

## Project Development Phase

### Delivery of Sprint - 3

<b>Team ID</b>	PNT2022TMID42148
<b>Project Name</b>	AI-based discourse for Banking Industry
<b>College Name</b>	AVS College of Technology

#### Creating Loan Account Action

Loan action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for a 'Loan' action. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'BANKING BOT', and 'Learning center'. The main workspace is divided into two panels. The left panel, titled 'Conversation steps', shows a sequence of steps: Step 1 asks 'What type of loan are you looking at?' with buttons for 'Gold loan', 'House loan', and '+ 3'. Step 2 provides information about eligibility for a house loan and includes a 'Free text' input field. The right panel, titled 'Assistant says', shows the text 'What type of loan are you looking at?' and a 'Choose an option' dropdown menu. The bottom right corner has a 'Preview' button.

#### Creating General Query Action

General query action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for a 'Query' action. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'BANKING BOT', and 'Learning center'. The main workspace is divided into two panels. The left panel, titled 'Conversation steps', shows a sequence of steps: Step 1 asks 'Select the general queries listed below' with buttons for 'CIBIL', 'Find a nearest branch', and '+ 4'. Step 2 provides information about reaching out to customer care executives and includes a 'Free text' input field. The right panel, titled 'Assistant says', shows the text 'Select the general queries listed below' and a 'Choose an option' dropdown menu. The bottom right corner has a 'Preview' button.

#### Creating Net Banking Action

Net banking action is created with the necessary steps.

IBM Watson Assistant Lite Upgrade

BANKING BOT

Learning center ?

Net Banking

Customer starts with:

Net Banking

Conversation steps

what queries do you have regarding Netbanking?

1

Facing errors... What is Net B... + 2

Continue to next step

1 is What is Net Banking?

2 The facility offered by the bank allows customers to use banking services over the...

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: 1

Enter a phrase

Net Banking

Preview

In addition to this greeting, end greeting ,index and end actions are also created.

Name	Last edited	Examples Count	Status	
Greeting	3 days ago	4	✓	⋮
Index	23 minutes ago	1	✓	⋮
Current	3 days ago	2	✓	⋮
Loan	3 days ago	1	✓	⋮
Net Banking	3 days ago	1	✓	⋮

Items per page: 50

Showing 1–8 of 8 actions

1 1 of 1 pages

Preview

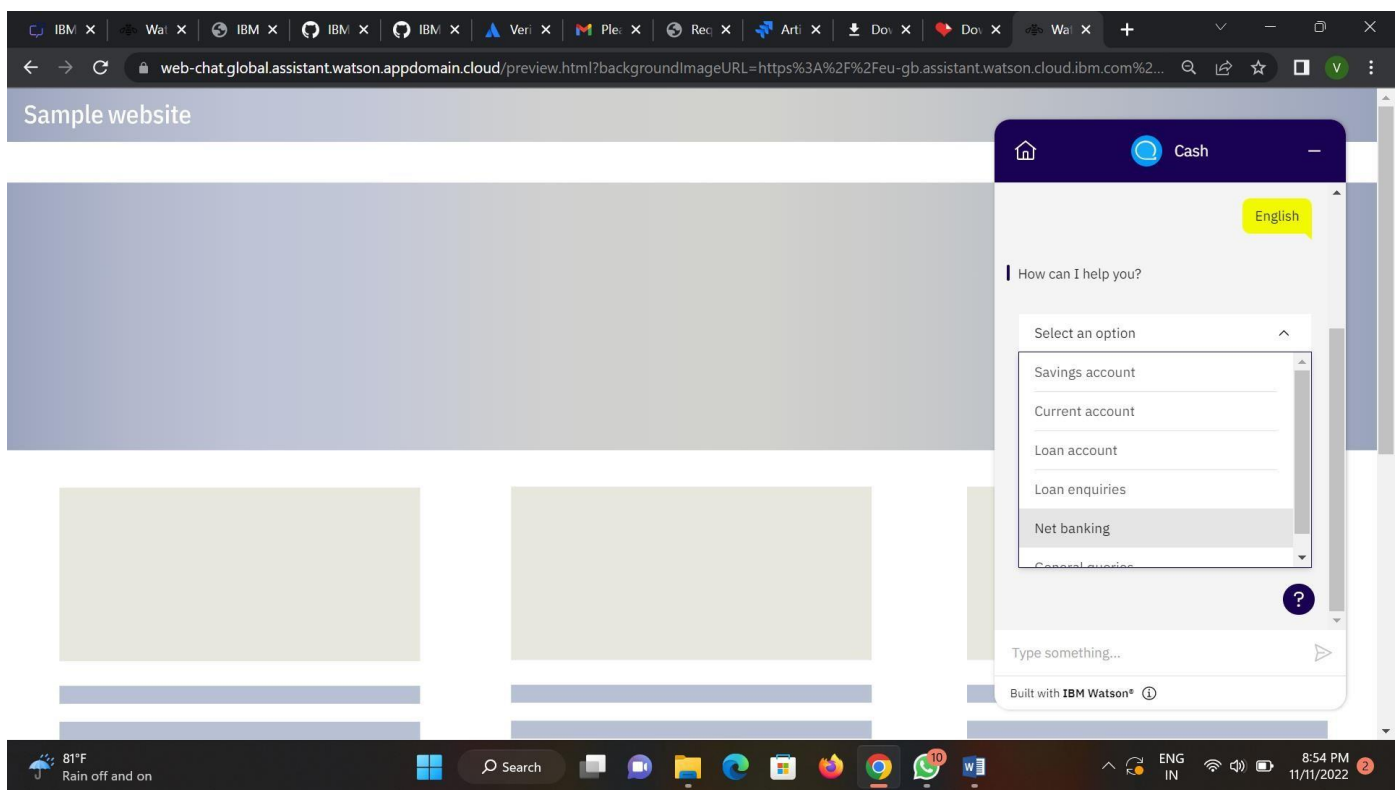
Name	Last edited	Examples Count	Status
Net Banking	3 days ago	1	✓
Query	31 minutes ago	1	✓
Savings	3 days ago	1	✓
End	3 days ago	1	✓

Items per page: 50 Showing 1–8 of 8 actions 1 1 of 1 pages

Preview

## PREVIEW OF CHATBOT:

<https://webchat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageUrl=https%3A%2F%2Fibm-gb.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx2b994459-1a5a-45a0-8955-89a6fd927161%3A%3Afc3fa4be-9ce8-4c04-ade56b159eba2610&integrationID=77c74feb-c1a6-4cac-85ff-d19401c2d534&region=eugb&serviceInstanceID=2b994459-1a5a-45a0-8955-89a6fd927161>



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

it.