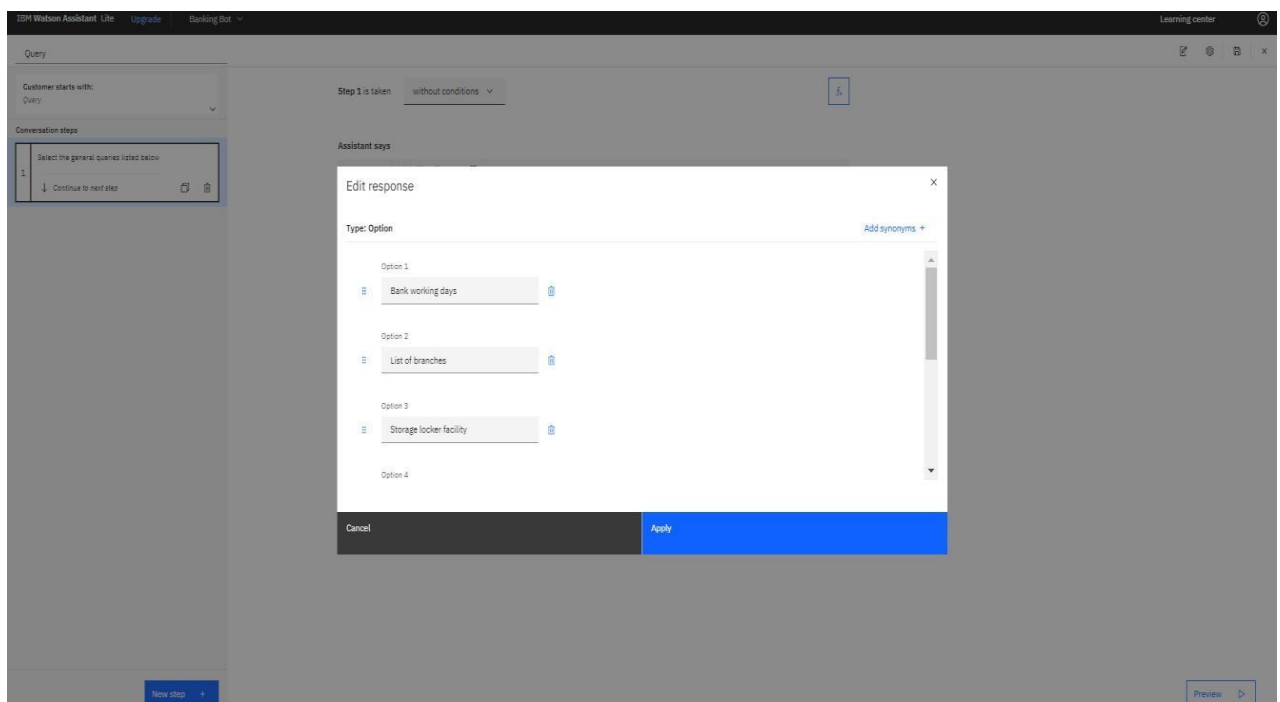
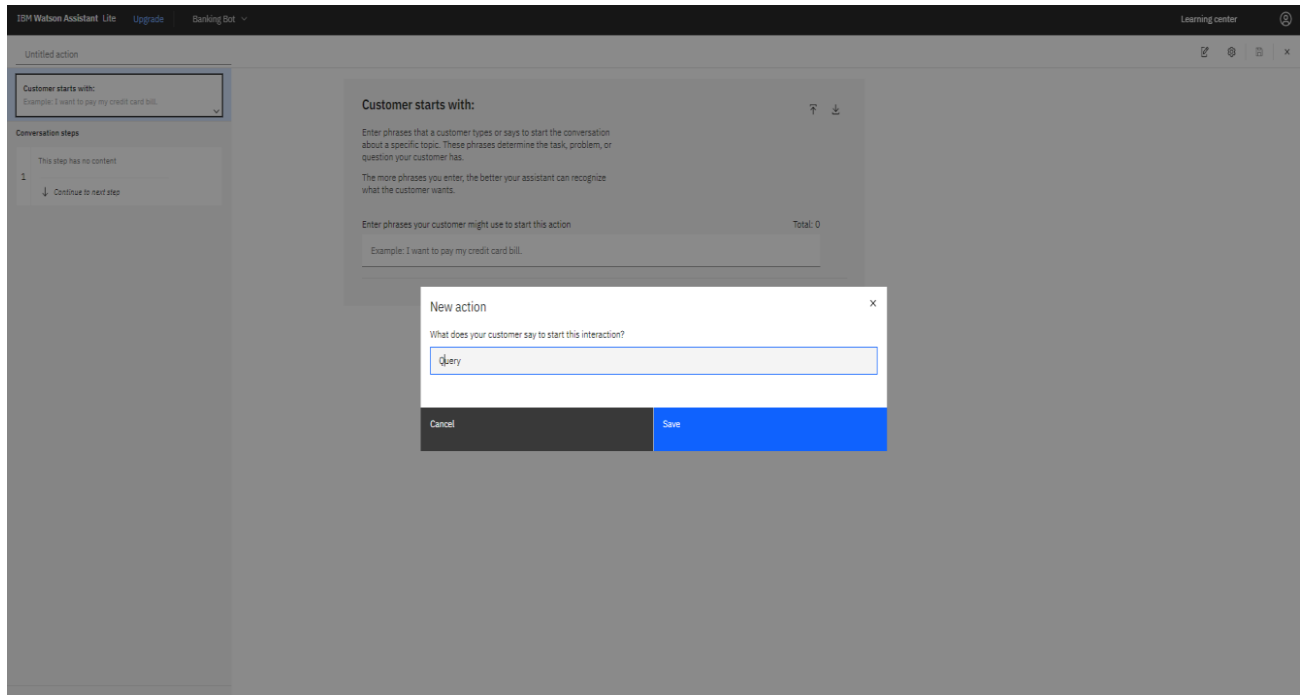


