

PROJECT DEVELOPMENT PHASE

SPRINT 2

Date	11 November 2022
Team ID	PNT2022TMID05100
Project Name	AI-Based Discourse for Banking Industry

SCREENSHOTS OF SPRINT 2 TASKS

Creating an account

The screenshot displays the IBM Watson Assistant interface for a 'Banking ChatBot'. The main window shows a conversation flow for 'Create an account'. The flow consists of four steps:

- Step 1:** 'Customer starts with: Where do I register for this?'. The assistant responds: 'I can help you with that! To create an account, we will need a few pieces of information. Let me guide...'. The step is marked as 'without conditions'.
- Step 2:** 'First, please provide your first name.' The assistant prompts for the first name.
- Step 3:** 'Thanks! Now, enter your last name.' The assistant prompts for the last name.
- Step 4:** 'Awesome. I'll also need an email address associated with your new account. We will need to...'. The assistant prompts for an email address.

The interface includes a 'Preview' window on the right, showing the chatbot's response to a user's input. The preview shows a welcome message and a prompt for the first name. The bottom of the screen shows the Windows taskbar with the search bar and system tray.

Conditional Queries

The screenshot displays the IBM Watson Assistant interface for a 'Create an account' flow. On the left, a list of steps is shown, with step 6 highlighted. Step 6 is a 'Continue to next step' action. The main panel shows the configuration for step 6, which is a 'Continue to next step' action. The 'Conditions' section is set to 'with conditions'. The condition is defined as 'If All of this is true: 5. For added security, we can also add a phone number to your account. Would you like to do so? is Yes, I'd like to add a phone number.' The 'Assistant says' section contains the text 'Okay, please enter your phone number below.' A 'Preview' button is visible at the bottom right.

Redirections

The screenshot displays the IBM Watson Assistant interface for a 'Create an account' flow. On the left, a list of steps is shown, with step 11 highlighted. Step 11 is a 'Re-ask previous step(s)' action. The main panel shows the configuration for step 11, which is a 'Re-ask previous step(s)' action. The 'Conditions' section is set to 'Any of this is true: 9. Thanks! Does the ... is No 10. Thanks! Does th... is No'. The 'Assistant says' section contains the text 'Sorry about that. Let's try this again.' A 'Preview' button is visible at the bottom right.

Preview

The screenshot displays the IBM Watson Assistant interface with a browser window at the top showing multiple tabs. The main interface is titled "Create an account" and features a "Confirmation" tab. On the left, a list of steps (6, 10, 11, 12) is visible, with step 12 highlighted. The central area shows the "Assistant says" section with a message: "You did it! Your new account is being created and you will receive an email confirmation shortly. Welcome!". Below this, there's a "User enters free text" input field. The right side shows a "Preview" window with a chat interface. The chat history includes a greeting, a confirmation message, and a request for the user's first name. The user's response is "Raja".

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Create an account

Confirmation

Continue to next step

6 is not Defined

5 is No, my email will do just fine.

10 Thanks! Does the following information look correct? If so, I will proceed with creating your...

Confirmation

Continue to next step

9 is No 10 is No

11 Sorry about that. Let's try this again.

Re-ask previous step(s)

9 is Yes 10 is Yes

12 You did it! Your new account is being created and you will receive an email confirmation shortly. <b...>

Free text

Action complete

New step +

Assistant says

You did it! Your new account is being created and you will receive an email confirmation shortly. Welcome!

User enters free text

Edit response Edit validation

And then

End the action

Preview

Greet customer [default]

Welcome, how can I assist you?

How to create account

Create an account recognized

I can help you with that! To create an account, we will need a few pieces of information. Let me guide you through this process!

Yes No

Yes

First, please provide your first name.

Raja

Type something...

Type here to search

11:35 AM 14-11-2022

This screenshot shows the same IBM Watson Assistant interface as the first one, but with a different conversation flow. The "Assistant says" section now displays: "You did it! Your new account is being created and you will receive an email confirmation shortly. Welcome!". The "User enters free text" input field is present. The "Preview" window on the right shows a chat interface with a greeting, a confirmation message, and a request for the user's first name. The user's response is "Raja". The chat history also includes a request for the user's last name, which the user has responded to with "Rajan".

