

PROJECT DEVELOPMENT PHASE

SPRINT 3

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

SCREENSHOTS OF SPRINT 3 TASKS

Fund Transfer

Transfer funds

Customer starts with:
Transfer to checking

Conversation steps

Before we can transfer any funds, please confirm where you'd like to transfer funds from.

1 is Savings account Checking account

Continue to next step

1 is Savings account

Transfers from savings accounts must be made over the phone.
 Please give us a call at +1 (800)...

2 Action complete

1 is Checking account

Okay! How much would you like to transfer?

3 Currency

Continue to next step

3 ≥ 10000

New 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 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: 18

Enter a phrase

I need to transfer funds

I need to transfer money

can you help me send some money

can you make a money transfer

card payment from savings to checking

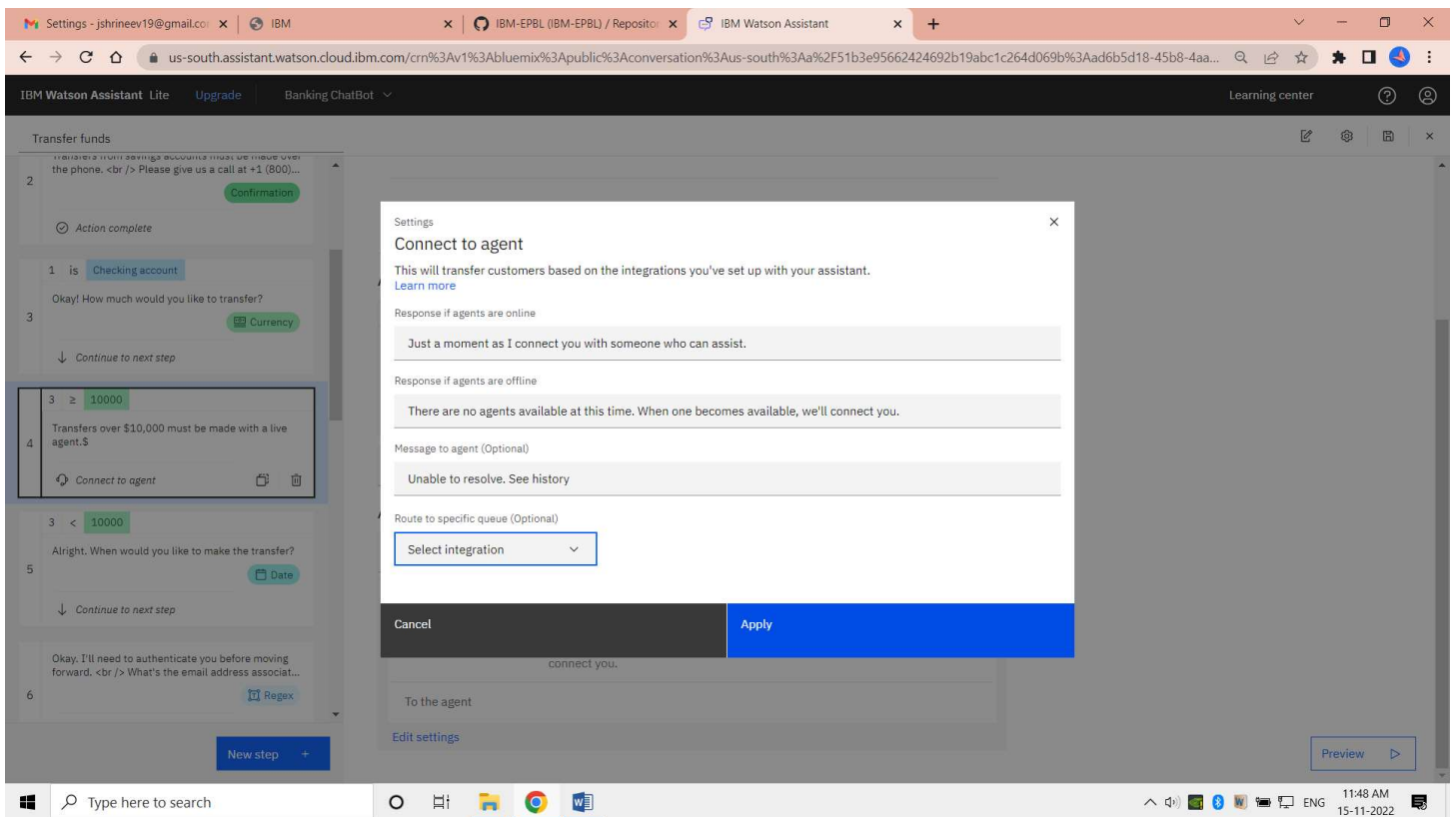
Preview

Validation

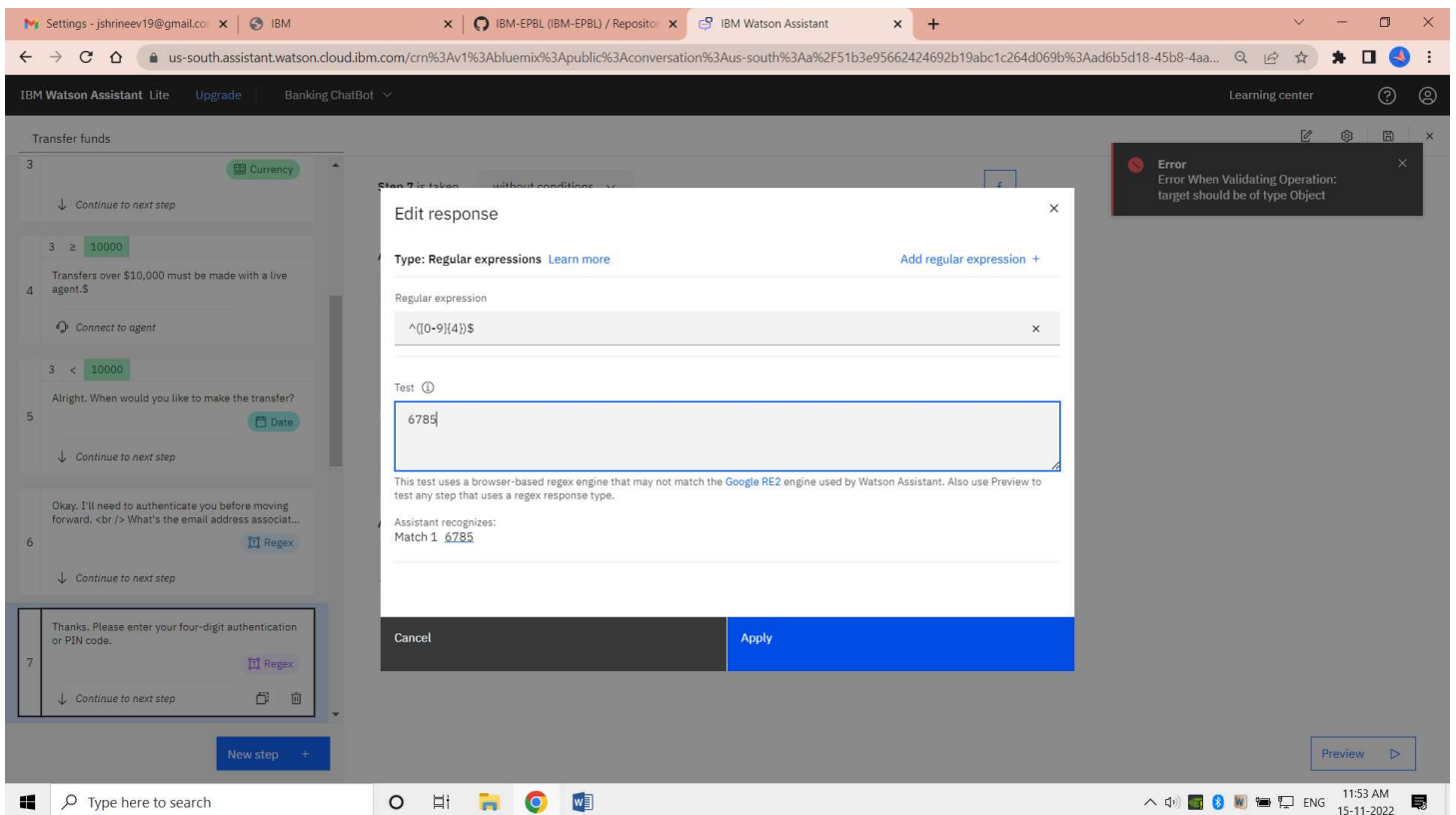
The screenshot shows the IBM Watson Assistant interface for a 'Banking ChatBot'. The left sidebar displays the 'Transfer funds' conversation flow. The main area shows 'Step 1 is taken' with the condition 'without conditions'. A modal dialog titled 'Edit validation' is open, allowing configuration of validation rules. The dialog includes a description: 'Set what happens when a reply doesn't meet accepted response values. After the last try, your assistant will redirect the customer to alternative help. Validation message'. It features a text input for the validation message: 'I didn't catch that. Please choose from one of the account options below:'. Below this, there is a field for 'If attempts exceed' set to 3, followed by a minus sign, a plus sign, and the text 'consecutive tries, go to Fallback action'. At the bottom of the dialog are 'Cancel' and 'Apply' buttons. The background interface shows a list of conversation steps, including prompts like 'Before we can transfer any funds, please confirm where you'd like to transfer funds from.' and actions like 'Continue to next step'.

