

CREATING SKILLS AND ASSISTANT FOR CHATBOT

TEAM ID	PNT2022TMID44746
PROJECT NAME	AI Based Discourse for Banking Industry
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1.Creating General Query Action:

The screenshot displays the IBM Watson Assistant interface for configuring a General query action. The browser address bar shows the URL: `us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F51b3e95662424692b19abc1c264d069b%3Aad6b5d18-45b8-4aa...`. The interface includes a top navigation bar with 'IBM Watson Assistant', 'Life', 'Upgrade', 'Banking ChatBot', and 'Learning center'. The main workspace is divided into two panels. The left panel, titled 'General query', contains a 'Customer starts with:' section with a 'Query' dropdown, a 'Conversation steps' list, and a 'New step +' button. The right panel, also titled 'Customer starts with:', provides instructions on entering phrases and a list of phrases: 'General query', 'I have a question', 'Doubt', 'Help', and 'Query'. A 'Preview' button is located at the bottom right of the workspace. The Windows taskbar at the bottom shows the search bar and system tray with the time 10:57 PM on 17-11-2022.

IBM Watson Assistant interface showing a conversation flow for finding a nearest branch.

General query

Customer starts with: Query

Conversation steps

1. Hi! I'm here to help you. Here are some frequently asked queries. Choose from below.
Find my near... Nearest bran... +2
Continue to next step
- 1 is Find my nearest branch
2. Your nearest branch is Anna Nagar Branch
Re-ask previous step(s)
- 1 is Forgot PIN
3. Enter your phone number to get new PIN
Regex
Continue to next step
4. Your PIN has been changed. Now you can use your new PIN
Re-ask previous step(s)

Step 2 is taken with conditions

Conditions: 1 condition

If All of this is true:

- 1. Hi! I'm here to help you... is Find my nearest branch

and Add condition +

New condition group +

Assistant says

Your nearest branch is Anna Nagar Branch

Define customer response

And then

Re-ask previous step(s)

Preview

IBM Watson Assistant interface showing a conversation flow for finding a nearest branch with an entry machine.

General query

Hi! I'm here to help you. Here are some frequently asked queries. Choose from below

1. Find my near... Nearest bran... +2
Continue to next step
- 1 is Find my nearest branch
2. Your nearest branch is Anna Nagar Branch
Re-ask previous step(s)
- 1 is Forgot PIN
3. Enter your phone number to get new PIN
Regex
Continue to next step
4. Your PIN has been changed. Now you can use your new PIN
Re-ask previous step(s)
- 1 is Nearest branch with entry machine
5. Your Nearest branch with entry machine is Periyar Nagar Branch
Re-ask previous step(s)

Step 3 is taken with conditions

Conditions: 1 condition

If All of this is true:

- 1. Hi! I'm here to help you... is Forgot PIN

and Add condition +

New condition group +

Assistant says

Enter your phone number to get new PIN

Assistant recognizes pattern in user's text

Edit response Edit validation

And then

Preview

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

General query

- 1 is Find my nearest branch
- Your nearest branch is Anna Nagar Branch
Re-ask previous step(s)
- 1 is Forgot PIN
Enter your phone number to get new PIN
Continue to next step
- Your PIN has been changed. Now you can use your new PIN
Re-ask previous step(s)
- 1 is Nearest branch with entry machine
Your Nearest branch with entry machine is Periyar Nagar Branch
Re-ask previous step(s)
- 1 is Exit
Thank you for using our services!
Action complete

New step +

Step 5 is taken with conditions with conditions

Conditions 1 condition

If All of this is true:

- 1. Hi! I'm here to help you... is Nearest branch with entry machine

and Add condition +

New condition group +

Assistant says

Your Nearest branch with entry machine is Periyar Nagar Branch

Define customer response

And then

Re-ask previous step(s)

Preview

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

General query

- 1 is Find my nearest branch
- Your nearest branch is Anna Nagar Branch
Re-ask previous step(s)
- 1 is Forgot PIN
Enter your phone number to get new PIN
Continue to next step
- Your PIN has been changed. Now you can use your new PIN
Re-ask previous step(s)
- 1 is Nearest branch with entry machine
Your Nearest branch with entry machine is Periyar Nagar Branch
Re-ask previous step(s)
- 1 is Exit
Thank you for using our services!
Action complete

New step +

Step 6 is taken with conditions

Conditions 1 condition

If All of this is true:

- 1. Hi! I'm here to help you... is Exit

and Add condition +

New condition group +

Assistant says

Thank you for using our services!

