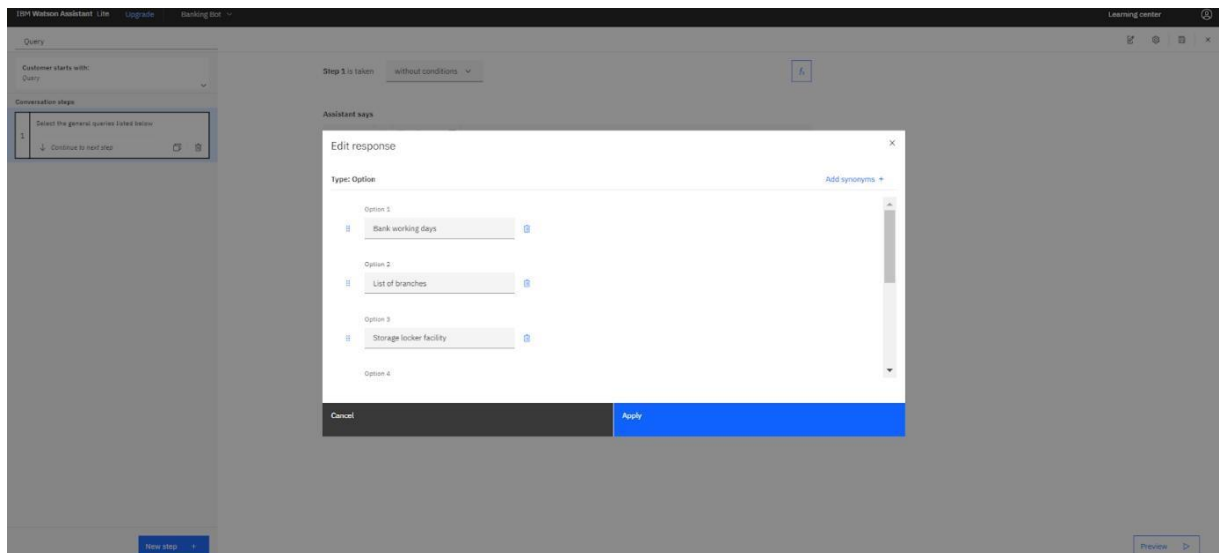
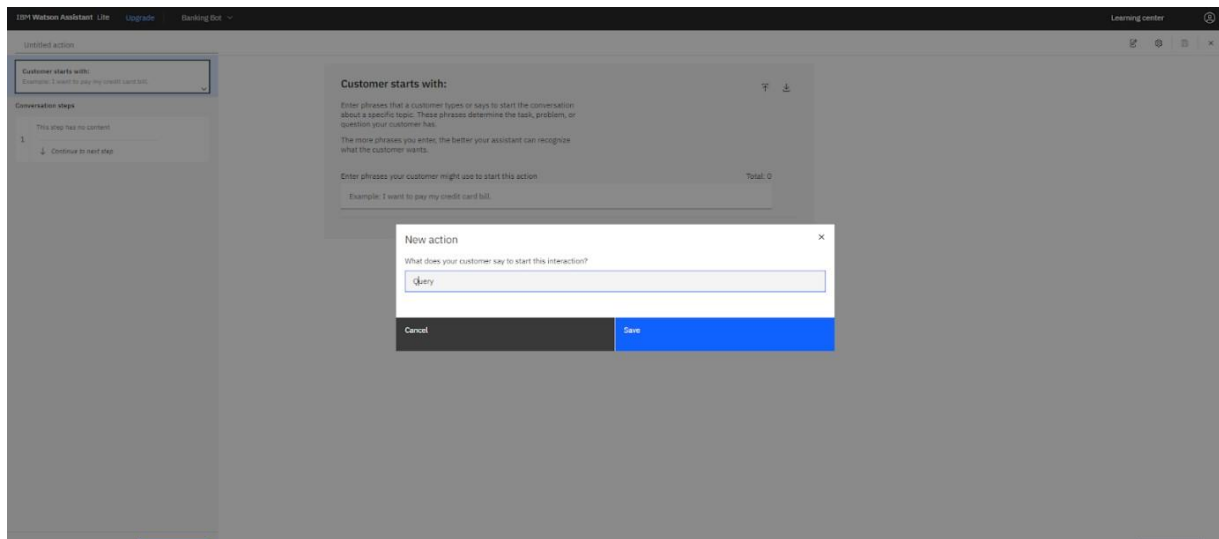


