

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
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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

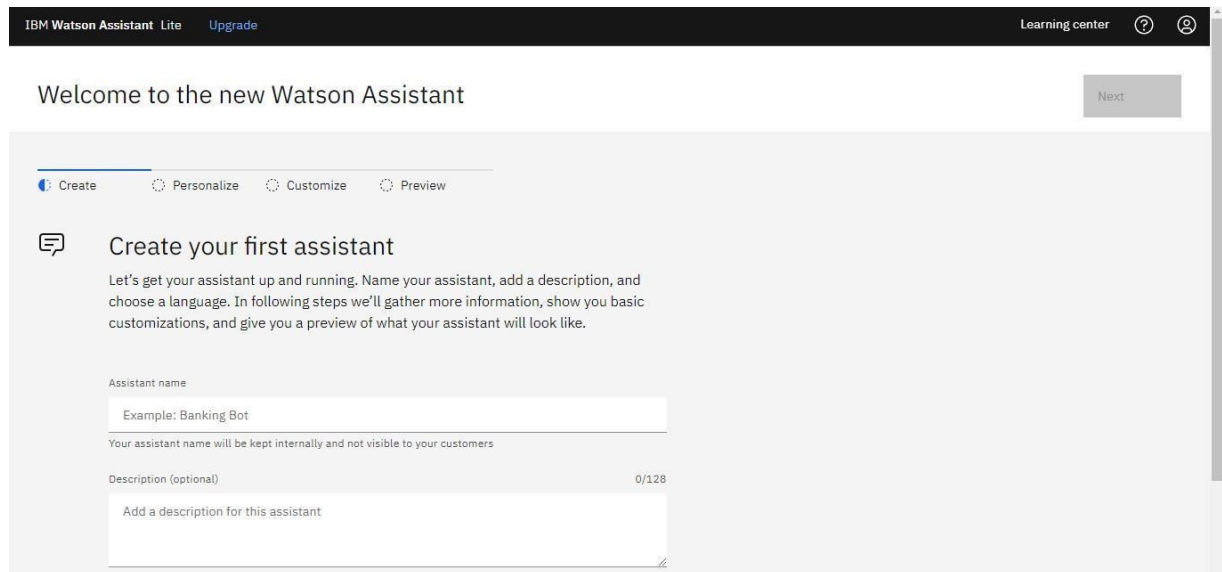
Create IBM Watson Assistant Service

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.

