

CREATING SKILLS AND ASSISTANT FOR CHATBOT

TEAM ID	PNT2022TMID05100
PROJECT NAME	AI Based Discourse for Banking Industry
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1.Creating Net Banking Action:

The screenshot displays the IBM Watson Assistant interface for configuring a 'Net Banking' skill. The interface is divided into several sections:

- Customer starts with:** A dropdown menu showing 'Netbanking'.
- Conversation steps:** A list of four steps for the skill:
 - Choose an account:** Includes input fields for account numbers (e.g., '6789034123...', '3456234512...') and a 'Continue to next step' button.
 - Enter the amount:** Includes a 'Number' input field and a 'Continue to next step' button.
 - Enter the PIN:** Includes a 'Regex' input field and a 'Continue to next step' button.
 - Please wait while the transaction is being processed..** Includes a 'Continue to next step' button.
- Customer starts with:** A section for defining phrases that trigger the skill. It includes a text area for instructions and a list of phrases to start the action:
 - I want to use net-banking
 - Use net banking
 - Net Banking
 - Netbanking
- Preview:** A button at the bottom right to preview the skill.

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Net Banking

Customer starts with: Netbanking

Conversation steps

- Choose an account
6789034123... 3456234512...
Continue to next step
- Enter the amount
Number
Continue to next step
- Enter the PIN
Regex
Continue to next step
- Please wait while the transaction is being processed..
Continue to next step
- Your payment was successful!
Confirmation
New step +

Step 1 is taken without conditions

Assistant says

Choose an account

34562345123456 67890341231876

Edit response Edit validation

And then

Continue to next step

Preview

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Net Banking

Customer starts with: Netbanking

Conversation steps

- Choose an account
6789034123... 3456234512...
Continue to next step
- 1 is 67890341231876, 34562345123456
Enter the amount
Number
Continue to next step
- Enter the PIN
Regex
Continue to next step
- Please wait while the transaction is being processed..
Continue to next step
- Your payment was successful!

Step 2 is taken with conditions

Conditions

2 conditions

If All of this is true:

- 1. Choose an account is 67890341231876
- and 1. Choose an account is 34562345123456
- and Add condition +

New condition group +

Assistant says

Enter the amount

User enters a number

Edit response Edit validation

Preview

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Net Banking

Customer starts with: Netbanking

Conversation steps

- Choose an account
1 6789034123... 3456234512...
Continue to next step
- 1 is 67890341231876 , 34562345123456
Enter the amount
2 Number
Continue to next step
- Enter the PIN
3 Regex
Continue to next step
- Please wait while the transaction is being processed..
4
Continue to next step
- Your payment was successful!

New step +

Step 3 is taken without conditions

Assistant says

Enter the PIN

Assistant recognizes pattern in user's text

Edit response Edit validation

And then

Continue to next step

Preview

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Net Banking

Conversation steps

- Choose an account
1 6789034123... 3456234512...
Continue to next step
- 1 is 67890341231876 , 34562345123456
Enter the amount
2 Number
Continue to next step
- Enter the PIN
3 Regex
Continue to next step
- Please wait while the transaction is being processed..
4
Continue to next step
- Your payment was successful!
5 Confirmation
Action complete

New step +

Step 4 is taken without conditions

Assistant says

Please wait while the transaction is being processed..

Define customer response

And then

Continue to next step

Preview

Net Banking

Conversation steps

- Choose an account
 - 1 is 6789034123... 3456234512...
 - Continue to next step
- Enter the amount
 - 2 is Number
 - Continue to next step
- Enter the PIN
 - 3 is Regex
 - Continue to next step
- Please wait while the transaction is being processed..
 - Continue to next step
- Your payment was successful!
 - Confirmation
 - Action complete

Step 5 is taken without conditions

Assistant says

Your payment was successful!

Yes No

View response Edit validation

And then

End the action

Preview

Final Output:

Return to assistant

Hi! Welcome to our banking service. How can I help you today?

Net Banking

Loan Account

General query

Type something...

Built with IBM Watson®

Skills Creati xNet Bankin xLoan Accou xIBM x(no subject xSearch xFinal Projec xENIAC Ban xIBM xIBM-EPBL/ x

FileC:/Users/theep/OneDrive/Desktop/ENIAC%20Bank.html

Watson Assistant

Net Banking

Choose an account

3456234512345667890341231876

67890341231876

Enter the PIN

4564

Please wait while the transaction is being processed..

Your payment was successful!

YesNo

Type something...

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23°CPartly sunny

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