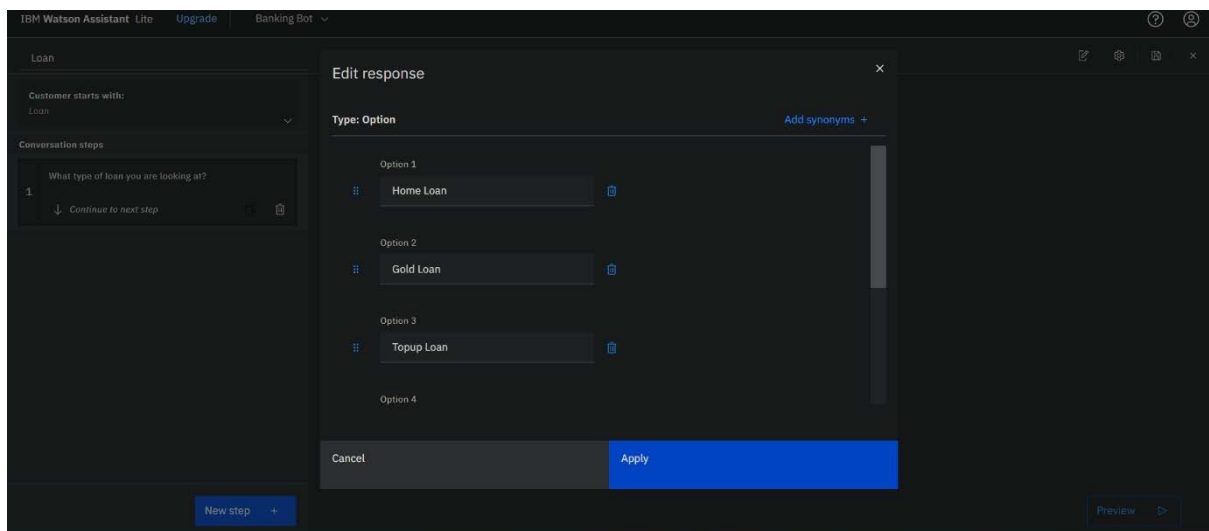
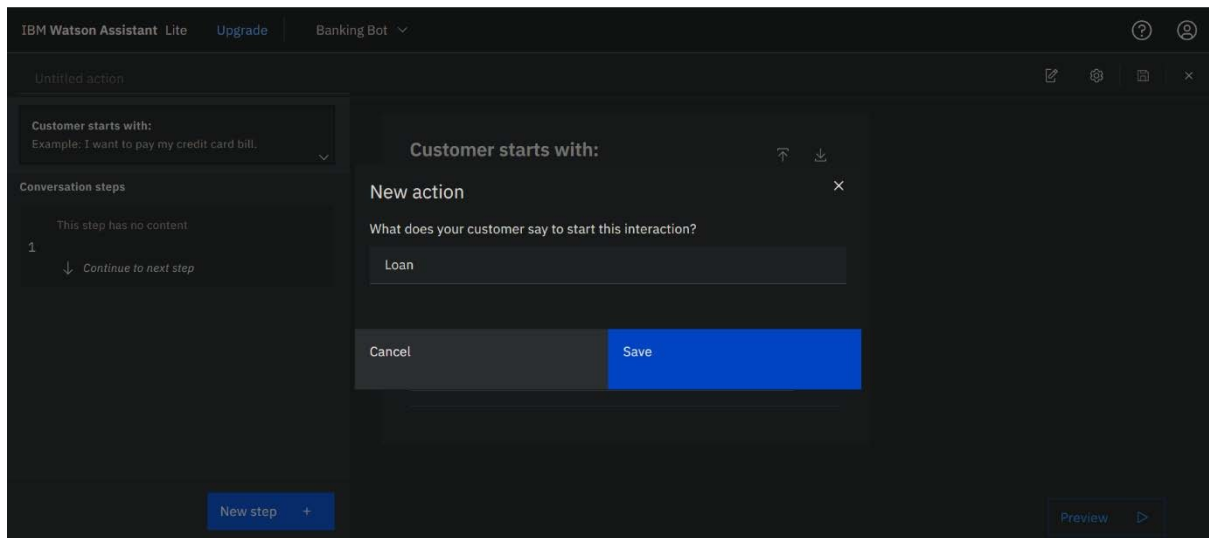


