

CREATING SKILLS AND ASSISTANT FOR CHATBOT

TEAM ID	PNT2022TMID43731
PROJECT NAME	AI BASED DISCOURSE FOR BANKING INDUSTRY

Creating Loan Account Action

The screenshot shows the IBM Watson Assistant interface for creating a new skill named 'Loan'. The interface is divided into three main sections:

- Customer starts with:** A dropdown menu showing 'Loan'.
- Conversation steps:** A list of steps for the skill. Step 1 is 'What type of loan are you looking at?' with options 'House loan', 'Gold loan', and '+3'. Step 2 is 'To be eligible for a house loan please contact our bank service providers with all existing loan details' with a 'Go to action: End' button. Step 3 is 'Please approach the bank with the following documents. 1)Pan card 2)Aadhar Card 3)Passport...' with a 'Go to action: End' button. Step 4 is 'To be eligible for a top-up loan please contact our' with a 'Go to action: End' button.
- Enter phrases your customer might use to start this action:** A text input field with 'Loan' entered.

Buttons for 'New step' and 'Preview' are visible at the bottom right.

Preview:

The screenshot shows the IBM Watson Assistant interface with a preview of the 'Loan' skill. The interface is divided into three main sections:

- Customer starts with:** A dropdown menu showing 'Loan'.
- Conversation steps:** A list of steps for the skill. Step 1 is 'What type of loan are you looking at?' with options 'House loan', 'Gold loan', and '+3'. Step 2 is 'To be eligible for a house loan please contact our bank service providers with all existing loan details' with a 'Go to action: End' button. Step 3 is 'Please approach the bank with the following documents. 1)Pan card 2)Aadhar Card 3)Passport...' with a 'Go to action: End' button. Step 4 is 'To be eligible for a top-up loan please contact our' with a 'Go to action: End' button.
- Enter phrases your customer might use to start this action:** A text input field with 'Loan' entered.

A preview window on the right shows a simulated chat conversation. The first message is 'What type of loan are you looking at?' and the user response is 'Student loan'. The second message is 'Please approach the bank with the following documents. 1)Acceptance Letter from Institution 2)Pan card 3)Passport size photos' and the user response is 'Yes'. The third message is 'Do you want to know about some other services?' and the user response is 'No'.