

Project Development Phase Delivery of Sprint - 3

Date	01 November 2022
Team ID	PNT2022TMID42870
Project Name	AI-based discourse for Banking Industry

Creating Loan Account Action

The screenshot displays the IBM Watson Assistant interface for configuring a 'Loan Enquiry' action. The left pane shows a list of conversation steps:

- Step 1: 'What type of loan are you looking for?' with buttons for 'Vehicle loan', 'Topup loan', and '+ 3'. Below it is a 'Continue to next step' button.
- Step 2: '1 is House Loan'. The response text says: 'To be eligible for a house loan please contact our bank service provider with all existing loan details.' It includes a 'Go to action: End' button.
- Step 3: '1 is Gold loan'. The response text says: 'Please approach the bank with the following documents.' It includes a 'Go to action: End' button.
- Step 4: '1 is Topup loan'.

The right pane shows the 'Assistant says' section with a text area containing 'What type of loan are you looking for?'. Below the text area is a 'Choose an option' dropdown menu. At the bottom, there are buttons for 'Edit response', 'Edit validation', and a 'Preview' button.

Loan action is created with the necessary steps.

Creating General Query Action

The screenshot displays the IBM Watson Assistant interface for configuring a 'General Query' action. The left pane shows a list of conversation steps:

- Step 1: 'Select the General queries listed below.' with buttons for 'Currency Con...', 'Bank Workin...', and '+ 4'. Below it is a 'Continue to next step' button.
- Step 2: '1 is Bank Working Days'. The response text says: 'This Bank is open all days from Monday to Saturday from 9am to 4pm, With'. It includes a 'Go to action: End' button.
- Step 3: '1 is List of Branches'. The response text lists: 'HOPE college, Gandhinagar, Peelamedu, Neelambur, Saravanampatti, RSpuram, Ukkada...'.

The right pane shows the 'Assistant says' section with a text area containing 'Select the General queries listed below.'. Below the text area is a 'Choose an option' dropdown menu. At the bottom, there are buttons for 'Edit response', 'Edit validation', and a 'Preview' button.

General query action is created with the necessary steps.

Creating Net Banking Action

Net banking action is created with the necessary steps.

The screenshot displays the IBM Watson Assistant interface for creating a 'Net Banking' action. The interface is divided into several sections:

- Customer starts with:** Net Banking
- Conversation steps:** A list of steps for the conversation flow. Step 1 is highlighted, showing a query 'What queries do you have regarding Net banking?' and a response 'What are the ... Facing Errors... + 2'. Below this, there are three more steps: 'What is Net banking?', 'The facility offered the bank allows customers to use banking services over the internet. Customer...', and 'How do I register for Net banking?'. Each step has a 'Continue to next step' button.
- Step 1 is taken:** A configuration area for the first step, showing 'without conditions' and a function icon.
- Assistant says:** A text area for the assistant's response, containing the text 'What queries do you have regarding Net banking?'. Below this, there are several suggested queries: 'What is Net banking?', 'How do I register for Net banking?', 'What are the features of Net banking?', and 'Facing Errors in Net banking'. There are also buttons for 'Edit response' and 'Edit validation'.
- And then:** A section for the next step in the flow, showing 'Continue to next step'.

In addition to this greeting, end greeting , index and end actions are also created.

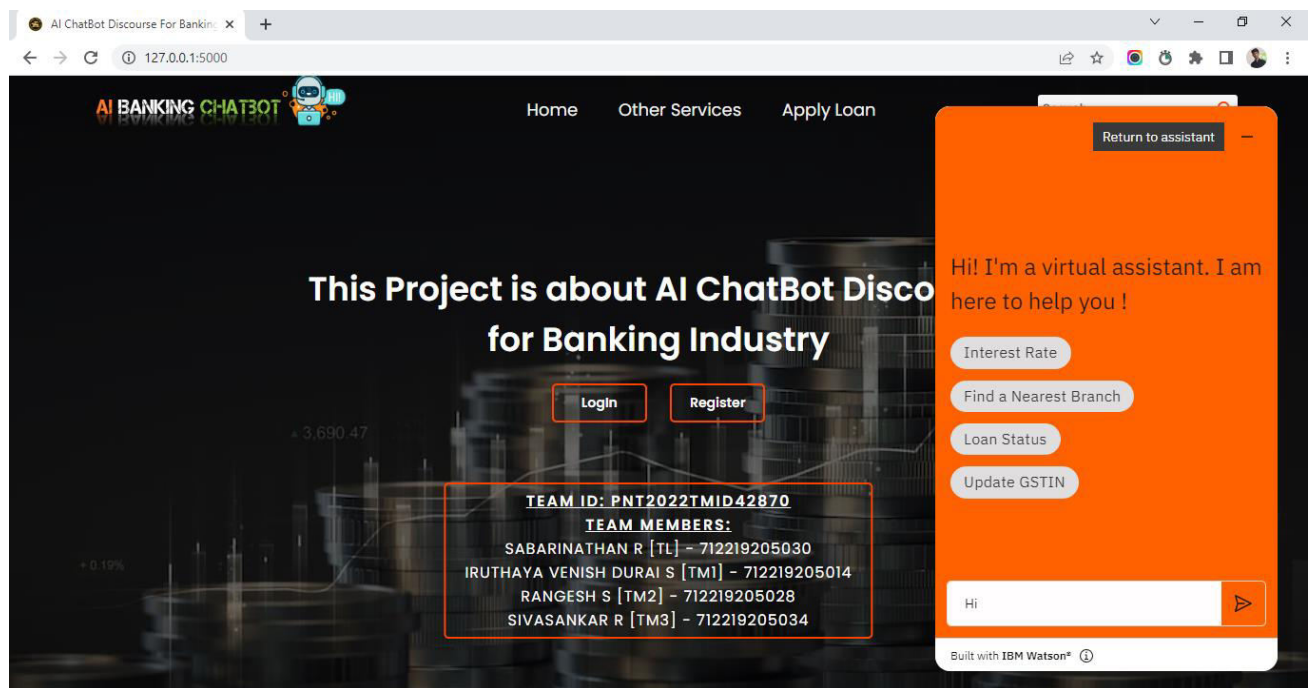
The screenshot displays the IBM Watson Assistant interface for managing actions. The interface shows a list of actions created by the user, with columns for Name, Last edited, Examples Count, and Status. The actions listed are:

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	✓

At the bottom of the list, there is a 'New action' button and a 'Preview' button. The interface also shows a search bar and a 'Created by you' filter.

PREVIEW OF CHATBOT:

<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageUrl=https%3A%2F%2Fau-syd.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-998f30c7-0d37-42fc-bd14-56099a2ba361%3A%3A8cbfa33c-7ee8-472e-85b4-437e2020bd5a&integrationID=8686d2f5-c1b5-4d84-8f76-2aa019b3a056®ion=au-syd&serviceInstanceID=998f30c7-0d37-42fc-bd14-56099a2ba361>



Note: No code for this project. So, I attached the screenshot and step to build it.