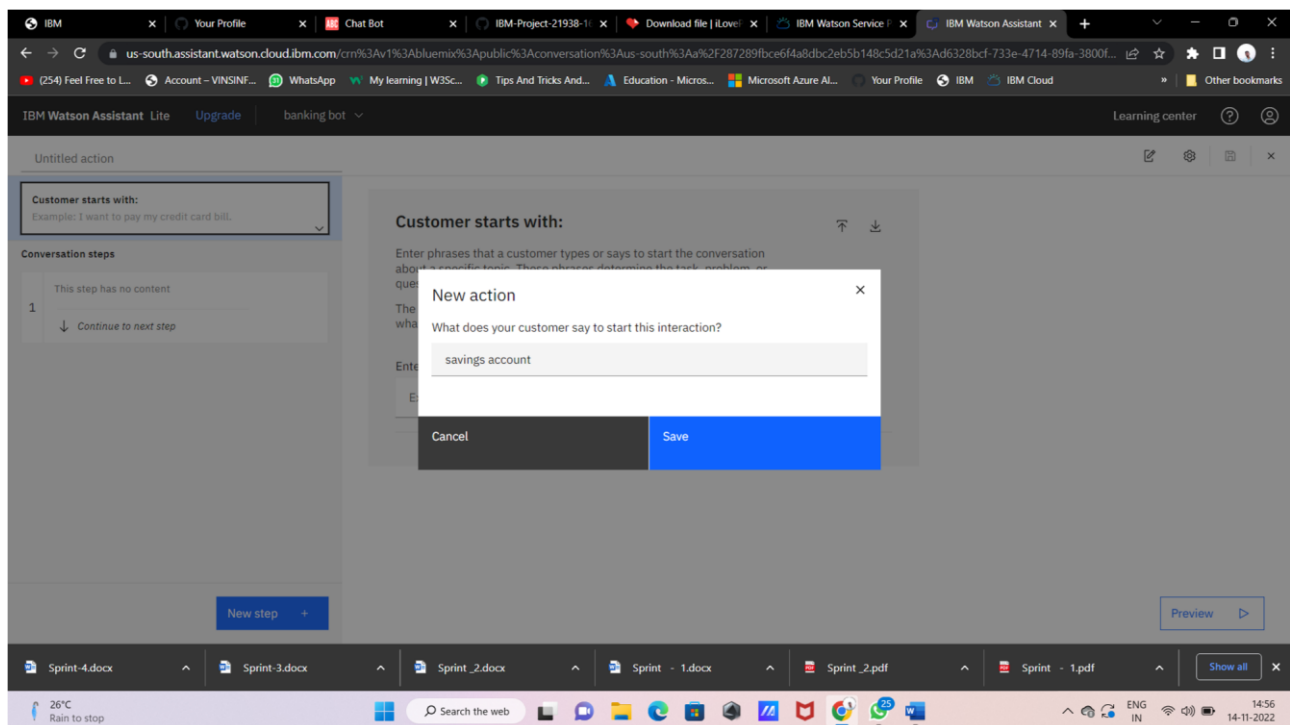


Project Development Phase

Delivery of Sprint -2

Date	17 November 2022
TeamID	PNT2022TMID51756
ProjectName	AI-based discourse for Banking Industry

Creating Saving Account Action



Add steps in savings account

Creating Current 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/cm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F241b81820f374ccca7569947527fc8b%3A09914a8a-d02a-4009-9047-287d...`. The page title is "IBM Watson Assistant Lite" with an "Upgrade" button and a "banking bot" dropdown menu. A "Learning center" link is in the top right.

The main content area is titled "current account". On the left, a "Conversation steps" panel shows a flowchart with three steps:

- Step 1: "what's your company type ?" with options "proprietorship" and "partnership". A "Continue to next step" arrow points down.
- Step 2: "1 is proprietorship" followed by the instruction "Please take the following documents and approach the closest branch." and a "Tr Free text" button. A "Go to action: end" arrow points right.
- Step 3: "1 is partnership" followed by the instruction "Please take the following documents and approach the closest branch." and a "Tr Free text" button. A "Go to action: end" arrow points right.

A "New step" button with a plus icon is at the bottom of the steps panel. On the right, the "Customer starts with:" section 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, a section titled "Enter phrases your customer might use to start this action" (Total: 2) has an "Enter a phrase" input field and two text boxes containing "current account" and "current", each with a trash icon to its right. A "Preview" button with a play icon is at the bottom right of the configuration area.

The Windows taskbar at the bottom shows the system clock as 15:42 on 14-11-2022, with weather information (26°C, Rain to stop) and various application icons.

IBM Watson Assistant LiteUpgradebanking bot

Learning center

savings account

Customer starts with:
savings account

Conversation steps

1

Which type of savings account do you want to create?

Zero balance...

Kids savings ...

+ 1

Continue to next step

1

is Regular savings account

Great ! . Please take the following documents and head towards the nearest branch.

2

Free text

Go to action: end

1

is Kids savings account

Great ! . Please take the following documents and head towards the nearest branch.

3

Free text

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 actionTotal: 1

Enter a phrase

savings account

Preview

26°C
Rain to stop

Search the web

ENG
IN

15:41
14-11-2022