

# PROJECT DEVELOPMENT PHASE

## SPRINT - 1

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 displays a URL from watson.cloud.ibm.com. The page header includes 'IBM Watson Assistant Lite', an 'Upgrade' link, and a 'Learning center' link. The main heading is 'Welcome to the new Watson Assistant', with a blue 'Next' button to its right. Below this is a section titled 'Create your first assistant' with a speech bubble icon. The text explains the setup process: '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 three main fields: 1. 'Assistant name' with a text box containing 'Banking Bot' and a note that the name is kept internally. 2. 'Description (optional)' with a text box containing 'The Bot will be able to answer Customer queries like to create bank account, Loan queries and regarding general and Net banking.' and a character count of 128/128. 3. 'Assistant language' with a dropdown menu set to 'English (US)' and a note that this is the language the assistant will speak. The Windows taskbar is visible at the bottom with the search bar and various application icons.

IBM Watson Assistant Lite Upgrade Learning center

### Welcome to the new Watson Assistant

Next

#### Create your first assistant

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.

Assistant name

Banking Bot

Your assistant name will be kept internally and not visible to your customers

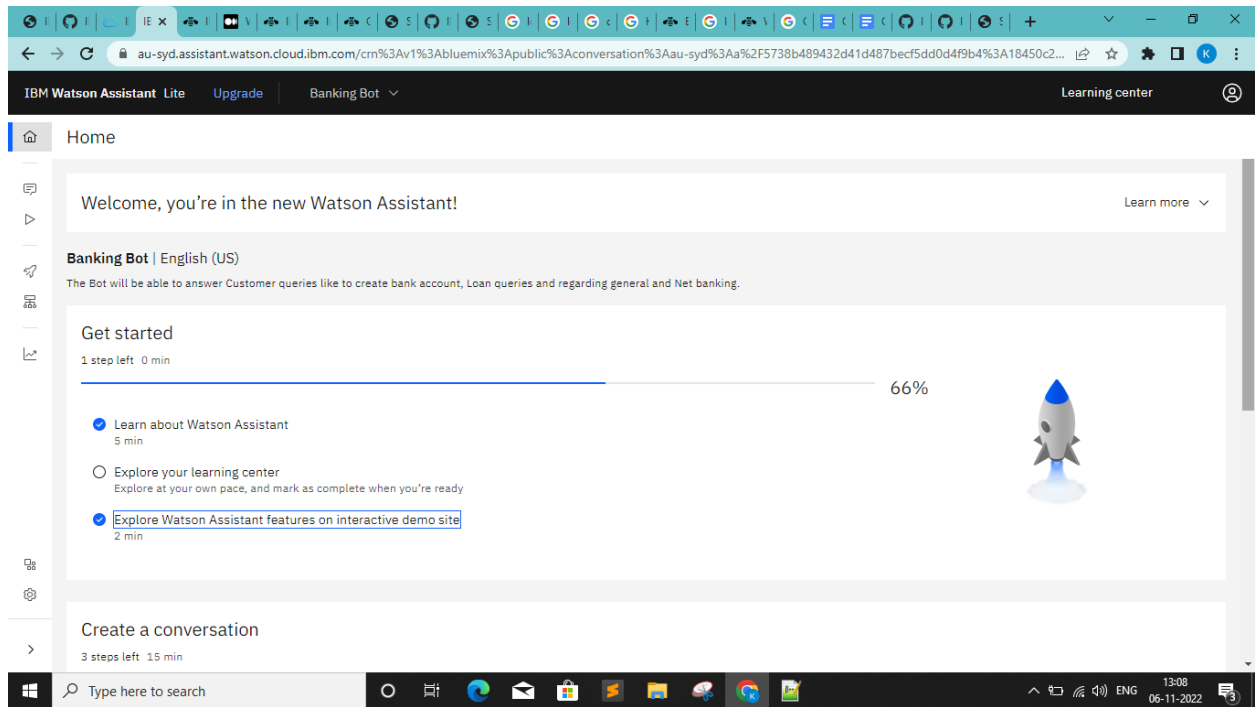
Description (optional) 128/128

The Bot will be able to answer Customer queries like to create bank account, Loan queries and regarding general and Net banking.

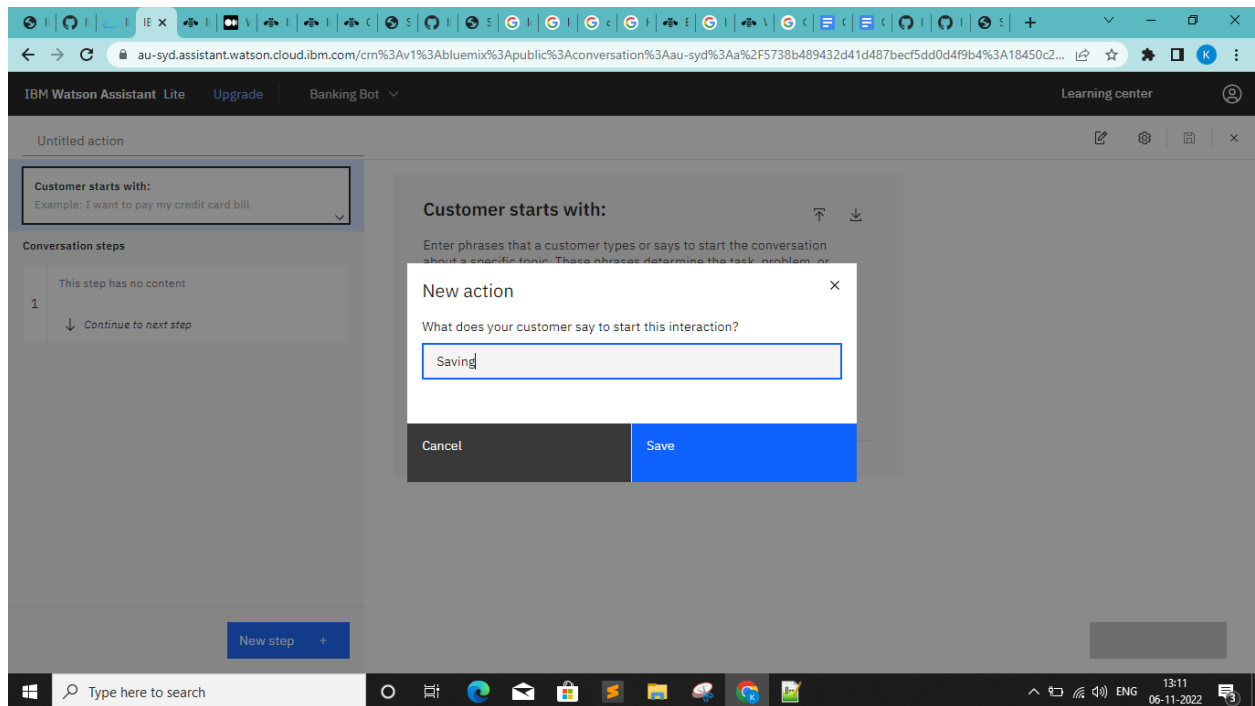
Assistant language

English (US)

This is the language your assistant will speak.



## Chatbot Skills Creation



IBM Watson Assistant LiteUpgradeBanking Bot

Learning center

Saving

Customer starts with:  
Saving

Conversation steps

1

This step has no content

Continue to next step

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: 4

Enter a phrase

To create a new account

Account Creation

Savings Account

Saving

Type here to search

ENG

13:14

06-11-2022