

Sprint-2

Date	9 Nov 2022
Team Id	PNT2022TMID48001
Project Name	AI based discourse for banking industry

Sprint	Functional Requirement(EPIC)	User Story Number	User Story/Task	Story Points	Priority	Team Members
Sprint-2	Creating Loan Account Action	USN-6	As an admin, I can add a response to create a new loan account.	5	High	Yamini Jeevitha
Sprint-2	Creating General Query Action	USN-7	As an admin, I can insert responses to general banking queries.	5	High	Dhanalakshmi Jeevitha

Create a General query and Loan account action

IBM Watson Assistant Trial | 29 days left | [Extend trial](#) | banking bot | [Learning center](#) | ? |

Greetings | | | |

Customer starts with:
Greetings

Conversation steps

1

"Your query is related to which of the followingSavings Account"

Saving account | Net banking | + 3

Continue to next step

2

What type of savings account do you want to create?

Regualr savin... | Kids saving a... | + 1

Continue to next step

"Great! Please take the following documents and"

New step +

Customer starts with:

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.

Enter phrases your customer might use to start this action Total: 1

Enter a phrase

Greetings

Preview

Your query is related to which of the followingSavings Account

Select an option

Saving account

Currunt account

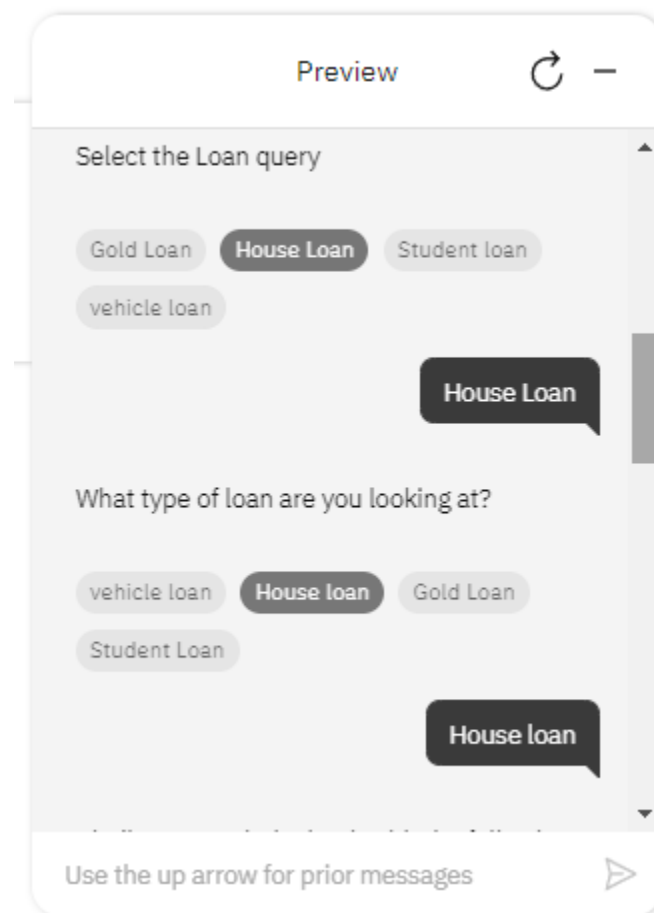
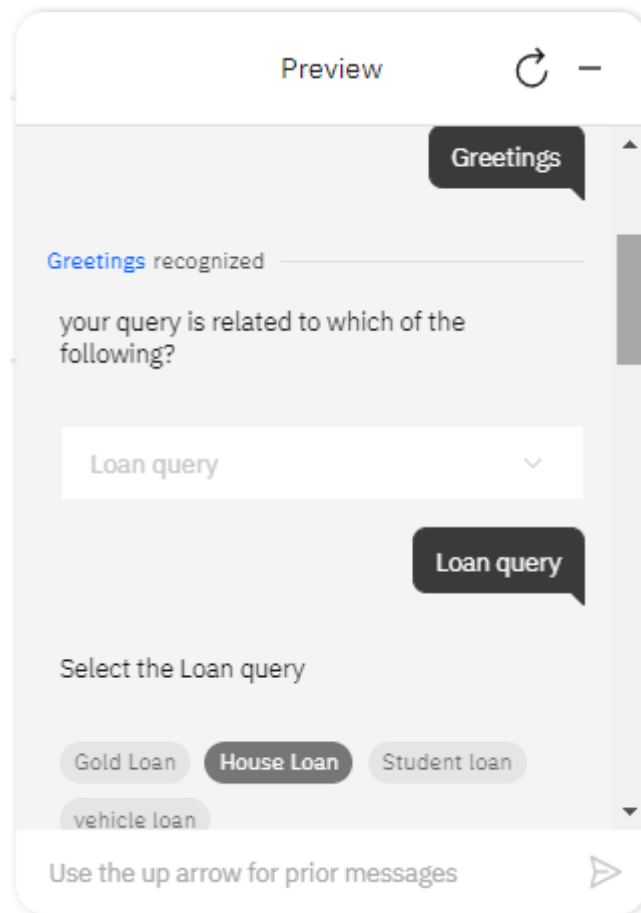
General query

Loan query

Net banking

Type something...

Loan Account Action



Preview



House loan

Kindly approach the bank with the following documents

1. Automatic Invoice
2. PAN card
3. Income Tax return for the last 3 years

Do you want to know about some service?

Yes

No

Yes

Your query is related to which of the following?

Type something...



General query

