Project Development Phase
Delivery of Sprint - 1

Date	31 October 2022
Team ID	PNT2022TMID42387
Project Name	AI based discourse for Banking Industry

Creating IBM Watson Service

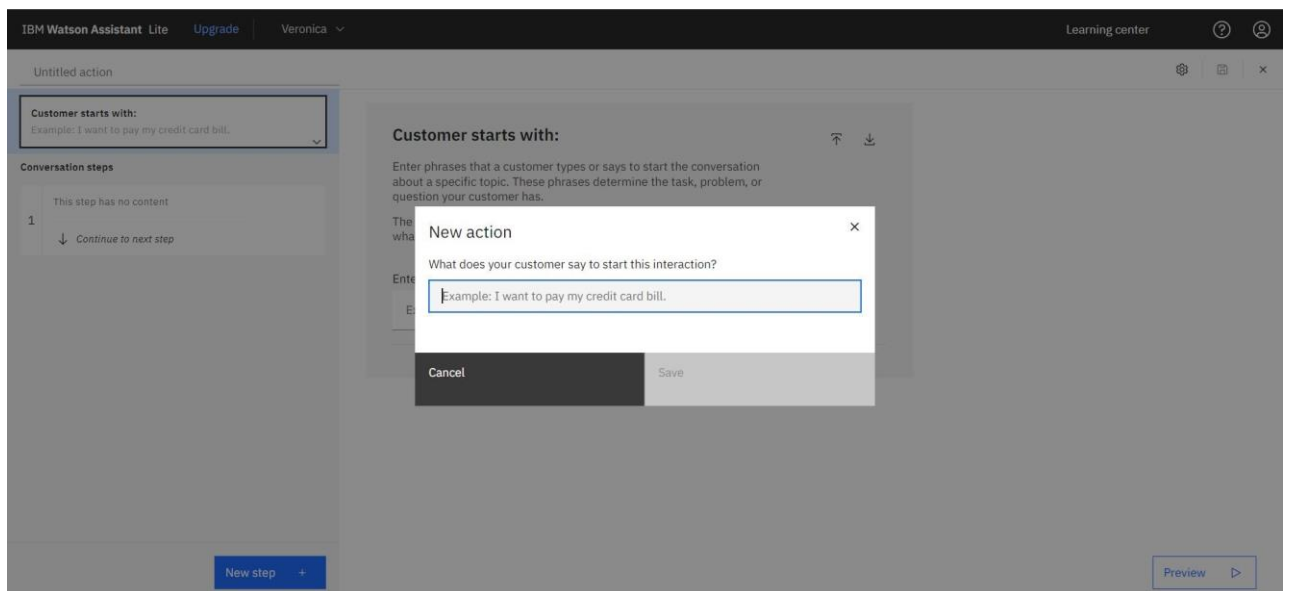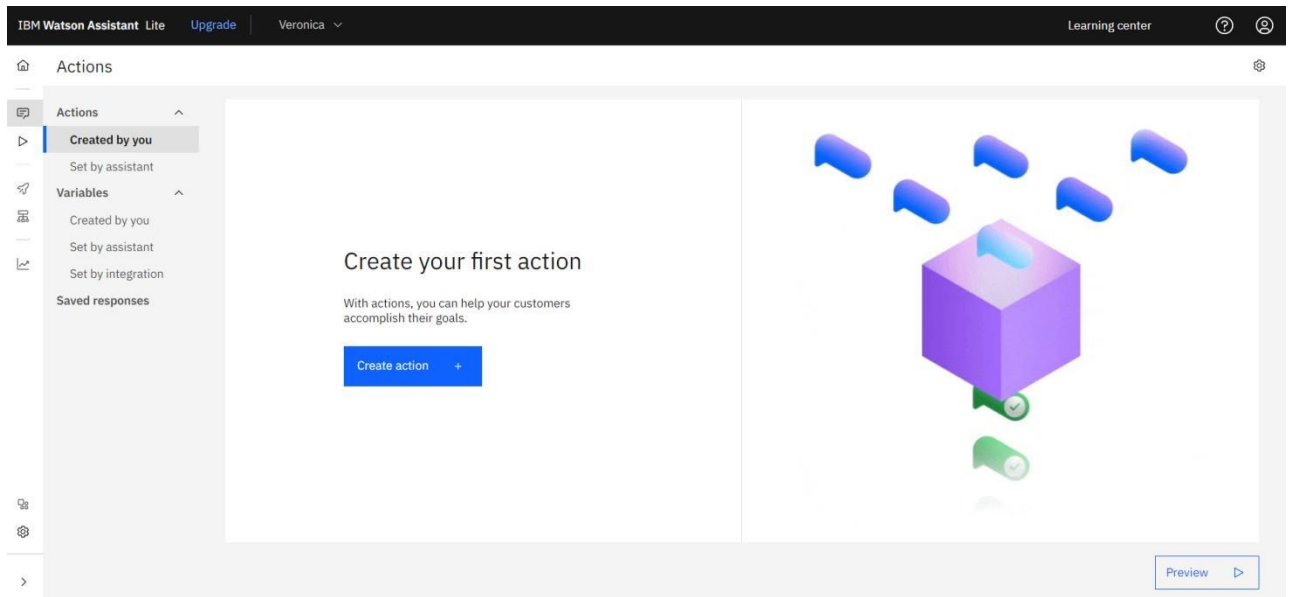In this activity, we are creating the necessary IBM Watson Service.

