

Project Development Phase

AI-based discourse for Banking Industry

TEAM ID: PNT2022TMID48001

TEAM MEMBERS

ROLE	TEAM MEMBERS NAME	ROLL NO
TEAM LEADER	Dhanalakshmi.K	(912319104007)
TEAM MEMBER 1	Sangara Narayani.S	(912319104031)
TEAM MEMBER 2	Yamini.K	(912319104048)
TEAM MEMBER 3	Jeevitha.M.	(912319104016)

Project Development - Delivery Of Sprint-1

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Create IBM Service	USN- 1	As an admin, I must create the required IBM service, Watson Assistant.	2	High	Dhanalakshmi Jeevitha
Sprint-1	Chatbot Skill Creation	USN- 2	As an admin, I can add welcoming messages, customer care executive contact information to the bot.	3	Medium	Sangara Narayani Yamini
Sprint-1	Creating Saving Account Action	USN-3	As an admin, I can add a response to create a new saving account.	5	High	Sangara Narayani Dhanalakshmi
Sprint-1	Creating Current Account Action	USN-4	As an admin, I can add a response to create a new current account.	5	High	Yamini Jeevitha
Sprint-1	Greeting Message	USN-5	As a user, I can receive welcoming messages from the bot.	2	Low	Jeevitha Sangara Narayani

Delivery

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	17	6 Days	24 Oct 2022	29 Oct 2022	17	01 Nov 2022

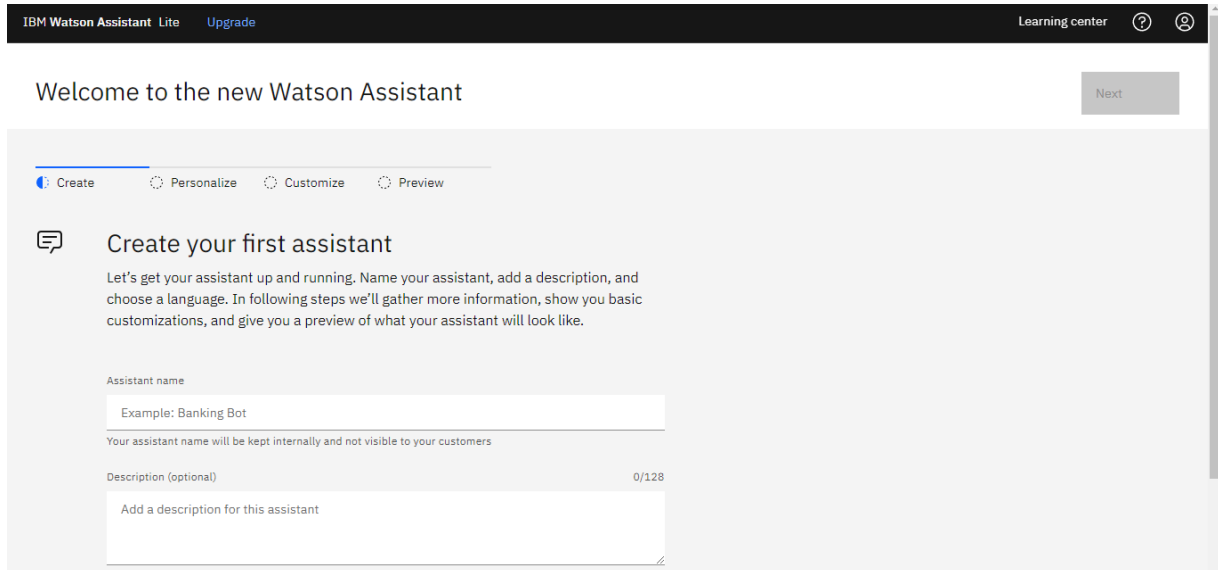
Create IBM Watson Assistant Service

Task assigned: Dhanalakshmi , Jeevitha

Task started on: 26 - 10 - 2022

Task completion date: 27 - 10 - 2022

Progress 1: Registered for an IBM cloud account and set up the IBM Watson Assistant Service.



