

Project Development Phase

Sprint 1

Date	29 October 2022
Team ID	PNT2022TMID42870
Project Name	AI Based Discourse for Banking Industry

Create IBM Watson Assistant Service & Chatbot Skills

Creation of IBM Watson Assistant Service:

To implement AI Based Discourse for Banking Industry, we need an IBM Service.

The Service used is **IBM WATSON ASSISTANT**.


IBM SERVICE	WATSON ASSISTANT
REGION	DALLAS
LANGUAGE	ENGLISH

IBM Watson Assistant Lite Upgrade

Welcome to the new Watson Assistant

Next

CreatePersonalizeCustomizePreview



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

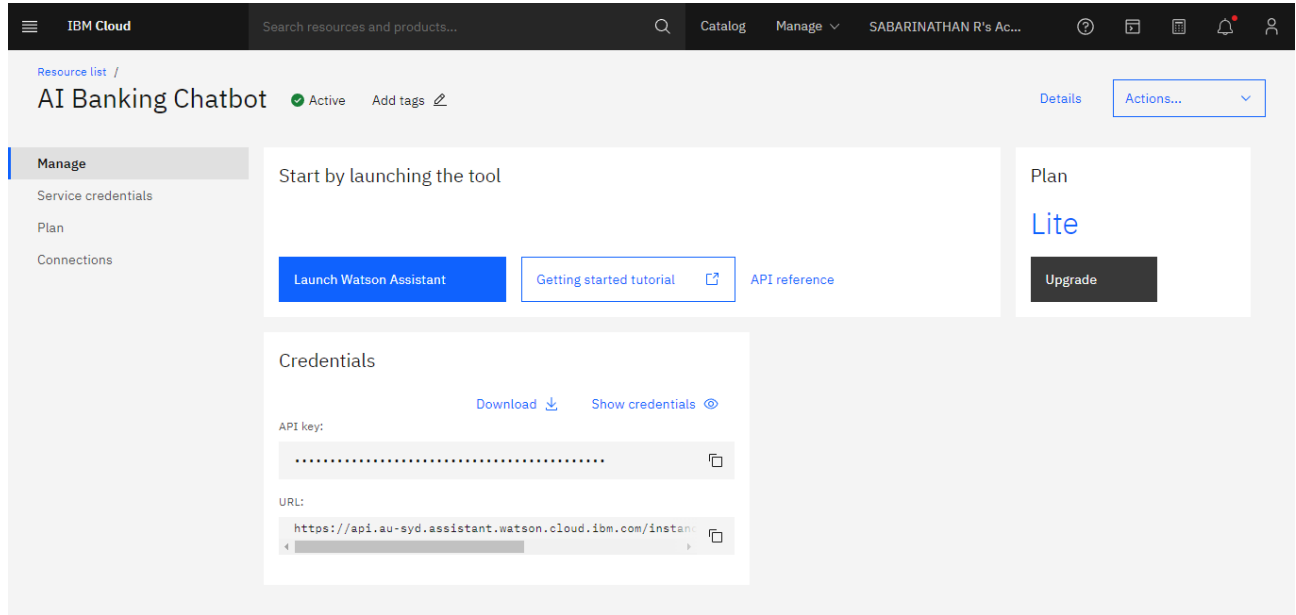
AI Banking Chatbot

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

Description (optional)

In this project, a human can interact with the bot as like assistant.

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Creation of Chatbot Skills:

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 Chatbot build for the project AI Based Discourse for Banking Industry is based on **ACTION SKILLS**.

SKILL TYPE	ACTION OR STEP SKILL
LANGUAGE	ENGLISH

Greetings

Customer starts with:
Hi

Conversation steps

1

Hi, how may I help You !
Current Acco... General Quer... + 3
Go to action: Index

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: 5
Enter a phrase
Greetings
Help
Hello

Preview

IBM Watson Assistant Lite Upgrade AI Banking Chat... Learning center

Greetings

Customer starts with:
Hi

Conversation steps

1

Hi, how may I help You !
Current Acco... General Quer... + 3
Go to action: Index

New step +

Step 1 is taken without conditions

Assistant says

Hi, how may I help You !

Choose an option

Edit response Edit validation

And then

Go to another action

Preview

IBM Watson Assistant Lite

Upgrade

AI Banking Chat...

Learning center

Greetings

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Current Acco... General Quer... + 3

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Customer starts with:

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Enter phrases your customer might use to start this action Total: 5

Enter a phrase

Greetings

Help

Hello

Preview

Greet customer [default]

Welcome, how can I assist you?

hi

Greetings recognized

Hi, how may I help You !

Select an option

Type something...

IBM Watson Assistant Lite

Upgrade

AI Banking Chat...

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	Examples Count	Status
Greetings	3 days ago	5	✓
Index	3 days ago	1	✓
General Queries	3 days ago	1	✓
Current Account	3 days ago	1	✓
Savings Account	3 days ago	1	✓
End	3 days ago	1	✓

Items per page: 50

Showing 1–8 of 8 actions

1 1 of 1 pages

New action +

Preview

Note: In this Sprint 1, there is no code needed to create assistant and skills, it purely based on Actions and steps.