

CREATING GENERAL QUERY ACTION

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| Team ID | PNT2022TMID16498 |
| Project Name | AI-based discourse for Banking Industry |

STEP1:

creating skill for General account

The screenshot displays the IBM Watson Assistant interface for configuring a skill named 'general query'. The interface is divided into two main panels. The left panel, titled 'Conversation steps', shows a list of steps for the skill. Step 1 is 'Find a nearest...', which is expanded to show a 'Bank Working Days' action. The right panel, titled 'Customer starts with:', provides instructions on how to configure the skill. It includes a text input field for 'Enter phrases that a customer types or says to start the conversation about a specific topic...' and a 'Preview' button. The bottom of the interface shows a Windows taskbar with various application icons and system information.

STEP2:

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

IBM Watson Service Page x IBM Watson Assistant x IBM x +

us-south.assistant.watson.cloud.ibm.com/cm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F241b81820f374ccca7569947527fc8b%3A09914a8a-d02a-4009-9047-287d...

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general query

Customer starts with:
general query

Conversation steps

1 Select the general query listed below
Find a nearest... Bank Working... +4
Continue to next step

1 is Bank Working Days
The bank is open all days from 9 a.m to 3 p.m with exception of 2nd saturday .
Go to action: end

1 is List of branches
Branches available are Adyar Anna Nagar West Anna Salai Annanagar Arumbakkam Ashok Nagar Asiad...
Go to action: end

1 is Storage locker facility

New step +

Step 1 is taken without conditions

Assistant says

Select the general query listed below

Choose an option

Edit response Edit validation

And then

Continue to next step

Preview

26°C Rain to stop Search the web 15:45 14-11-2022

STEP3:

IBM Watson Service Page x IBM Watson Assistant x IBM x +

us-south.assistant.watson.cloud.ibm.com/cm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F241b81820f374ccca7569947527fc8b%3A09914a8a-d02a-4009-9047-287d...

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general query

Conversation steps

1 Select the general query listed below
Find a nearest... Bank Working... +4
Continue to next step

1 is Bank Working Days
The bank is open all days from 9 a.m to 3 p.m with exception of 2nd saturday .
Go to action: end

1 is List of branches
Branches available are Adyar Anna Nagar West Anna Salai Annanagar Arumbakkam Ashok Nagar Asiad...
Go to action: end

1 is Storage locker facility

New step +

Step 2 is taken with conditions

Conditions 1 condition

If All of this is true:

1. Select the genera... is Bank Working Days

and Add condition +

New condition group +

Assistant says

The bank is open all days from 9 a.m to 3 p.m with exception of 2nd saturday .

Define customer response

Preview

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STEP4:

The screenshot shows the IBM Watson Assistant interface. On the left, a 'general query' sidebar lists steps: 'Continue to next step', 'Bank Working Days', 'List of branches' (highlighted), 'Storage locker facility', and 'CIBIL'. The main area shows 'Step 3 is taken with conditions'. A condition is set: 'If All of this is true: 1. Select the genera... is List of branches'. Below this, the 'Assistant says' section displays a list of branches: Adyar, Anna Nagar West, Anna Salai, Annanagar, Arumbakkam, Ashok Nagar, and Asiad Colony. A 'Preview' button is visible at the bottom right.

STEP5:

The screenshot shows the IBM Watson Assistant interface. On the left, the 'general query' sidebar lists steps: 'List of branches', 'Storage locker facility' (highlighted), 'CIBIL', and 'Currency conversion facility'. The main area shows 'Step 4 is taken with conditions'. A condition is set: 'If All of this is true: 1. Select the genera... is Storage locker facility'. Below this, the 'Assistant says' section displays a list of branches: Adyar, Anna Nagar West, Anna Salai, Annanagar, Arumbakkam, Ashok Nagar, Asiad Colony, and Atm Service Centre Chennai. A 'Preview' button is visible at the bottom right.

STEP6:

The screenshot shows the IBM Watson Assistant interface with the following components:

- General query:** A list of steps on the left. Step 5 is highlighted, showing the intent "CIBIL" and the question "What is a CIBIL Score and what factors affect my CIBIL Score?".
- Step 5 is taken:** A configuration panel on the right. It shows a condition: "If All of this is true: 1. Select the genera... is CIBIL".
- Assistant says:** A text box containing the response: "What is a CIBIL Score and what factors affect my CIBIL Score? CIBIL Score is a 3 digit numeric summary of your credit history, derived by using details found in the 'Accounts' and 'Enquiries' sections on your CIBIL Report and ranges from 300 to 900. The closer your score is to 900, the higher are the chances of your loan application getting approved. Why is CIBIL score important? CIBIL Score is required when it comes to loan and credit card applications. Having a high CIBIL score (closer to 900) implies that you have good financial history and lenders express high".

STEP7:

The screenshot shows the IBM Watson Assistant interface with the following components:

- General query:** A list of steps on the left. Step 6 is highlighted, showing the intent "Currency conversion facility" and the question "All branches have a forex exchange facility .".
- Step 6 is taken:** A configuration panel on the right. It shows a condition: "If All of this is true: 1. Select the genera... is Currency conversion facility".
- Assistant says:** A text box containing the response: "All branches have a forex exchange facility .".

STEP8: All the queries for current account has been added successfully.

The screenshot displays the IBM Watson Assistant interface for a banking bot. The left sidebar shows a list of steps in the workflow:

- Step 1: is **Storage locker facility**. Action: **Go to action: end**.
- Step 4: is **CIBIL**. Action: **Go to action: end**.
- Step 5: is **CIBIL**. Action: **Go to action: end**.
- Step 6: is **Currency conversion facility**. Action: **Go to action: end**.
- Step 7: is **Find a nearest branch**. Action: **Go to action: end**.

The main workspace shows the configuration for Step 7, which is titled "Step 7 is taken with conditions". It includes a "Conditions" section with a single condition: "1. Select the genera..." (likely "Select the general account type") is "Find a nearest branch". Below this, the "Assistant says" section contains the response: "Kindly reach out to our customer care executive contact @ 044-12345678." A "Preview" button is visible at the bottom right of the workspace.

The bottom of the screen shows a Windows taskbar with the date and time: 15:46, 14-11-2022.