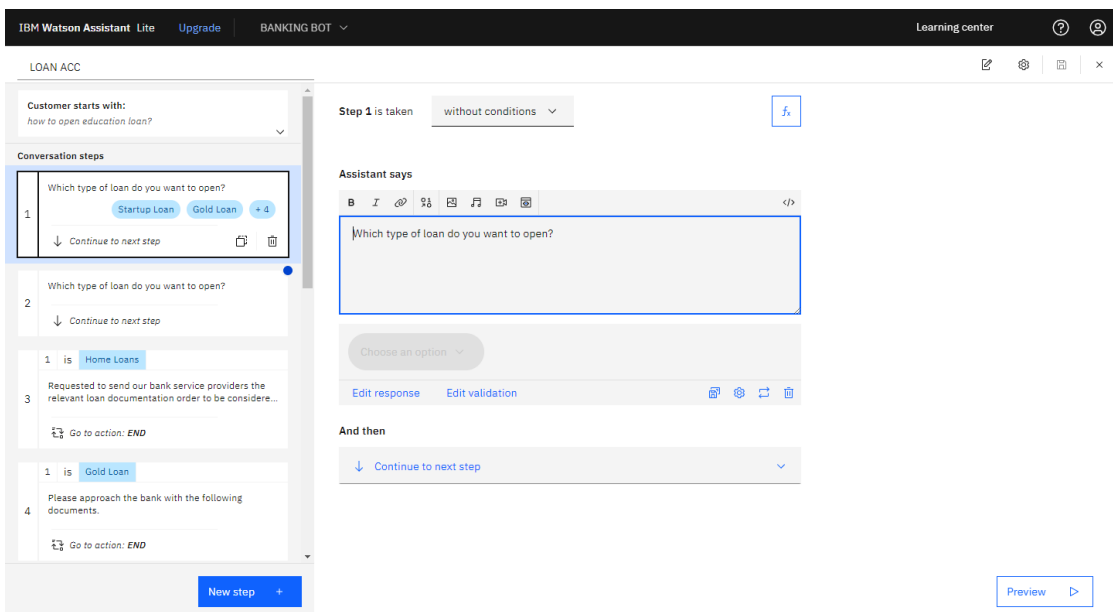
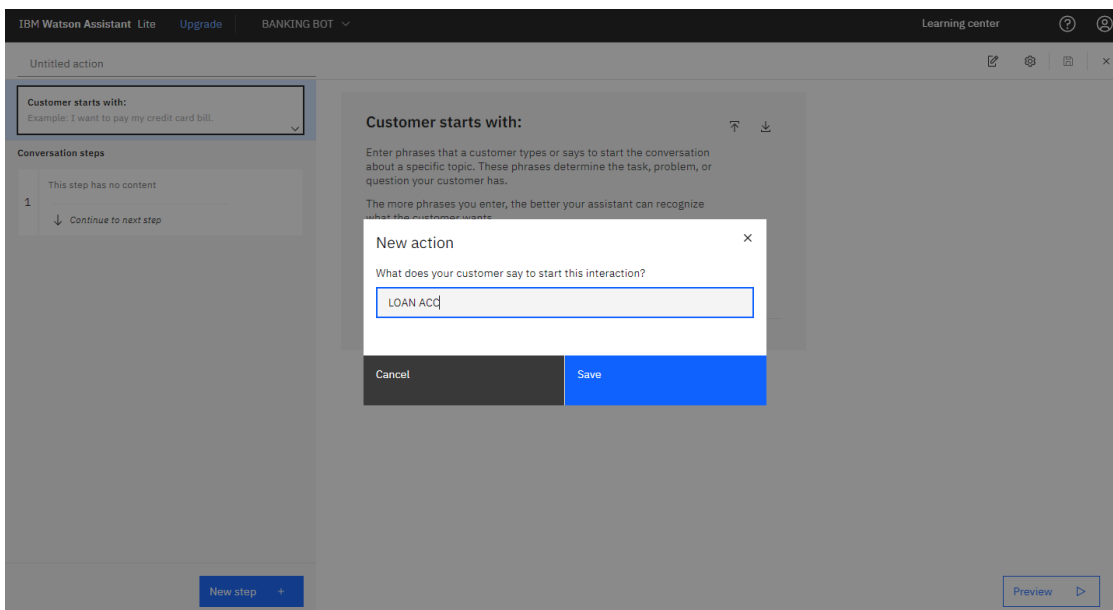


Project Development Phase Sprint 2

Date	21 October 2022
Team ID	PNT2022TMID31628
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY

Screenshots of Sprint 2 Tasks:

Creating Loan Account Actions:



IBM Watson Assistant LiteUpgradeBANKING BOT

Learning center

LOAN ACC

Continue to next step

1 is Home Loans

3 Requested to send our bank service providers the relevant loan documentation order to be considere...
Go to action: END

1 is Gold Loan

4 Please approach the bank with the following documents.
Go to action: END

1 is Personal Loans

5 what category do you belong to?
Employee Unemployee +1
Go to action: END

5 is Student

6 You are only eligible for the education loan.
Re-ask previous step(s)

New step +

Step 3 is taken with conditions

Conditions 1 condition
If All of this is true:
1. Which type of ... is Home Loans
and Add condition +
New condition group +

Assistant says
Requested to send our bank service providers the relevant loan documentation order to be considered for a home mortgage.
Define customer response

And then Preview

IBM Watson Assistant LiteUpgradeBANKING BOT

Learning center

LOAN ACC

Continue to next step

1 is Home Loans

3 Requested to send our bank service providers the relevant loan documentation order to be considere...
Go to action: END

1 is Gold Loan

4 Please approach the bank with the following documents.
Go to action: END

1 is Personal Loans

5 what category do you belong to?
Employee Unemployee +1
Go to action: END

5 is Student

6 You are only eligible for the education loan.

New step +

Step 4 is taken with conditions

Conditions 1 condition
If All of this is true:
1. Which type of ... is Gold Loan
and Add condition +
New condition group +

Assistant says
Please approach the bank with the following documents.

- Pan card
 - Aadhar Card
 - Passport Size photo

Define customer response

And then Preview

Preview

Which type of loan do you want to open?

Home Loans

Home Loans

Requested to send our bank service providers the relevant loan documentation order to be considered for a home mortgage.

go to [END](#)

Do You Want To Know About Some Other Services?

Yes

No

Creating General Query Action:

IBM Watson Assistant | [Life](#) | [Upgrade](#) | BANKING BOT

[Learning center](#) [?](#) [@](#)

Untitled action

Customer starts with:

Example: I want to pay my credit card bill.

Conversation steps

1 This step has no content

Continue to next step

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.

New action

What does your customer say to start this interaction?

GENERAL QUERY

Cancel

Save

Preview

IBM Watson Assistant LiteUpgradeBANKING BOT

Learning center

GENERAL QUERY

Customer starts with:
GENERAL QUERY

Conversation steps

1

Select the general queries listed below.

Storage Lock...Currency Con...+ 4

Continue to next step

1

is

Bank working Days

2

The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.

Go to action: END

1

is

List of Branches

3

Coimbatore, Kgsi, Saravanampatti

Go to action: END

1

is

Storage Locker Facility

4

Coimbatore, Kgsi, Saravanampatti









Go to action: END

New step +

Step 1 is takenwithout conditions





f_x

Assistant says

B I        

Select the general queries listed below.

Choose an option

Edit responseEdit validation   

And then

Continue to next step

Preview

IBM Watson Assistant LiteUpgradeBANKING BOT

Learning center

GENERAL QUERY

Customer starts with:
GENERAL QUERY

Conversation steps

1

Select the general queries listed below.

Storage Lock...Currency Con...+ 4

Continue to next step

1

is

Bank working Days

2

The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.

Go to action: END

1

is

List of Branches

3

Coimbatore, Kgsi, Saravanampatti

Go to action: END

1

is

Storage Locker Facility

4

Coimbatore, Kgsi, Saravanampatti

Go to action: END

New step +

Step 2 is takenwith conditions

f_x

Conditions

1 condition









If All of this is true:

1. Select the ge... is Bank working Days

and Add condition +

New condition group +

Assistant says

B I        

The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2nd Saturdays.

Define customer response

And then

Preview

IBM Watson Assistant LiteUpgradeBANKING BOT

Learning center

GENERAL QUERY

Go to action: END

1 is What is the minimum ...

This step has no content

7 Metro / Urban... Semi Urban / ... +1

Go to action: END

7 is Easy Receive Account

8 Metro and Urban locations - Rs.10,000 Semi-urban and Rural locations - Rs.5,000 Waived off if atleast...

Go to action: END

7 is Metro / Urban locations

9 MAB between - Rs.5,000 to Rs.10,000 - Rs.350 per month. MAB - Less than Rs.5,000 - Rs.450 per...

Go to action: END

7 is Semi Urban / Rural locations

10 MAB between - Rs.2500 to Rs.5,000 - Rs.300 per month. MAB - Less than Rs.2,500 - Rs.400 per...

Continue to next step

New step +

Step 10 is taken with conditions

Conditions 1 condition

If All of this is true:

7. No response is Semi Urban / Rural locations

and Add condition +

New condition group +

Assistant says

MAB between - Rs.2500 to Rs.5,000 - Rs.300 per month.

MAB - Less than Rs.2,500 - Rs.400 per month.

Define customer response

And then

Preview

IBM Watson Assistant LiteUpgradeBANKING BOT

Learning center

GENERAL QUERY

Go to action: END

1 is What is the minimum ...

This step has no content

7 Metro / Urban... Semi Urban / ... +1

Go to action: END

7 is Easy Receive Account

8 Metro and Urban locations - Rs.10,000 Semi-urban and Rural locations - Rs.5,000 Waived off if atleast...

Go to action: END

7 is Metro / Urban locations

9 MAB between - Rs.5,000 to Rs.10,000 - Rs.350 per month. MAB - Less than Rs.5,000 - Rs.450 per...

Go to action: END

7 is Semi Urban / Rural locations

10 MAB between - Rs.2500 to Rs.5,000 - Rs.300 per month. MAB - Less than Rs.2,500 - Rs.400 per...

Continue to next step

New step +

Step 8 is taken with conditions

Conditions 1 condition

If All of this is true:

7. No response is Easy Receive Account

and Add condition +

New condition group +

Assistant says

Metro and Urban locations - Rs.10,000

Semi-urban and Rural locations - Rs.5,000

Waived off if atleast one inward remittance is received in the last three months.

Charges for non maintenance of minimum monthly average balance (NMMAB):

Define customer response

And then

Preview

Preview



Yes

No

HEY

Did you mean:

CURRENT ACC

NET BANKING

END GREETING

GENERAL QUERY

SAVINGS ACC

None of the above

GENERAL QUERY

GENERAL QUERY topic changed

Select the general queries listed below.

Select an option

Type something...

Preview



GENERAL QUERY

GENERAL QUERY topic changed

Select the general queries listed below.

List of Branches

List of Branches

Coimbatore, Kgisl, Saravanampatti

go to END

Do You Want To Know About Some Other Services?

Yes

No

Use the up arrow for prior messages