Project Development Phase

SPRINT 3

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

1.General queries



Banking working days:

IBM Watson Assistant Lite Upgrade Bankingchatbot

Query

Customer starts with: Query

Conversation steps

Select the general queries listed below.

1 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 , BANGALURU , CALCUT , CALCUT , CANNANORE ...

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

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

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

Go to action: End

1 is Currency Conversion Facility

All our bank Branches have a forex Exchange facility.

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 Select the general queries listed below.

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 , CALCUT , CALCUT , 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 , CALCUT , CALCUT , 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

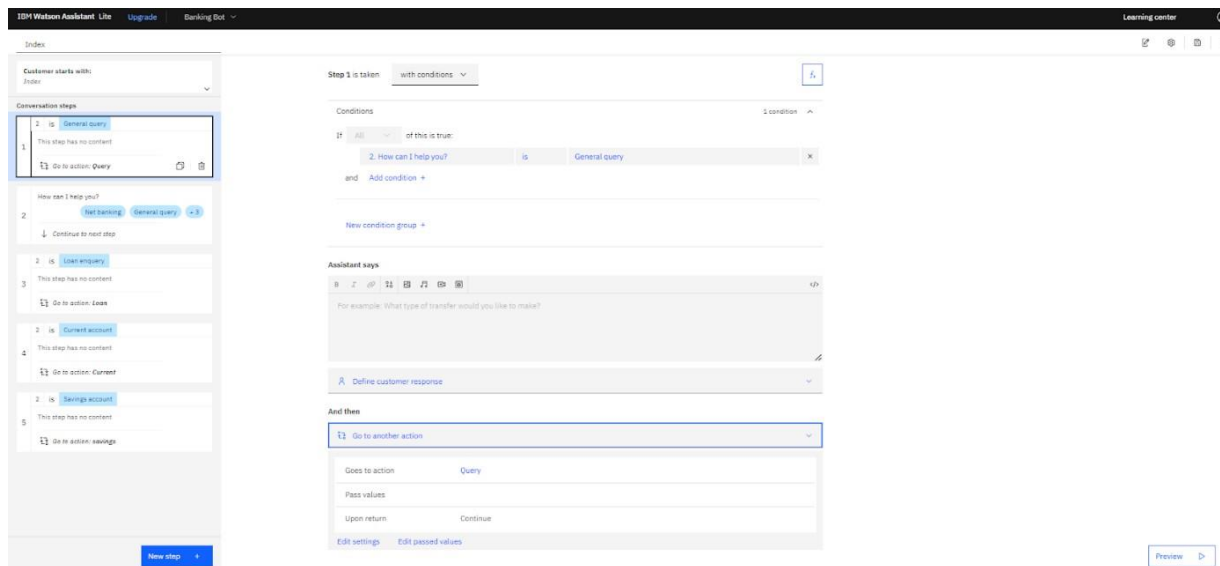
Currency conversion facility:

The screenshot shows the IBM Watson Assistant interface for a Banking chatbot. On the left, a 'Query' panel lists several steps. Step 5 is highlighted, showing the action 'Currency Conversion Facility' with the description 'All our bank Branches have a forex Exchange facility.' and a 'Go to action: End' button. The main panel on the right shows the configuration for 'Step 5 is taken with conditions'. It includes a 'Conditions' section with a single condition: 'If All of this is true: 1. Select the genera... is Currency Conversion Facility'. Below this is the 'Assistant says' section, which contains the text 'All our bank Branches have a forex Exchange facility.' and a 'Define customer response' dropdown. A 'Preview' button is at the bottom right.

