

# Project Development Phase

## Delivery of Sprint - 3

<b>Date</b>	18 November2022
<b>TeamID</b>	PNT2022TMID51756
<b>ProjectName</b>	AI-based discourse for Banking Industry

# Creating Loan Account action

The screenshot displays the IBM Watson Assistant configuration interface in a web browser. The browser's address bar shows the URL: `us-south.assistant.watson.cloud.ibm.com/ctr/%3A%3Apublic%3Aconversation%3Aus-south%3A%2F241b81820f374ccca756994752f7fc8b%3A09914a8a-d02a-4009-9047-287d...`. The page title is "loan enquiry".

On the left, a sidebar titled "Conversation steps" shows a sequence of steps for the "loan enquiry" action:

- Step 1: "What type of loan are you looking at ?" with options "Vehicle loan", "Student loan", and "+ 3". A "Continue to next step" button is below.
- Step 2: "1 is House loan". Below this, it says "To be eligible for a House loan please contact our bank service providers with all existing loan details." and "Go to action: end".
- Step 3: "1 is Gold loan". Below this, it says "Great !. Please take the following documents and head towards the nearest branch." and "Go to action: end".

At the bottom of the sidebar is a "New step +" button.

The main area on the right is titled "Customer starts with:" and contains 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." Below this, there is a text input field labeled "Enter a phrase" and a list of phrases including "loan enquiry". A "Total: 1" indicator is shown next to the input field.

At the bottom right of the main area is a "Preview" button with a play icon.

The bottom of the screen shows a Windows taskbar with various application icons, a search bar, and system status information including temperature (26°C), weather (Rain to stop), language (ENG IN), and time (15:44 14-11-2022).

# Creating General Query Action

IBM Watson Assistant

us-southassistant.watson.cloud.ibm.com/cm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F241b81820f374ccca756994752f7fc8b%3A09914a8a-d02a-4009-9047-287d...

IBM Watson Assistant Life Upgrade banking bot Learning center

Net banking

Customer starts with:  
Net banking

Conversation steps

What queries do you have regarding Net Banking?

1 Facing error L... What are the ... + 3

Continue to next step

1 is What is Net banking?

2 Internet banking, also known as online banking or e-banking or Net Banking is a facility offered by bank...

Go to action: end

1 is How do I register for Net banking?

3 Navigate to the bank's official website. Click on the 'login' or 'register' button. Enter the account numb...

Go to action: end

1 is Add the new Net Banking bot

New 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.

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

Net banking

Preview

26°C Rain to stop

Search the web

ENG IN

15:47 14-11-2022

.