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Create an account

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10 Thanks! Does the following information look correct? If so, I will proceed with creating your...

Confirmation

Continue to next step

9 is No 10 is No

11 Sorry about that. Let's try this again.

Re-ask previous step(s)

9 is Yes 10 is Yes

12 You did it! Your new account is being created and you will receive an email confirmation shortly. <b...>

Free text

Action complete

New step +

Assistant says

You did it! Your new account is being created and you will receive an email confirmation shortly. Welcome!

User enters free text

Edit response Edit validation

And then

End the action

Preview

Greet customer [default]

Welcome, how can I assist you?

How to create account

Create an account recognized

I can help you with that! To create an account, we will need a few pieces of information. Let me guide you through this process!

Yes No

Yes

First, please provide your first name.

Raja

Thanks! Now, enter your last name.

Rajan

Awsome. I'll also need an email address associated with your new account. We will need to send you an email to confirm it's really you!

Which email address would you like to use?

Use the up arrow for prior messages

Type here to search

11:35 AM 14-11-2022

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us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F51b3e95662424692b19abc1c264d069b%3Ad6b5d18-45b8-4aa... ☆

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

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11 Sorry about that. Let's try this again.

Re-ask previous step(s)

9 is Yes 10 is Yes

12 You did it! Your new account is being created and you will receive an email confirmation shortly. <b...>

Free text

Action complete

New step +

or 10. Thanks! Does th... is Yes

or Add condition +

New condition group +

Assistant says

You did it! Your new account is being created and you will receive an email confirmation shortly.

Welcome!

User enters free text

Edit response Edit validation

And then

End the action

Preview

need to send you an email to confirm it's really you!

Which email address would you like to use?

rr19@gmail.com

For added security, we can also add a phone number to your account. Would you like to do so?

Yes, I'd like to add a phone number.

No, my email will do just fine.

Yes, I'd like to add a phone number.

Okay, please enter your phone number below.

6785940321

Type here to search

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us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F51b3e95662424692b19abc1c264d069b%3Ad6b5d18-45b8-4aa... ☆

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

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Assistant says

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Welcome!

User enters free text

Edit response Edit validation

And then

End the action

Preview

Okay, please enter your phone number below.

6785940321

Finally, I'll also need your date of birth in MMDDYYYY format. This will also serve as your 8-digit authentication PIN.

Keep this number handy in case you are locked out of your account.

Choose a date (mm/dd/yyyy)

5/19/2001

5/19/2001

Thanks! Does the following information look correct? If so, I will proceed with creating your account.

Type something...

Type here to search

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us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F51b3e95662424692b19abc1c264d069b%3Ad6b5d18-45b8-4aa... ☆

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

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Assistant says

You did it! Your new account is being created and you will receive an email confirmation shortly.

Welcome!

User enters free text

Edit response Edit validation

And then

End the action

Preview

Keep this number handy in case you are locked out of your account.

Choose a date (mm/dd/yyyy)

5/19/2001

5/19/2001

Thanks! Does the following information look correct? If so, I will proceed with creating your account.

- Name: Rajan, Raja
- Email Address: rr19@gmail.com
- Phone Number: 6785940321
- Birthday: May 19, 2001

Yes No

Type something...

Type here to search

11:37 AM 14-11-2022

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us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F51b3e95662424692b19abc1c264d069b%3Ad6b5d18-45b8-4aa... ☆

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Assistant says

You did it! Your new account is being created and you will receive an email confirmation shortly.

Welcome!

User enters free text

Edit response Edit validation

And then

End the action

Preview

Thanks! Does the following information look correct? If so, I will proceed with creating your account.

- Name: Rajan, Raja
- Email Address: rr19@gmail.com
- Phone Number: 6785940321
- Birthday: May 19, 2001

Yes No

Yes

You did it! Your new account is being created and you will receive an email confirmation shortly.

Welcome!

Use the up arrow for prior messages

Type here to search

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