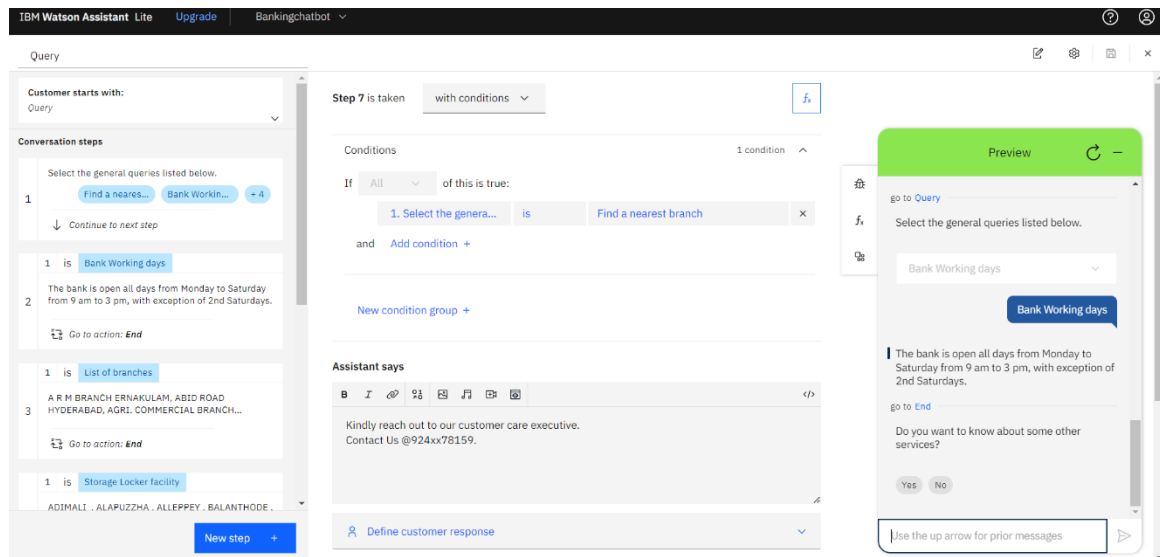
Find the nearest branch:

The screenshot shows the IBM Watson Assistant interface for a Banking chatbot. On the left, the 'Query' panel shows step 7 highlighted, with the action 'Find a nearest branch' and the description 'Kindly reach out to our customer care executive. Contact Us @924xx78159.' and a 'Go to action: End' button. The main panel on the right shows the configuration for 'Step 7 is taken with conditions'. It includes a 'Conditions' section with a single condition: 'If All of this is true: 1. Select the genera... is Find a nearest branch'. Below this is the 'Assistant says' section, which contains the text 'Kindly reach out to our customer care executive. Contact Us @924xx78159.' and a 'Define customer response' dropdown. At the bottom, there is an 'And then' section with a 'Go to another action' dropdown. A 'Preview' button is at the bottom right.

