

AI BASED DISCOURSE FOR BANKING INDUSTRY

TEAM ID: PNT2022TMID12183

Creating Skills And Assistant For ChatBot:

Creating General Query Action:

The screenshot displays the IBM Watson Assistant interface for configuring a 'General Query' action. The top navigation bar includes 'IBM Watson Assistant Lite', an 'Upgrade' button, a 'banking chatbot' dropdown, and links to 'Learning center', help, and user profiles.

Left Panel (Configuration):

- Customer starts with:** A dropdown menu showing 'query'.
- Conversation steps:**
 - Step 1: 'Select the general queries listed below.' with buttons for 'CIBIL', 'Find the near...', and '+ 4'. A 'Continue to next step' button is below.
 - Step 2: '1 is Banking Working Days'. Description: 'The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception of 2...'. Action: 'Go to action: End'.
 - Step 3: '1 is List of Branches'. Description: 'CHENNAI WEST MAMBALAM, CHINMAYA NAGAR, VIRUGAM PAKKAM, CHITLAPAKKAM, CIT NAGAR...'. Action: 'Go to action: End'.
 - Step 4: '1 is Storage Locker Facility'. Description: 'ADAYAR, ADAYAR GANDHI NAGAR, AKKARAI, ALWARPET+VASANTHAM COLONY...'. Action: 'Go to action: End'.
- New step +** button at the bottom.

Right Panel (Preview):

- Customer starts with:** Includes up/down arrows.
- 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.'
- Input field:** 'Enter phrases your customer might use to start this action' with a 'Total: 1' counter. Below it is a text input box labeled 'Enter a phrase'.
- Output field:** A text box containing 'query' with a trash icon.

Bottom Right: A 'Preview' button with a play icon.