CREATING GENERAL QUERY ACTION

TEAM ID	PNT2022TMID43731
PROJECT NAME	AI BASED DISCOURSE FOR BANKING INDUSTRY

Creating General query



Bank working days:

IBM Watson Assistant Lite Upgrade Bankingchatbot

Query

Customer starts with: Query

Conversation steps

1

Find a nearest... Bank Workin... + 4

Continue to next step

1

is

Bank Working days

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

A R M BRANCH ERNAKULAM, ABID ROAD HYDERABAD, AGRI. COMMERCIAL BRANCH...

Go to action: End

1

is

Storage Locker facility

ADIMALI , ALAPUZZHA , ALLEPPEY , BALANTHODE , BANGALURU , CALICUT , CALICUT , CANNANORE , ...

Go to action: End

New step +

Step 2 is taken with conditions

Conditions 1 condition

If All of this is true:

1. Select the genera... is Bank Working days

and Add condition +

New condition group +

Assistant says

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

Define customer response

Preview

List of branches:

IBM Watson Assistant Lite Upgrade Bankingchatbot

Query

1

Find a nearest... Bank Workin... + 4

Continue to next step

1

is

Bank Working days

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

A R M BRANCH ERNAKULAM, ABID ROAD HYDERABAD, AGRI. COMMERCIAL BRANCH...

Go to action: End

1

is

Storage Locker facility

ADIMALI , ALAPUZZHA , ALLEPPEY , BALANTHODE , BANGALURU , CALICUT , CALICUT , CANNANORE , ...

Go to action: End

1

is

Currency Conversion Facility

All our bank Branches have a forex Exchange facility.

Go to action: End

New step +

Step 3 is taken with conditions

Conditions 1 condition

If All of this is true:

1. Select the genera... is List of branches

and Add condition +

New condition group +

Assistant says

A R M BRANCH ERNAKULAM, ABID ROAD HYDERABAD, AGRI. COMMERCIAL BRANCH COIMBATORE, ALTHARA JUNCTION, ANANDAVALLESWARAM, BALARAMAPURAM, CHAKKAMPUZHA, MANNARKKAD, PALA, VELIYANOOR.