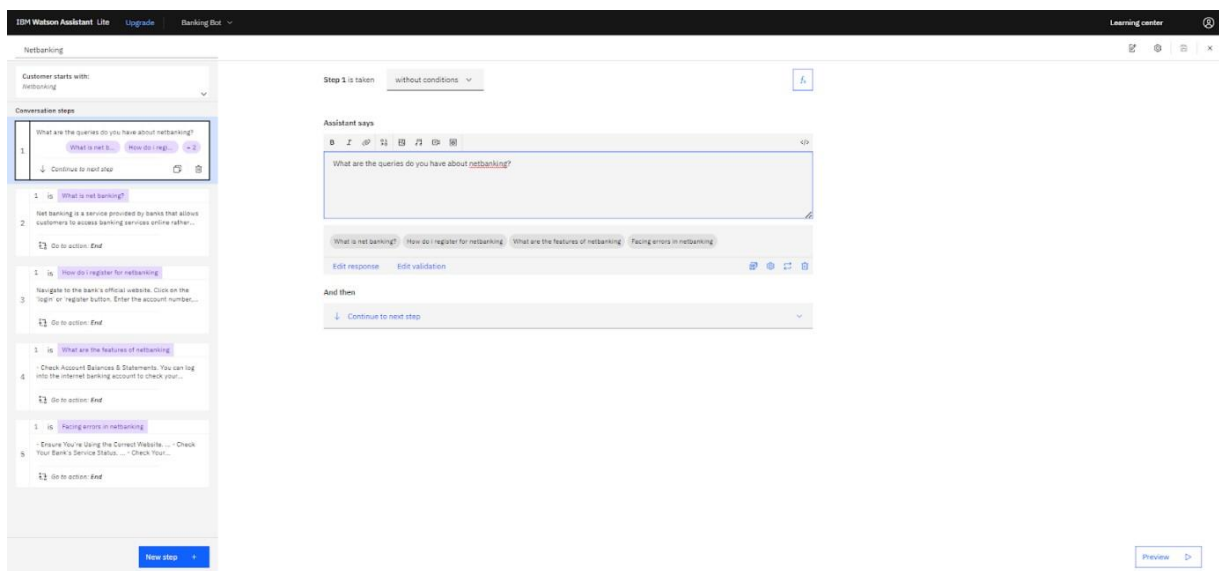
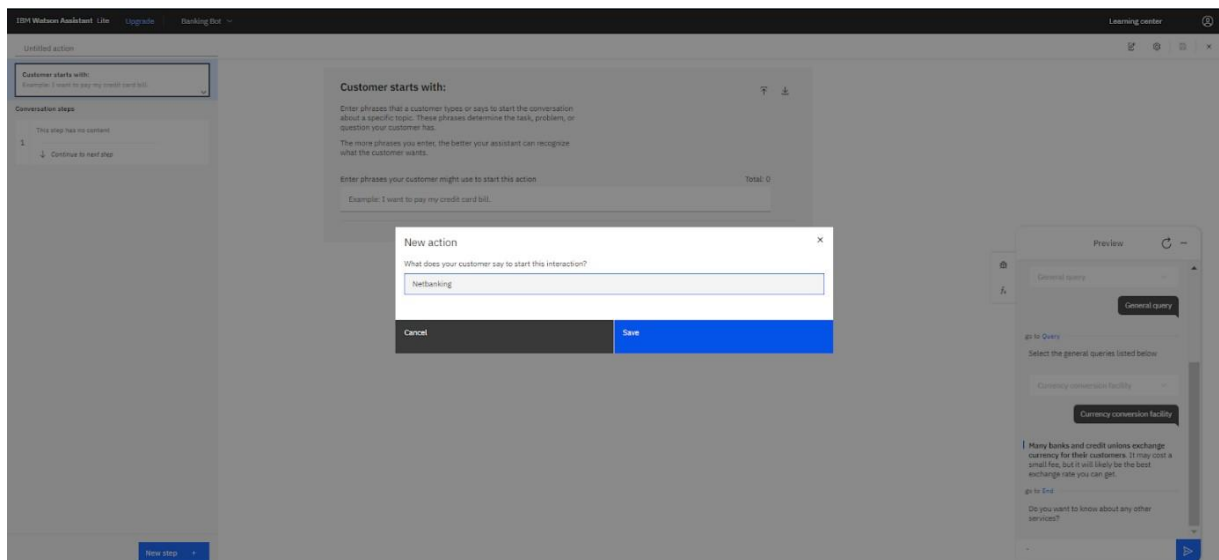
Now we have to link this action to the index action



