

Project Development Phase Delivery of Sprint - 1

Date	02 November 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.

The screenshot shows the IBM Watson Assistant interface. A modal dialog titled "Create a new assistant" is open. It contains the following fields and options:

- Assistant name:** A text input field containing "Veronica". Below it, a note states: "Your assistant name will be kept internally and not visible to your customers".
- Description (optional):** A text area with a character count of 0/128. The placeholder text is "Add a description for this assistant".
- Assistant language:** A dropdown menu currently set to "English (US)". Below it, a note states: "This is the language your assistant will speak."
- Buttons:** "Cancel" and "Create assistant".

In the background, the "Home" page is visible, showing a "Task tracker" with three tasks: "Enhance your assistant" (16% complete), "Test and refine your assistant" (0% complete), and "Deploy your assistant" (50% complete). On the right, there are sections for "Resolution Methods", "Content" (showing a version V1), and "Extensions" (showing a "Search" extension).

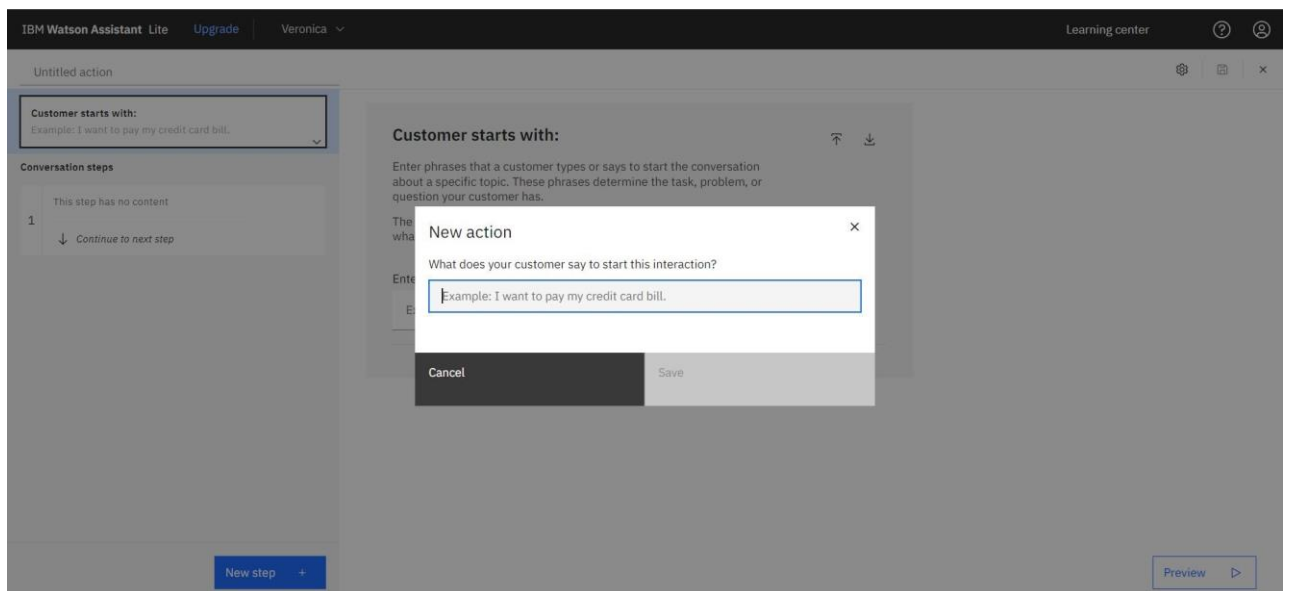
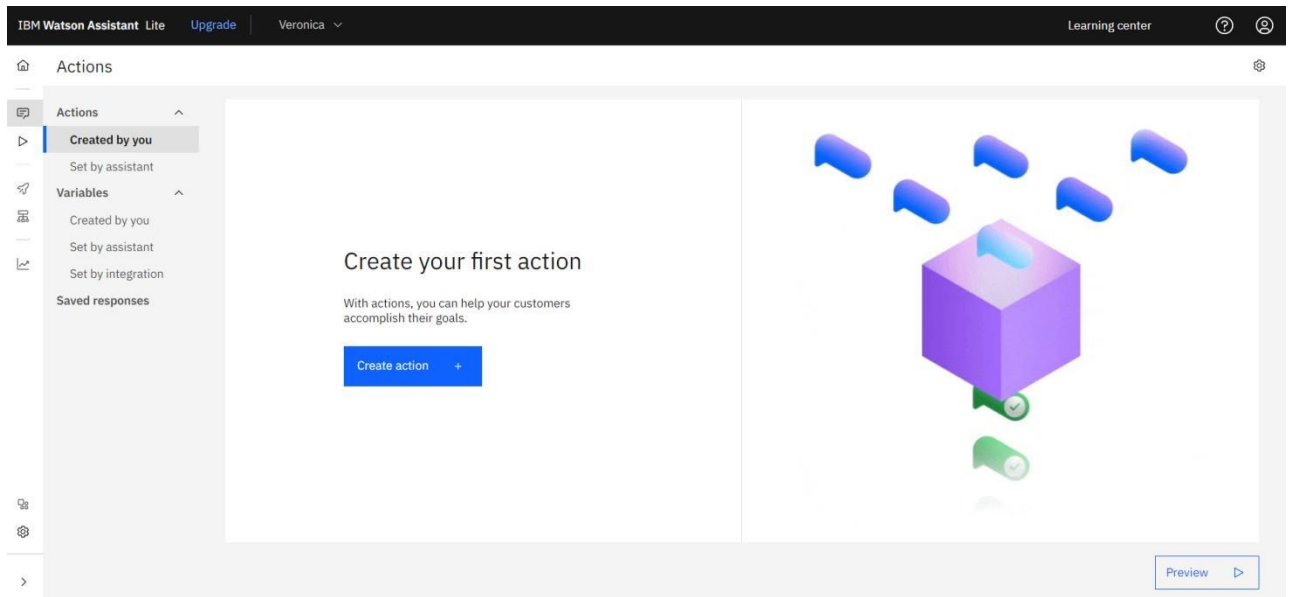
Creating Action Skills

