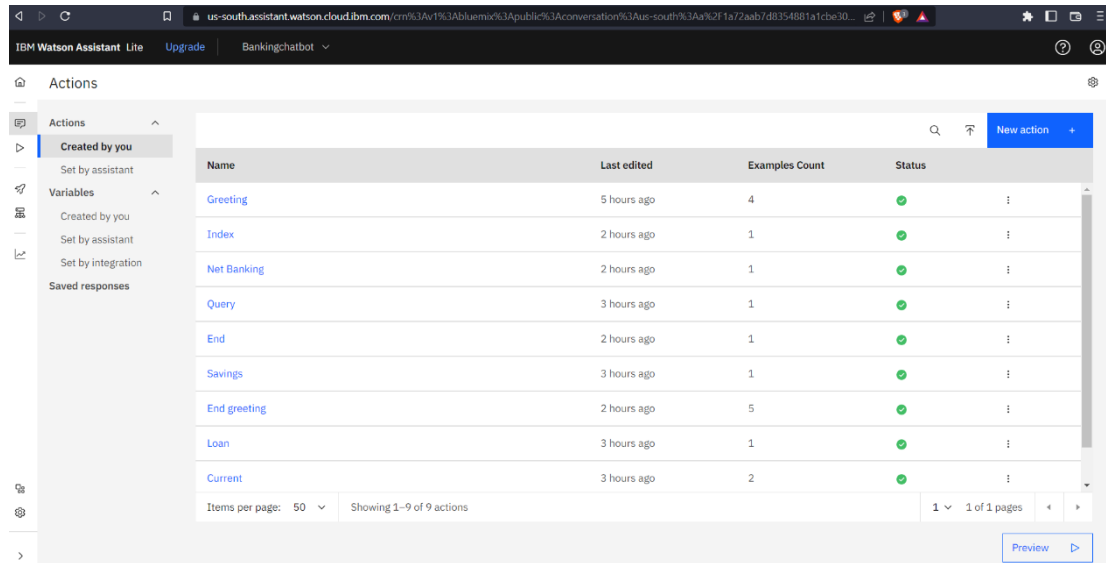


# CHAT BOT SKILL CREATION

Team ID	PNT2022TMID43731
Project Name	AI based discourse for Banking Industry

## Skills created:

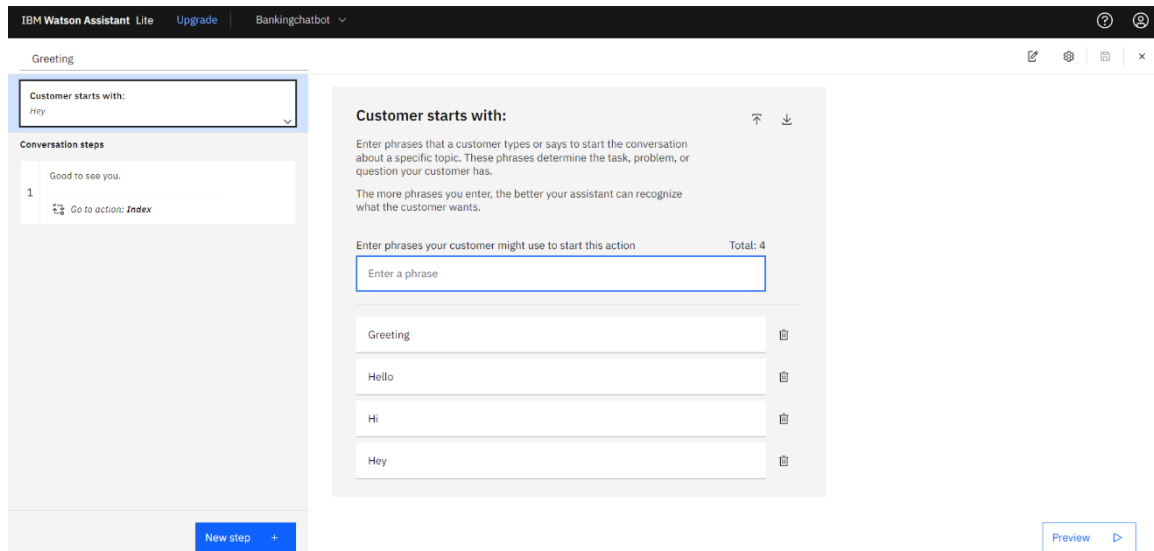


The screenshot shows the 'Actions' page in the IBM Watson Assistant interface. A sidebar on the left contains navigation options: 'Actions' (selected), 'Variables', and 'Saved responses'. The 'Actions' section is further divided into 'Created by you' and 'Set by assistant'. The main area displays a table of actions created by the user.

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

## 1. Greetings action



The screenshot shows the configuration page for the 'Greeting' action. The left sidebar shows the 'Conversation steps' with a single step '1' containing the phrase 'Good to see you.' and a 'Go to action: Index' link. The main area is titled 'Customer starts with:' and provides instructions on how to enter phrases. Below the instructions, there is a list of phrases entered for this action: 'Greeting', 'Hello', 'Hi', and 'Hey'.

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: 4

Enter a phrase

Greeting

Hello

Hi

Hey

New step Preview

## 2. Savings action

IBM Watson Assistant Lite Upgrade Bankingchatbot

?

Savings

Customer starts with: Savings

Conversation steps

1

Which type of savings account do you want to create?

Zero Balance... Regular savin... + 1

Continue to next step

1 is Regular savings Account

Great! Please take the following documents and head towards the nearest branch. 1)Aadhar Card...

Go to action: End

1 is Kids savings Account

Awesome! Please take the following documents and head towards the nearest branch. 1)Aadhar Card...

Go to action: End

1 is Zero Balance savings Account

New step +

Step 1 is taken without conditions

f

Assistant says

Which type of savings account do you want to create?

Regular savings Account Kids savings Account Zero Balance savings Account

Edit response Edit validation

And then

Continue to next step

Preview

### 3.Current account action

IBM Watson Assistant Lite Upgrade Bankingchatbot

?

Current

Customer starts with: Current account

Conversation steps

1

What's your company type?

Proprietorship Partnership

Continue to next step

1 is Proprietorship

Please take the following Documents and approach the closest branch. 1)Income Tax Returns of the propriet...

Go to action: End

1 is Partnership

Please take the following Documents and approach the closest branch. 1)Income Tax Returns of the propriet...

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 action Total: 2

Enter a phrase

Current

Current account

Preview

### 4. Loan action

IBM Watson Assistant Lite Upgrade Bankingchatbot

?

Loan

Customer starts with: Loan

Conversation steps

1

What type of loan are you looking at ?

House loan Gold loan + 3

Continue to next step

1 is House loan

To be eligible for a house loan please contact our bank service providers with all existing loan details

Go to action: End

1 is Gold loan

Please approach the bank with the following documents. 1)Pan card 2)Aadhar Card 3)Passport...

Go to action: End

1 is Topup loan

To be eligible for a top-up loan please contact our...

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 action Total: 1

Enter a phrase

Loan

Preview

## 5. General query action

IBM Watson Assistant Lite Upgrade Bankingchatbot

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  
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  
ADIMAI L... AI APIU77HA... AI I EPPEY... RAI ANTHODE...  
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 action Total: 1  
Enter a phrase

Query

Preview

## 6. Net Banking action

IBM Watson Assistant Lite Upgrade Bankingchatbot

Net Banking

Customer starts with:  
Net Banking

Conversation steps

1 What queries do you have regarding Net Banking?  
Facing errors... What are the ... + 2  
Continue to next step

1 is What is Net Banking?  
The facility offered by the bank allows customers to use banking services over the internet. Customers...  
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.  
Go to action: End

1 is What are the features of Net Banking?  
1)Check the account statement online. 2)Open a  
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 action Total: 1  
Enter a phrase

Net Banking

Preview

## 7. End action

IBM Watson Assistant LiteUpgradeBankingchatbot

End

Customer starts with:  
End

Conversation steps

1

Do you want to know about some other services?

YesNo

Continue to next step

2

1 is No

Thank you. Have a nice day.

Continue to next step

3

1 is Yes

This step has no content

Go to action: Index

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

End

Preview