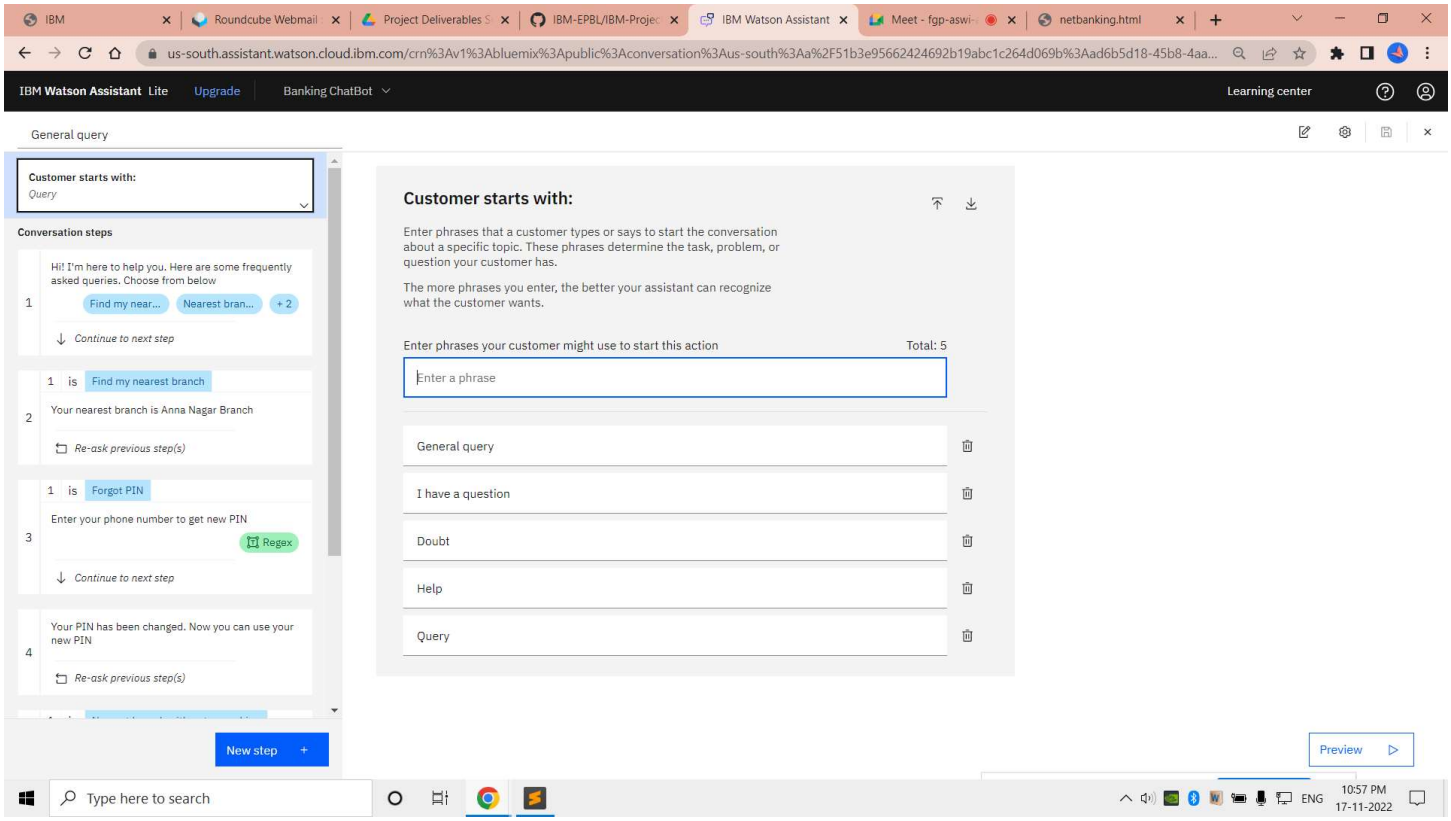