Skills are nothing but actions and steps. Steps are the subset of actions where conversations are built and the assistant is integrated with these skills.

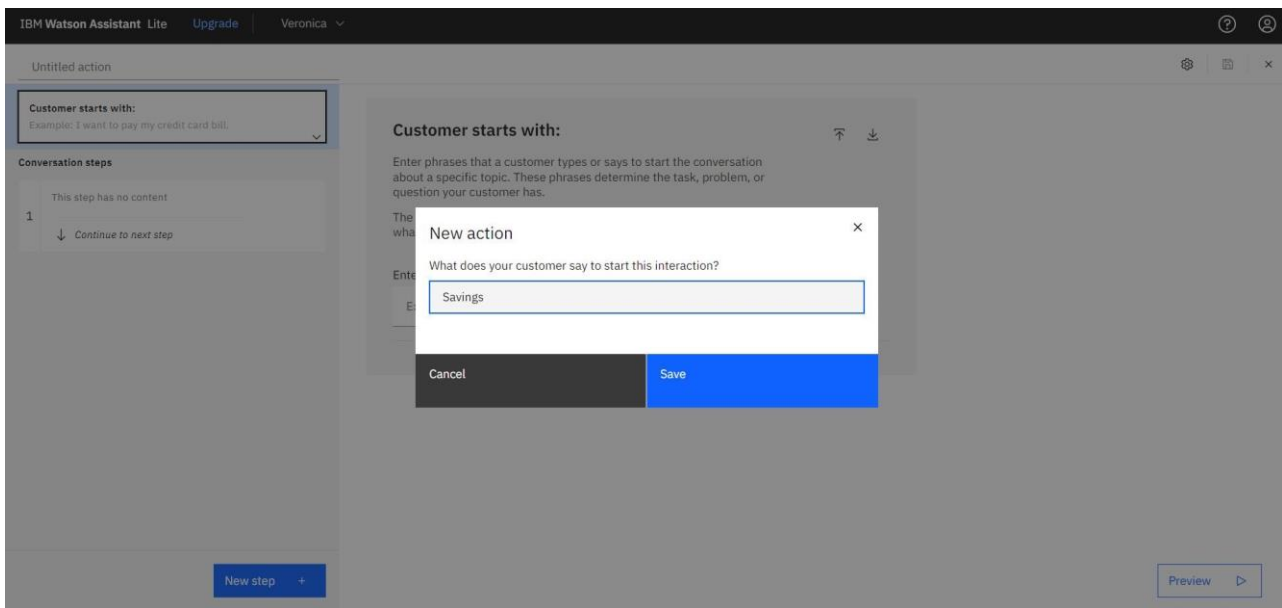
The screenshot shows the IBM Watson Assistant interface in "Preview assistant" mode. The top bar indicates the assistant is named "Veronica". The main area displays a "Sample website" with a chat widget overlay. The chat widget contains the following elements:

- Greeting:** "Hi! I'm a virtual assistant. How can I help you today?"
- Example prompts:** Three buttons with the text: "Example: Find nearby location", "Example: Check account balance", and "Example: See how I can help".
- Input field:** A text input field with the placeholder "Type something..." and a send button.
- Footer:** "Built with IBM Watson®"

The background shows a simple website layout with a header and several content blocks.



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.

