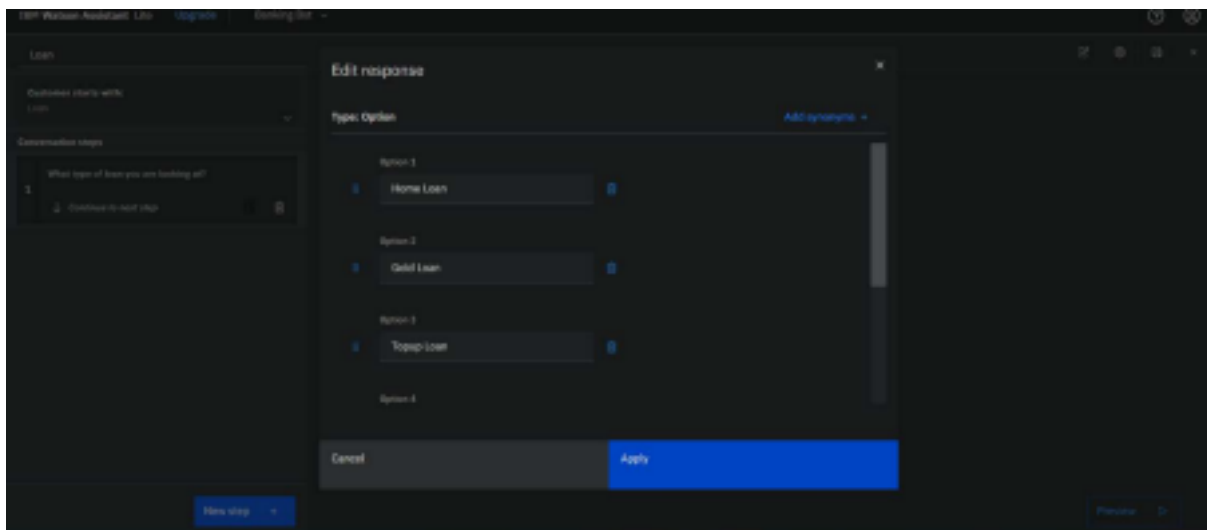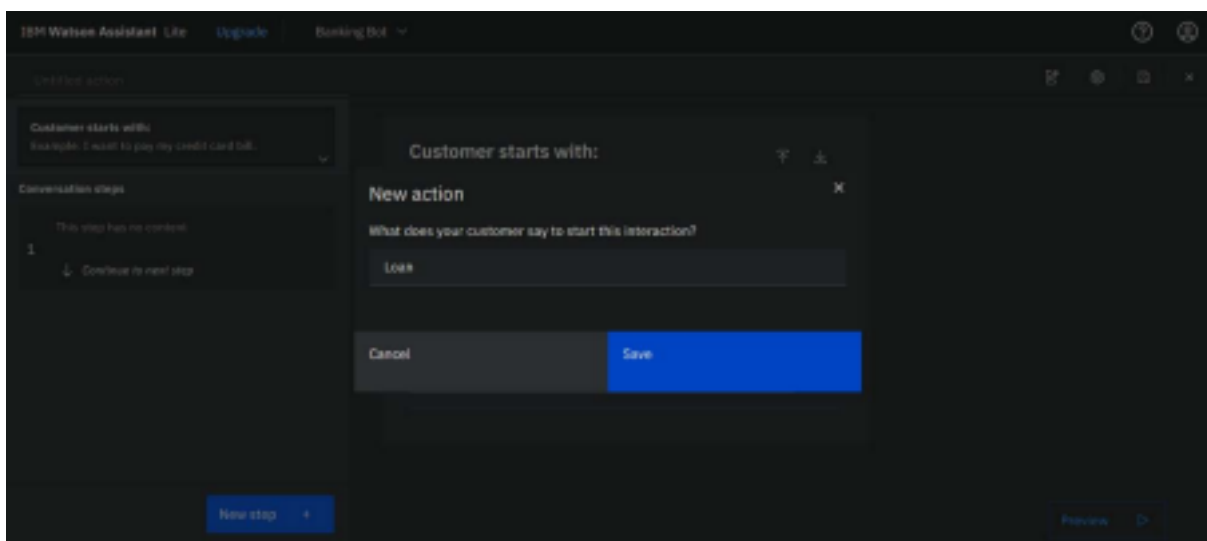# Project