

CREATING SKILLS AND ASSISTANT FOR CHATBOT

TEAM ID	PNT2022TMID05100
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1.Creating General Query Action:

The screenshot displays the IBM Watson Assistant interface for configuring a 'General query' action. The interface is divided into two main panels: a left sidebar and a main workspace.

Left Sidebar:

- General query:** The selected action, with a 'Query' dropdown menu.
- Conversation steps:** A list of steps in a conversation flow.
 - Step 1: 'Hi! I'm here to help you. Here are some frequently asked queries. Choose from below'. It includes buttons for 'Find my near...', 'Nearest bran...', and '+ 2'. A 'Continue to next step' arrow is below.
 - Step 2: 'Your nearest branch is Anna Nagar Branch'. It includes a 'Re-ask previous step(s)' button.
 - Step 3: 'Enter your phone number to get new PIN'. It includes a 'Regex' button and a 'Continue to next step' arrow.
 - Step 4: 'Your PIN has been changed. Now you can use your new PIN'. It includes a 'Re-ask previous step(s)' button.
- New step +:** A button to add a new step.

Main Workspace:

- Customer starts with:** A section for defining the start of the conversation.
 - Instructions: '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.'
 - Input field: 'Enter a phrase'.
 - Total: 5.
 - List of phrases: 'General query', 'I have a question', 'Doubt', 'Help', 'Query'. Each phrase has a trash icon to its right.
- Preview:** A button to preview the action.

The bottom of the screenshot shows a Windows taskbar with a search bar, task view, and system tray icons, including the date and time: 10:57 PM, 17-11-2022.

IBM Watson Assistant interface showing a conversation flow for finding a nearest branch. The interface includes a "General query" section on the left, a "Step 2 is taken" section in the center, and an "Assistant says" section on the right.

General query:

- Customer starts with: Query
- Conversation steps:
 - 1. Hi! I'm here to help you. Here are some frequently asked queries. Choose from below:
 - Find my near... (selected)
 - Nearest bran... (+2)
 - Continue to next step
 - 1 is Find my nearest branch
 - 2. Your nearest branch is Anna Nagar Branch
 - Re-ask previous step(s)
 - 1 is Forgot PIN
 - 3. Enter your phone number to get new PIN
 - Regex (selected)
 - Continue to next step
 - 4. Your PIN has been changed. Now you can use your new PIN
 - Re-ask previous step(s)
- New step +

Step 2 is taken: with conditions

Conditions: 1 condition

If All of this is true:

- 1. Hi! I'm here to help you... is Find my nearest branch

and Add condition +

New condition group +

Assistant says:

Your nearest branch is Anna Nagar Branch

Define customer response

And then:

Re-ask previous step(s)

Preview

IBM Watson Assistant interface showing a conversation flow for finding a nearest branch. The interface includes a "General query" section on the left, a "Step 3 is taken" section in the center, and an "Assistant says" section on the right.

General query:

- Hi! I'm here to help you. Here are some frequently asked queries. Choose from below:
- 1. Find my near... (selected)
- Nearest bran... (+2)
- Continue to next step
- 1 is Find my nearest branch
- 2. Your nearest branch is Anna Nagar Branch
- Re-ask previous step(s)
- 1 is Forgot PIN
- 3. Enter your phone number to get new PIN
- Regex (selected)
- Continue to next step
- 4. Your PIN has been changed. Now you can use your new PIN
- Re-ask previous step(s)
- 1 is Nearest branch with entry machine
- 5. Your Nearest branch with entry machine is Periyar Nagar Branch
- Re-ask previous step(s)
- New step +

Step 3 is taken: with conditions

Conditions: 1 condition

If All of this is true:

- 1. Hi! I'm here to help you... is Forgot PIN

and Add condition +

New condition group +

Assistant says:

Enter your phone number to get new PIN

Assistant recognizes pattern in user's text

Edit response Edit validation

And then:

Preview

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

General query

- 1 is Find my nearest branch
- Your nearest branch is Anna Nagar Branch
Re-ask previous step(s)
- 1 is Forgot PIN
Enter your phone number to get new PIN
Continue to next step
- Your PIN has been changed. Now you can use your new PIN
Re-ask previous step(s)
- 1 is Nearest branch with entry machine
Your Nearest branch with entry machine is Periyar Nagar Branch
Re-ask previous step(s)
- 1 is Exit
Thank you for using our services!
Action complete

New step +

Step 5 is taken with conditions with conditions

Conditions 1 condition

If All of this is true:

- 1. Hi! I'm here to help you... is Nearest branch with entry machine

and Add condition +

New condition group +

Assistant says

Your Nearest branch with entry machine is Periyar Nagar Branch

Define customer response

And then

Re-ask previous step(s)

Preview

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

General query

- 1 is Find my nearest branch
- Your nearest branch is Anna Nagar Branch
Re-ask previous step(s)
- 1 is Forgot PIN
Enter your phone number to get new PIN
Continue to next step
- Your PIN has been changed. Now you can use your new PIN
Re-ask previous step(s)
- 1 is Nearest branch with entry machine
Your Nearest branch with entry machine is Periyar Nagar Branch
Re-ask previous step(s)
- 1 is Exit
Thank you for using our services!
Action complete

New step +

Step 6 is taken with conditions

Conditions 1 condition

If All of this is true:

- 1. Hi! I'm here to help you... is Exit

and Add condition +

New condition group +

Assistant says

Thank you for using our services!

Define customer response

And then

End the action

Preview

General Query Output:



