

# 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 displays 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', followed by a blue '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)'. A note below reads: 'This is the language your assistant will speak.'

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

## Creating Current Account Action:

The screenshot displays the IBM Watson Assistant interface for configuring a 'Current' action. The left sidebar shows the 'Conversation steps' for the 'Current' action, which includes a step for 'What is your Company type?' with options 'Proprietorship' and 'Partnership', and a step for 'Please take the following Documents and approach the nearest branch.' with a 'Free text' input. The main area shows the 'Customer starts with:' section, which includes instructions on how to enter phrases and a text input field labeled 'Current'. A 'Preview' button is visible at the bottom right.

The screenshot displays the IBM Watson Assistant interface for configuring an 'Index' action. The left sidebar shows the 'Conversation steps' for the 'Index' action, which includes a step for 'How can I help You?' with options 'Loan Queries', 'Net Banking', and '+3', and a step for 'This step has no content' with a 'Go to action: Saving' button. The main area shows the 'Customer starts with:' section, which includes instructions on how to enter phrases and a text input field labeled 'Index'. A 'Preview' button is visible at the bottom right.

IBM Watson Assistant Lite Upgrade Banking Bot Learning center

Index

Conversation steps

How can I help You?

1 Loan Queries Net Banking +3

Continue to next step

1 is Savings Account

2 This step has no content

Go to action: Saving

1 is Current Account

3 This step has no content

Go to action: Current

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: 1

Enter a phrase

Index

Preview

Create Savings Acc...pdf Show all X

Type here to search

15:23 06-11-2022

IBM Watson Assistant Lite Upgrade Banking Bot Learning center

Index

Conversation steps

How can I help You?

1 Loan Queries Net Banking +3

Continue to next step

1 is Savings Account

2 This step has no content

Go to action: Saving

1 is Current Account

3 This step has no content

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New step +

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Enter phrases your customer might use to start this action Total: 1

Enter a phrase

Index

Preview

go to Index

How can I help You?

Current Account

Current Account

go to Current

What is your Company type?

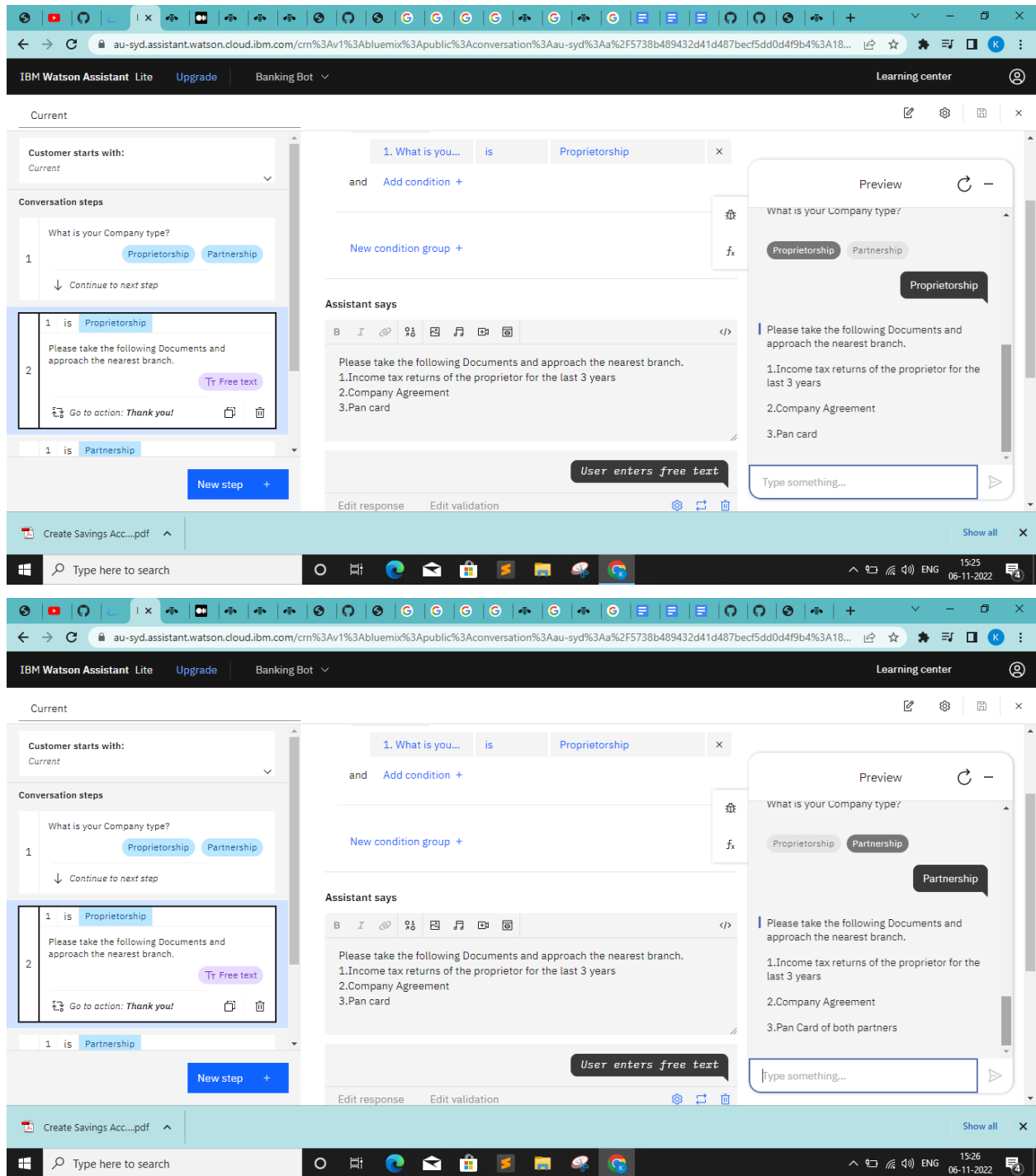
Proprietorship Partnership

Type something...

Create Savings Acc...pdf Show all X

Type here to search

15:24 06-11-2022



**Note :** Attached preview contents of Current account bot.