Define customer response

Preview

Storage locker facility:

IBM Watson Assistant Lite Upgrade Bankingchatbot

Query

2 From 2 am to 3 pm, with exception of 2nd Saturdays.

Go to action: End

1 is List of branches

3 A R M BRANCH ERNAKULAM, ABID ROAD HYDERABAD, AGRI. COMMERCIAL BRANCH...

Go to action: End

1 is Storage Locker facility

4 ADIMALI , ALAPUZZHA , ALLEPPEY , BALANTHODE , BANGALURU , CALICUT , CALICUT , CANNANORE , ...

Go to action: End

1 is Currency Conversion Facility

5 All our bank Branches have a forex Exchange facility.

Go to action: End

1 is CIBIL

6 Banks, as part of their due diligence process, gauge the creditworthiness of individuals based on credit...

New step +

Step 4 is taken with conditions

Conditions 1 condition

If All of this is true:

1. Select the genera... is Storage Locker facility

and Add condition +

New condition group +

Assistant says

ADIMALI , ALAPUZZHA , ALLEPPEY , BALANTHODE , BANGALURU , CALICUT , CALICUT , CANNANORE , CANNUR , CHEVARAMBALAM , CHHATARPUR , COIMBATORE , ERNAKULAM , IDUKKI , IRITTY , KAINATTY , KAKKANAD , KALLACHI , KANJANY , KANJIRAPALLY , KANNUR , KASARGOLD , KATTAPPANA , KOCHI , KOLLAM , KONDOTY , KOTAYAM , KOZIKODE , MALAPPURAM , MALAPURAM.

Define customer response

Preview

Currency conversion facility:

IBM Watson Assistant Lite Upgrade Bankingchatbot

Query

3 HYDERABAD, AGRI. COMMERCIAL BRANCH...

Go to action: End

1 is Storage Locker facility

4 ADIMALI , ALAPUZZHA , ALLEPPEY , BALANTHODE , BANGALURU , CALICUT , CALICUT , CANNANORE , ...

Go to action: End

1 is Currency Conversion Facility

5 All our bank Branches have a forex Exchange facility.

Go to action: End

1 is CIBIL

6 Banks, as part of their due diligence process, gauge the creditworthiness of individuals based on credit...

Go to action: End

1 is Find a nearest branch

7 Kindly reach out to our customer care executive. Contact Us @924xx78159.

New step +

Step 5 is taken with conditions

Conditions 1 condition

If All of this is true:

1. Select the genera... is Currency Conversion Facility

and Add condition +

New condition group +

Assistant says

All our bank Branches have a forex Exchange facility.

Define customer response

Preview

Find the nearest branch:

The screenshot shows the IBM Watson Assistant interface with a query step titled "Find a nearest branch". The query is "Kindly reach out to our customer care executive. Contact Us @924xx78159." The step is currently set to "Go to action: End". The interface also shows a list of other queries on the left, including "Storage Locker facility", "Currency Conversion Facility", and "CIBIL". The right panel shows the conditions for the step, which are currently empty. The "Assistant says" section shows the response: "Kindly reach out to our customer care executive. Contact Us @924xx78159."

Now we have to link this action to the index action

The screenshot shows the IBM Watson Assistant interface with the "Index" action selected. The "Conversation steps" list on the left shows a sequence of steps: "General query", "Loan enquiry", "Current account", and "Savings account". The "Index" action is currently set to "Go to action: Query". The right panel shows the conditions for the index action, which are currently empty. The "Assistant says" section shows the response: "For example: What type of transfer would you like to make?". The "And then" section shows the configuration for the action to be linked to, which is "Query".

Preview:

IBM Watson Assistant LiteUpgradeBankingchatbot

Query

Customer starts with:
Query

Conversation steps

1

Select the general queries listed below.

Find a nearest...

Bank Workin...

+ 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

A R M BRANCH ERNAKULAM, ABID ROAD HYDERABAD, AGRI. COMMERCIAL BRANCH...

Go to action: End

1

is

Storage Locker facility

ADIMALI , ALAPUZZHA , ALLEPPEY , BALANTHODE .

New step +

Step 7 is taken with conditions

fx

Conditions1 condition

IfAll of this is true:

1. Select the genera...

is

Find a nearest branch

x

andAdd condition +

New condition group +

Assistant says

B I % [] [] [] []

</>

Kindly reach out to our customer care executive.
Contact Us @924xx78159.

Define customer response

Preview

go to Query

Select the general queries listed below.

Bank Working days

Bank Working days

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

go to End

Do you want to know about some other services?

YesNo

Use the up arrow for prior messages