

Project Development Phase

Delivery of Sprint - 3

Date	12 Nov 2022
Team ID	PNT2022TMID45515
Project Name	AI-based discourse for Banking Industry

Creating Loan Account Action

Loan action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a 'Loan' action. The left sidebar displays the 'Conversation steps' for the 'loan' action, which includes three steps: 1. 'What type of loan are you looking at?' with options 'Top-up loan', 'Student loan', and '+3'. 2. 'To be eligible for a house loan please contact our bank service providers with all existing loan detail...' with a 'Go to action: End' button. 3. 'Please approach the bank with following documents. 1. Pan Card 2. Aadhar Card 3. Passpor...' with a 'Go to action: End' button. The main area shows the 'Customer starts with:' section with a text input field and a 'Preview' button.

Creating General Query Action

General query action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a 'Query' action. The left sidebar displays the 'Conversation steps' for the 'Query' action, which includes three steps: 1. 'Select the general queries listed below' with options 'Find a nearest...', 'Bank Workin...', and '+7'. 2. 'The bank is open all days from Monday to Saturday from 9 am to 3 pm ,with exception of 2nd Saturdays.' with a 'Go to action: End' button. 3. '6TH AVENUE ANNA NAGAR, A R M BRANCHCHENNAI, ABHIRAMAPURAM,...' with a 'Go to action: End' button. The main area shows the 'Customer starts with:' section with a text input field and a 'Preview' button.

Creating Net Banking Action

Net banking action is created with the necessary steps.

The screenshot displays the IBM Watson Assistant interface for configuring a 'Net Banking' action. The left pane, titled 'Net Banking', shows a 'Conversation steps' section with a sequence of steps. Step 1 is 'What queries do you have regarding net banking?' with two example queries: 'What is Net B...' and 'How do I regi...'. Step 2 is 'The facility offered by the bank allows customers to use banking services over the Internet. Customers...' with an example response 'Go to action: End'. Step 3 is 'Please download and fill up the net banking requisition form and submit it to your home branch' with an example response 'Go to action: End'. Step 4 is 'What are the features of Net Banking?' with an example response 'Please do the account statement action...'. The right pane shows the 'Customer starts with:' section, which includes instructions on how to enter phrases and a list of phrases to start the action, including 'Net Banking'. A 'Preview' button is visible at the bottom right.

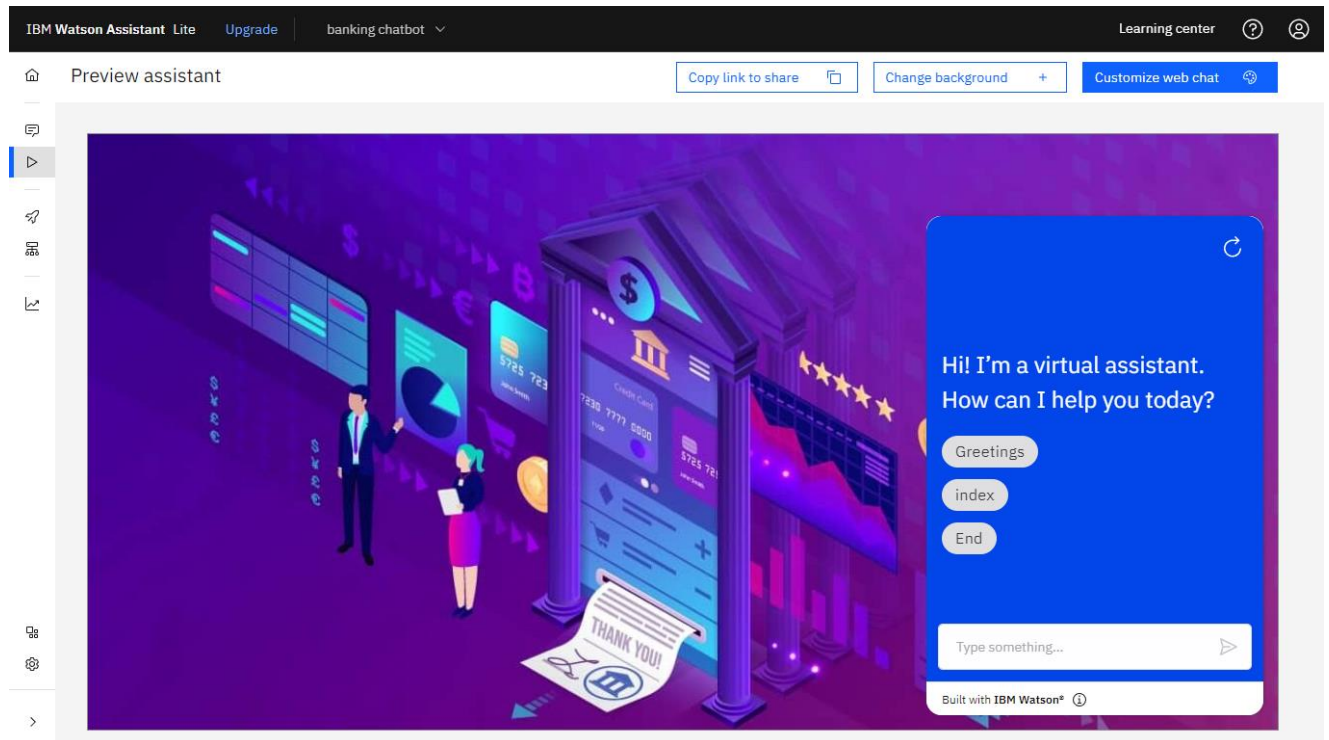
In addition to this greeting, end greeting , index and end actions are also created.

The screenshot displays the IBM Watson Assistant interface for the 'Actions' section. The left pane shows a sidebar with 'Actions' selected. The main pane shows a table of actions. The table has columns for Name, Last edited, Examples Count, and Status. The actions listed are Loan, current, Savings, query, End greeting, Greetings, index, Net banking, and End. The 'End greeting' action is highlighted. A 'New action' button is visible at the top right. The bottom of the interface shows pagination information: 'Items per page: 50', 'Showing 1-9 of 9 actions', and '1 of 1 pages'. A 'Preview' button is visible at the bottom right.

Name	Last edited	Examples Count	Status
Loan	6 hours ago	2	✓
current	6 hours ago	2	✓
Savings	an hour ago	1	✓
query	a day ago	1	✓
End greeting	20 hours ago	4	✓
Greetings	7 hours ago	4	✓
index	20 hours ago	1	✓
Net banking	20 hours ago	1	✓
End	20 hours ago	1	✓

PREVIEW OF CHATBOT:

<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=https%3A%2F%2Fus-south.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-e5a1d21e-2939-4d14-9a23-401a94fea6ac%3A%3A6de5293c-6d8e-4556-b898-07f808debfc4&integrationID=6827dfd4-2308-4e42-9b8d-e73b8c965670®ion=us-south&serviceInstanceID=e5a1d21e-2939-4d14-9a23-401a94fea6ac>



Note: No code for this project. So, I attached the screenshot and step to build it.