Project Development Phase
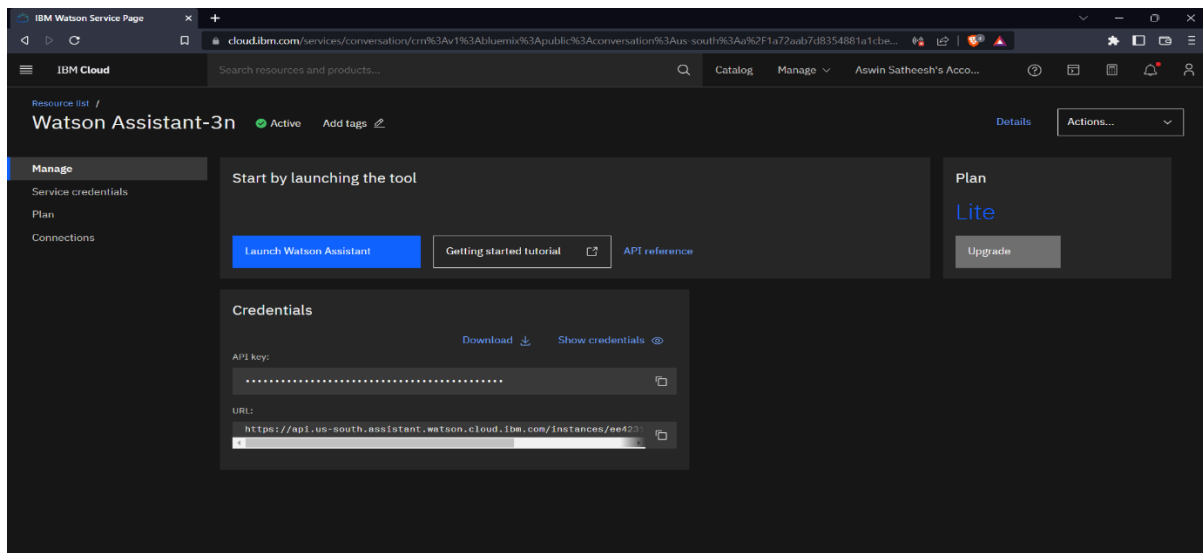
SPRINT 1

Date	14 November 2022
Team ID	PNT2022TMID43731
Project Name	AI based discourse for Banking Industry

