

Project Development Phase

Delivery of sprint-3

Date	17 November 2022
Team ID	PNT2022TMID49300
Project Name	AI Based Discourse for Bnaking Industry

Creating loan account action

Loan action is created with the necessary steps. It's include with transaction, withdraw, transfer money in this action.

The screenshot shows the IBM Watson Assistant interface for creating a new action named 'Loan account action'. The interface includes a top navigation bar with 'IBM Watson Assistant Lite', 'Upgrade', 'Banking bot', and 'Learning center'. The main workspace is divided into two panels. The left panel, titled 'Loan account action', shows the 'Conversation steps' section with two steps: Step 1 asks 'what the type of loan are you looking at?' with buttons for 'Gold loan' and 'Home loan'; Step 2 provides information about eligibility and a 'Gold loan' button. The right panel, titled 'Customer starts with:', provides instructions on how to start the conversation and a text input field for entering phrases. A 'New step +' button is visible at the bottom of the left panel.

Creating general query action

General query action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a new action named 'Query'. The interface is similar to the previous one, with a top navigation bar and a main workspace. The left panel, titled 'Query', shows the 'Conversation steps' section with two steps: Step 1 asks 'Select the general queries listed below.' with buttons for 'Find a neares...' and 'CIBIL'; Step 2 asks 'Kindly reach out to customer care executive.' with a 'Find a neares...' button. The right panel, titled 'Customer starts with:', provides instructions on how to start the conversation and a text input field for entering phrases. A 'New step +' button is visible at the bottom of the left panel.

Creating Net Banking Action

Net banking action is created with the necessary steps.

IBM Watson Assistant LiteUpgradeBanking bot ▾Learning center ?

Net banking

Customer starts with:
Net banking

Conversation steps

1

What queries do you have regarding netbanking?

Facing errors...What is net b...

Continue to next step

2

Step 1 The facility offered by the bank allows customers to use bankin...

What is net b...

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 Total: 1 to start this action

Enter a phrase

Net banking

In addition to this action and ending actions are also created.

New action +

Name	Last edited	Examples Count	Status
Net banking	14 hours ago	1	✓
Savings	16 hours ago	3	✓
Query	14 hours ago	1	✓
Loan account action	14 hours ago	1	✓
Current	15 hours ago	1	✓

Items per page: 50 ▾Showing 1–5 of 5 actions1 ▾1 of 1 pages◀▶

Note:No code for this project.So,I attached the screenshot and step to build.