

AI BASED DISCOURSE FOR BANKING INDUSTRY

TEAM ID: PNT2022TMID12183

Creating Skills And Assistant For ChatBot:

Creating Saving Account Action:

The screenshot displays the IBM Watson Assistant interface for configuring a skill named 'Savings'. The interface is divided into two main panels: a left sidebar for skill configuration and a right panel for the skill's logic.

Left Panel (Skill Configuration):

- Customer starts with:** A dropdown menu showing 'Savings'.
- Conversation steps:** A list of steps for the skill.
 - Step 1:** The question is 'which type of saving account do you want create?'. It has two possible user inputs: 'zero savings ...' and 'kids saving a...'. The action is 'Continue to next step'.
 - Step 2:** The condition is '1 is Regular saving account'. The response is 'Great! please take the following documents and head towards the nearest branch.' The action is 'Go to action: End'.
 - Step 3:** The condition is '1 is kids saving account'. The response is 'Awesome! Please take the following documents and head towards the nearest branch.' The action is 'Go to action: End'.
- Bottom:** A 'New step +' button.

Right Panel (Skill Logic):

- Customer starts with:** A section for defining phrases that trigger the skill. It includes 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.'
- Enter phrases your customer might use to start this action:** A text input field with the placeholder 'Enter a phrase'. Below it, a list shows 'Savings' as a recognized phrase.
- Total:** A counter showing 'Total: 1'.

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