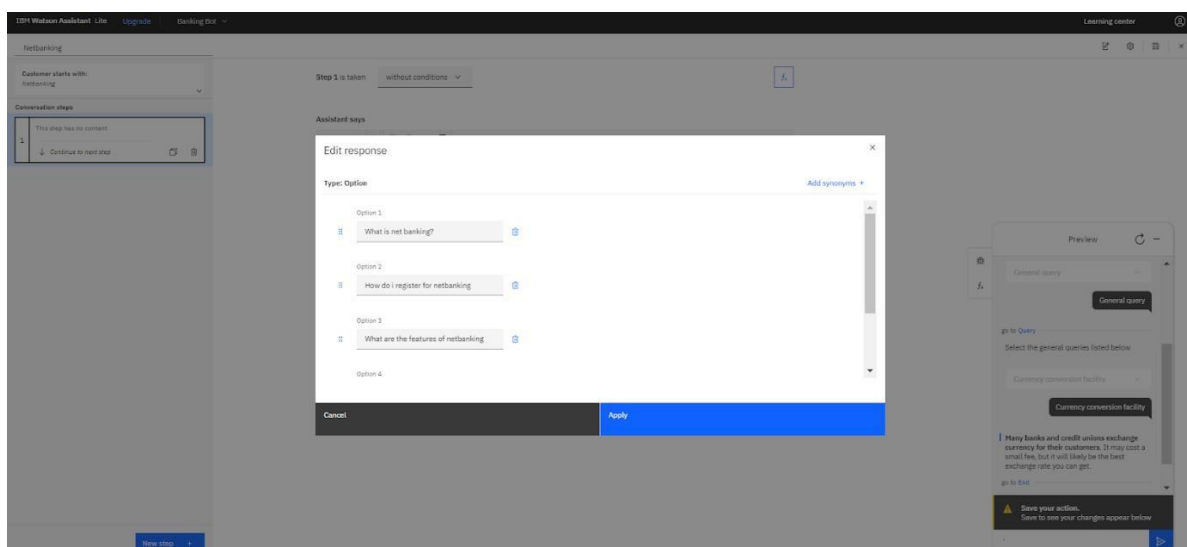
Preview:



5.Netbanking



Customer response:



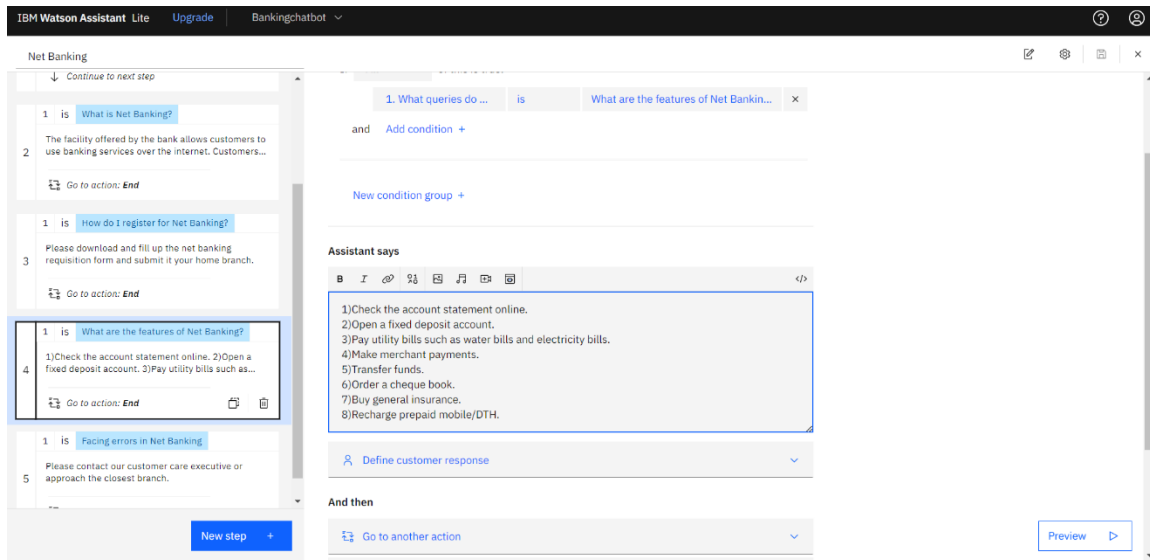
What is net banking?