Development Phase
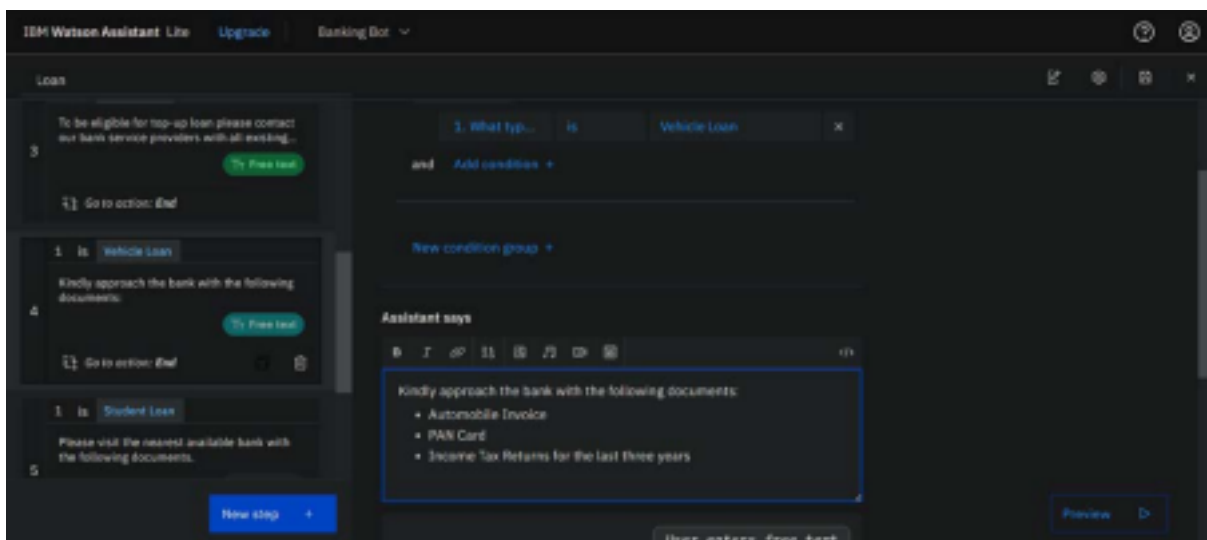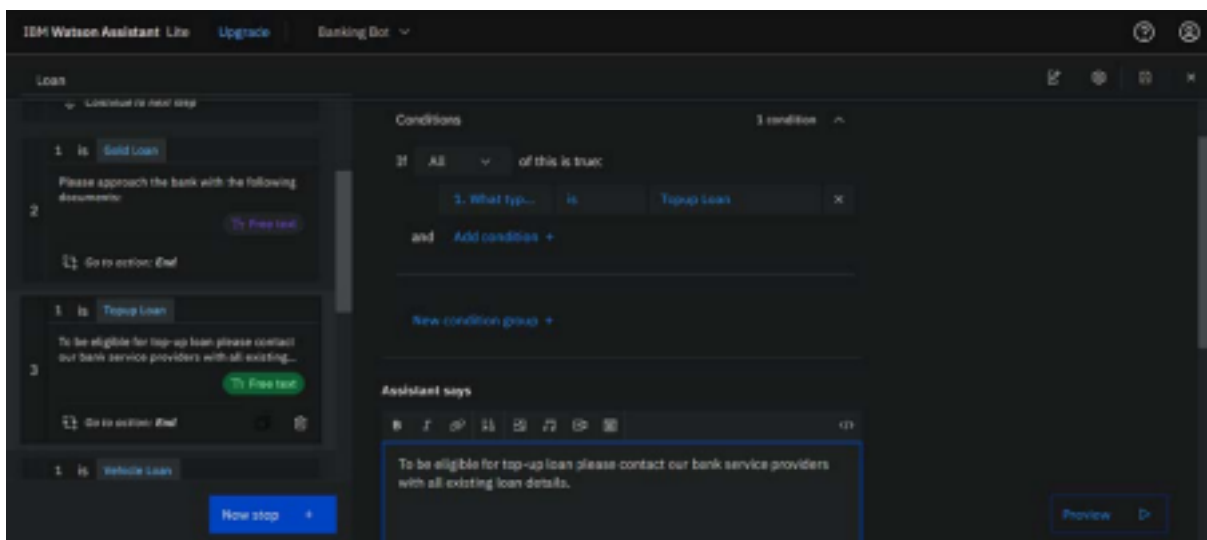