

CREATING SKILLS AND ASSISTANT FOR CHATBOT

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| TEAM ID | PNT2022TMID05100 |
| PROJECT NAME | AI Based Discourse for Banking Industry |
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1.Creating loan account action

The screenshot displays the IBM Watson Assistant interface for configuring a skill named 'Loan Account'. The interface is divided into two main panels: a left sidebar for the skill's structure and a right panel for the action configuration.

Left Panel (Skill Structure):

- Customer starts with:** A dropdown menu showing 'I need money'.
- Conversation steps:** A sequence of four steps:
 - Step 1:** 'Choose your nearest branch'. It includes a list of suggestions: 'Periyar Nagar...', 'KK Nagar Bra...', and a '+1' button. Below the list is a 'Continue to next step' button.
 - Step 2:** 'Name the purpose for the loan'. It includes a list of suggestions: 'Health Care', 'Personal Loan', and a '+2' button. Below the list is a 'Continue to next step' button.
 - Step 3:** 'A request for verifying your eligibility has been sent through SMS.' Below the text is a 'Continue to next step' button.
 - Step 4:** 'You are eligible for your required loan. Choose the amount required from below.' It includes a list of suggestions: '1, 50, 000', '1, 00, 000', and a '+2' button. Below the list is a 'Continue to next step' button.
- Final Step:** 'Your loan will be sanctioned in two days. Please wait patiently. If you face any issues, kindly contact...'. Below the text is a 'New step' button.

Right Panel (Action Configuration):

- Customer starts with:** A section for defining phrases that start the conversation. It includes a text area for '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.' and a 'Total: 5' indicator.
- Enter phrases your customer might use to start this action:** A text area for defining phrases that start the action.
- Action List:** A list of actions with a trash icon next to each:
 - Loan Account
 - I need loan
 - Create loan account
 - Loan
 - I need money

The interface also shows a 'Preview' button at the bottom right and a Windows taskbar at the bottom.

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Loan Account

Customer starts with:
I need money

Conversation steps

- Choose your nearest branch
1 Periyar Nagar... KK Nagar Bra... +1
Continue to next step
- Name the purpose for the loan
2 Health Care Personal Loan +2
Continue to next step
- A request for verifying your eligibility has been sent through SMS.
3
Continue to next step
- You are eligible for your required loan. Choose the amount required from below.
4 1,50,000 1,00,000 +2
Continue to next step

Your loan will be sanctioned in two days. Please wait patiently. If you face any issues, kindly conta...

New step +

Step 2 is taken without conditions

Assistant says

Name the purpose for the loan

Educational Loan Business Loan Personal Loan Health Care

Edit response Edit validation

And then

Continue to next step

Preview

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Loan Account

Conversation steps

- Choose your nearest branch
1 Periyar Nagar... KK Nagar Bra... +1
Continue to next step
- Name the purpose for the loan
2 Health Care Personal Loan +2
Continue to next step
- A request for verifying your eligibility has been sent through SMS.
3
Continue to next step
- You are eligible for your required loan. Choose the amount required from below.
4 1,50,000 1,00,000 +2
Continue to next step
- Your loan will be sanctioned in two days. Please wait patiently. If you face any issues, kindly conta...
5 Confirmation
Action complete

New step +

Step 4 is taken without conditions

Assistant says

You are eligible for your required loan. Choose the amount required from below.

25,000 50,000 1,00,000 1,50,000

Edit response Edit validation

And then

Continue to next step

Preview

IBM Watson Assistant Lite Upgrade Banking ChatBot Learning center

Loan Account

Step 5 is taken without conditions

Assistant says

Your loan will be sanctioned in two days. Please wait patiently. If you face any issues, kindly contact our toll-free number 1800-890-7711

Yes No

View response Edit validation

And then

End the action

Preview

1 Choose your nearest branch
Periyar Nagar... KK Nagar Bra... +1
Continue to next step

2 Name the purpose for the loan
Health Care Personal Loan +2
Continue to next step

3 A request for verifying your eligibility has been sent through SMS.
Continue to next step

4 You are eligible for your required loan. Choose the amount required from below.
1, 50, 000 1, 00, 000 +2
Continue to next step

5 Your loan will be sanctioned in two days. Please wait patiently. If you face any issues, kindly contact our toll-free number 1800-890-7711
Confirmation
Action complete

New step +

Final output for loan account:

Skills Creation - theep Loan Account.docx IBM (no subject) - theepig Search - Final Project - theepig ENIAC Bank.html

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

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®

23°C Partly sunny 08:16 18-11-2022