Create IBM Watson Assistant Service

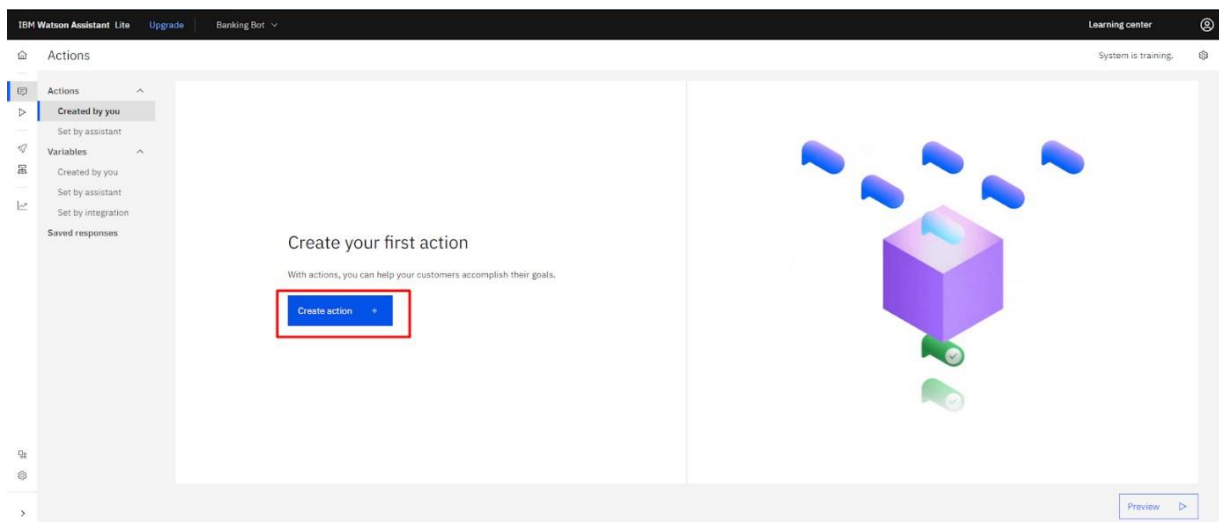Click on the catalog and you will be redirected to a page that will show you all theIBM services, from your left