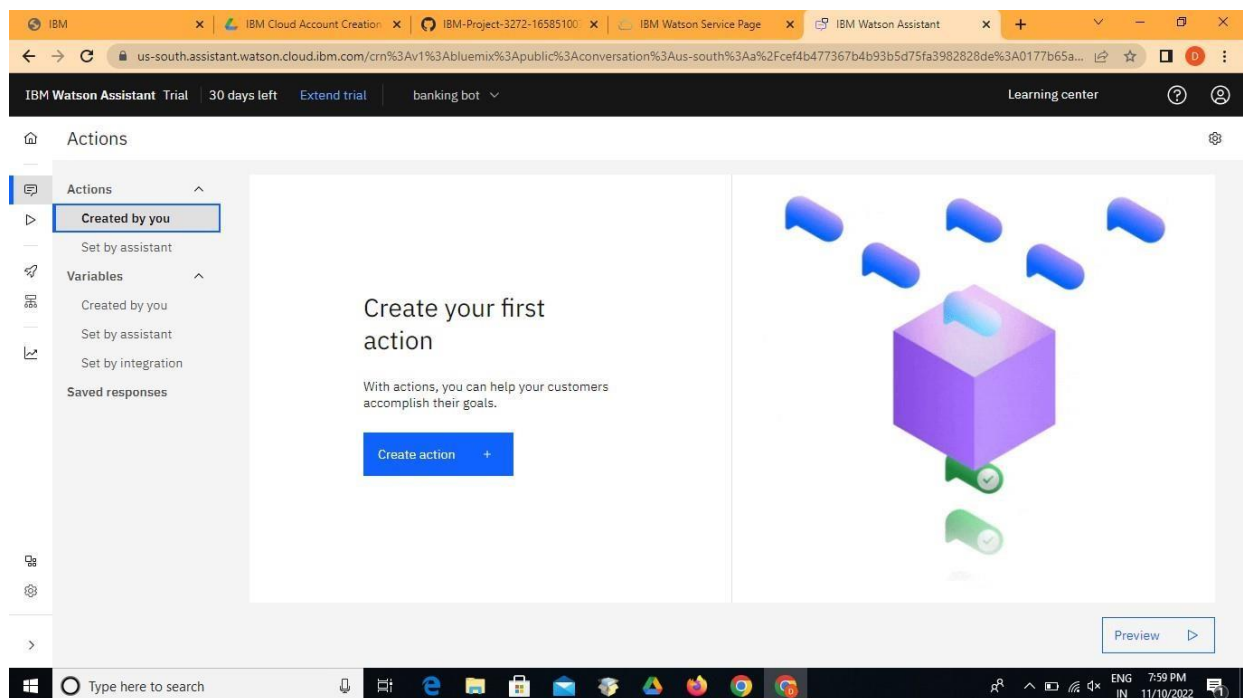


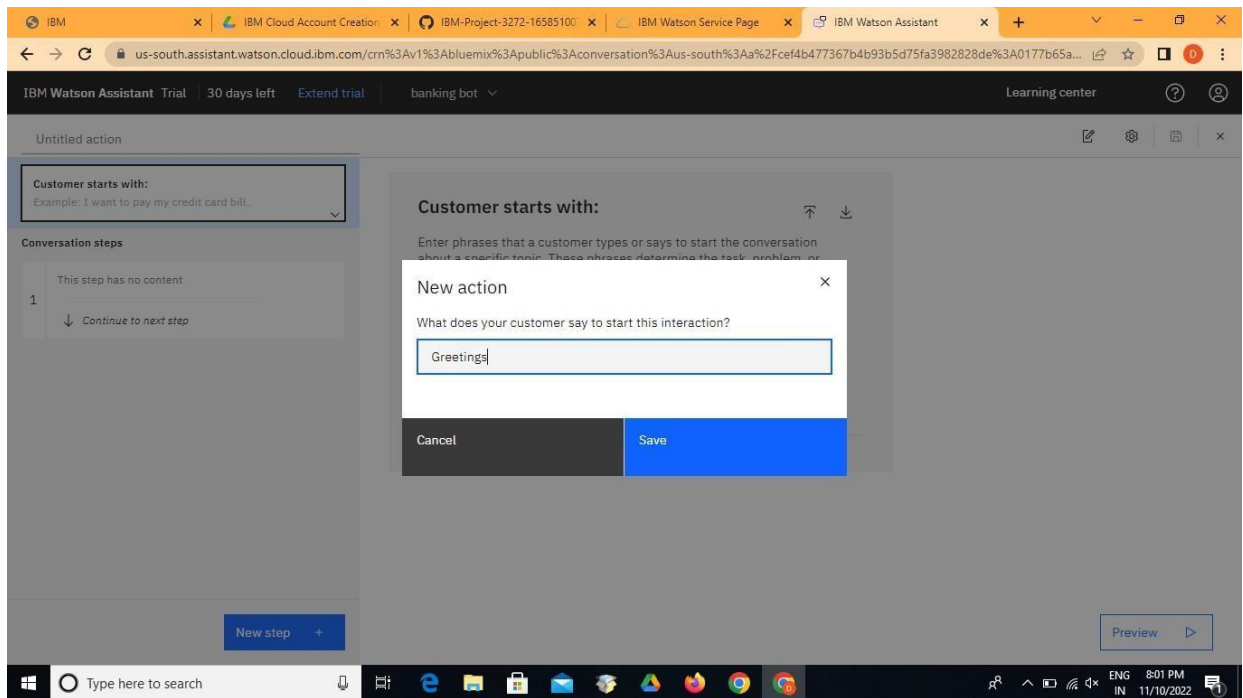
CREATE GREETINGS, QUERY SUGGESTIONS, AND ENDOF-CONVERSATION SKILLS

