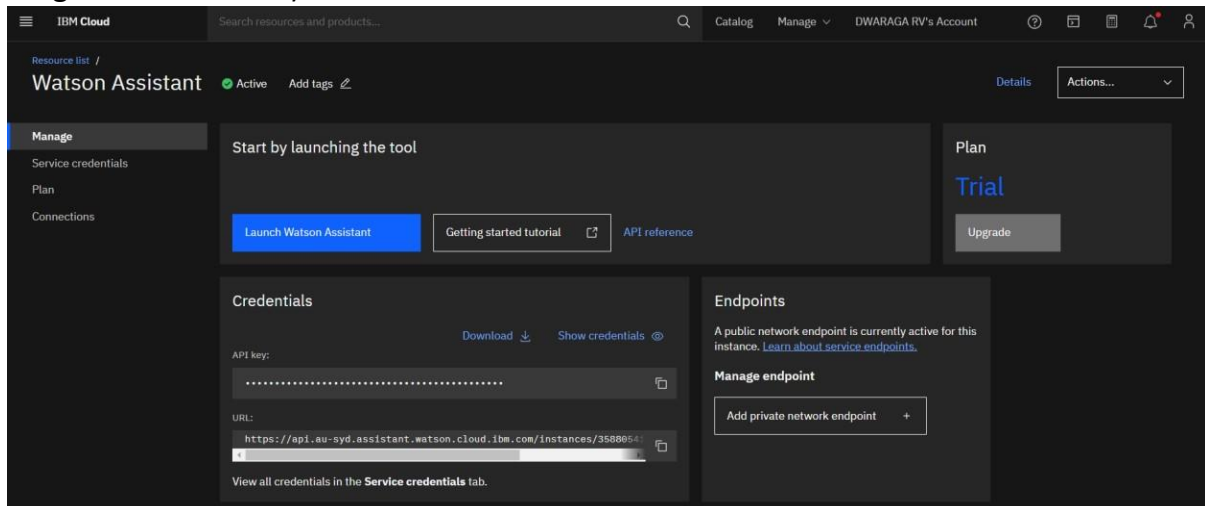
Task completion date: 27 - 10 - 2022

Progress 1: Registered for an IBM cloud account and set up the IBM Watson Assistant Service.



The screenshot shows the 'Create your first assistant' page in the IBM Watson Assistant console. At the top, a dark header bar contains 'IBM Watson Assistant Trial | 30 days left | Extend trial' on the left and 'Learning center' with a user icon on the right. Below the header, a light gray banner says 'Welcome to the new Watson Assistant' with a 'Next' button. The main content area has a progress bar with four steps: 'Create' (active), 'Personalize', 'Customize', and 'Preview'. The 'Create' step is titled 'Create your first assistant' with a subtext: 'Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.' Below this, there are two input fields: 'Assistant name' with the example 'Example: Banking Bot' and a note 'Your assistant name will be kept internally and not visible to your customers', and 'Description (optional)' with a placeholder 'Add a description for this assistant' and a character count '0/128'.

Progress 2: Successfully created Watson's assistant chatbot



The screenshot shows the IBM Cloud Watson Assistant management dashboard. The top navigation bar includes 'IBM Cloud', a search bar, and links for 'Catalog', 'Manage', 'DWARAGA RV's Account', and user settings. The main header shows 'Watson Assistant' with a green 'Active' status and 'Add tags'. A left sidebar lists 'Manage' (selected), 'Service credentials', 'Plan', and 'Connections'. The main content area is divided into three sections: 'Start by launching the tool' with buttons for 'Launch Watson Assistant', 'Getting started tutorial', and 'API reference'; 'Credentials' showing an 'API key' field with a 'Download' button and a 'URL' field with a 'Show credentials' button; and 'Endpoints' with a message 'A public network endpoint is currently active for this instance. Learn about service endpoints.' and a 'Manage endpoint' section with an 'Add private network endpoint' button.