The screenshot shows the 'Create your first assistant' page in the IBM Watson Assistant interface. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'Learning center', and user icons. The main heading is 'Welcome to the new Watson Assistant' with a 'Next' button. Below this is a progress bar with four steps: 'Create' (active), 'Personalize', 'Customize', and 'Preview'. The 'Create' step is titled 'Create your first assistant' and includes instructions: 'Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.' The form has two input fields: 'Assistant name' with a placeholder 'Example: Banking Bot' and a note 'Your assistant name will be kept internally and not visible to your customers', and 'Description (optional)' with a placeholder 'Add a description for this assistant' and a character count '0/128'.

CREATE GREETINGS, QUERY SUGGESTIONS, AND ENDOF-CONVERSATION SKILLS

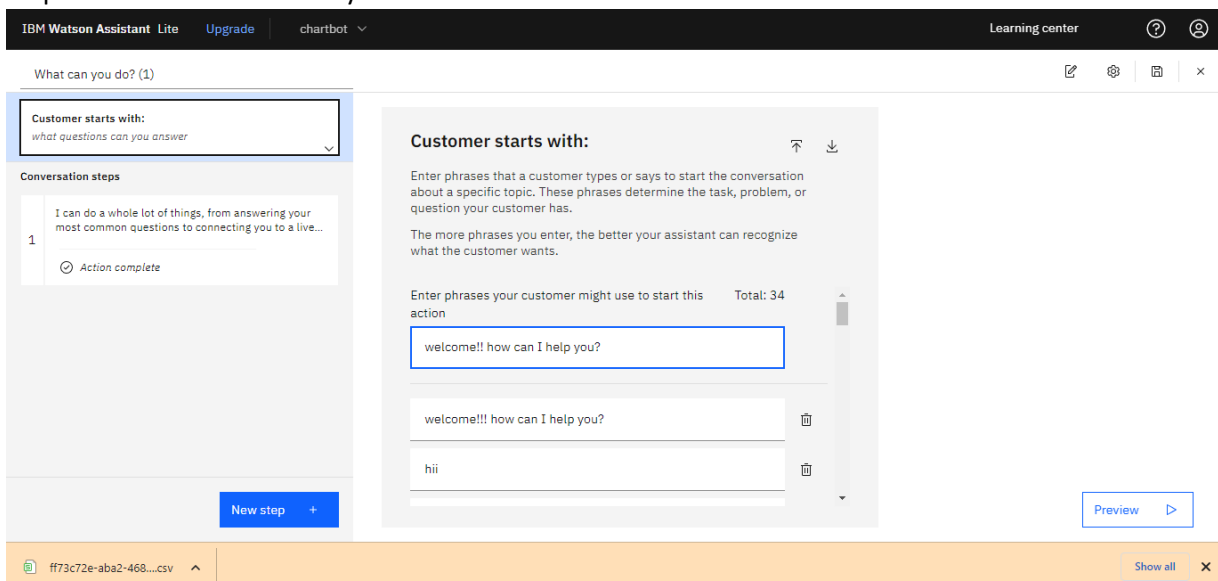
Task assigned: Sangara Narayani. S , Yamini.K

Task started on: 27 - 10 - 2022

Task completion date: 28 - 10 - 2022

Progress 2:

If the customer starts a greeting with Hey, Hello, or Hi,welcome then the Watson Assistant Chatbot responds with "Good to see you."



The screenshot shows the 'Customer starts with' configuration page in the IBM Watson Assistant interface. The top navigation bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'chartbot', 'Learning center', and user icons. The main heading is 'What can you do? (1)'. The page is divided into two main sections. On the left, 'Conversation steps' shows a single step: '1 I can do a whole lot of things, from answering your most common questions to connecting you to a live...' with a status 'Action complete'. On the right, 'Customer starts with' allows adding phrases to start a conversation. It includes instructions: '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.' Below this, there's a list of phrases: 'welcome!! how can I help you?' (Total: 34 action), 'welcome!!! how can I help you?', and 'hii'. A 'Preview' button is at the bottom right. The bottom status bar shows a file path 'ff73c72e-aba2-468...csv' and a 'Show all' button.