Contacting the Agent

This screenshot shows the IBM Watson Assistant interface for the 'Banking ChatBot' at 'Step 2 is taken'. The 'Conditions' section is active, showing a single condition: 'If All of this is true: 1. Before we can transfer ... is Savings account'. Below the conditions, there is a 'New condition group' button. The 'Assistant says' section contains a text block with the message: 'Transfers from savings accounts must be made over the phone. Please give us a call at +1 (800) 123-4567 and an agent will be happy to assist you.' Below the text is a 'Yes No' button group. At the bottom, there are 'View response' and 'Edit validation' buttons. The left sidebar shows the conversation flow, with 'Step 2' highlighted. The main area also shows a 'Preview' button at the bottom right.



Entering PIN



Choosing Account

The screenshot shows the IBM Watson Assistant interface for a 'Banking ChatBot'. The main conversation flow is titled 'Transfer funds' and includes steps 6 through 10. Step 8 is highlighted, showing a message: 'Great, I found you in our system!
 Finally, to which account would you like to transfer to?'. Below this, there are two options: 'Account Bx01974917-01' and 'Account Cx01974917-02'. A 'Continue to next step' button is visible. An 'Edit response' dialog is open, allowing the user to edit the response for step 8. The dialog shows the current response and allows adding synonyms. A 'Preview' button is at the bottom right. An error message is displayed in the top right corner: 'Error: Error When Validating Operation: target should be of type Object'.

The screenshot shows the IBM Watson Assistant interface for a 'Banking ChatBot'. The main conversation flow is titled 'Transfer funds' and includes steps 8 through 12. Step 8 is highlighted, showing a message: 'Great, I found you in our system!
 Finally, to which account would you like to transfer to?'. Below this, there are two options: 'Account Bx01974917-01' and 'Account Cx01974917-02'. A 'Continue to next step' button is visible. A 'Conditions' dialog is open, allowing the user to edit the conditions for step 10. The dialog shows the current conditions and allows adding new conditions. A 'Preview' button is at the bottom right. The 'Assistant says' section shows the current response: 'Alright, Please enter the full account number below.'.

The screenshot displays the IBM Watson Assistant interface for a 'Transfer funds' conversation. The left sidebar shows a sequence of steps: Step 8 (A different account), Step 10 (Free text), Step 11 (Confirmation), Step 12 (Let's try that again), and Step 13 (Action complete). The main workspace shows 'Step 13 is taken with conditions'. The conditions are: 'If Any of this is true: 9. Sounds good. Just to co... is Yes, 11. Sounds good. Just to ... is Yes'. The 'Assistant says' section contains the text: 'Great! Let me process this for you. You will receive a confirmation email in the next 2-3 minutes once the transfer is complete.' The bottom right shows a 'Preview' button and a system clock indicating 11:55 AM on 15-11-2022.

