

# CREATING SKILLS AND ASSISTANT FOR CHATBOT

<b>TEAM ID</b>	PNT2022TMID44746
<b>PROJECT NAME</b>	AI Based Discourse for Banking Industry
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## 1.Creating loan account action

The screenshot displays the IBM Watson Assistant interface for configuring a skill named 'Loan Account'. The interface is divided into two main panels: a left sidebar for the skill's structure and a right panel for the training phrases.

**Left Panel (Skill Structure):**

- Customer starts with:** A dropdown menu showing 'I need money'.
- Conversation steps:** A sequence of steps for the skill:
  - Step 1:** 'Choose your nearest branch'. It includes two suggested phrases: 'Periyar Nagar...' and 'KK Nagar Bra...'. A '+ 1' button is next to them. Below the phrases is a 'Continue to next step' button.
  - Step 2:** 'Name the purpose for the loan'. It includes two suggested phrases: 'Health Care' and 'Personal Loan'. A '+ 2' button is next to them. Below the phrases is a 'Continue to next step' button.
  - Step 3:** 'A request for verifying your eligibility has been sent through SMS.' Below the text is a 'Continue to next step' button.
  - Step 4:** 'You are eligible for your required loan. Choose the amount required from below.' It includes two suggested phrases: '1,50,000' and '1,00,000'. A '+ 2' button is next to them. Below the phrases is a 'Continue to next step' button.
- Final Step:** 'Your loan will be sanctioned in two days. Please wait patiently. If you face any issues, kindly contact...'. Below the text is a 'New step' button.

**Right Panel (Training Phrases):**

- Customer starts with:** A section for entering phrases that a customer types or says to start the conversation. It includes a text input field labeled 'Enter a phrase' and a 'Total: 5' indicator.
- Phrases List:** A list of phrases entered for training:
  - Loan Account
  - I need loan
  - Create loan account
  - Loan
  - I need moneyEach phrase has a trash icon to its right for deletion.

The interface also shows a 'Preview' button at the bottom right and a Windows taskbar at the bottom with the system clock showing 10:54 PM on 17-11-2022.

IBM Watson Assistant Life Upgrade Banking ChatBot Learning center

Loan Account

Customer starts with: I need money

Conversation steps

- Choose your nearest branch  
1 Periyar Nagar... KK Nagar Bra... +1  
Continue to next step
- Name the purpose for the loan  
2 Health Care Personal Loan +2  
Continue to next step
- A request for verifying your eligibility has been sent through SMS.  
3 Continue to next step
- You are eligible for your required loan. Choose the amount required from below.  
4 1,50,000 1,00,000 +2  
Continue to next step
- Your loan will be sanctioned in two days. Please wait patiently. If you face any issues, kindly conta...

New step +

Step 2 is taken without conditions

Assistant says

Name the purpose for the loan

Educational Loan Business Loan Personal Loan Health Care

Edit response Edit validation

And then

Continue to next step

Preview

IBM Watson Assistant Life Upgrade Banking ChatBot Learning center

Loan Account

Conversation steps

- Choose your nearest branch  
1 Periyar Nagar... KK Nagar Bra... +1  
Continue to next step
- Name the purpose for the loan  
2 Health Care Personal Loan +2  
Continue to next step
- A request for verifying your eligibility has been sent through SMS.  
3 Continue to next step
- You are eligible for your required loan. Choose the amount required from below.  
4 1,50,000 1,00,000 +2  
Continue to next step
- Your loan will be sanctioned in two days. Please wait patiently. If you face any issues, kindly conta...  
Confirmation  
Action complete

New step +

Step 4 is taken without conditions

Assistant says

You are eligible for your required loan. Choose the amount required from below.

25,000 50,000 1,00,000 1,50,000

Edit response Edit validation

And then

Continue to next step

Preview

The screenshot displays the IBM Watson Assistant interface for a 'Loan Account' workflow. The interface is divided into three main sections:

- Loan Account Sidebar (Left):** A vertical list of five steps:
  - Choose your nearest branch (Periyar Nagar..., KK Nagar Bra... +1)
  - Name the purpose for the loan (Health Care, Personal Loan +2)
  - A request for verifying your eligibility has been sent through SMS.
  - You are eligible for your required loan. Choose the amount required from below. (1,50,000, 1,00,000 +2)
  - Your loan will be sanctioned in two days. Please wait patiently. If you face any issues, kindly contact our toll-free number 1800-890-7711. (Confirmation)
- Main Chat Area (Center):**
  - Step 5 is taken** without conditions.
  - Assistant says:** Your loan will be sanctioned in two days. Please wait patiently. If you face any issues, kindly contact our toll-free number 1800-890-7711.
  - Buttons: Yes, No, View response, Edit validation.
  - And then:** End the action.
- Bottom Bar:** Includes a search bar, navigation icons, and system information (10:55 PM, 17-11-2022).

Final output for loan account:

The screenshot shows a web application interface for a banking service. The background is a dark blue, futuristic scene with a glowing bank building icon in the center. On the right side, there is a chat window with a pink background. The chat window contains the following text:

Hi! Welcome to our banking service. How can I help you today?

Below the text are three buttons: Net Banking, Loan Account, and General query. At the bottom of the chat window is a text input field with the placeholder 'Type something...' and a send button. The chat window also includes a 'Return to assistant' button at the top and a 'Built with IBM Watson' logo at the bottom.

The bottom of the screen shows a Windows taskbar with various application icons and system information (23°C, Partly sunny, 08:16, 18-11-2022).