CREATE GREETINGS, Saving account, Current account

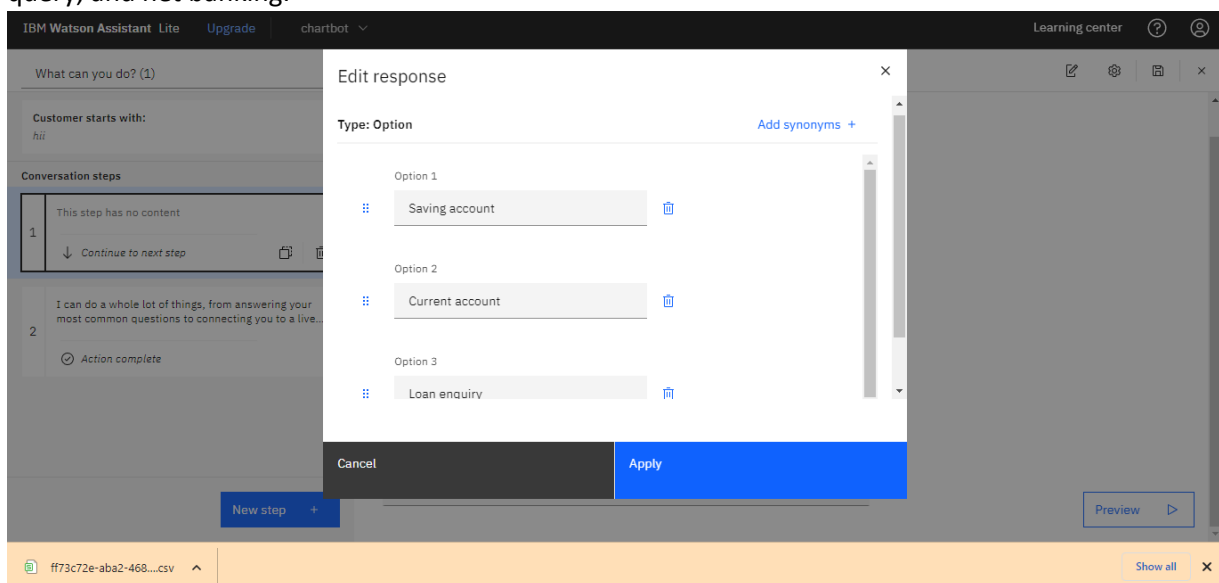
Task assigned: Sangara Narayani , Dhanalakshmi

Task started on: 28 - 10 - 2022

Task completion date: 29 - 10 - 2022

Progress 3:

Following that, the Index Action Watson Assistant Chatbot will ask the customer " How can I help you?" and provide a list of options serving as savings account, current account, loan account, general query, and net banking.



Task assigned: Yamini , Jeevitha

Task started on: 28 - 10 - 2022

Task completion date: 29 - 10 - 2022

Progress 4:

created an end action for properly ending the conversation with customers and asking them, "Do you want to know about some other services?" If the customer's response is "yes," then show the index action; else display "Thank you. Have a nice day. "

What can you do? (1)

✎ ⚙ 📄 ✕

Customer starts with:

hi!

2

1

0

total steps

end step ⓘ

re-ask steps ⓘ

Conversation steps

1

Do you want to know about some other services?

Confirmation

↓ Continue to next step

📄 🗑

2

I can do a whole lot of things, from answering your most common questions to connecting you to a...

🕒 Action complete

New step +

Assistant says

B I ⌂ % 📄 🎵 🗑 📄

</>

Do you want to know about some other services?

Yes No

View response Edit validation ⚙ ↺ 🗑

And then

↓ Continue to next step

⌵

Preview ▶