## Project Development Phase Sprint 2

Date	05 October 2022
Team ID	PNT2022TMID25140
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY

### Screenshots of Sprint 2 Tasks:

#### Creating Loan Account Actions:



IBM Watson Assistant LiteUpgradeBanking Bot

Loan

What type of loan you are looking at?

1

Home LoanStudent Loan+ 3

Continue to next step

1 is Gold Loan

2

Please approach the bank with the following documents:

Free text

Go to action: End

1 is Topup Loan

3

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

Free text

New step +

Conditions1 condition

If All of this is true:

1. What typ... is Gold Loan

and Add condition +

New condition group +

Assistant says

Please approach the bank with the following documents:

- PAN Card
- Aadhaar Card
- Passport size photos

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Loan

Continue to next step

1 is Gold Loan

2

Please approach the bank with the following documents:

Free text

Go to action: End

1 is Topup Loan

3

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

Free text

Go to action: End

1 is Vehicle Loan

New step +

Conditions1 condition

If All of this is true:

1. What typ... is Topup Loan

and Add condition +

New condition group +

Assistant says

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

Preview

IBM Watson Assistant LiteUpgradeBanking Bot

Loan

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

3

Free text

Go to action: End

1 is Vehicle Loan

4

Kindly approach the bank with the following documents:

Free text

Go to action: End

1 is Student Loan

5

Please visit the nearest available bank with the following documents.

New step +

1. What typ... is Vehicle Loan

and Add condition +

New condition group +

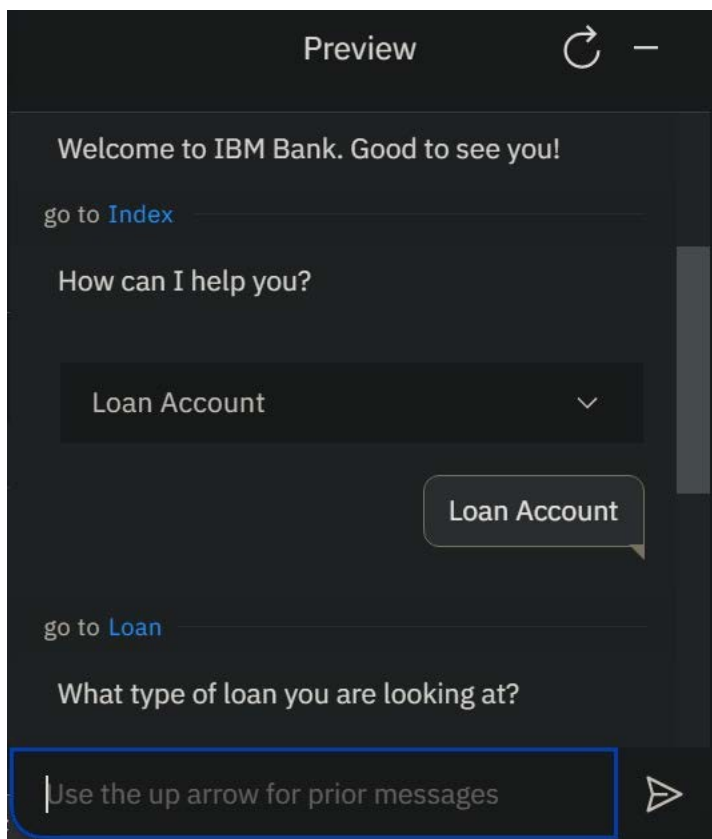
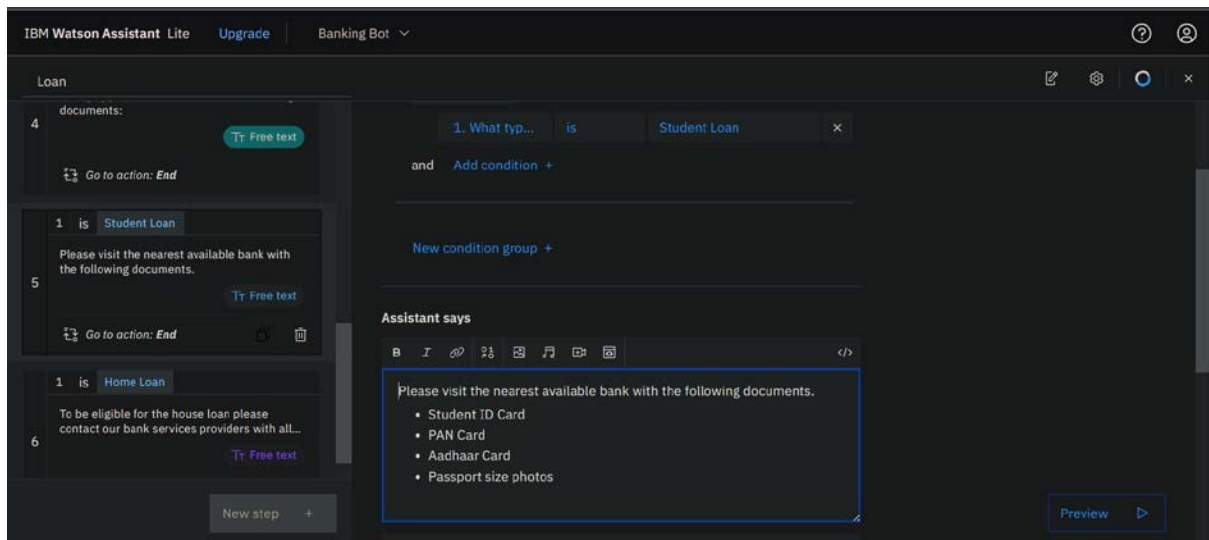
Assistant says

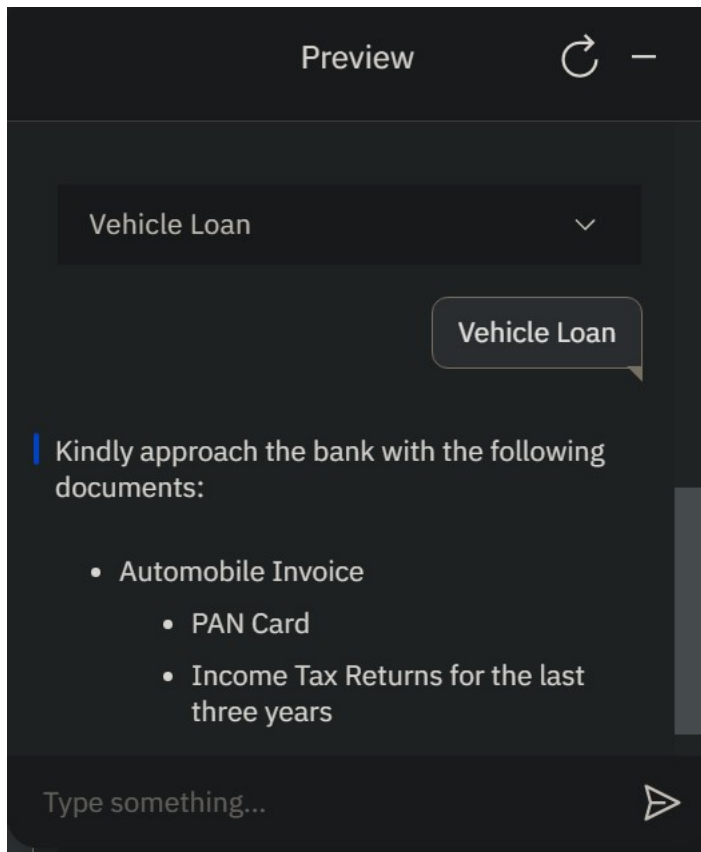
Kindly approach the bank with the following documents:

- Automobile Invoice
- PAN Card
- Income Tax Returns for the last three years

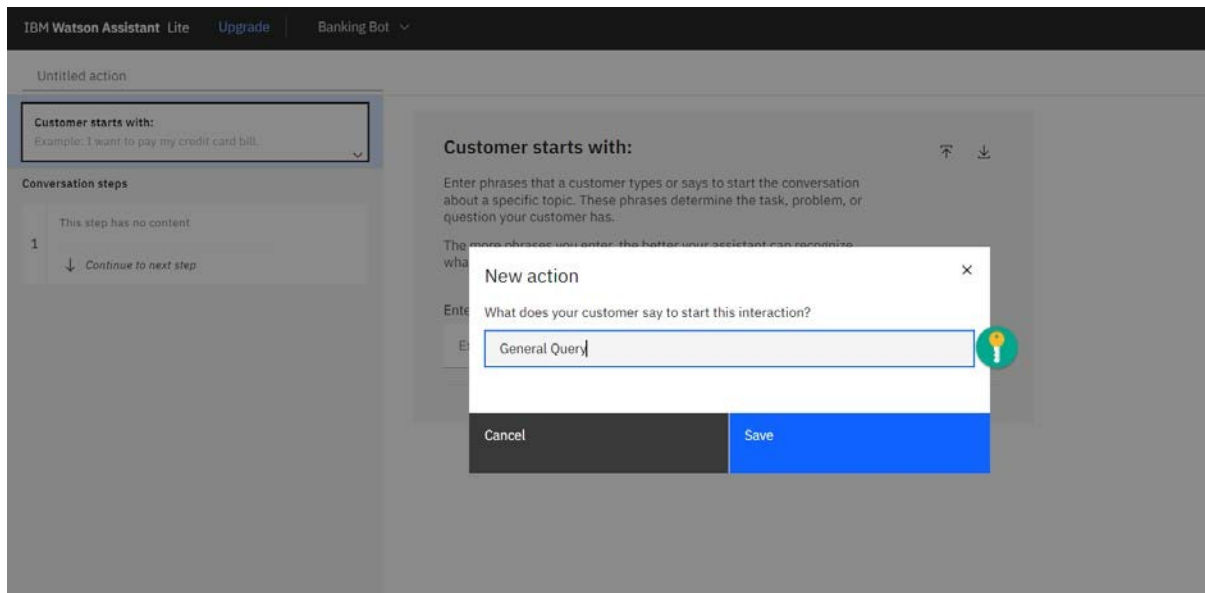
User enters free text

Preview





### 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

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

2 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

Goes to action Missing action. Edit settings.

Pass values

Upon return Continue



General Query

Customer starts with:

General Query

Conversation steps

1

Select the general queries listed below:

Currency Con... CIBIL + 4

Continue to next step

2

1 is Bank Working Days

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

Free text

Go to action: End

3

1 is List of Branches

ADYAR,ALWARPET,ANNA NAGAR,AYANAVARAM,ASHOK NAGAR,EGMORE,RAMAPURAM,KK...

Free text

Go to action: End

New step +

Step 3 is taken with conditions

Conditions

1 condition

If All of this is true:

1. Select the genera... is List of Branches

and Add condition +

New condition group +

Assistant says

B I % ☒ 🎵 📺 📷 </>

ADYAR,ALWARPET,ANNA NAGAR,AYANAVARAM,ASHOK NAGAR,EGMORE,RAMAPURAM,KK NAGAR,KARAPAKKAM,KOYAMBEDU,WEST MAMBALAM

User enters free text

## Creating Netbanking Action:

Customer starts with:

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 your customer wants to do.

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.

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.

New action

What does your customer say to start this interaction?

Net Banking

Cancel Save

Edit response

Type: Option

Add synonyms +

Option 1

What is Net Banking?

Option 2

How do I register for Net Banking?

Option 3

What are the features of Net Banking?

Option 4

Cancel

Apply

Net Banking

Customer starts with:  
Net Banking

Conversation steps

1

What queries do you have regarding Net banking?