CREATE GREETINGS, QUERY SUGGESTIONS, AND END-OF-CONVERSATION SKILLS

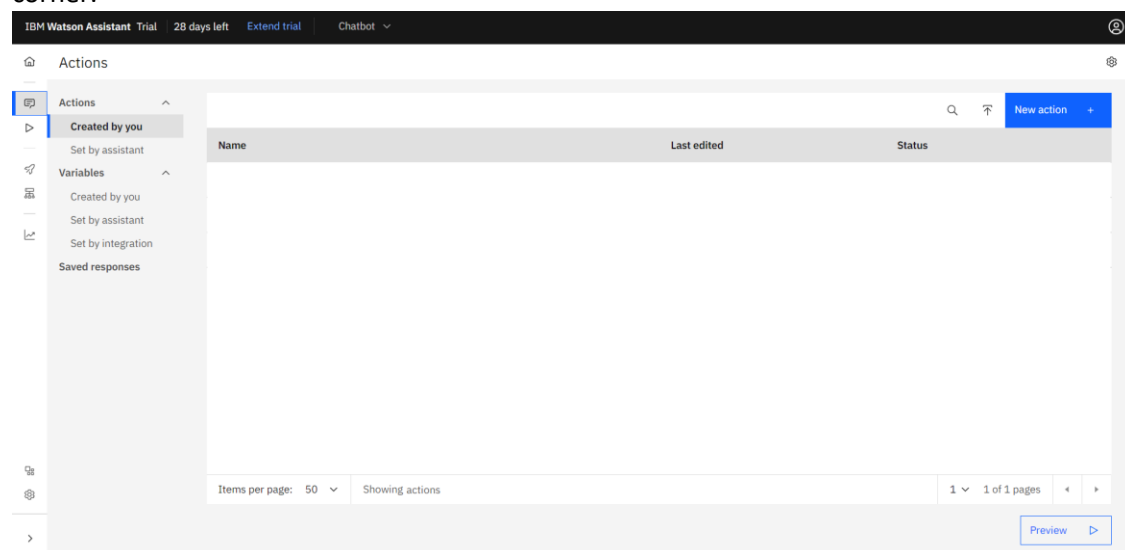
Task assigned: GOWTHAM S

Task started on: 27 - 10 - 2022

Task completion date: 28 - 10 - 2022

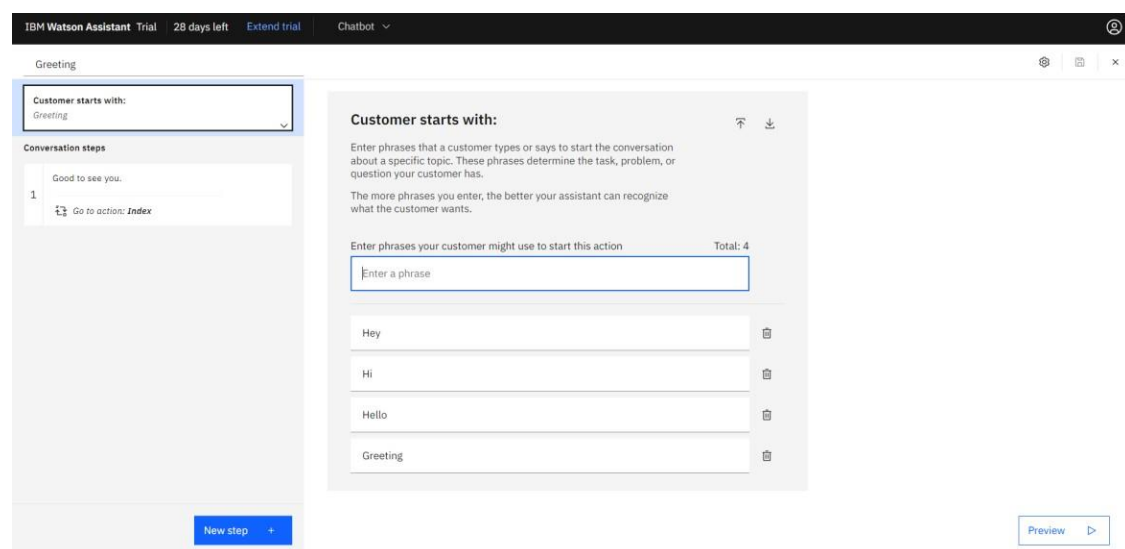
Progress 1:

To create a new action in Watson Assistant Chatbot, click on the new action button in the top right corner.



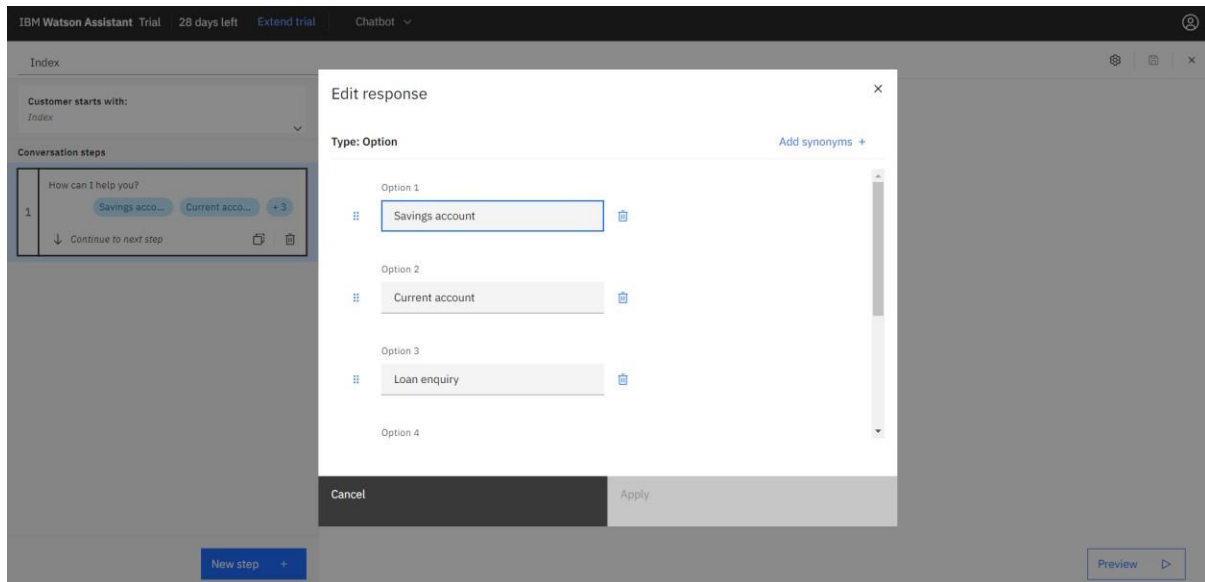
Progress 2:

If the customer starts a greeting with Hey, Hello, or Hi, then the Watson Assistant Chatbot responds with "Good to see you."



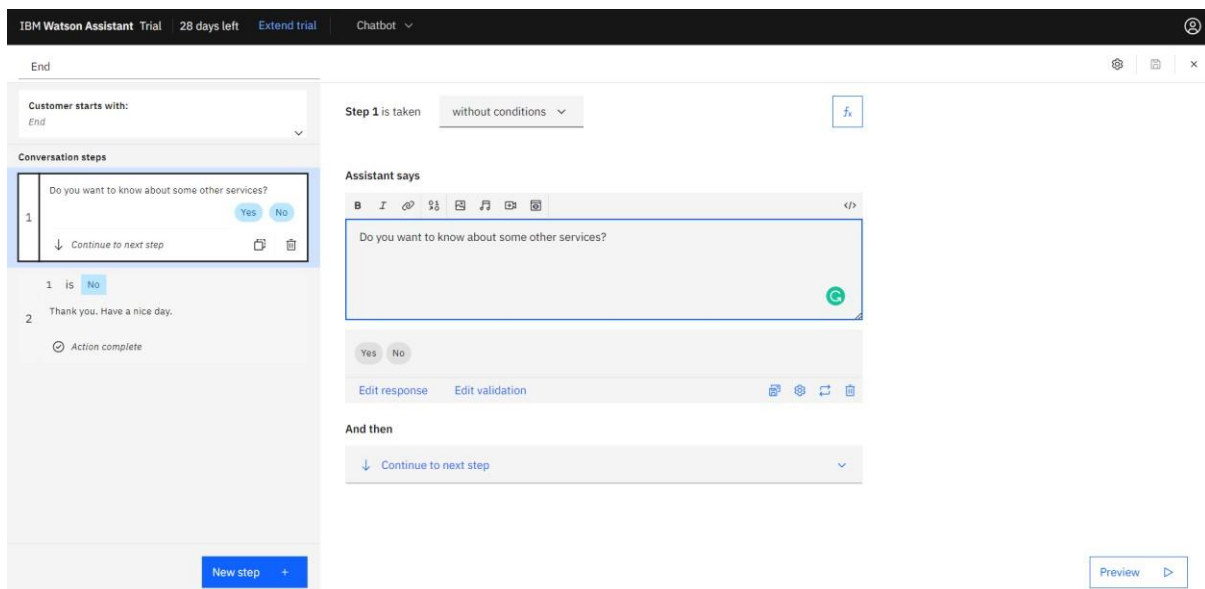
Progress 3:

Following that, the Index Action Watson Assistant Chatbot will ask the customer "How can I help you?" and provide a list of options serving as savings account, current account, loan account, general query, and net banking.



Progress 4:

created an end action for properly ending the conversation with customers and asking them, "Do you want to know about some other services?" If the customer's response is "yes," then show the index action; else display "Thank you. Have a nice day. "



The screenshot shows the IBM Watson Assistant interface with a trial version. The top bar indicates '28 days left' and 'Extend trial'. The main workspace is titled 'End'. On the left, the 'Conversation steps' panel shows a sequence of steps: Step 1 is 'Do you want to know about some other services?' with 'Yes' and 'No' buttons. Step 2 is 'Thank you. Have a nice day.' with an 'Action complete' status. The main workspace shows a conditional logic setup: 'If All of this is true:' followed by a condition '1. Do you want to know about some other services? is No'. Below this, there is a 'New condition group +' button. The 'Assistant says' section contains a text box with 'Thank you. Have a nice day.' and a 'Define customer response' button. The 'And then' section has an 'End the action' button. A 'Preview' button is located at the bottom right.

Progress 5:

Linked greeting action with index action: After responding to customer greetings, Watson Assistant Chatbot will go to another action index

Linked end action with index action: Show the index action if the customer replies "yes."

The screenshot shows the 'Actions' tab in the IBM Watson Assistant interface. A table lists the actions created by the assistant:

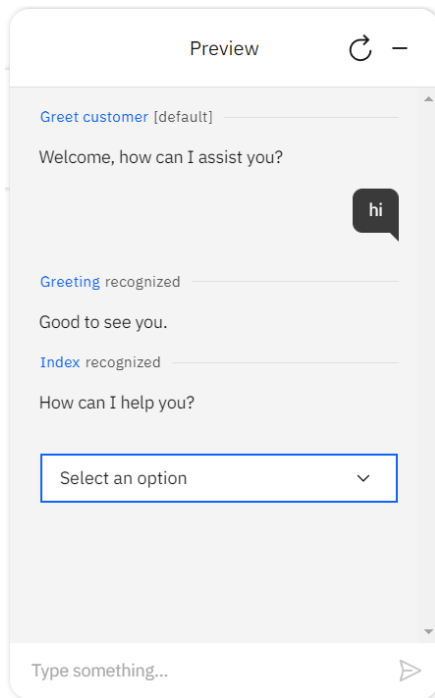
Name	Last edited	Status
Greeting	5 minutes ago	●
End	3 days ago	●
Index	3 days ago	●

The table has a 'New action +' button at the top right. Below the table, there are pagination controls: 'Items per page: 50', 'Showing 1-3 of 3 actions', and '1 of 1 pages'. A 'Preview' button is at the bottom right.

The screenshot shows the IBM Watson Assistant interface with a trial version. The main workspace is titled 'Greeting'. On the left, the 'Conversation steps' panel shows a sequence of steps: Step 1 is 'Good to see you.' with a 'Go to action: Index' button. The main workspace shows a conditional logic setup: 'Step 1 is taken without conditions' followed by a 'Go to another action' button. Below this, there is a 'Goes to action' dropdown menu with 'Index' selected. The 'Assistant says' section contains a text box with 'Good to see you.' and a 'Define customer response' button. The 'And then' section has a 'Go to another action' button. A 'Preview' button is located at the bottom right.

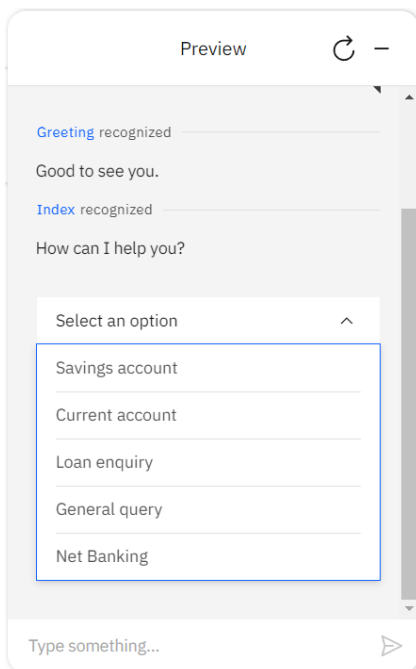
Testing the chat

Testing 1: Greetings conversation



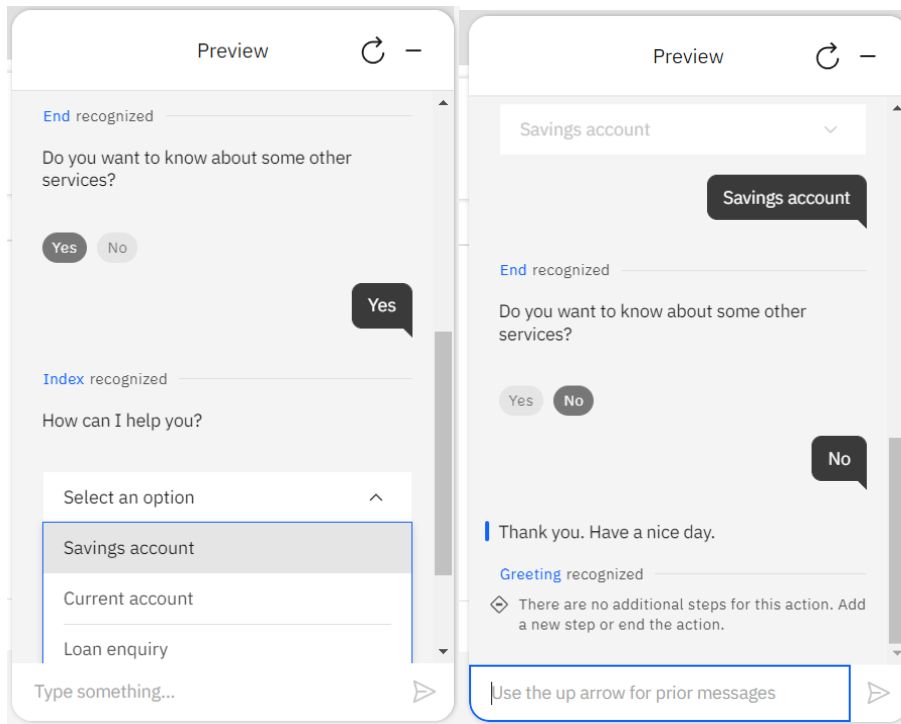
Test result: passed

Testing 2: Index



Test result: passed

Testing 3: Ending conversation

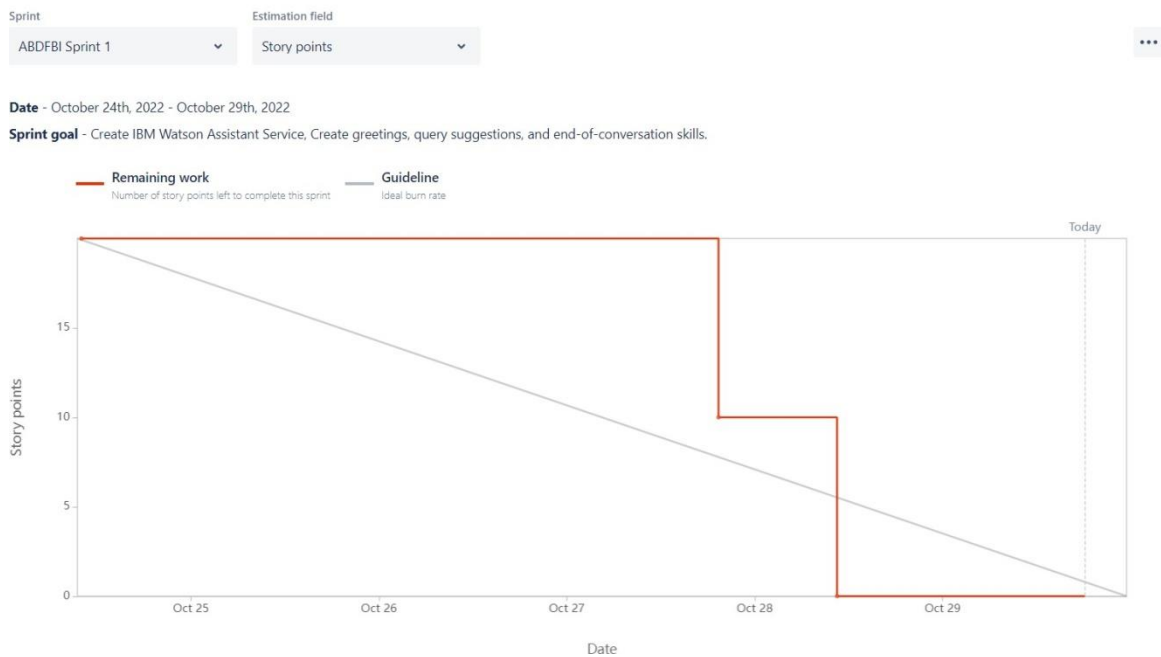


Test result: passed

Sprint burn down chart:

Sprint burndown chart

[How to read this report](#)



Velocity report

[How to read this report](#)



All sprints

JS DR JV D

Epic

Sprint

TO DO 8 ISSUES

Creating Saving Account Action
CHATBOT SKILLS
ABDFBI-14 7 JS

Creating Current Account Action
CHATBOT SKILLS
ABDFBI-15 7 JS

Creating Loan Account Action
CHATBOT SKILLS
ABDFBI-16 6 DR

IN PROGRESS

DONE 2 ISSUES

Create IBM Watson Assistant Service
DASHBOARD
ABDFBI-12 10 DR

Create greetings, query suggestions, and end-of-conversation skills
CHATBOT SKILLS
ABDFBI-13 10 JS

Roadmap

Give feedback Share Export ...