Task assigned: Sangara Narayani. S , Yamini.K

Task started on: 27 - 10 - 2022

Task completion date: 28 - 10 - 2022



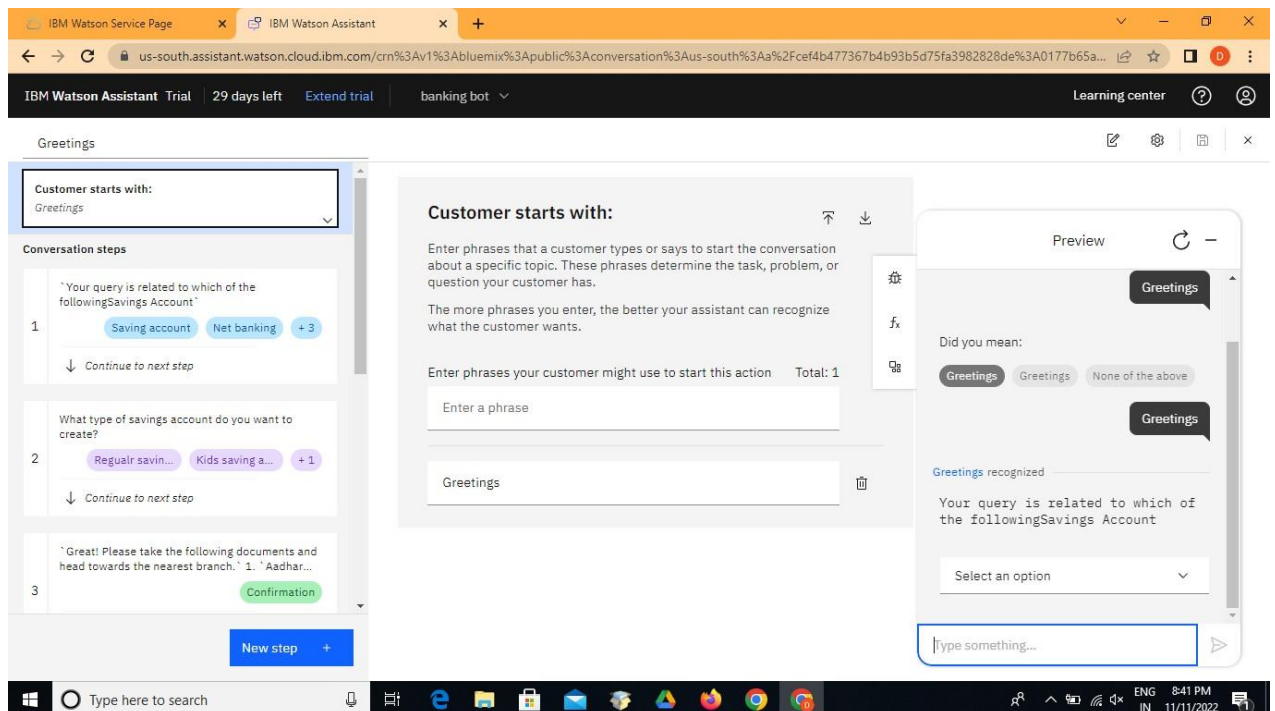


Progress 2:

