

CREATING GENERAL QUERY ACTION

The screenshot shows the IBM Watson Assistant interface. In the left sidebar, under 'Actions', the 'Query' action is highlighted. The main table lists several actions created by the user:

Name	Last edited	Examples Count	Status
Loan	19 hours ago	1	✓
Greeting	20 hours ago	4	✓
End	19 hours ago	1	✓
End Greeting	19 hours ago	3	✓
Query	19 hours ago	1	✓
Savings	19 hours ago	1	✓
Current	19 hours ago	2	✓
Net Banking	19 hours ago	1	✓

At the bottom of the table, it says 'Items per page: 50' and 'Showing 1-9 of 9 actions'. A 'New action' button is in the top right. An 'Activate Windows' watermark is visible in the bottom right corner.

The screenshot shows the configuration page for the 'Query' action. The 'Customer starts with' section has a dropdown menu set to 'Query'. The 'Conversation steps' section shows a list of steps:

1. Select the general queries listed below. Below this, there are buttons for 'List of Branch...', 'Bank Workin...', and a '+4' button. A 'Continue to next step' link is also present.
2. The bank is open all days from Monday to Saturday from 9 a.m to 3 p.m, with exception of... Below this, there is a 'Go to action: End' button.
3. CHENNAI TEYNAMPET, CHENNAI A N STREET, CHENNAI KELLYS, CHENNAI GENERAL... Below this, there is a 'Go to action: End' button.

At the bottom right, there is a 'New step' button. An 'Activate Windows' watermark is visible in the bottom right corner.

IBM Watson Service Page x IBM Watson Assistant x Upload files - IBM-EPBL/IBM-Pro x +

us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F37147e68e7b04714b7bb5a068bdfb204%3A6ec...

IBM Watson Assistant Lite Upgrade Chat bot v Learning center ?

Query

Continue to next step

1 is Bank Working Days

2 The bank is open all days from Monday to Saturday from 9 a.m to 3 p.m, with exception of...

Go to action: End

1 is List of Branches

3 CHENNAI TEYNAMPET,CHENNAI A N STREET,CHENNAI KELLYS,CHENNAI GENERAL...

Go to action: End

1 is Storage Locker Facility

4 CHENNAI TEYNAMPET,CHENNAI A N STREET,CHENNAI KELLYS,CHENNAI GENERAL...

Go to action: End

1 is Currency Conversion Facility

New step +

Step 3 is taken with conditions

Conditions 1 condition

If All of this is true:

1. Select the ... is List of Branches

and Add condition +

New condition group +

Assistant says

CHENNAI TEYNAMPET,CHENNAI A N STREET,CHENNAI KELLYS,CHENNAI GENERAL PATTERS ROAD,CHENNAI GUINDY,CHENNAI MOUNT ROAD,CHENNAI PERAMBUR,CHENNAI THAMBU CHETTY STREET ,CHENNAI TRIPLICANE , CHENNAI MYLAPORE,CHENNAI THIRUVOTTIYUR,CHENNAI VILLIVAKKAM,12 CHENNAI THYAGARAYA NAGAR

Activate Windows Go to Settings to activate Windows. Preview

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us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F37147e68e7b04714b7bb5a068bdfb204%3A6ec...

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Query

4 CHENNAI TEYNAMPET,CHENNAI A N STREET,CHENNAI KELLYS,CHENNAI GENERAL...

Go to action: End

1 is Currency Conversion Facility

5 All our bank branches have a forex Exchange facility.

Go to action: End

1 is CIBIL

6 CIBIL Score is a three-digit numeric summary of your credit history. The score is derived using the...

Go to action: End

1 Find a nearest branch

7 Kindly reach out to our customer care executive. Contact Us @924xx78159

Go to action: End

New step +

Step 6 is taken with conditions

Conditions 1 condition

If All of this is true:

1. Select the ... is CIBIL

and Add condition +

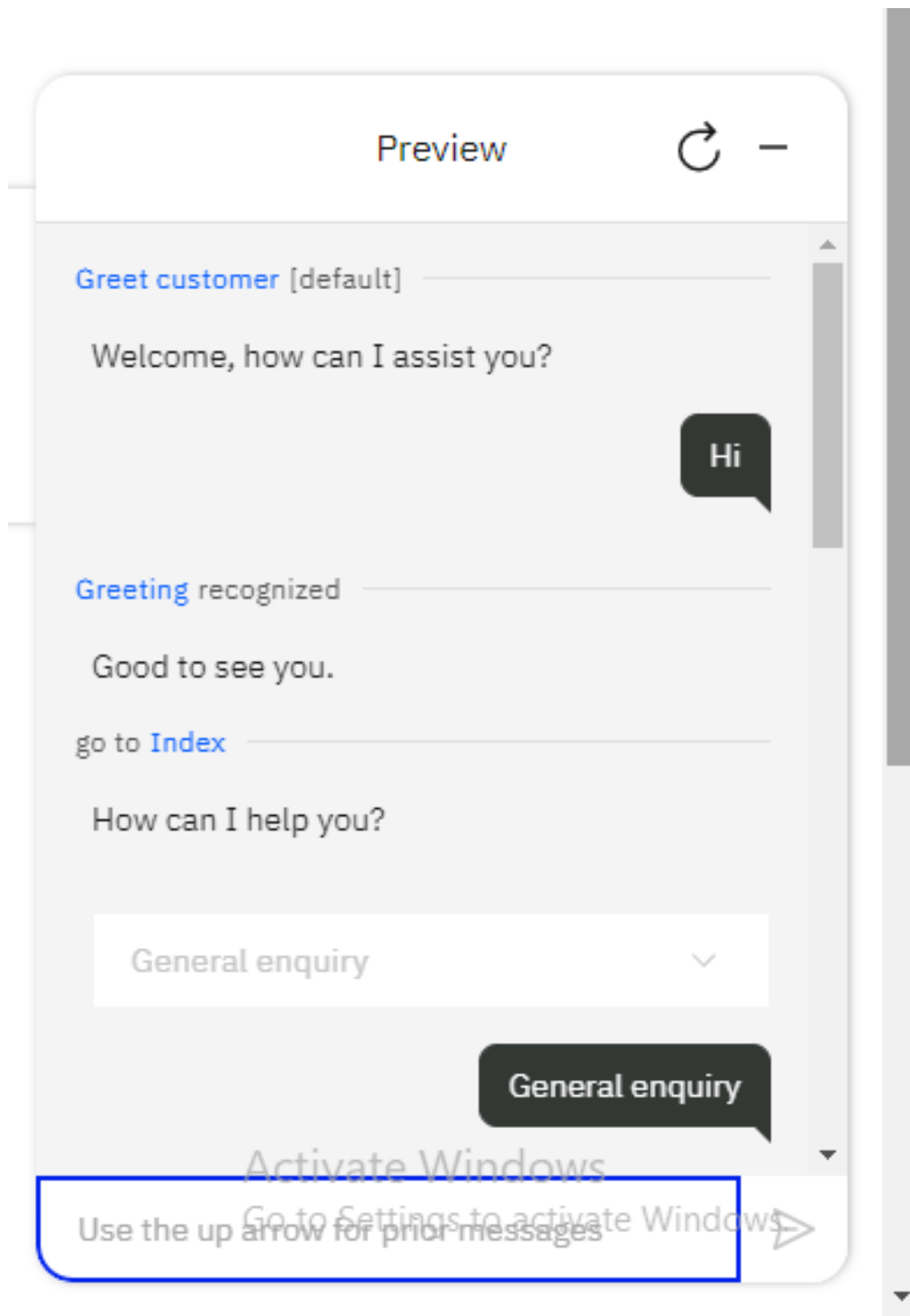
New condition group +

Assistant says

CIBIL Score is a **three-digit numeric summary of your credit history**. The score is derived using the credit history found in the CIBIL Report (also known as CIR i.e Credit Information Report). A CIR is an individual's credit payment history across loan types and credit institutions over a period of time.An individual's credit history is submitted to CIBIL by banks and financial institutions on a monthly basis.

Activate Windows Go to Settings to activate Windows. Preview

PREVIEW:



Preview



go to [Query](#)

Select the general queries listed below

Select an option



Bank Working Days

List of Branches

Storage Locker Facility

Currency Conversion Facility

CIBIL

Find a nearest branch

Activate Windows

Use the up arrow for prior messages

Go to Settings to activate Windows



Preview



CIBIL

CIBIL Score is a three-digit numeric summary of your credit history. The score is derived using the credit history found in the CIBIL Report (also known as CIR i.e Credit Information Report). A CIR is an individual's credit payment history across loan types and credit institutions over a period of [time](#). An individual's credit history is submitted to CIBIL by banks and financial institutions on a monthly basis.

go to [End](#)

Do you want to know about some other services?

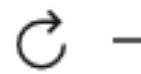
Yes

No

Activate Windows

Type something... Go to Settings to activate Windows

Preview



Do you want to know about some other services?

Yes

No

No

Thank You. Have a nice day.

⚠ There are no additional steps for this action. Add a new step or end the action.

Greeting ended

Thanks

✓ Action complete

End Greeting ended

Activate Windows

Go to Settings to activate Windows

Use the up arrow for prior messages