The screenshot shows the IBM Watson Assistant interface for a chatbot named "Net Banking". The left pane displays the "Conversation steps" for the chatbot. Step 1 is "What queries do you have regarding Net Banking?". Step 2 is "What is Net Banking?". Step 3 is "How do I register for Net Banking?". Step 4 is "What are the features of Net Banking?". The right pane shows the configuration for Step 2. It is titled "Step 2 is taken with conditions". The conditions are defined as "If All of this is true: 1. What queries do ... is What is Net Banking?". The assistant's response is "The facility offered by the bank allows customers to use banking services over the internet. Customers need not visit their bank's branch office to avail each and every small service."

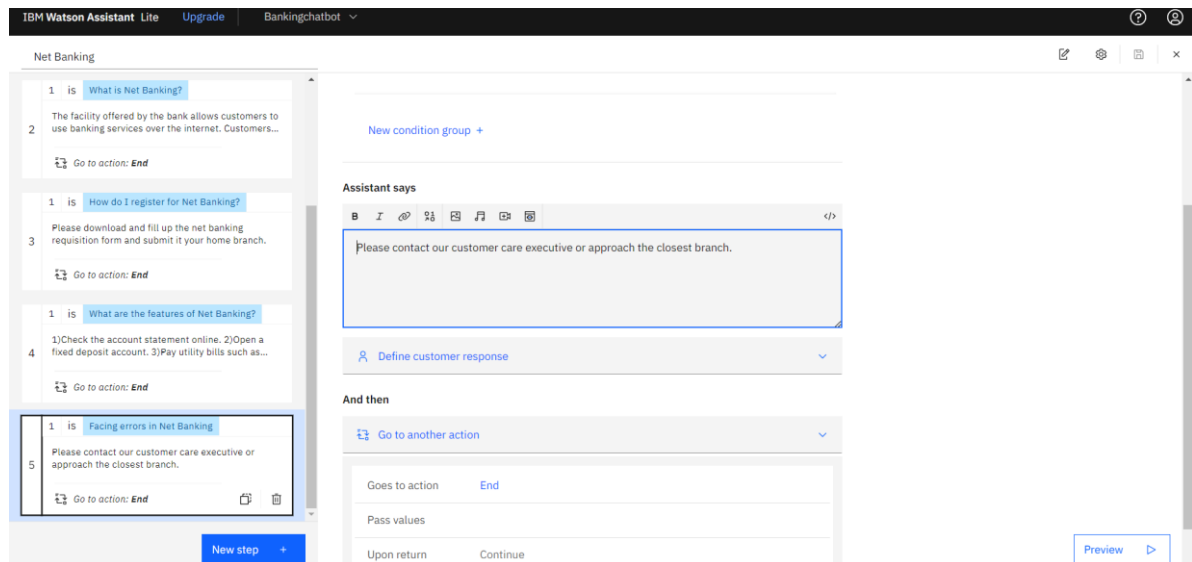
How do I register myself for netbanking?

The screenshot shows the IBM Watson Assistant interface for a chatbot named "Net Banking". The left pane displays the "Conversation steps" for the chatbot. Step 1 is "What queries do you have regarding Net Banking?". Step 2 is "What is Net Banking?". Step 3 is "How do I register for Net Banking?". Step 4 is "What are the features of Net Banking?". Step 5 is "Facing errors in Net Banking?". The right pane shows the configuration for Step 3. It is titled "Step 3 is taken with conditions". The conditions are defined as "If All of this is true: 1. What queries do ... is How do I register for Net Banking?". The assistant's response is "Please download and fill up the net banking requisition form and submit it your home branch."

