

AI BASED DISCOURSE FOR BANKING INDUSTRY

TEAM ID: PNT2022TMID12183

Creating Skills And Assistant For ChatBot:

Creating Loan Account Action:

The screenshot displays the IBM Watson Assistant configuration interface for a skill named 'Loan'. The interface is divided into two main panels: a left sidebar for step configuration and a right main area for the 'Customer starts with' section.

Left Sidebar (Conversation steps):

- Customer starts with:** A dropdown menu showing 'Loan'.
- Step 1:** 'What type of loan are looking at?' with input fields for 'gold loan' and 'house loan', and a '+ 3' button. A 'Continue to next step' button is below.
- Step 2:** '1 is house loan'. The response text is 'To be eligible for a house loan please contact our bank service providers with all existing details.' Below this is a 'Tr Free text' input field and a 'Go to action: End' button.
- Step 3:** '1 is gold loan'. The response text is 'Please Approach the bank with the following documents.' Below this is a 'Tr Free text' input field and a 'Go to action: End' button.
- Step 4:** '1 is Topup loan'.
- Bottom:** A 'New step +' button.

Right Main Area (Customer starts with):

- Customer starts with:** A section with 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:** A text box labeled 'Enter a phrase'.
- Actions:** A list of actions with a 'Total: 2' indicator. The actions are 'loan action' and 'Loan', each with a trash icon for removal.

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