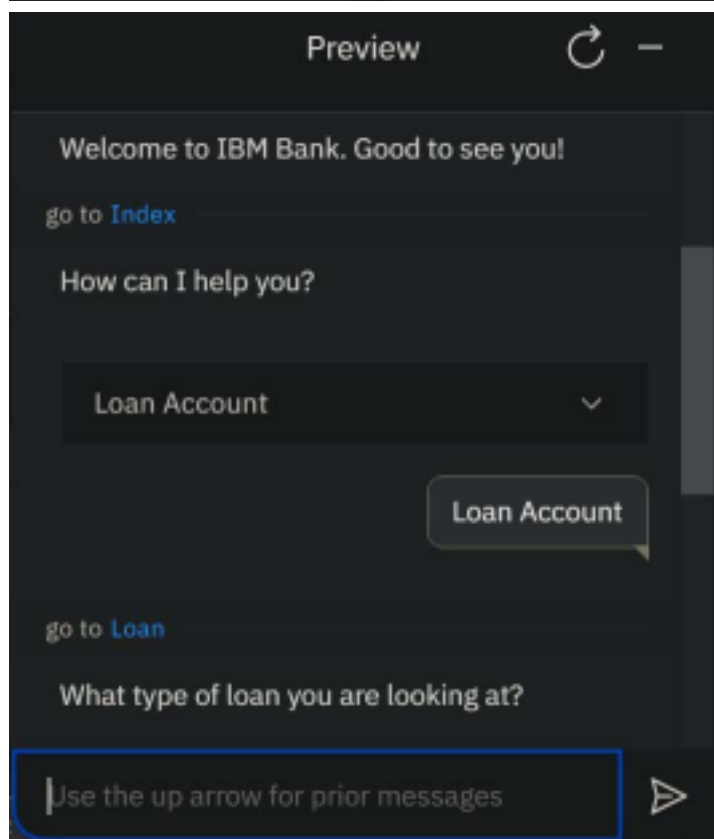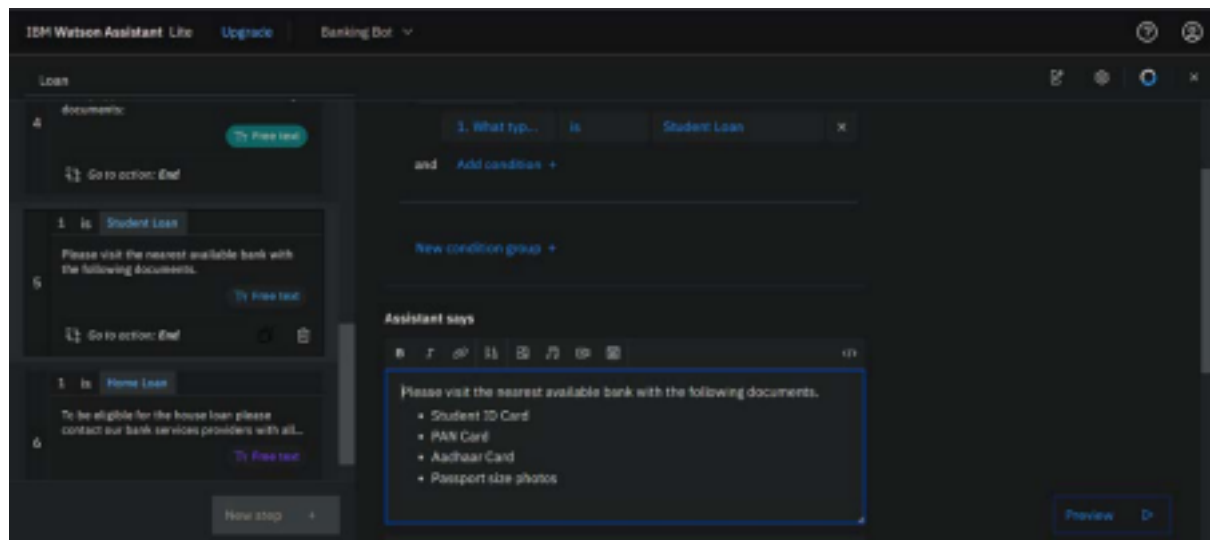## Sprint 2