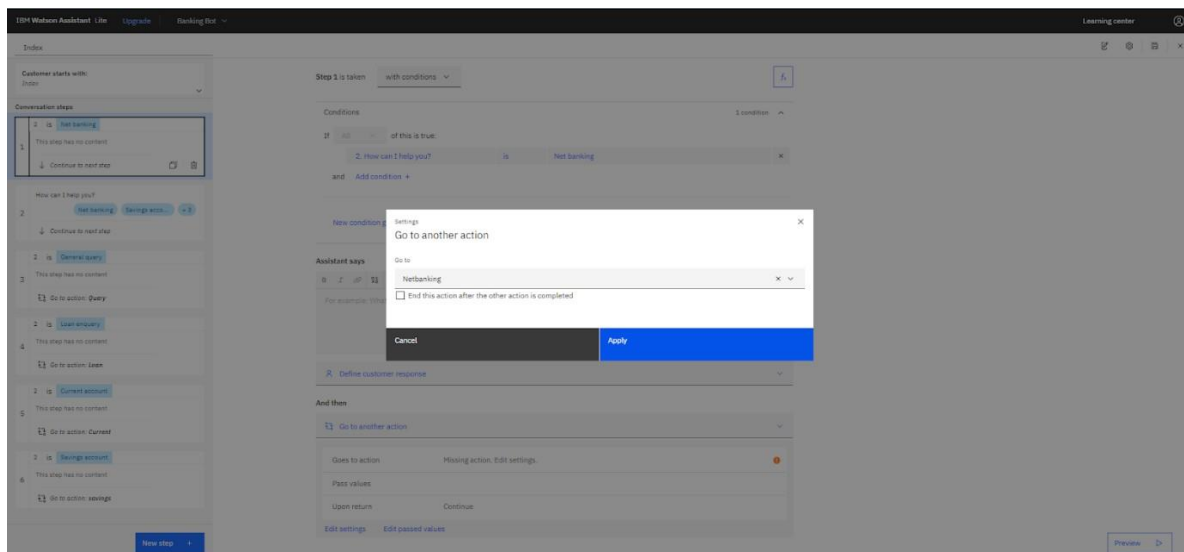
What are the features of netbanking?



Facing errors in netbanking.



Now we have to link the netbanking action to index action



Preview:

The screenshot displays the IBM Watson Assistant Lite interface for a 'Bankingchatbot'. The main workspace shows a conversation flow for 'Net Banking' with five steps:

- 1 is **What is Net Banking?**
The facility offered by the bank allows customers to use banking services over the internet. Customers...
- 2
Go to action: **End**
- 1 is **How do I register for Net Banking?**
Please download and fill up the net banking requisition form and submit it your home branch.
- 3
Go to action: **End**
- 1 is **What are the features of Net Banking?**
1)Check the account statement online. 2)Open a fixed deposit account. 3)Pay utility bills such as...
- 4
Go to action: **End**

The fifth step is highlighted with a blue border. Below the steps is a 'New step +' button. To the right, the 'Assistant says' section shows a response: 'Please contact our customer care executive or approach the closest branch.' Below this is a 'Define customer response' button. Further down, the 'And then' section shows a 'Go to another action' button, followed by fields for 'Goes to action' (set to 'End'), 'Pass values', and 'Upon return' (set to 'Continue').

A 'Preview' window is open on the right, showing a simulated chat interface. It displays the same five steps of the conversation flow, with the first step 'What is Net Banking?' selected. The preview window includes a 'Type something...' input field and a 'Preview' button.

Another end greeting action

The screenshot shows the IBM Watson Assistant Lite interface for a 'Banking Bot'. The main workspace is titled 'Untitled action' and shows a 'Customer starts with:' section with an example: 'Example: I want to pay my credit card bill.' Below this is a 'Conversation steps' section with a single step: '1 This step has no content' with a 'Continue to next step' button.

A 'New action' dialog box is open in the center, asking 'What does your customer say to start this interaction?'. The text 'End Greeting' is entered in the input field. The dialog box has 'Cancel' and 'Save' buttons.

At the bottom right, there is a 'Preview' button.