Preview

This screenshot shows the IBM Watson Assistant interface for the 'Transfer funds' conversation, including a preview window on the right. The left sidebar shows the conversation steps: Step 1 (Savings account), Step 2 (Confirmation), Step 3 (Currency), and Step 4 (Transfers over \$10,000 must be made with a live agent). The main workspace shows 'Conditions' with a single condition: 'If All of this is true: 1. Before we can transfer ... is Savings account'. The 'Assistant says' section contains the text: 'Transfers from savings accounts must be made over the phone. Please give us a call at +1 (800) 123-4567 and an agent will be happy to assist you.' The 'And then' section shows 'End the action'. The preview window on the right shows a chat interface with the text: 'Welcome, how can I assist you? I need to transfer funds. Transfer funds recognized. Before we can transfer any funds, please confirm where you'd like to transfer funds from. Checking account Savings account Savings account. Transfers from savings accounts must be made over the phone. Please give us a call at +1 (800) 123-4567 and an agent will be happy to assist you. Yes No. Type something...'. The bottom right shows a system clock indicating 12:08 PM on 15-11-2022.

Settings - jshrineev19@gmail.com | IBM | IBM-EPBL (IBM-EPBL) / Repository | IBM Watson Assistant | us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F51b3e95662424692b19abc1c264d069b%3Aad6b5d18-45b8-4aa... | IBM Watson Assistant Lite | Upgrade | Banking ChatBot | Learning center

Transfer funds

Customer starts with:
I need to transfer funds

Conversation steps

- Before we can transfer any funds, please confirm where you'd like to transfer funds from.
1 is Savings account
Continue to next step
- Transfers from savings accounts must be made over the phone.
 Please give us a call at +1 (800)...
Confirmation
Continue to next step
- Okay! How much would you like to transfer?
3 is Currency
Continue to next step
- 3 ≥ 10000
Transfers over \$10,000 must be made with a live agent.
New step +

Conditions 1 condition

If All of this is true:

- Before we can transfer ... is Savings account

and Add condition +

New condition group +

Assistant says

Transfers from savings accounts must be made over the phone.

Please give us a call at **+1 (800) 123-4567** and an agent will be happy to assist you.

Yes No

View response Edit validation

And then

Continue to next step

Preview

Okay, I'll need to authenticate you before moving forward.

What's the **email address** associated with your account?

rr19@gmail.com

Thanks. Please enter your **four-digit authentication** or **PIN code**.

7645

Great, I found you in our system!

Finally, to which account would you like to transfer to?

Account Bx01974917-01
Account Cx01974917-02
A different account

Use the up arrow for prior messages

Settings - jshrineev19@gmail.com | IBM | IBM-EPBL (IBM-EPBL) / Repository | IBM Watson Assistant | us-south.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aus-south%3Aa%2F51b3e95662424692b19abc1c264d069b%3Aad6b5d18-45b8-4aa... | IBM Watson Assistant Lite | Upgrade | Banking ChatBot | Learning center

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Confirmation
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- Okay! How much would you like to transfer?
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Continue to next step
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Transfers over \$10,000 must be made with a live agent.
New step +

Conditions 1 condition

If All of this is true:

- Before we can transfer ... is Savings account

and Add condition +

New condition group +

Assistant says

Transfers from savings accounts must be made over the phone.

Please give us a call at **+1 (800) 123-4567** and an agent will be happy to assist you.

Yes No

View response Edit validation

And then

Continue to next step

Preview

Account Cx01974917-02
A different account
Account Bx01974917-01

Sounds good, Just to confirm - you'd like to transfer from your **checking account** into Account Bx01974917-01 on.

Is that correct?

Yes No

Yes

Great! Let me process this for you.

You will receive a confirmation email in the next 2-3 minutes once the transfer is complete.

Action complete

Use the up arrow for prior messages