

## Project Development Phase

### Delivery of Sprint - 1

Date	05 November 2022
Team ID	PNT2022TMID40074
Project Name	AI-based discourse for Banking Industry

### Create IBM Service

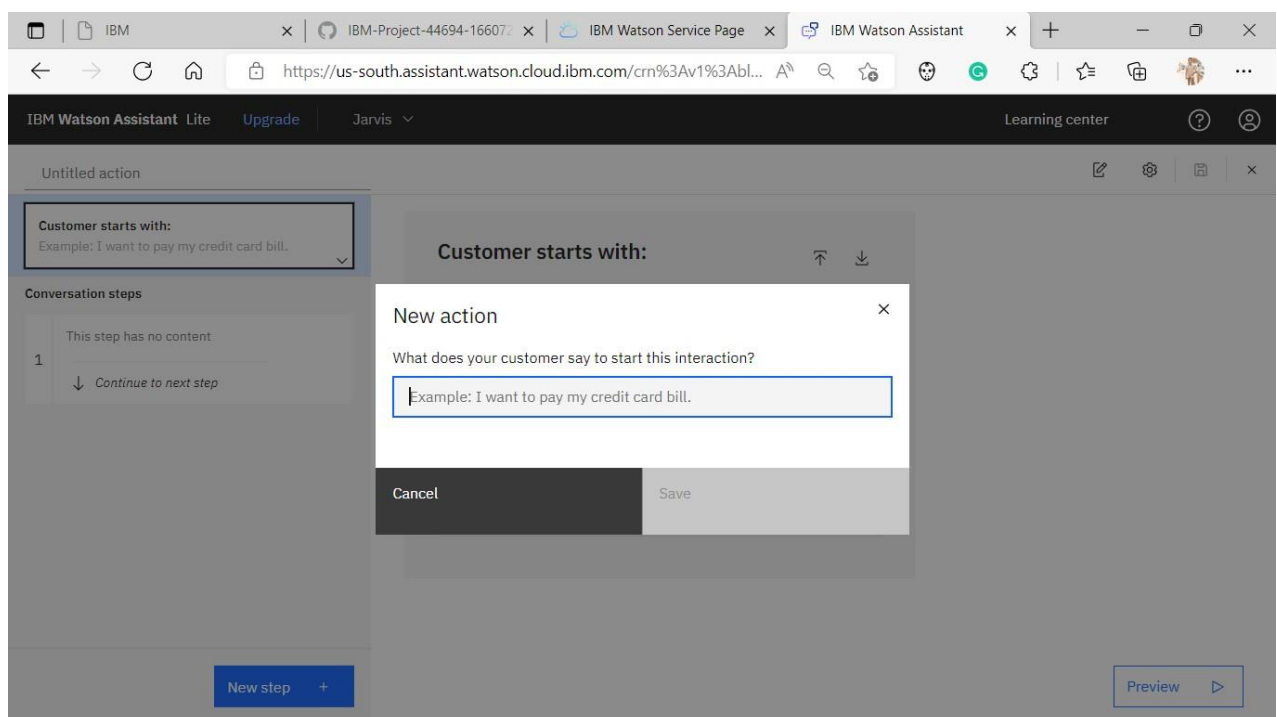
In this activity, you will be creating the Necessary IBM service. The following are the service that you must create.

#### Watson Assistant

The screenshot displays the IBM Watson Assistant Lite web interface. The browser's address bar shows the URL: <https://us-south.assistant.watson.cloud.ibm.com/crm%3Av1%3Abl...>. The interface includes a top navigation bar with the text "IBM Watson Assistant Lite", an "Upgrade" button, a dropdown menu for "Jarvis", and a "Learning center" link. The main content area is titled "Home" and features a sidebar with icons for chat, tasks, and settings. The central panel shows the assistant's configuration: Assistant name: Jarvis, Description: AI chatbot to handle the banking actions, Assistant language: English (US). Below this, the "Task tracker" section displays three tasks: "Enhance your assistant" (0 steps left, 0 min, 100%), "Test and refine your assistant" (0 steps left, 0 min, 100%), and "Deploy your assistant" (0 steps left, 0 min, 100%). The "Live assistant status" section shows a diagram with a central blue circle and lines connecting to "Channels" (Web chat) and "Resolution Methods" (No version assigned ...). The "Extensions" section includes a "Search" extension powered by IBM Watson.

## Creating Skills & Assistant for Chatbot

Skills are nothing but actions and steps. Steps are the subset of actions where conversations are built, and Assistant is used to integrate skills.



A default template chatbot is created. Need to add actions.

IBM Watson Assistant Lite Upgrade Jarvis Learning center

### Savings

Customer starts with: Savings

Conversation steps

- Which type of savings account do you want?  
1 Regular savin... Kids savings ... +1  
Continue to next step
- 1 is Regular savings account  
Great! Take the following documents and head towards the branch. 1)Aadhar card...  
Go to action: End
- 1 is Kids savings account

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

Savings

Preview

IBM Watson Assistant Lite Upgrade Jarvis Learning center

### Actions

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
Greet customer	18 hours ago	0	✓
No action matches	3 days ago	0	✓
Fallback	15 days ago	5	✓

Preview

**Note:** No code for this project. So, I attached the screenshot and step to build it.