

AI BASED DISCOURSE FOR BANKING INDUSTRY

TEAM ID: PNT2022TMID12183

Creating Skills And Assistant For ChatBot:

Creating Net Banking Action:

The screenshot displays the IBM Watson Assistant configuration interface for a skill named 'Net banking'. The interface is divided into two main panels.

Left Panel (Skill Configuration):

- Customer starts with:** A dropdown menu showing 'Net banking'.
- Conversation steps:** A list of steps for the skill.
 - Step 1:** 'what queries do you have regarding Net banking?'. It includes two initial phrases: 'facing errors...' and 'what are feat...'. A '+ 2' button indicates more phrases can be added. Below the phrases is a 'Continue to next step' button.
 - Step 2:** 'What is Net Banking?'. The response is 'Net banking is a service provided by banks that allows customers to access banking services...'. It ends with 'Go to action: End'.
 - Step 3:** 'How do I Register for Net Banking?'. The response is 'Please download and fill up net banking requisition form and submit it to your home...'. It ends with 'Go to action: End'.
 - Step 4:** 'what are features of Net Banking?'. The response is '- check the account statement online - open a fixed deposits account - pay utility bills such as...'. It ends with 'Go to action: End'.
- Buttons:** At the bottom of the list is a 'New step +' button.

Right Panel (Action Configuration):

- Customer starts with:** A section for defining the action's start phrases.
 - 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 a phrase'.
 - Current phrase: 'Net banking' is entered in the field.
 - Total: 1 phrase is shown.
- Buttons:** At the bottom right is a 'Preview' button with a play icon.