

PROJECT DEVELOPMENT PHASE

SPRINT - 3

Date	06 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 Lite web interface. The browser address bar displays a URL starting with 'au-syd.assistant.watson.cloud.ibm.com'. The page header includes 'IBM Watson Assistant Lite', an 'Upgrade' button, and a 'Learning center' link. The main content area is titled 'Welcome to the new Watson Assistant' with a 'Next' button. Below this is a section 'Create your first assistant' with a speech bubble icon. The instructions state: '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 fields are as follows:

- 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 showing 'English (US)'. Below it, a note states: 'This is the language your assistant will speak.'

The Windows taskbar is visible at the bottom, showing the search bar and various application icons. The system clock indicates 12:38 on 06-11-2022.

Creating Net Banking Action :

IBM Watson Assistant Lite Upgrade Banking Bot Learning center

Net Banking

Customer starts with:
Net Banking

Conversation steps

1 What queries do you have regarding Net Banking?
Facing errors... What is Net B... +2
Continue to next step

1 is What is Net Banking?
The facility offered by the bank allows customers to use banking services over the internet...
Free text
Go to action: Thank you!

1 is How do I register for Net Banking?

New step +

Step 1 is taken without conditions

Assistant says

What queries do you have regarding Net Banking?

What is Net Banking? How do I register for Net Banking?
What are the features of Net Banking? Facing errors in Net Banking

Edit response Edit validation

And then

Preview

Create General Qu...pdf Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all

Type here to search

17:27 06-11-2022

IBM Watson Assistant Lite Upgrade Banking Bot Learning center

Net Banking

Free text
Go to action: Thank you!

1 is How do I register for Net Banking?
Please download and fill up the net banking requisition form and submit it to your home...
Free text
Go to action: Thank you!

1 is What are the features of Net Banking?
1)Check the account statement online.
Free text
Go to action: Thank you!

1 is Facing errors in Net Banking

New step +

Step 1 is taken without conditions

Assistant says

What queries do you have regarding Net Banking?

What is Net Banking? How do I register for Net Banking?
What are the features of Net Banking? Facing errors in Net Banking

Edit response Edit validation

And then

Preview

Create General Qu...pdf Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all

Type here to search

17:27 06-11-2022

IBM Watson Assistant Lite Upgrade Banking Bot Learning center

Net Banking

3 requisition form and submit it to your home...
Go to action: Thank you!

1 is What are the features of Net Banking?
1) Check the account statement online.
Go to action: Thank you!

1 is Facing errors in Net Banking
Please contact our customer care executive or approach the closest branch.
Go to action: Thank you!

New step +

Step 1 is taken without conditions

Assistant says

What queries do you have regarding Net Banking?

What is Net Banking? How do I register for Net Banking?
What are the features of Net Banking? Facing errors in Net Banking

Edit response Edit validation

And then Preview

Create General Qu...pdf Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all

Type here to search

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	Count
Thank you!	2 minutes ago	6
Saving	3 hours ago	4
Queries	29 minutes ago	1
Net Banking	5 minutes ago	1
Loan	2 hours ago	1
Index	3 minutes ago	1

Items per page: 50 Showing 1-8 of 8 actions

Preview

Net Banking

go to Net Banking

What queries do you have regarding Net Banking?

What is Net Banking?
How do I register for Net Banking?
What are the features of Net Banking?
Facing errors in Net Banking

Type something...

Create General Qu...pdf Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all

Type here to search

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	Count
Thank you!	2 minutes ago	6
Saving	3 hours ago	4
Queries	29 minutes ago	1
Net Banking	5 minutes ago	1
Loan	2 hours ago	1
Index	3 minutes ago	1

Items per page: 50 Showing 1-8 of 8 actions

Preview

What is Net Banking?

How do I register for Net Banking?

What are the features of Net Banking?

Facing errors in Net Banking?

What is Net Banking?

The facility offered by the bank allows customers to use banking services over the internet. Customers need not visit their bank's branch office to avail each and every small service.

Type something...

Create General Qu...pdf Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all X

Type here to search

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	Count
Thank you!	2 minutes ago	6
Saving	3 hours ago	4
Queries	29 minutes ago	1
Net Banking	5 minutes ago	1
Loan	2 hours ago	1
Index	3 minutes ago	1

Items per page: 50 Showing 1-8 of 8 actions

Preview

What is Net Banking?

How do I register for Net Banking?

What are the features of Net Banking?

Facing errors in Net Banking?

How do I register for Net Banking?

Please download and fill up the net banking requisition form and submit it to your home branch.

Use the up arrow for prior messages

Create General Qu...pdf Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all X

Type here to search

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	Ex
Thank you!	2 minutes ago	6
Saving	3 hours ago	4
Queries	29 minutes ago	1
Net Banking	5 minutes ago	1
Loan	2 hours ago	1
Index	3 minutes ago	1

Items per page: 50 Showing 1-8 of 8 actions

Preview

What are the features of Net Banking?

Facing errors in Net Banking

What are the features of Net Banking?

- 1)Check the account statement online.
- 2)Open a fixed deposit account
- 3)Pay utility bills such as water bills and electricity bills
- 4)Make merchant payments

Type something...

Create General Qu...pdf Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all X

Type here to search

17:30 06-11-2022

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	Ex
Thank you!	2 minutes ago	6
Saving	3 hours ago	4
Queries	29 minutes ago	1
Net Banking	5 minutes ago	1
Loan	2 hours ago	1
Index	3 minutes ago	1

Items per page: 50 Showing 1-8 of 8 actions

Preview

What queries do you have regarding Net Banking?

What is Net Banking?

How do I register for Net Banking?

What are the features of Net Banking?

Facing errors in Net Banking

Facing errors in Net Banking

Please contact our customer care executive or approach the closest branch.

Type something...

Create General Qu...pdf Create Loan Accou...pdf Create Current Acc...pdf Create Current Acc...pdf Create Savings Acc...pdf Show all X

Type here to search

17:31 06-11-2022

IBM Watson Assistant interface showing a list of actions and a preview of a chat conversation.

Actions List:

Name	Last edited	Count
Thank you!	2 minutes ago	6
Saving	3 hours ago	4
Queries	29 minutes ago	1
Net Banking	5 minutes ago	1
Loan	2 hours ago	1
Index	3 minutes ago	1

Items per page: 50 Showing 1-8 of 8 actions

Preview Chat:

go to [Thank you!](#)

You're welcome!

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

☐ Yes ☒ No

No

Thanks! Have a Nice Day.

[Greet customer](#) ended

Use the up arrow for prior messages

Note : Attached preview contents of Net Banking Query bot.