Date	05 October 2022
Team ID	PNT2022TMID54439
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY

Screenshots of Sprint 2 Tasks:

Creating Loan Account Actions:

Loan

What type of loan you are looking at?

1   Home Loan   Student Loan   + 3

↳ Continue to next step

2   1 is Gold Loan

Please approach the bank with the following documents:

Tr Free text

⇅ Go to action: End

3   1 is Topup Loan

To be eligible for top-up loan please contact our bank service providers with all existing...

Tr Free text

New step +

Conditions 1 condition ⌃

If All ⌄ of this is true:

1. What typ...   is   Gold Loan   ✕

and Add condition +

New condition group +

Assistant says

B I ⌀ ≣ ⊞ ♫ ▷ ▦ ⟨/⟩

Please approach the bank with the following documents:
- PAN Card
- Aadhaar Card
- Passport size photos

Preview ▷

Loan

↳ Continue to next step

2   1 is Gold Loan

Please approach the bank with the following documents:

Tr Free text

⇅ Go to action: End

3   1 is Topup Loan

To be eligible for top-up loan please contact our bank service providers with all existing...

Tr Free text

⇅ Go to action: End

1 is Vehicle Loan

New step +

Conditions 1 condition ⌃

If All ⌄ of this is true:

1. What typ...   is   Topup Loan   ✕

and Add condition +

New condition group +

Assistant says

B I ⌀ ≣ ⊞ ♫ ▷ ▦ ⟨/⟩

To be eligible for top-up loan please contact our bank service providers with all existing loan details.

Preview ▷

Loan

3   To be eligible for top-up loan please contact our bank service providers with all existing...

Tr Free text

⇅ Go to action: End

4   1 is Vehicle Loan

Kindly approach the bank with the following documents:

Tr Free text

⇅ Go to action: End

5   1 is Student Loan

Please visit the nearest available bank with the following documents.

New step +

1. What typ...   is   Vehicle Loan   ✕

and Add condition +

New condition group +

Assistant says

B I ⌀ ≣ ⊞ ♫ ▷ ▦ ⟨/⟩

Kindly approach the bank with the following documents:
- Automobile Invoice
- PAN Card
- Income Tax Returns for the last three years

