

Project Development Phase Delivery of Sprint - 3

Date	10 November 2022
Team ID	PNT2022TMID44746
Project Name	AI-based discourse for Banking Industry

Creating Loan Account Action

The screenshot displays the IBM Watson Assistant interface for configuring a 'Loan' action. The interface is divided into two main panes.

Left Pane (Conversation steps):

- Customer starts with:** A dropdown menu showing 'not started'.
- Conversation steps:** A list of steps for the 'Loan' action.
 - Step 1: 'What type of loan are you looking at?' with three options: 'Vehicle loan', 'Term loan', and 'Gold loan'.
 - Step 2: 'To be eligible for a house loan, please contact our bank service providers with all existing...'.
 - Step 3: 'Go to action: Find'.
 - Step 4: 'Gold loan'.
- Buttons:** 'Continue to next step' and 'New step'.

Right Pane (Customer starts with):

- Customer starts with:** A section for defining phrases that start the conversation.
- 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.**
- Enter phrases your customer might use to start this action:** A text input field with the placeholder 'Enter a phrase'.
- Total: 3** phrases are listed: 'Loan', 'How to apply loan?', and 'How to get a loan?'.

Loan action is created with the necessary steps.

Creating General Query Action

General query action is created with the necessary steps.

IBM Watson Assistant Lite Upgrade Banking Bot Learn

Query

Customer starts with:
Query

Conversation steps

Select the general queries listed below.

1

is

Bank Working Days

+4

Continue to next step

2

is

Bank Working Days

The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception ...

3

is

Bank Working Days

On the other hand

4

is

List of branches

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

Query in general

general

Creating Net Banking Action

Net banking action is created with the necessary steps.

TBM Watson Assistant Lite Upgrade Banking Bot Learn

Net Banking

Customer starts with:
Net Banking

Conversation steps

What issues do you have regarding net banking?

1 What are the ... What is Net B... +3

Continue to next step

2 What is Net Banking?

The facility offered by the bank allows customers to use banking services over the

Go to action list

3 How do I register for Net Banking?

Now 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

Net Banking

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

Name	Last edited	Status
Current	2 days ago	✓
Index	2 days ago	✓
Register	3 days ago	✓
Greeting	2 days ago	✓
End Greeting	2 days ago	✓

Name	Last edited	Status
Net Banking	3 minutes ago	✓
End	2 days ago	✓
Loan	2 days ago	✓
Query	a few seconds ago	✓
Savings	16 minutes ago	✓
Current	2 days ago	✓

PREVIEW OF CHATBOT:

<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=http%3A%2F%2Fwww.ibm.com/pressroom/2016/01/ibm-watson-ai-visual-recognition-160101-01.jpg> HYPERLINK "https://web-

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