

# AI BASED DISCOURSE FOR BANKING INDUSTRY

**Team ID:** PNT2022TMID42870

## **Creating Skills And Assistant For Chatbot:**

Chatbot Skills Creation:

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

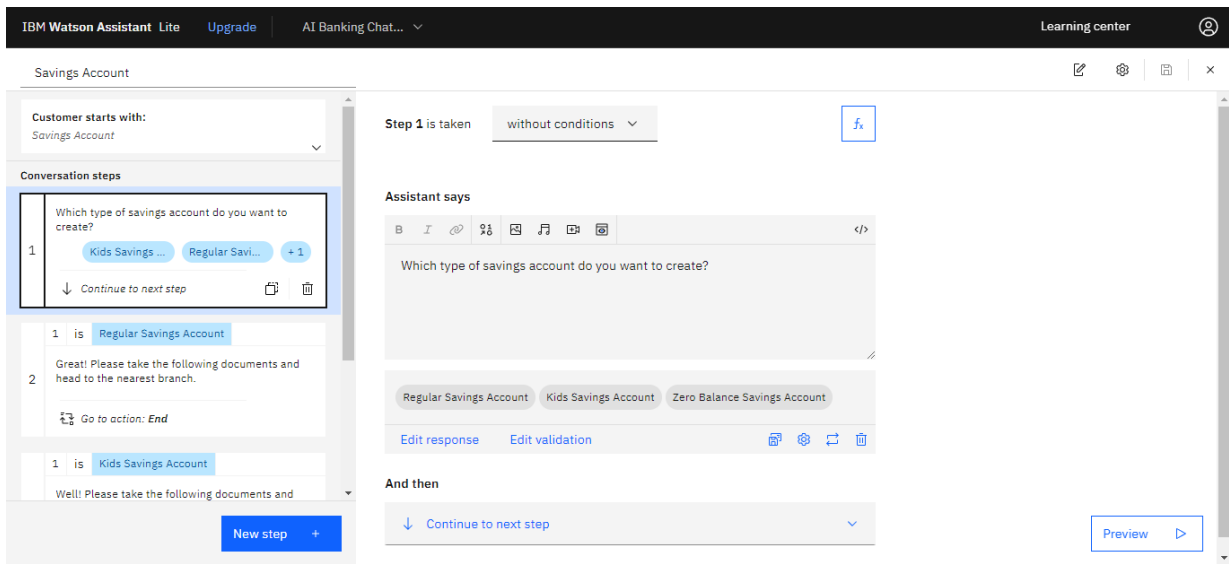
Saved responses

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	✓

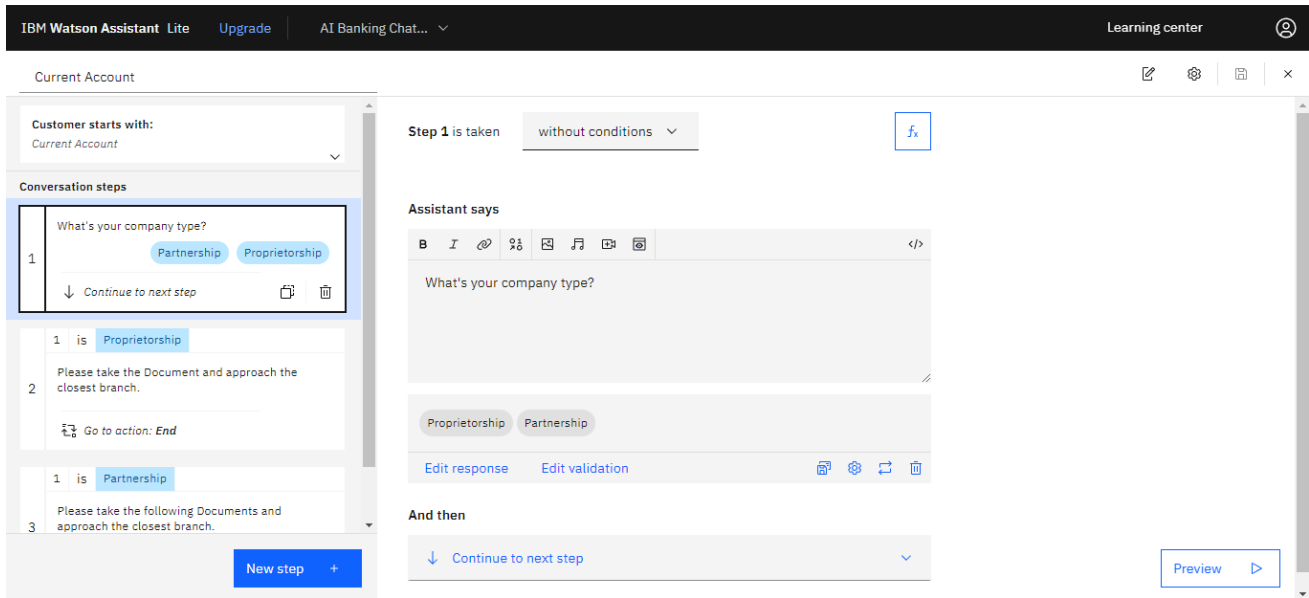
Items per page: 50 Showing 1-8 of 8 actions 1 1 of 1 pages

Preview

# Creating Saving Account Action:



# Creating Current Account Action:



## Creating Loan Account Action:

The screenshot shows the IBM Watson Assistant interface for creating a 'Loan Enquiry' action. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'AI Banking Chat...', and 'Learning center'. The left sidebar displays a list of conversation steps for the 'Loan Enquiry' action:

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

The main workspace shows the configuration for 'Step 1 is taken' with the condition 'without conditions'. The 'Assistant says' section contains the text 'What type of loan are you looking for?' and a 'Choose an option' dropdown menu. Below this are buttons for 'Edit response' and 'Edit validation'. The 'And then' section contains a 'Continue to next step' button. A 'Preview' button is located at the bottom right.

## Creating General Query Action:

The screenshot shows the IBM Watson Assistant interface for creating a 'General Query' action. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'AI Banking Chat...', and 'Learning center'. The left sidebar displays a list of conversation steps for the 'General Query' action:

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

The main workspace shows the configuration for 'Step 1 is taken' with the condition 'without conditions'. The 'Assistant says' section contains the text 'Select the General queries listed below.' and a 'Choose an option' dropdown menu. Below this are buttons for 'Edit response' and 'Edit validation'. The 'And then' section contains a 'Continue to next step' button. A 'Preview' button is located at the bottom right.

# Creating Net Banking Action:

IBM Watson Assistant LiteUpgradeAI Banking Chat...Learning center

Net Banking

Customer starts with:  
Net Banking

Conversation steps

1

What queries do you have regarding Net banking?

What are the ...Facing Errors...+ 2

Continue to next step

1

is

What is Net banking?

2

The facility offered the bank allows customers to use banking services over the internet. Customer...

Go to action: End

1

is

How do I register for Net banking?

3

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

New step +

Step 1 is takenwithout conditionsfx

Assistant says

B I @ % & & & & & </>

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 responseEdit validation

And then

Continue to next step

Preview▶