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

CREATE GREETINGS, Saving account, Current account

Task assigned: Sangara Narayani , Dhanalakshmi

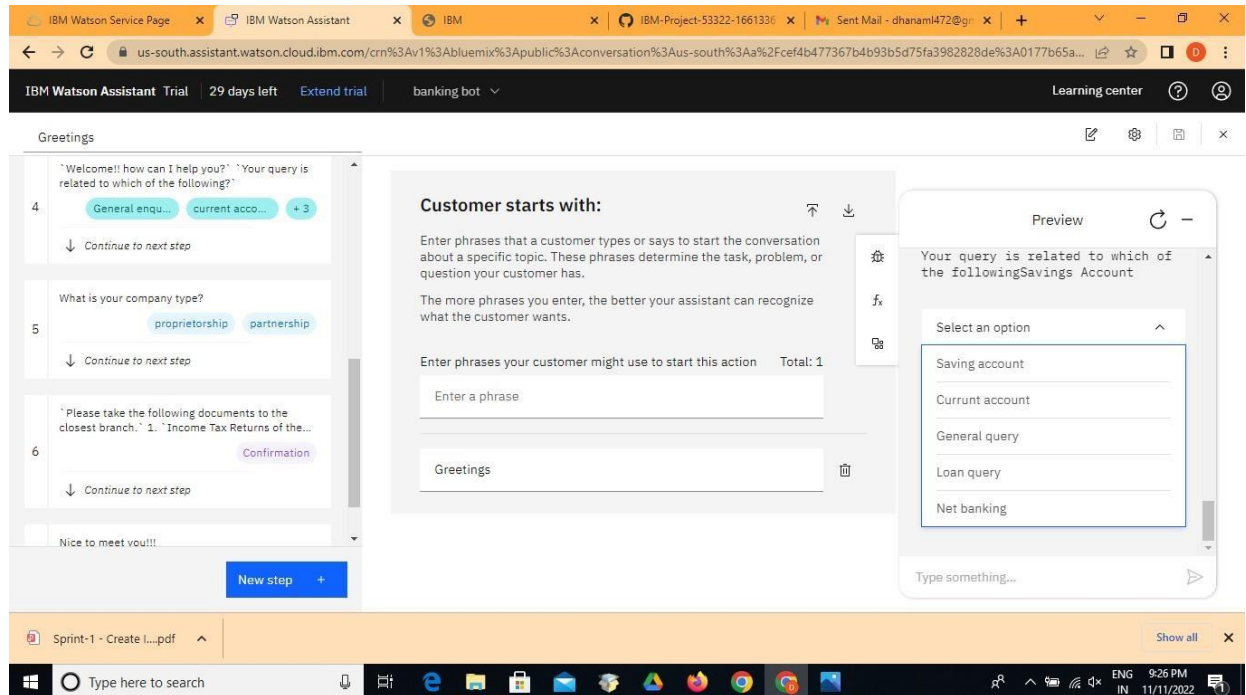


Task started on: 28 - 10 - 2022

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.



Saving Account:

Preview

Your query is related to which of the following Savings Account

Saving account

Saving account

What type of savings account do you want to create?

Regular saving account

Kids saving account

Zero balance saving account

Zero balance saving account

Use the up arrow for prior messages

Preview

Great! Please take the following documents and head towards the nearest branch.

1. Aadhar Card
2. Pan Card
3. Passport size photos

Do you want to know about some other service?

Yes

No

Yes

Welcome!! how can I help you?
Your query is related to which of the following?

Type something...

Current Account:

Preview

current account

current account

What is your company type?

proprietorship

partnership

partnership

Please take the following documents to the closest branch.

1. Income Tax Returns of the proprietor for the last 3 years

2. Company Agreement

Type something...

Please take the following documents to the closest branch.

1. Income Tax Returns of the proprietor for the last 3 years

2. Company Agreement

3. Pan Card of both partners

Do you want to know about some other service

Yes

No

No

Nice to meet you!!!

☑ Action complete

Type something...

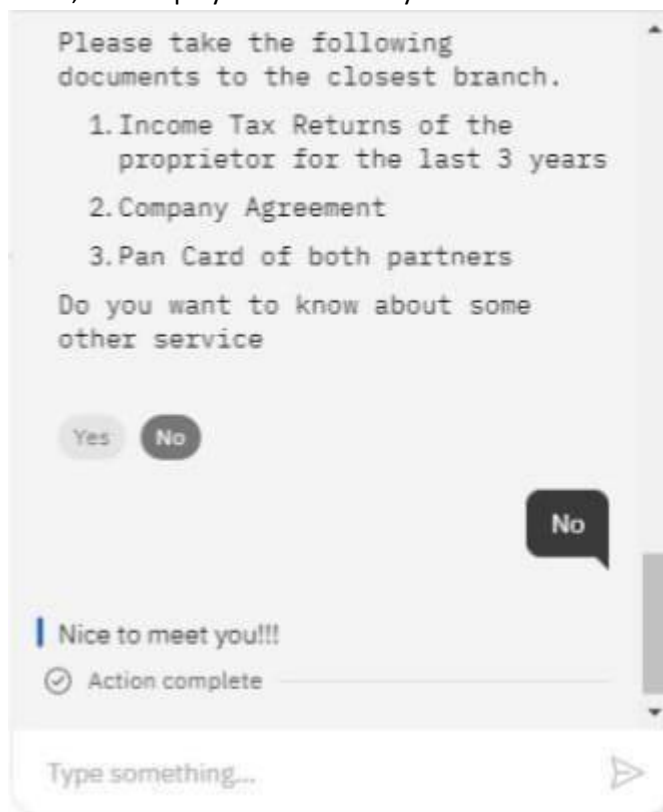
Task assigned: Yamini , Jeevitha

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 "Nice to meet you"



Referred link:

<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageUrl=https%3A%2F%2Fus-south.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-53ae4363-354b-4dd0-ab33-6cedba91d306%3A%3A518779e0-52d1-4d7c-aa0f-b6124cb8f35c&integrationID=dfd870d4-d6b7-49ed-a218-32422a51571e®ion=us-south&serviceInstanceID=53ae4363-354b-4dd0-ab33-6cedba91d306>

