

# AI BASED DISCOUSE FOR BANKING

TEAM ID: PNT2022TMID24700

Creating Skills And Assistant For ChatBot:

Creating Loan Enquiry Action:

The screenshot displays the IBM Watson Assistant interface for configuring a skill named 'Loan Enquiry'. The interface is divided into several sections:

- Customer starts with:** Shows the initial customer message 'Loan Enquiry'.
- Conversation steps:** A list of steps in the conversation flow:
  - Step 1:** The customer asks 'WHAT TYPE OF LOAN ARE YOU LOOKING FOR?'. The assistant responds with 'HOME LOAN' and 'STUDENT LO...'. A '+3' indicates three more options are available. The action is 'Continue to next step'.
  - Step 2:** The customer asks '1 is GOLD LOAN'. The assistant responds with 'PLEASE APPROACH THE BANK WITH THE FOLLOWING DOCUMENTS: 1.Aadhar card 2.PAN...'. The action is 'Go to action: End'.
  - Step 3:** The customer asks '1 is HOME LOAN'. The assistant responds with 'TO BE ELIGIBLE FOR A HOME LOAN, PLEASE CONTACT OUR BANK SERVICE PROVIDERS WITH...'. The action is 'Free text'.
- Step 1 is taken:** A dropdown menu showing 'without conditions'.
- Assistant says:** A text area for the assistant's response, currently containing 'WHAT TYPE OF LOAN ARE YOU LOOKING FOR?'. Below it is a 'Choose an option' dropdown and buttons for 'Edit response' and 'Edit validation'.
- And then:** A dropdown menu showing 'Continue to next step'.
- Buttons:** A 'New step +' button at the bottom left and a 'Preview' button at the bottom right.