IBM Watson Assistant Lite Upgrade Banking Bot Learning center

End Greeting

Customer starts with:
End Greeting

Conversation steps

1 This step has no content
Continue to next 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 action Total: 3

Enter a phrase

thank you

thanks

End Greeting

New step

Preview

IBM Watson Assistant Lite Upgrade Banking Bot Learning center

End Greeting

Customer starts with:
End Greeting

Conversation steps

1 This step has no content
Action complete

Step 1 is taken without conditions

Assistant says

For example: Please select from the following options:

Define customer response

And then

End the action

Preview

Net banking is a service provided by banks that allows customers to access banking services online rather than visiting the bank in person.

go to End

Do you want to know about any other services?

no

Thank you. Have a nice day

There are no additional steps for this action. Add a new step or end the action.

Greeting ended

thanks

Action complete

End Greeting ended

Type something...

All skills are created

us-south.assistant.watson.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F1a72aab7d8354881a1cbe30...

IBM Watson Assistant Lite Upgrade Bankingchatbot

Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

Saved responses

Name	Last edited	Examples Count	Status
Greeting	5 hours ago	4	✓
Index	2 hours ago	1	✓
Net Banking	2 hours ago	1	✓
Query	3 hours ago	1	✓
End	2 hours ago	1	✓
Savings	3 hours ago	1	✓
End greeting	2 hours ago	5	✓
Loan	3 hours ago	1	✓
Current	3 hours ago	2	✓

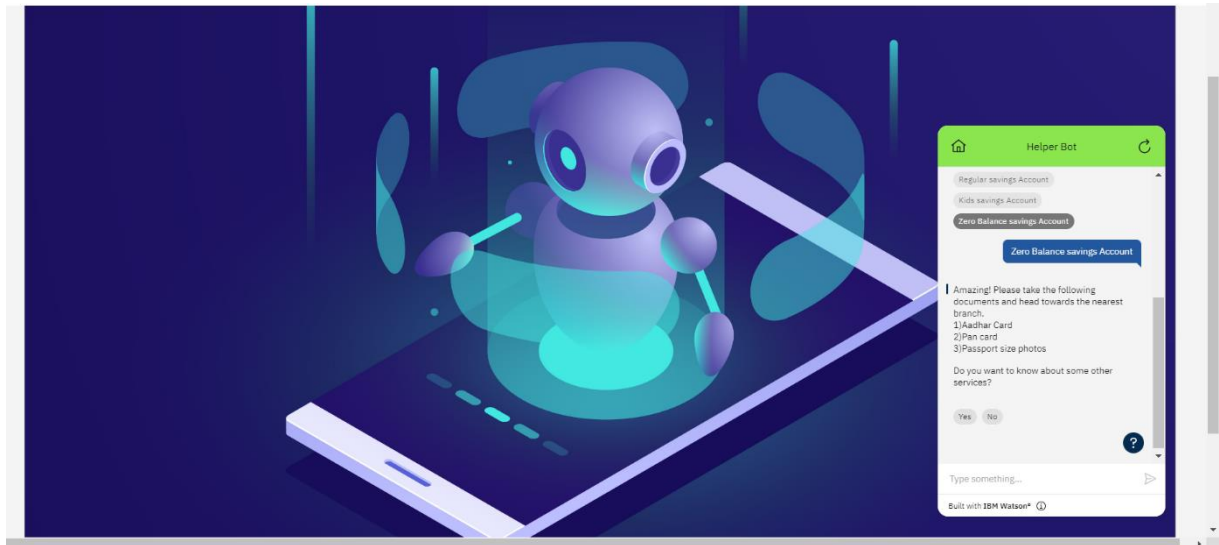
Items per page: 50 Showing 1-9 of 9 actions

1 1 of 1 pages

Preview

Output screenshots:

Draft



<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=https%3A%2F%2Fus-south.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-ee42311a-a61a-4c3e-8cfa-160a4fc13607%3A%3Afc93e816-fc9b-49b3-9454-451f61e55837&integrationID=9a06101e-24c2-4244-b6fa-562956328dbc®ion=us-south&serviceInstanceID=ee42311a-a61a-4c3e-8cfa-160a4fc13607>

