

CREATING NETBANKING ACTION

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Project Name	AI-based discourse for Banking Industry

STEP1:

creating skill for Netbanking account

The screenshot shows the IBM Watson Assistant configuration interface for a skill named "Net banking".

Conversation steps:

- Step 1: "What queries do you have regarding Net Banking?" with a trigger phrase "Facing error i..." and a button "+3".
- Step 2: "What is Net banking?" with a trigger phrase "Internet banking, also known as online banking or e-banking or Net Banking is a facility offered by bank...".
- Step 3: "How do i register for Net banking?" with a trigger phrase "Navigate to the bank's official website. Click on the 'login' or 'register' button. Enter the account numb...".

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

Buttons: "New step" and "Preview".

STEP2:

The following steps are for creating new query to netbanking account.

IBM Watson Assistant interface showing the configuration for a "Net banking" conversation. The interface includes a sidebar with "Conversation steps" and a main area for configuring the assistant's response.

Conversation steps:

- Step 1: What queries do you have regarding Net Banking? (Facing error i... What are the ... +3)
- Step 2: What is Net banking? (Internet banking, also known as online banking or e-banking or Net Banking is a facility offered by bank...)
- Step 3: How do I register for Net banking? (Navigate to the bank's official website. Click on the 'login' or 'register' button. Enter the account numb...)

Assistant says:

What queries do you have regarding Net Banking?

Choose an option

Edit response Edit validation

And then

Continue to next step

Preview

STEP3:

IBM Watson Assistant interface showing the configuration for a "Net banking" conversation. The interface includes a sidebar with "Conversation steps" and a main area for configuring the assistant's response.

Conversation steps:

- Step 1: What queries do you have regarding Net Banking? (Facing error i... What are the ... +3)
- Step 2: What is Net banking? (Internet banking, also known as online banking or e-banking or Net Banking is a facility offered by bank...)
- Step 3: How do I register for Net banking? (Navigate to the bank's official website. Click on the 'login' or 'register' button. Enter the account numb...)

Assistant says:

Internet banking, also known as online banking or e-banking or Net Banking is a facility offered by banks and financial institutions that allow customers to use banking services over the internet. Customers need not visit their bank's branch office to avail each and every small service.

Define customer response

Preview

STEP4:

The screenshot shows the IBM Watson Assistant interface for a 'Net banking' chatbot. On the left, a list of steps is visible, with Step 3 highlighted: 'How do i register for Net banking?'. The main panel shows the configuration for Step 3, which is set to 'with conditions'. A dropdown menu is open, showing 'without conditions' and 'with conditions' (selected). Below this, a condition is defined: 'If All of this is true: 1. What queries do ... is How do i register for Net banking?'. The 'Assistant says' section contains the response: 'Navigate to the bank's official website. Click on the 'login' or 'register' button. Enter the account number, registered mobile number, branch code, CIF number, and any other information required, then click the 'submit' button.' A 'Preview' button is at the bottom right.

STEP5:

The screenshot shows the IBM Watson Assistant interface for a 'Net banking' chatbot. On the left, a list of steps is visible, with Step 4 highlighted: 'What are the features of Net banking?'. The main panel shows the configuration for Step 4, which is set to 'with conditions'. A dropdown menu is open, showing 'without conditions' and 'with conditions' (selected). Below this, a condition is defined: 'If All of this is true: 1. What queries do ... is What are the features of Net bankin...'. The 'Assistant says' section contains the response: 'Internet banking allows you to access banking services on the web. You can initiate domestic and international fund transfers, pay bills and invest in Mutual Funds. You can also order Cheque books, check account balances, and open fixed deposits.' A 'Preview' button is at the bottom right.

STEP6:

The screenshot shows the IBM Watson Assistant interface for a 'Net banking' conversation. On the left, a list of steps is visible, with Step 5 selected: 'What is required for Net banking?'. The main area shows the configuration for Step 5, which is 'taken with conditions'. A single condition is defined: 'If All of this is true: 1. What queries do ... is What is required for Net banking'. The 'Assistant says' section contains a response: 'You can submit the Internet Banking Application Form at your home branch along with required documents such as a copy of your bank passbook, Aadhaar card, etc. The bank will verify all the information and then issue a customer ID and password for internet banking.' A 'Preview' button is at the bottom right.

STEP7: All the queries for netbanking account has been added successfully.

The screenshot shows the IBM Watson Assistant interface for a 'Net banking' conversation. On the left, a list of steps is visible, with Step 6 selected: 'Facing error in Net Banking?'. The main area shows the configuration for Step 6, which is 'taken with conditions'. A single condition is defined: 'If All of this is true: 1. What queries do ... is Facing error in Net Banking?'. The 'Assistant says' section contains a response: 'Please contact our customer care executive or visit the closest branch near you'. A 'Preview' button is at the bottom right.