Preview ▷

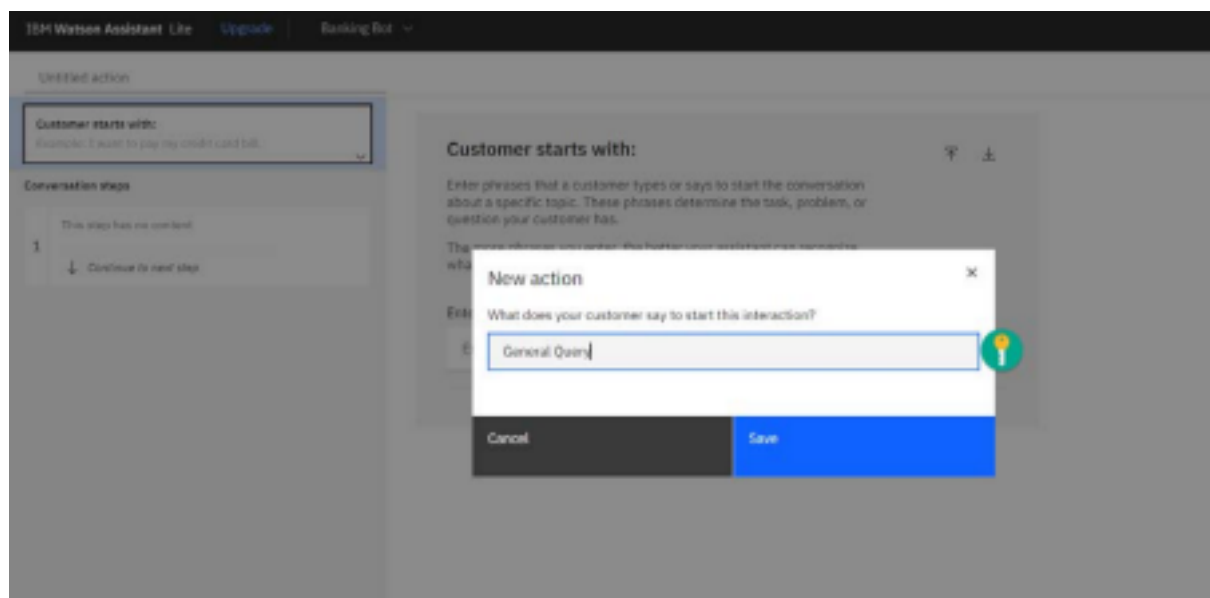User enters free text

Creating General Query Action:

Edit response

Type: Option

Add synonyms +

Option 1

Bank Working Days

Option 2

List of Branches

Option 3

Storage Locker Facility

Option 4

Cancel

Apply

General Query

Customer starts with:
General Query

Conversation steps

Select the general queries listed below:

1 Bank Workin... List of Branc... + 4

↓ Continue to next step

1 is Bank Working Days

2 The bank is open all days from Monday to Saturday
from 9 AM to 3 PM, with exception of second...

Tr Free text

↓ Continue to next step

Assistant says

The bank is open all days from Monday to Saturday from 9 AM to 3 PM, with exception of second...

Settings
Go to another action

Go to

End   ✕ ⌄

☐ End this action after the other action is completed

Cancel   Apply

And then

Goes to action   Missing action. Edit settings.   ●

Pass values

Upon return   Continue

General Query

Customer starts with:
General Query

Conversation steps

Select the general queries listed below:

1 Bank Workin... List of Branc... + 4

↓ Continue to next step

1 is Bank Working Days

2 The bank is open all days from Monday to Saturday
from 9 AM to 3 PM, with exception of second...

↓ Continue to next step

If All ⌄ of this is true:

1. Select the genera...   is   Bank Working Days   ✕

and Add condition +

New condition group +

Assistant says

The bank is open all days from Monday to Saturday from 9 AM to 3 PM, with exception of second Saturdays.

👤 Define customer response   ⌄

Index

Conversation steps

How can I help you?

1   General Quer...   Loan Account   + 3

↓ Continue to next step

2   1   is   Savings Account

This step has no content

⬓ Go to action: *Savings*

3   1   is   Current Account

This step has no content

⬓ Go to action: *Current*

4   1   is   General Queries

This step has no content

↓ Continue to next step

Step 4 is taken   with conditions ⌄ f_x

Conditions   1 condition   ⌃

If   All   ⌄   of this is true:

1. How can I help yo...   is   General Queries   ✕

and   Add condition +

New condition group +

Assistant says

B   I   ⌗   ⌗⌗   ▣   ♫   ◫   ▦   ⟨⟩

For example: Please select from the following options.

---

go to **General Query**

Select the general queries listed below:

Bank Working Days   ⌄

Bank Working Days

| The bank is open all days from Monday to
Saturday from 9 AM to 3 PM, with exception of
second Saturdays.

Greetings recognized

Welcome to IBM Bank. Good to see you!

go to **Index**

How can I help you?

General Queries   ⌄

General Queries

go to **General Query**

Select the general queries listed below:

Select an option   ⌄

Creating Netbanking Action: