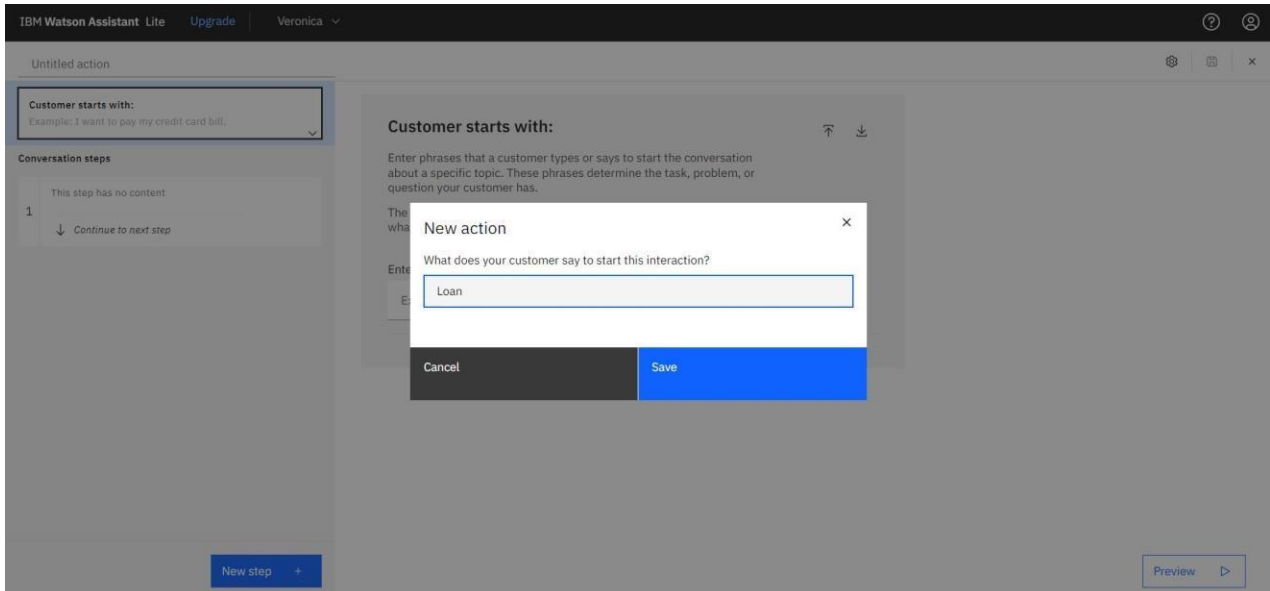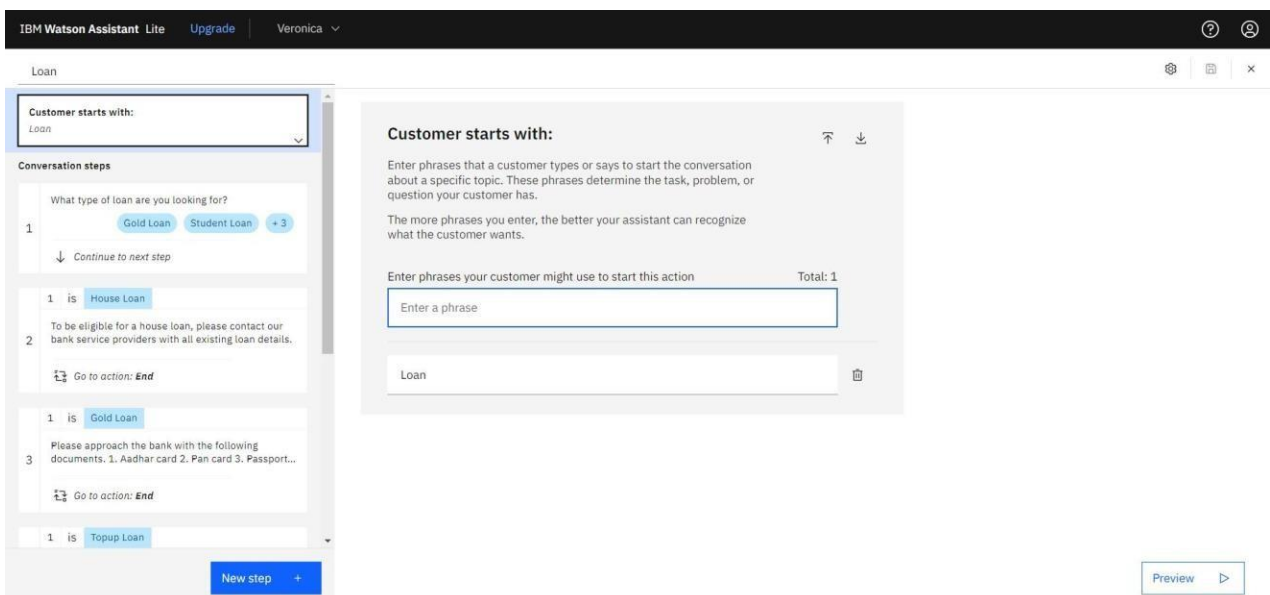# Creating Loan Account Action

Create a new Loan Action Skill

Adding steps in loan action to handle customer queries regarding Housing loan, Gold loan, Top-up loan, Student loan, and Vehicle loan.

Loan   ⚙ ▢ ✕

3   Please approach the bank with the following
     documents. 1. Aadhar card 2. Pan card 3. Passport...

     ⇄ Go to action: **End**

     1   is   Topup Loan

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

     ⇄ Go to action: **End**

     1   is   Vehicle Loan

5   Kindly approach the bank with the following
     documents: 1. Automobile Invoice 2. Pan card 3....

     ⇄ Go to action: **End**

     1   is   Student Loan

6   Please approach the bank with the following
     documents: 1. Acceptance letter from an academi...

     ⇄ Go to action: **End**

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 the customer wants.

Enter phrases your customer might use to start this action   Total: 1

Enter a phrase

Loan   🗑

New step   +

Preview   ▷

Untitled action   ⚙ ▢ ✕

Customer starts with:
Example: I want to pay my credit card bill.   ∨

Conversation steps

     This step has no content

1
     ↓ Continue to next step

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.

New action   ✕

What does your customer say to start this interaction?

Current

Cancel   Save

New step   +

Preview   ▷