Creating ActionSkills

Skillsare nothingbut actions and steps. Stepsare the subset ofactions whereconversationsare builtandtheassistantis integrated with theseskills.
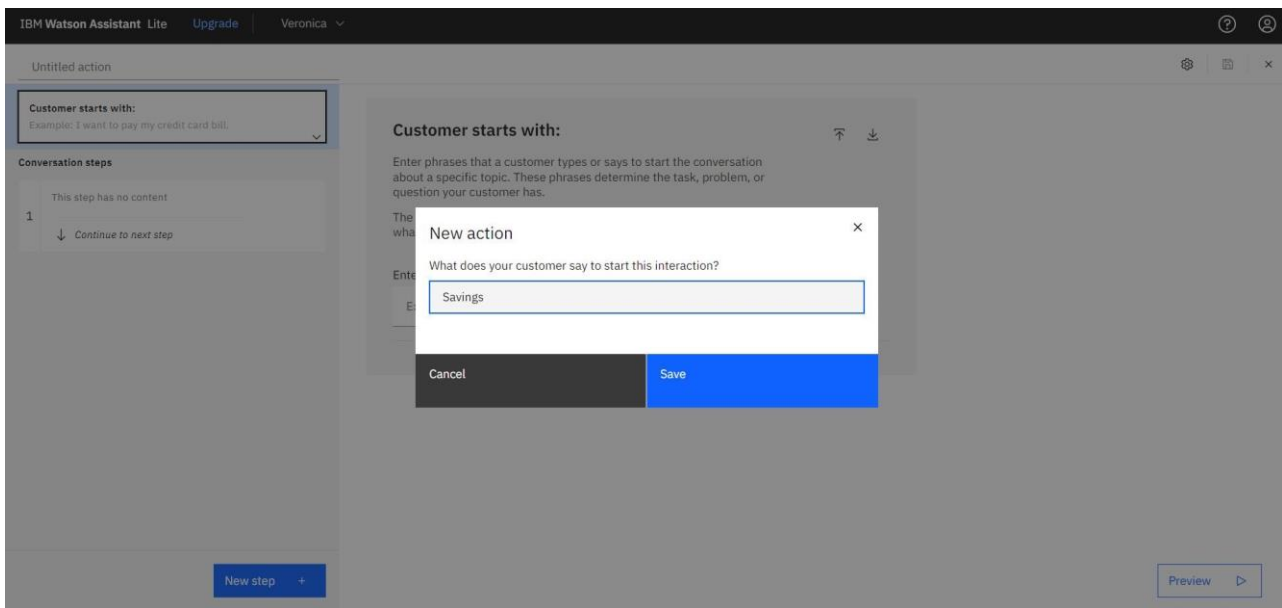
⌂   Actions   ⚙

💬
▷   Actions   ∧
              Created by you
              Set by assistant
⊲   Variables   ∧
📇   Created by you
              Set by assistant
📈   Set by integration
           Saved responses

Create your first action

With actions, you can help your customers
accomplish their goals.

Create action   +

⌗
⚙

>   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.

The
wha   **New action**   ×

Ente   What does your customer say to start this interaction?

 E   ┌──┐
        │ Example: I want to pay my credit card bill.   │
        └──┘

        Cancel   Save

New step   +   Preview   ▷

Creating Savings Action

In this step, we are adding steps in Savings Action to handle customer queries regarding Regular Savings Account, Kids Savings Account and Zero - Balance Account creation.