

Project Development Phase

Sprint 2:

Date	09 November 2022
Team ID	PNT2022TMID44248
Project Name	AI based discourse for Banking Industry

Step 1: Create the actions for Greetings.

The screenshot shows the IBM Watson Assistant interface for creating a new action named 'Greetings'. The interface is divided into two main panels. The left panel, titled 'Conversation steps', shows a list of steps. Step 1 is selected and contains the text 'Good to see you,' followed by a 'Continue to next step' button. The right panel, titled 'Customer starts with:', provides instructions on how to create the action. It includes a text input field for 'Enter a phrase' and a list of suggested phrases: 'Hey', 'Hello', 'Hi', and 'Greeting'. A 'Preview' button is located at the bottom right of the right panel.

Step 2: Create the actions for Index

The screenshot shows the IBM Watson Assistant interface for creating a new action named 'Index'. The interface is divided into two main panels. The left panel, titled 'Conversation steps', shows a list of steps. Step 1 is selected and contains the text 'How can I help you...?' followed by a 'Continue to next step' button. The right panel, titled 'Assistant says', provides instructions on how to create the action. It includes a text input field for 'Assistant says' and a list of suggested responses: 'Current Account', 'Loan Query', and 'Savings Account'. A 'Preview' button is located at the bottom right of the right panel.

Step 3: Create actions for Savings Account

The screenshot shows the IBM Watson Assistant configuration interface for a "Savings Account" conversation. The left sidebar displays the "Conversation steps" panel with three steps:

- Step 1:** "Which type of savings account do you want to create.?" with buttons for "Zero Balance...", "Kids Savings...", and "+1". The action is "Continue to next step".
- Step 2:** "Great! Please take the following documents and head towards the nearest branch." with a "Try Free text" button. The action is "Go to action: End".
- Step 3:** "Awesome! Please take the following documents and head towards the nearest branch." with a "Try Free text" button. The action is "Go to action: End".

The main area shows the "Assistant says" preview for Step 1, which displays the question "Which type of savings account do you want to create.?" and three buttons: "Regular Savings Account", "Kids Savings Account", and "Zero Balance Savings Account". Below the preview, the "And then" section shows the action "Continue to next step".

At the bottom right, there is a "Preview" button.

Step 4: Create actions for Current Account.

The screenshot shows the IBM Watson Assistant configuration interface for a "Current Account" conversation. The left sidebar displays the "Conversation steps" panel with three steps:

- Step 1:** "What's your company type.?" with buttons for "Partnership" and "Proprietorship". The action is "Continue to next step".
- Step 2:** "Please take the following documents and approach the closest branch. 1)Income Tax Returns of the proprieto..." with a "Try Free text" button. The action is "Go to action: End".
- Step 3:** "Kindly take the following documents and approach the closest branch 1)Income Tax Returns of the proprieto..." with a "Try Free text" button. The action is "Go to action: End".

The main area shows the "Assistant says" preview for Step 1, which displays the question "What's your company type.?" and two buttons: "Proprietorship" and "Partnership". Below the preview, the "And then" section shows the action "Continue to next step".

At the bottom right, there is a "Preview" button.

Step 5: Create actions for Loan.

The screenshot shows the IBM Watson Assistant interface for a conversation named "Loan". The left sidebar displays the "Conversation steps" list:

- Step 1: "What type of loan are you looking at...?" with buttons for "Vehicle Loan", "Student Loan", and "+ 3". Below the buttons is a "Continue to next step" button.
- Step 2: "House Loan" with a "Try Free text" button. Below it is a "Go to action: End" button.
- Step 3: "Gold Loan" with a "Try Free text" button. Below it is a "Go to action: End" button.
- Step 4: "Top up Loan" (partially visible).

The main workspace shows the configuration for "Step 1 is taken" (without conditions). The "Assistant says" section contains the text "What type of loan are you looking at...?". Below this is a "Choose an option" dropdown menu. The "And then" section has a "Continue to next step" button. A "Preview" button is located at the bottom right.