What is Net B...

How do I regi...

+ 2

Continue to next step

2

1 is What is Net Banking?

The facility offered by the bank allows customers to use banking services over the internet. Customers ne...

Free text

Continue to next step

New step +

Step 2 is taken with conditions

Conditions1 condition

If All of this is true:

1. What queries do ...

is

What is Net Banking?

and Add condition +

New condition group +

Assistant says

B I

The facility offered by the bank allows customers to use banking services over the internet. Customers need not visit their banks branch office to avail each and every small service.

User enters free text



IBM Watson Assistant LiteUpgradeBanking Bot

Net Banking

Customer starts with:  
Net Banking

Conversation steps

1What queries do you have regarding Net banking?  
What is Net B...How do I regi...+ 2  
Continue to next step

1 is What is Net Banking?  
The facility offered by the bank allows customers to use banking services over the internet. Customers ne...  
Free text  
Go to action: End

1 is How do I register for Net Banking?  
Please download and fill up the net banking requisition form and submit it to your home branch.  
Free text  
Go to action: End

New step +

Step 3 is takenwith conditionsfx

Conditions1 condition

IfAll of this is true:  
1. What queries do ... is How do I register for Net Banking?  
and Add condition +  
New condition group +

Assistant says  
Please download and fill up the net banking requisition form and submit it to your home branch.  
User enters free text

IBM Watson Assistant LiteUpgradeBanking Bot

Net Banking

Free text  
Go to action: End

1 is How do I register for Net Banking?  
Please download and fill up the net banking requisition form and submit it to your home branch.  
Free text  
Go to action: End

1 is What are the features of Net Banking?  
- Check the account statement online - Open a fixed deposit account - Pay utility bills such as water bill...  
Free text  
Go to action: End

1 is Facing errors in Net Banking?  
Please contact our Customer care executive or approach the closest branch.  
Free text  
Go to action: End

New step +

Step 5 is takenwith conditionsfx

Conditions1 condition

IfAll of this is true:  
1. What queries do ... is Facing errors in Net Banking?  
and Add condition +  
New condition group +

Assistant says  
Please contact our Customer care executive or approach the closest branch.  
User enters free text

IBM Watson Assistant LiteUpgrade | Banking Bot

Net Banking

1 is How do I register for Net Banking?

Please download and fill up the net banking requisition form and submit it to your home branch.

3

Free text

Go to action: End

1 is What are the features of Net Banking?

The following are the features of a net banking account:- Check the account statement online -...

4

Free text

Go to action: End

1 is Facing errors in Net Banking?

Please contact our Customer care executive or approach the closest branch.

5

Free text

Go to action: End

and Add condition +

New condition group +

Assistant says

B I Link Image Music Video Code

The following are the features of a net banking account:

- Check the account statement online
- Open a fixed deposit account
- Pay utility bills such as water bills and electricity bills
- Make merchant payments
- Transfer funds
- Order a cheque book
- Buy general insurance
- Recharge prepaid mobile/DTH

User enters free text

Edit response Edit validation

go to Net Banking

What queries do you have regarding Net banking?

What is Net Banking?

How do I register for Net Banking?

What are the features of Net Banking?

Facing errors in Net Banking?

How do I register for Net Banking?

Please download and fill up the net banking requisition form and submit it to your home branch.

okay

Current

Customer starts with:  
Current

Conversation steps

1

What is your's company type?

Proprietorship Partnership

Continue to next step

2

1 is Proprietorship

Please take the following documents and approach the closest branch: <br /> 1. Income tax returns of...

Try free test

Go to action: End

3

1 is Partnership

Please take the following documents and approach the closest branch: <br /> 1. Income tax returns of...

Try free test

Continue to next step

1. What is your's company type?

is

Partnership

and Add condition +

New condition group +

Assistant says

1. Income tax returns

2. Company Agree...

3. Pan card for both p

Go to another action

Go to

End

End this action after the other action is completed

Cancel

Apply

And then

Go to another action

Goes to action: Missing action. Edit settings.