

PROJECT DEVELOPMENT PHASE

SPRINT-2

Date	05 November 2022
Team ID	PNT2022TMID24647
Project Name	AI Based Discourse for Banking Industry

Creating Skills and 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 integrating skills.

The screenshot shows the IBM Watson Assistant web interface. The browser address bar shows a URL from watson.cloud.ibm.com. The page header includes 'IBM Watson Assistant Lite', an 'Upgrade' button, and a 'Learning center' link. The main heading is 'Welcome to the new Watson Assistant' with a 'Next' button. Below this is a section titled 'Create your first assistant' with a sub-header 'Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.'

The form contains the following fields:

- Assistant name:** A text input field containing 'Banking Bot'. Below it, a note states: 'Your assistant name will be kept internally and not visible to your customers'.
- Description (optional):** A text area with a character count of '128/128'. The text entered is: 'The Bot will be able to answer Customer queries like to create bank account, Loan queries and regarding general and Net banking.'
- Assistant language:** A dropdown menu currently set to 'English (US)'. Below it, a note states: 'This is the language your assistant will speak.'

The Windows taskbar is visible at the bottom of the screen, showing the search bar and various application icons.

Create Savings Account

The screenshot shows the IBM Watson Assistant interface for configuring a 'Saving' action. The top navigation bar includes 'IBM Watson Assistant', 'Lite', 'Upgrade', 'Banking Bot', and 'Learning center'. The main workspace is titled 'Saving' and contains a 'Customer starts with:' section. This section has a dropdown menu set to 'Saving' and a 'Conversation steps' list with one step: '1 This step has no content'. Below the steps is a 'New step +' button. The right-hand pane, titled 'Customer starts with:', provides instructions on how to enter phrases for the action. It shows a list of phrases: 'To create a new account', 'Account Creation', 'Savings Account', and 'Saving'. A 'Total: 4' indicator is present. The bottom of the screen shows the Windows taskbar with the search bar and various application icons.

The screenshot displays the 'Actions' section of the IBM Watson Assistant interface. The left sidebar shows a navigation menu with 'Actions' selected, and sub-sections for 'Created by you', 'Set by assistant', 'Variables', 'Created by you', 'Set by assistant', 'Set by integration', and 'Saved responses'. The main area shows a table of actions:

Name	Last edited	Example
Thank you!	14 minutes ago	
Saving	a few seconds ago	
Index	11 minutes ago	1
Create an account	31 minutes ago	19

Below the table, it indicates 'Items per page: 50' and 'Showing 1-4 of 4 actions'. A 'New action +' button is visible in the top right corner. A preview window is open, showing a conversation flow for the 'Savings Account' action. The preview includes a search bar, a 'New action +' button, and a list of actions: 'Savings Account', 'Regular Savings Account', 'Kids Savings Account', and 'Zero Balance Account'. The preview also shows a 'go to Index' link and a 'go to Saving' link. The bottom of the screen shows the Windows taskbar with the search bar and various application icons.

IBM Watson Assistant Lite Upgrade Banking Bot 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	Example
Thank you!	14 minutes ago	
Saving	a few seconds ago	
Index	11 minutes ago	1
Create an account	31 minutes ago	19

Items per page: 50 Showing 1-4 of 4 actions

Preview

Great! Please take the following documents and head towards the nearest branch.

- 1.Aadhar Card
- 2.Pan Card
- 3.Passport Size Photos

Thanks

go to [Thank you!](#)

You're welcome!

Let me know if any other services I can do..

Yes No

Type something...

IBM Watson Assistant Lite Upgrade Banking Bot Learning center

Actions

Actions

Created by you

Set by assistant

Variables

Created by you

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Saved responses

Name	Last edited	Example
Thank you!	14 minutes ago	
Saving	a few seconds ago	
Index	11 minutes ago	1
Create an account	31 minutes ago	19

Items per page: 50 Showing 1-4 of 4 actions

Preview

Regular Savings Account

Kids Savings Account Zero Balance Account

Kids Savings Account

Great! Please take the following documents and head towards the nearest branch.

- 1.Aadhar Card
- 2.Pan Card
- 3.Passport size Photos
- 4.Guardians Aadhar Card

Use the up arrow for prior messages

IBM Watson Assistant Lite Upgrade Banking Bot Learning center

Actions

Actions

Created by you

Set by assistant

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Saved responses

Name	Last edited	Example
Thank you!	14 minutes ago	
Saving	a few seconds ago	
Index	11 minutes ago	1
Create an account	31 minutes ago	19

Items per page: 50 Showing 1-4 of 4 actions

Preview

go to [Saving](#)

Regular Savings Account

Kids Savings Account

Zero Balance Account

Zero Balance Account

Amazing! Please take the following documents and head towards the nearest branch.

1.Aadhar Card

2.Pan Card

3.Passport Size Photos

go to [Thank you!](#)

Type something...

Note : Attached preview contents of Savings account bot.