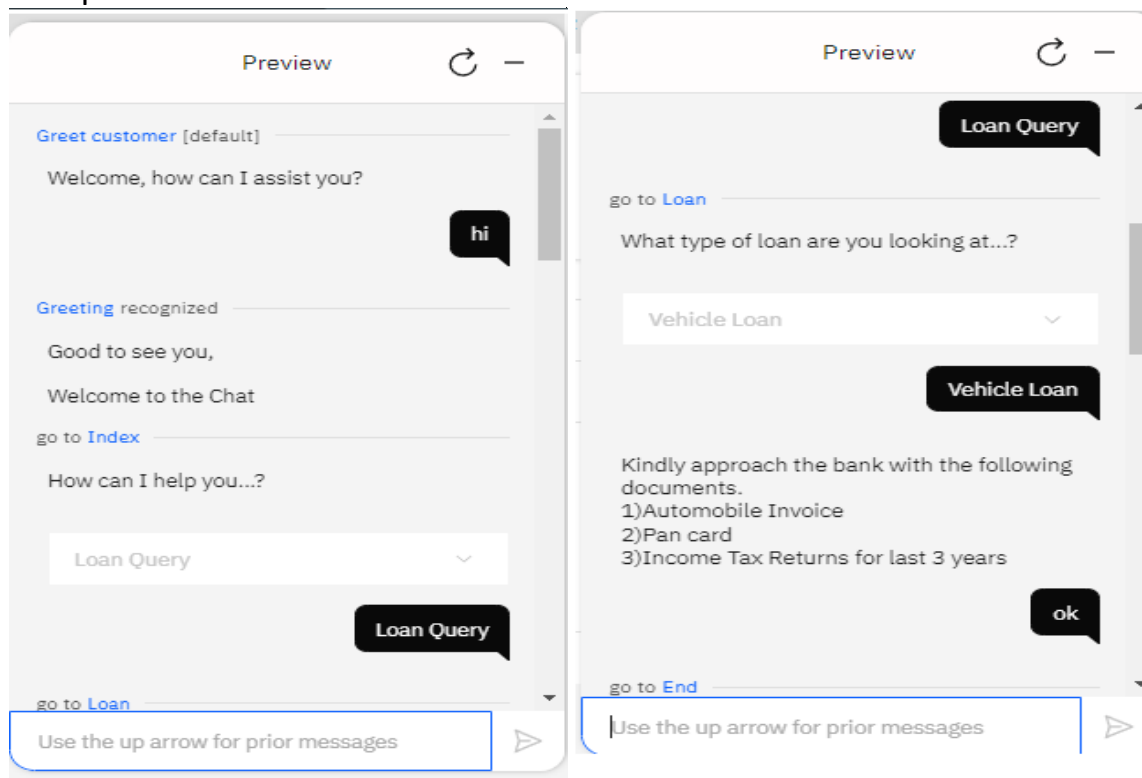
Step 6: Create actions for End.

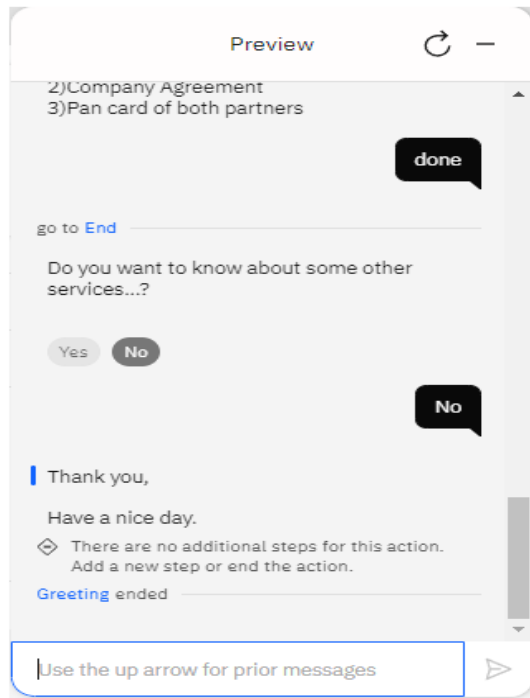
The screenshot shows the IBM Watson Assistant interface for a conversation named "End". The left sidebar displays the "Conversation steps" list:

- Step 1: "Do you want to know about some other services...?" with "Yes" and "No" buttons. Below the buttons is a "Continue to next step" button.
- Step 2: "Thank you." with an "Action complete" status.
- Step 3: "This step has no content" with a "Go to action: Index" button.

The main workspace shows the configuration for "Step 1 is taken" (without conditions). The "Assistant says" section contains the text "Do you want to know about some other services...?". Below this is a "Yes No" button. The "And then" section has a "Continue to next step" button. A "Preview" button is located at the bottom right.

Response Screenshots:





There is no coding in sprint 1 and sprint 2 in our project hence we attach the screenshots.