

## Project Development Phase

### Delivery of Sprint - 3

Date	17 November 2022
Team ID	PNT2022TMID42950
Project Name	AI-based discourse for Banking Industry

## Creating Loan Account Action

Loan action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a 'Loan' action. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'BANKING BOT', and 'Learning center'. The main workspace is titled 'Loan'. On the left, the 'Conversation steps' panel shows a sequence of steps: Step 1 asks 'What type of loan are you looking at?' with buttons for 'Gold loan', 'House loan', and '+ 3'. Step 2 provides information about eligibility for a house loan and includes a 'Try free text' button. The 'Assistant says' panel on the right shows the text 'What type of loan are you looking at?' and a 'Choose an option' button. The 'And then' section at the bottom right has a 'Preview' button.

## Creating General Query Action

General query action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a 'Query' action. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'BANKING BOT', and 'Learning center'. The main workspace is titled 'Query'. On the left, the 'Conversation steps' panel shows a sequence of steps: Step 1 asks 'Select the general queries listed below' with buttons for 'CIBIL', 'Find a nearest branch', and '+ 4'. Step 2 says 'Kindly reach out to our customer care executive.' and includes a 'Go to action: End' button. The 'Assistant says' panel on the right shows the text 'Select the general queries listed below' and a 'Choose an option' button. The 'And then' section at the bottom right has a 'Preview' button.

# 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...+ 2

Continue to next step

1

is

What is Net Banking?

2

The facility offered by the bank allows customers to use banking services over the...

Go to action: End

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 actionTotal: 1

Enter a phrase

Net Banking

Preview

In addition to this greeting, end greeting ,index and end actions are also created.

Name	Last edited	Examples Count	Status	
Greeting	3 days ago	4	✓	⋮
Index	23 minutes ago	1	✓	⋮
Current	3 days ago	2	✓	⋮
Loan	3 days ago	1	✓	⋮
Net Banking	3 days ago	1	✓	⋮

Items per page: 50Showing 1-8 of 8 actions11 of 1 pagesPreview

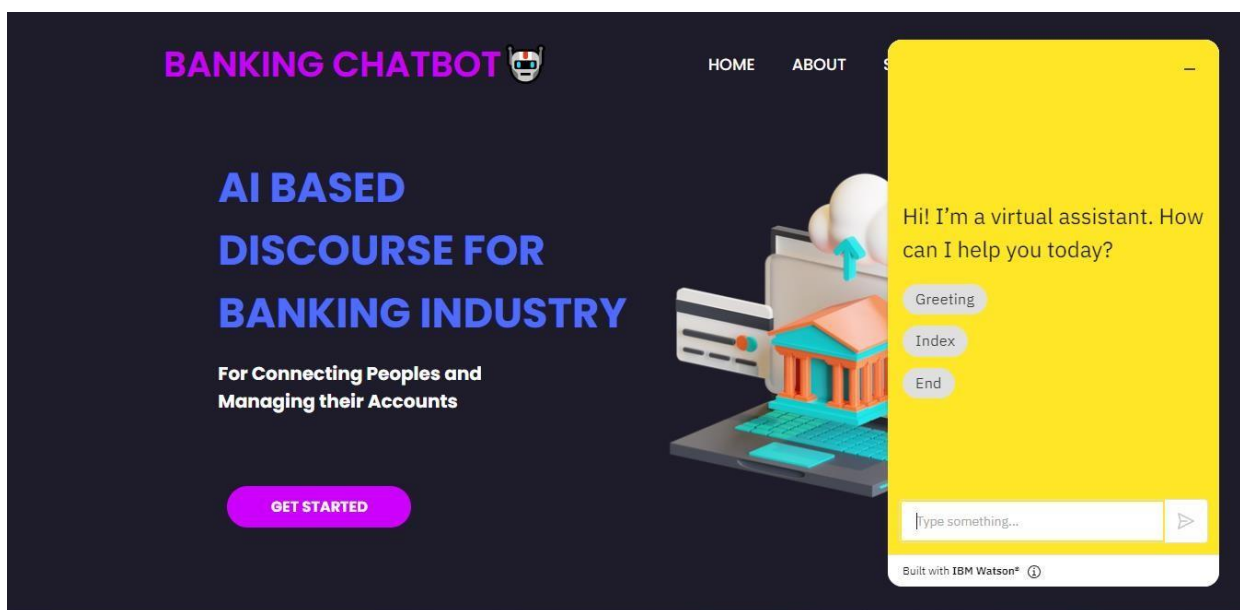
Name	Last edited	Examples Count	Status	
Net Banking	3 days ago	1	✓	⋮
Query	31 minutes ago	1	✓	⋮
Savings	3 days ago	1	✓	⋮
End	3 days ago	1	✓	⋮

Items per page: 50 Showing 1–8 of 8 actions 1 1 of 1 pages

Preview

## PREVIEW OF CHATBOT:

<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=https%3A%2F%2Fus-south.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-35339789-38d5-451f-8f05-3ddb5dbbe57e%3A%3A49d7f8d1-0500-4610-9518-068ec885f252&integrationID=fc789460-2e93-472d-b324-c85bef5219f5&region=us-south&serviceInstanceID=35339789-38d5-451f-8f05-3ddb5dbbe57e>



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