**Project Objectives**

| Date | 21 November 2022 |
|------|------------------|
| Team ID | PNT2022TMID25140 |
| Project Name | AI based discourse for Banking Industry |
| Maximum Marks | 4 Marks |

The objective of this project is to develop an AI Chatbot that must respond to all human queries and provide them satisfied responses. We used IBM Watson assistant to develop and train the chatbot.

The Chatbot we developed using Watson's assistant are having the following skills:

- Savings Account
- Current Account
- Loan Account
- General queries
- Net banking queries

We used actions to add conversational abilities to chatbot. It enables the Chatbot to provide immediate responses to customer queries.

We deployed each skill thereby we published our chatbot to integrate with the flask and HTML page.

Thus the chatbot is able to achieve following criteria:

- The Chatbot is able to guide a customer to create a bank account (current and savings account).
- The Chatbot is able to answer loan queries.
- The Chatbot is able to answer general banking queries.
- The Chatbot is able to answer net banking queries.

Apart from the existing given tasks we were able to implement additional features such as making payments and basic chatbot interaction.