pane click on AI and then select Watson Assistant.
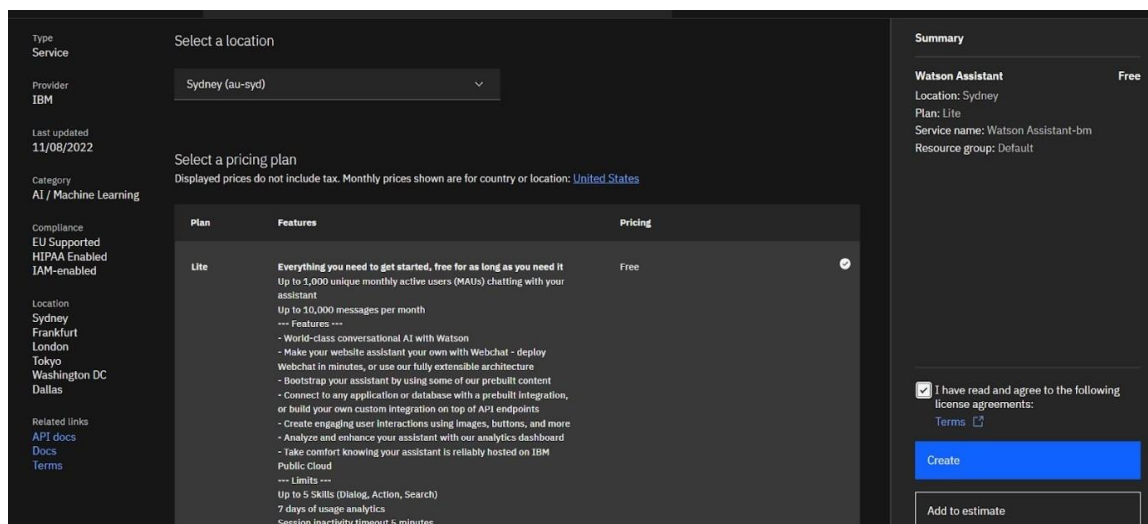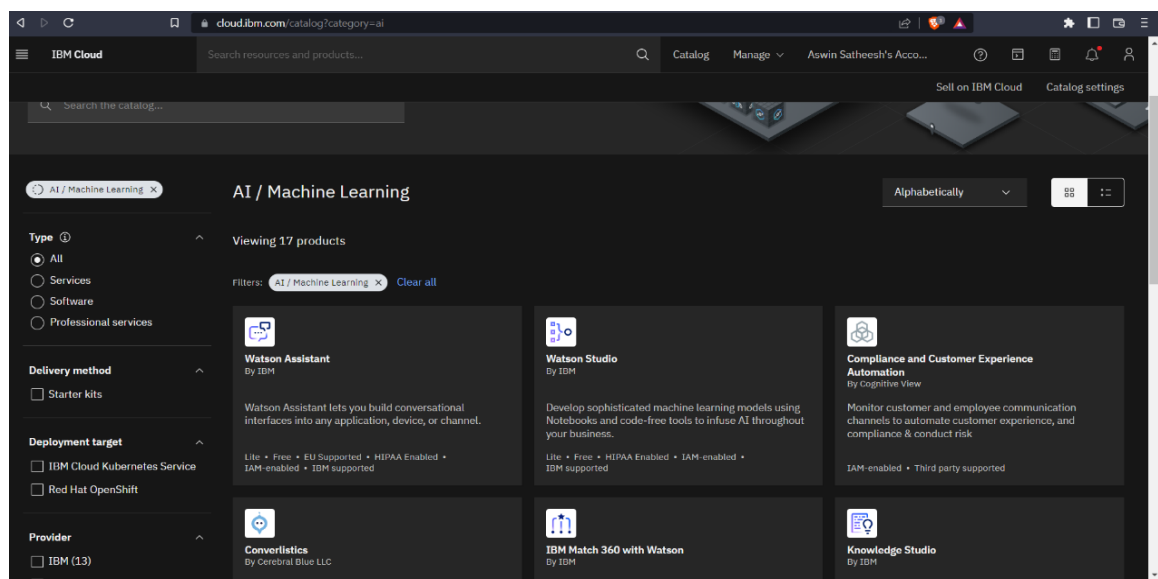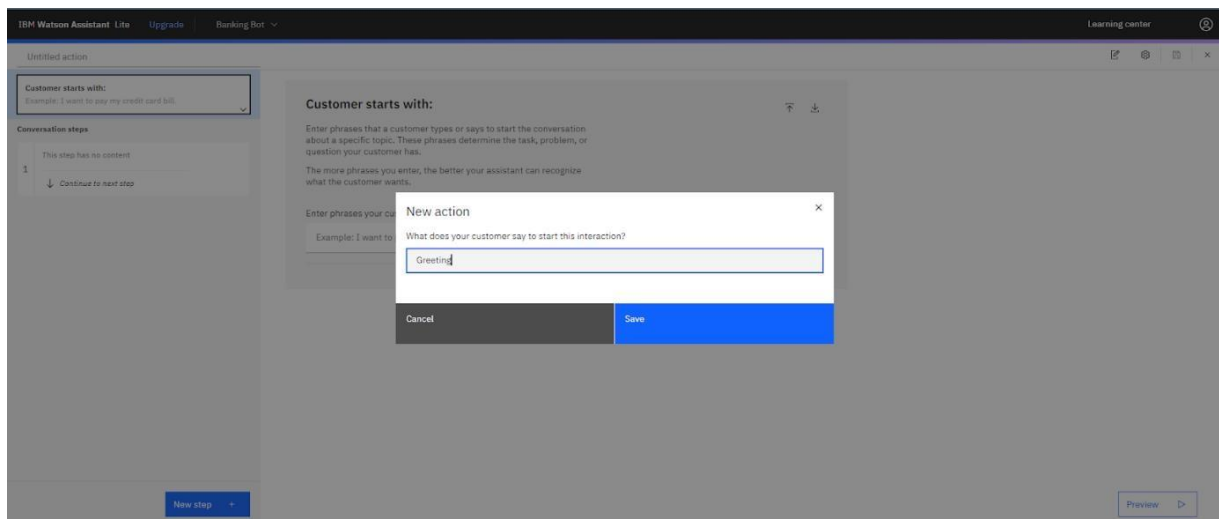
Creating actions:

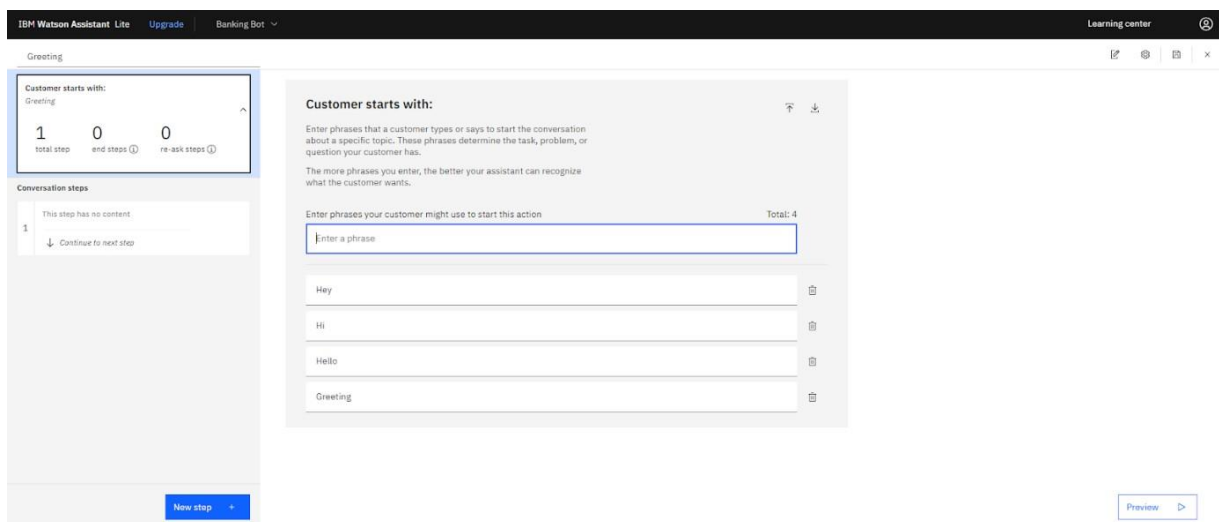After launching assistant we are creating actions:
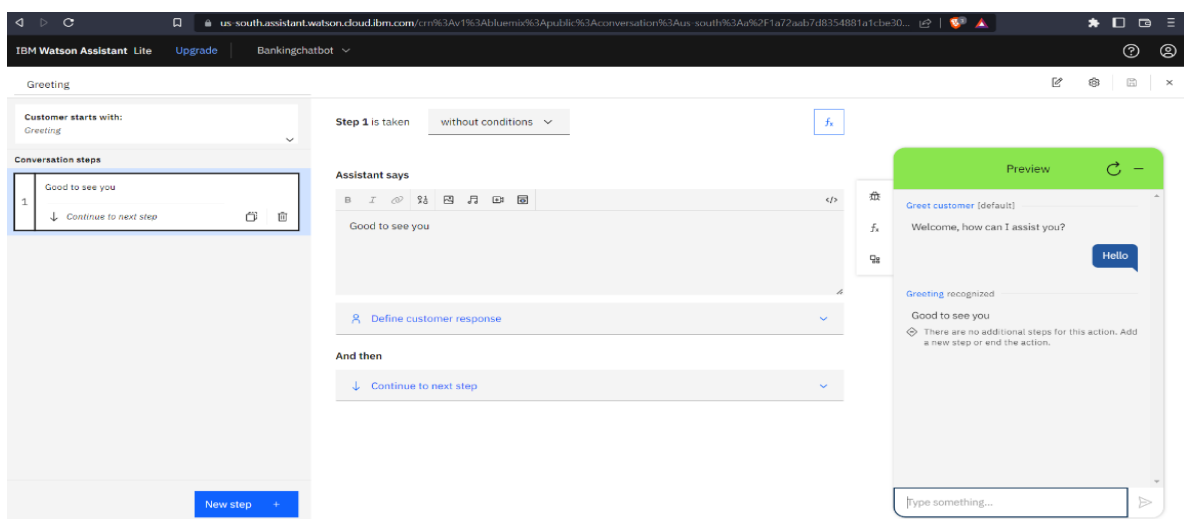

Naming the action as greeting

Greeting action:

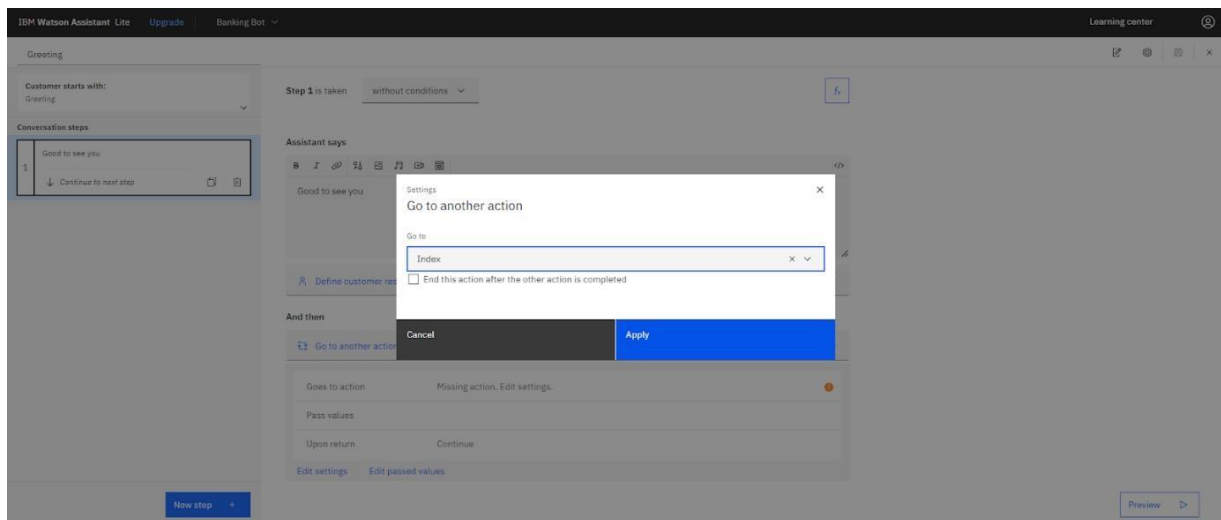In the conversation starts with section we give hi, hey and hello

Next we add the conversation steps and the preview bot replies us if we say hello.
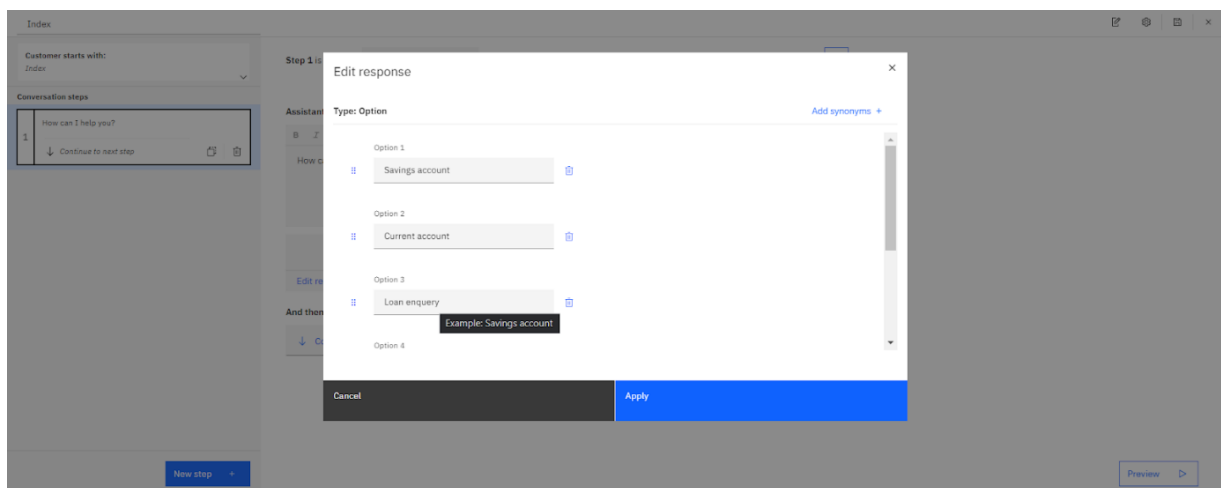

Now the bot responds to us. Let us add another action and link that to Greeting action.
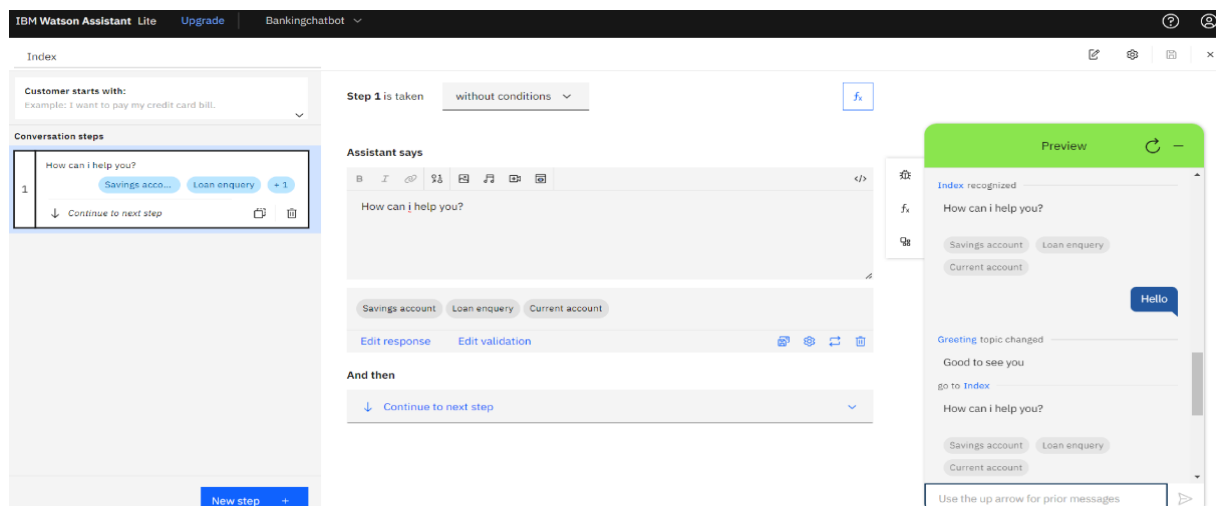
Index action:

Here the bot asks "how can i help u"
We add customer response which has 5 categories like savings account ,currentaccount ,loan queries ,general queries and netbanking as options
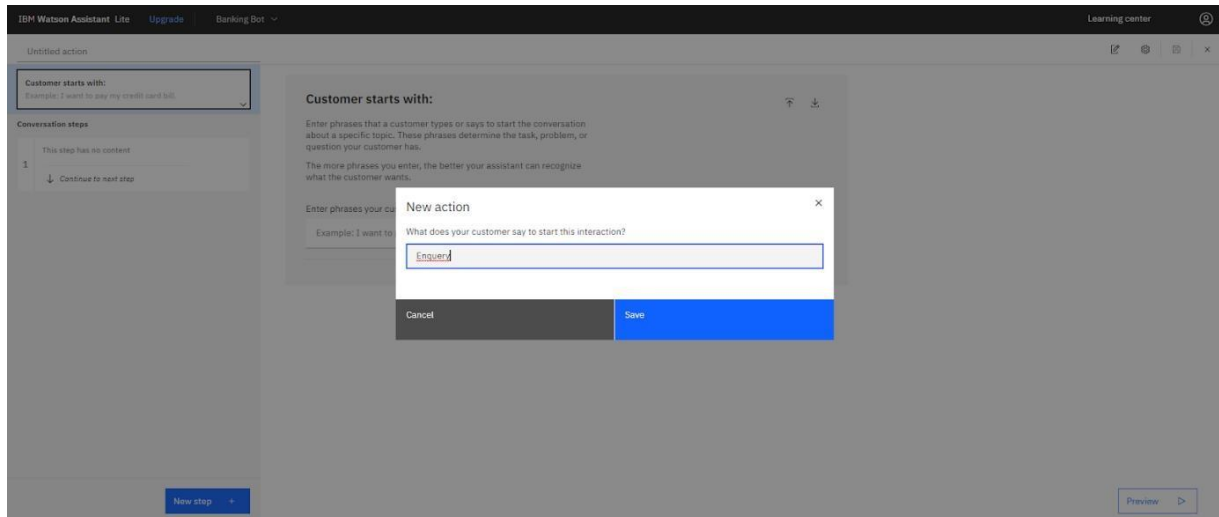

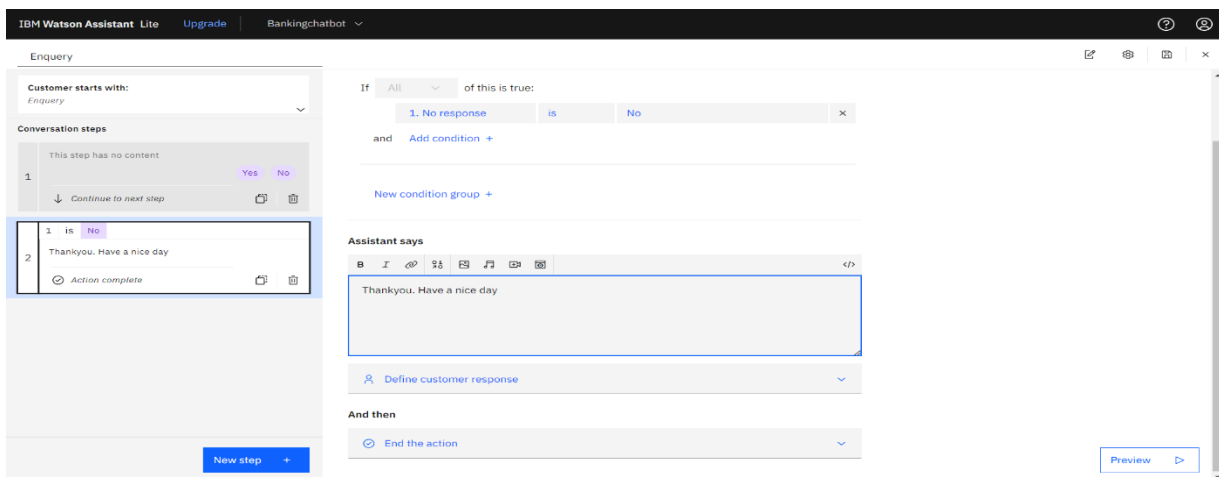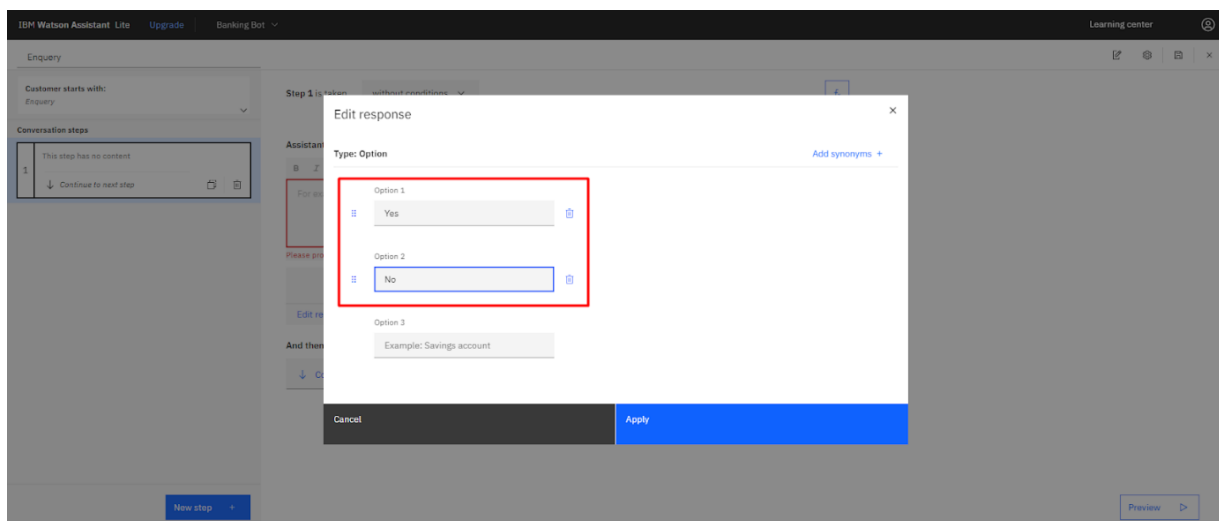Now if we say 'Hello'. we are asked to select the options

The next step is to end the chat after the user gets all the details he/she wants.

End action:

We add customer response actions as Yes or No

Now we have successfully created three basic actions of our chat bot. In the next steps we will create 5 actions for savings account ,current account ,Loanquery ,general query and net banking

Output Screenshots:

Note: In this Sprint 1, there is no code needed to create assistant and skills, it purely based on Actions and steps