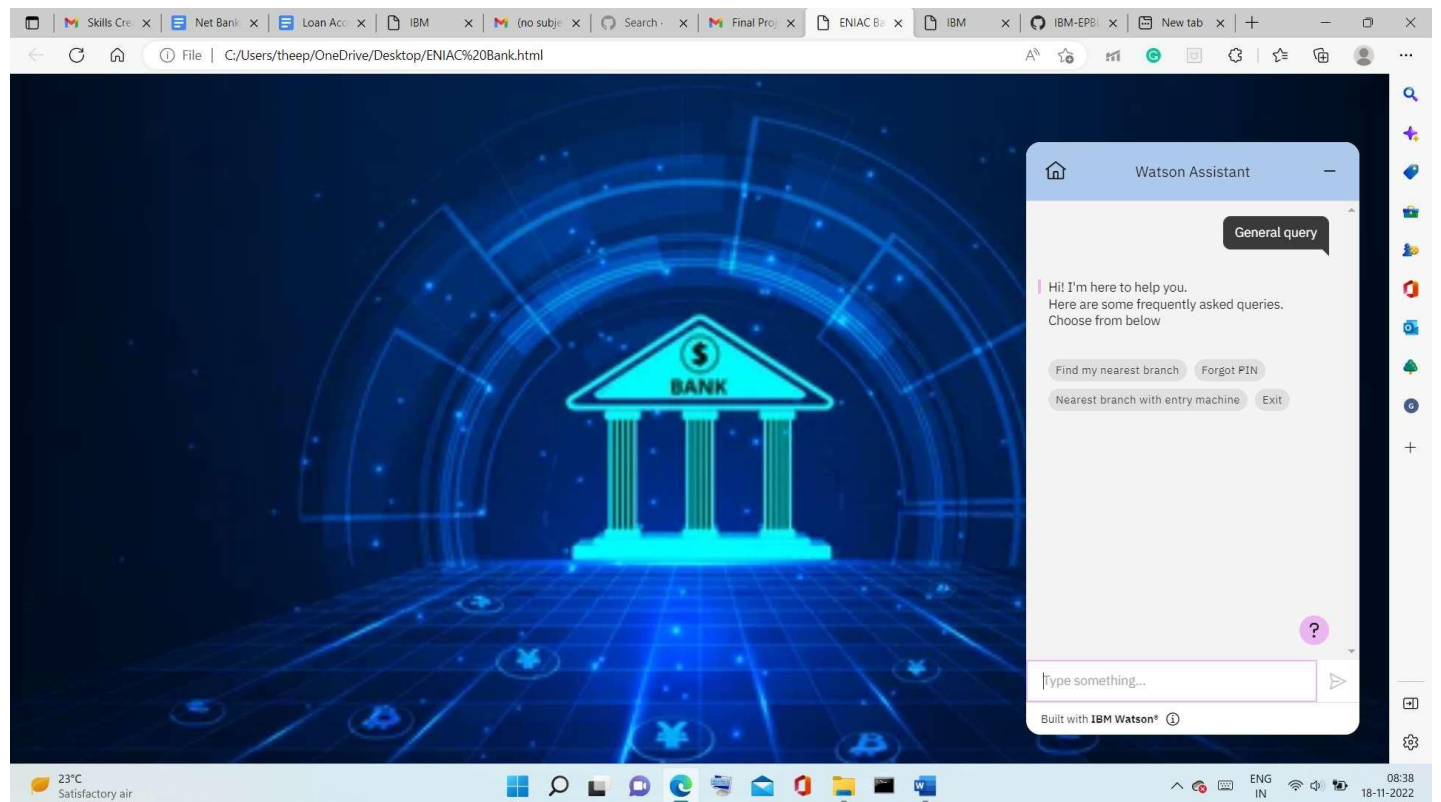
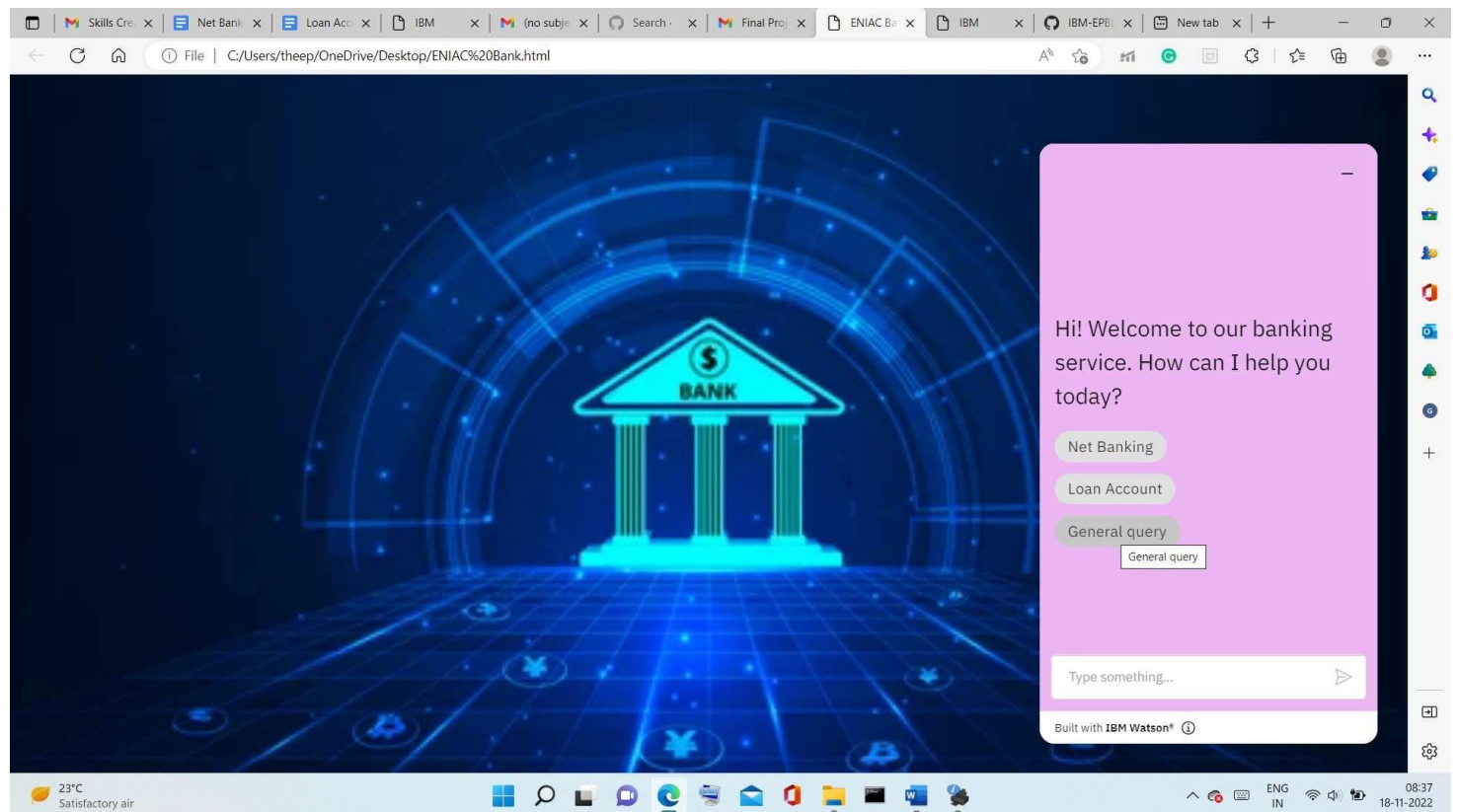
Define customer response

And then

End the action

Preview

General Query Output:



Skills CreNet BankLoan AccIBM(no subjeSearchFinal ProENIAC BIBMIBM-EPBNew tab

FileC:/Users/theep/OneDrive/Desktop/ENIAC%20Bank.html

Watson Assistant

Hi! I'm here to help you.
Here are some frequently asked queries.
Choose from below

Find my nearest branchForgot PIN

Nearest branch with entry machineExit

Forgot PIN

Enter your phone number to get new PIN

9845679585

Your PIN has been changed.
Now you can use your new PIN

Hi! I'm here to help you.
Here are some frequently asked queries.
Choose from below

Find my nearest branchForgot PIN?

Type something...

Built with IBM Watson®

23°C
AQI 86

ENG
IN

08:38
18-11-2022