

# 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 Net Banking Action:

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

- Customer starts with:** A dropdown menu showing 'Netbanking'.
- Conversation steps:** A list of steps for the conversation flow:
  - Choose an account:** Step 1. Includes input fields for account numbers (e.g., 6789034123, 3456234512) and a 'Continue to next step' button.
  - Enter the amount:** Step 2. Includes a 'Number' input field and a 'Continue to next step' button.
  - Enter the PIN:** Step 3. Includes a 'Regex' input field and a 'Continue to next step' button.
  - Please wait while the transaction is being processed..** Step 4. Includes a 'Continue to next step' button.
  - Your payment was successful!** Step 5. Includes a 'Confirmation' button.
- Customer starts with:** A panel for defining phrases that trigger the skill. It includes a text area for instructions, a 'Total: 4' counter, and a list of phrases: 'I want to use net-banking', 'Use net banking', 'Net Banking', and 'Netbanking'. Each phrase has a delete icon.
- Preview:** A button at the bottom right to preview the skill.

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Net Banking

Customer starts with: Netbanking

Conversation steps

- Choose an account  
6789034123... 3456234512...  
Continue to next step
- Enter the amount  
Number  
Continue to next step
- Enter the PIN  
Regex  
Continue to next step
- Please wait while the transaction is being processed..  
Continue to next step

Your payment was successful!

Confirmation

New step +

Step 1 is taken without conditions

Assistant says

Choose an account

34562345123456 67890341231876

Edit response Edit validation

And then

Continue to next step

Preview

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Net Banking

Customer starts with: Netbanking

Conversation steps

- Choose an account  
6789034123... 3456234512...  
Continue to next step
- 1 is 67890341231876, 34562345123456  
Enter the amount  
Number  
Continue to next step
- Enter the PIN  
Regex  
Continue to next step
- Please wait while the transaction is being processed..  
Continue to next step

Your payment was successful!

New step +

Step 2 is taken with conditions

Conditions

2 conditions

If All of this is true:

- 1. Choose an account is 67890341231876
- and 1. Choose an account is 34562345123456
- and Add condition +

New condition group +

Assistant says

Enter the amount

User enters a number

Edit response Edit validation

Preview

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Net Banking

Customer starts with: Netbanking

Conversation steps

- Choose an account  
1 6789034123... 3456234512...  
Continue to next step
- 1 is 67890341231876, 34562345123456  
Enter the amount  
2 Number  
Continue to next step
- Enter the PIN  
3 Regex  
Continue to next step
- Please wait while the transaction is being processed..  
Continue to next step
- Your payment was successful!

New step +

Step 3 is taken without conditions

Assistant says

Enter the PIN

Assistant recognizes pattern in user's text

Edit response Edit validation

And then

Continue to next step

Preview

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Net Banking

Conversation steps

- Choose an account  
1 6789034123... 3456234512...  
Continue to next step
- 1 is 67890341231876, 34562345123456  
Enter the amount  
2 Number  
Continue to next step
- Enter the PIN  
3 Regex  
Continue to next step
- Please wait while the transaction is being processed..  
Continue to next step
- Your payment was successful!  
Confirmation  
Action complete

New step +

Step 4 is taken without conditions

Assistant says

Please wait while the transaction is being processed..

Define customer response

And then

Continue to next step

Preview

IBM Watson Assistant interface showing a Net Banking skill configuration. The interface includes a conversation flow on the left and a configuration area on the right.

**Conversation steps:**

- Choose an account  
1 is 6789034123... 3456234512...  
Continue to next step
- Enter the amount  
2 is 34562345123456  
Continue to next step
- Enter the PIN  
3 is [Regex]  
Continue to next step
- Please wait while the transaction is being processed..  
Continue to next step
- Your payment was successful!  
Confirmation  
Action complete

**Assistant says:**

Your payment was successful!

**And then:**

End the action

Buttons: New step, Preview

## Final Output:

Final Output: A screenshot of a web application running in a browser. The application displays a futuristic banking interface with a glowing blue bank building icon in the background. A chat window is open on the right side, showing a welcome message and options for Net Banking, Loan Account, and General query.

**Chat Window:**

Return to assistant

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

Net Banking  
Loan Account  
General query

Type something...

Built with IBM Watson®

System tray: 23°C Partly sunny, 08:16 18-11-2022