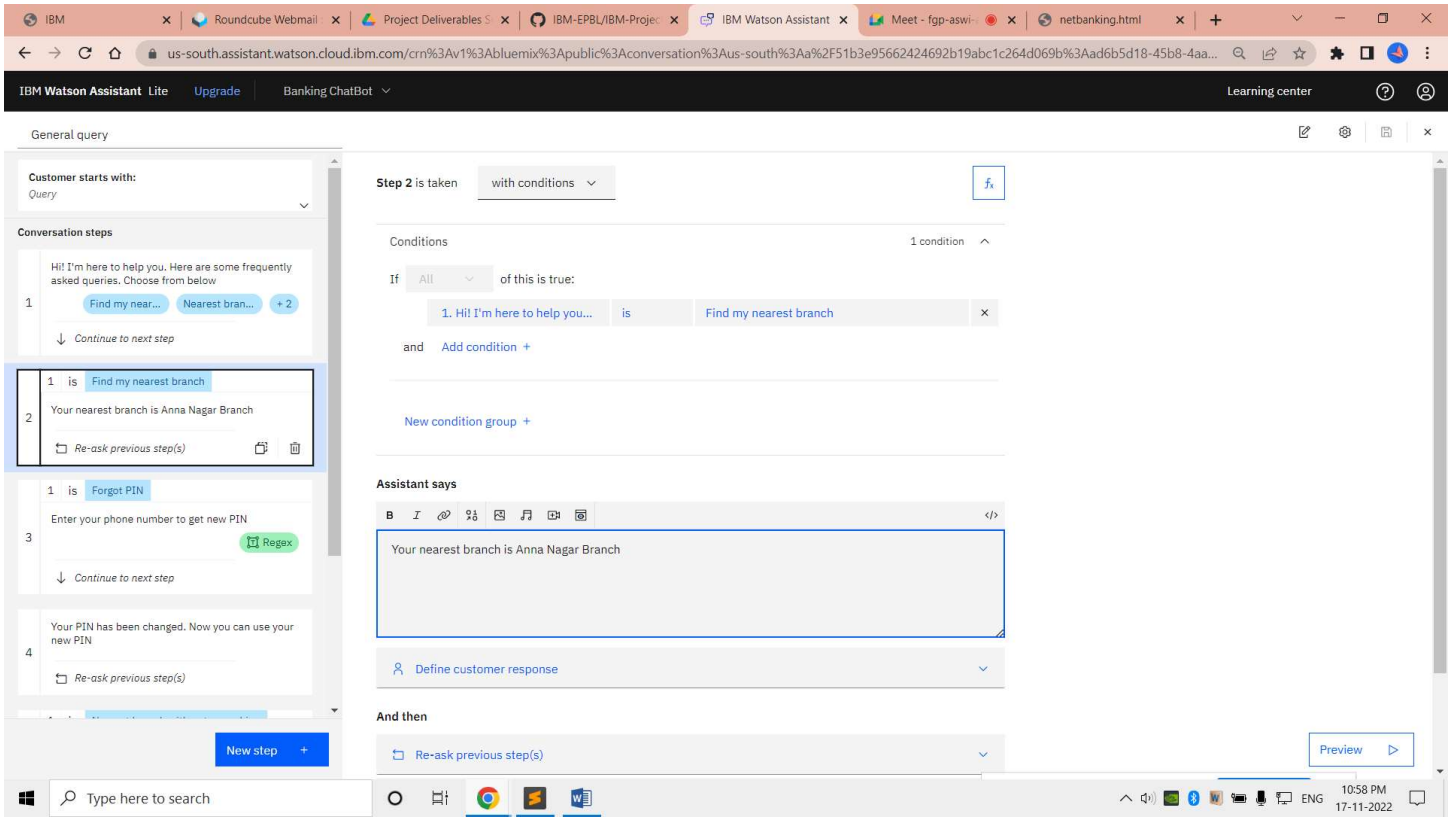
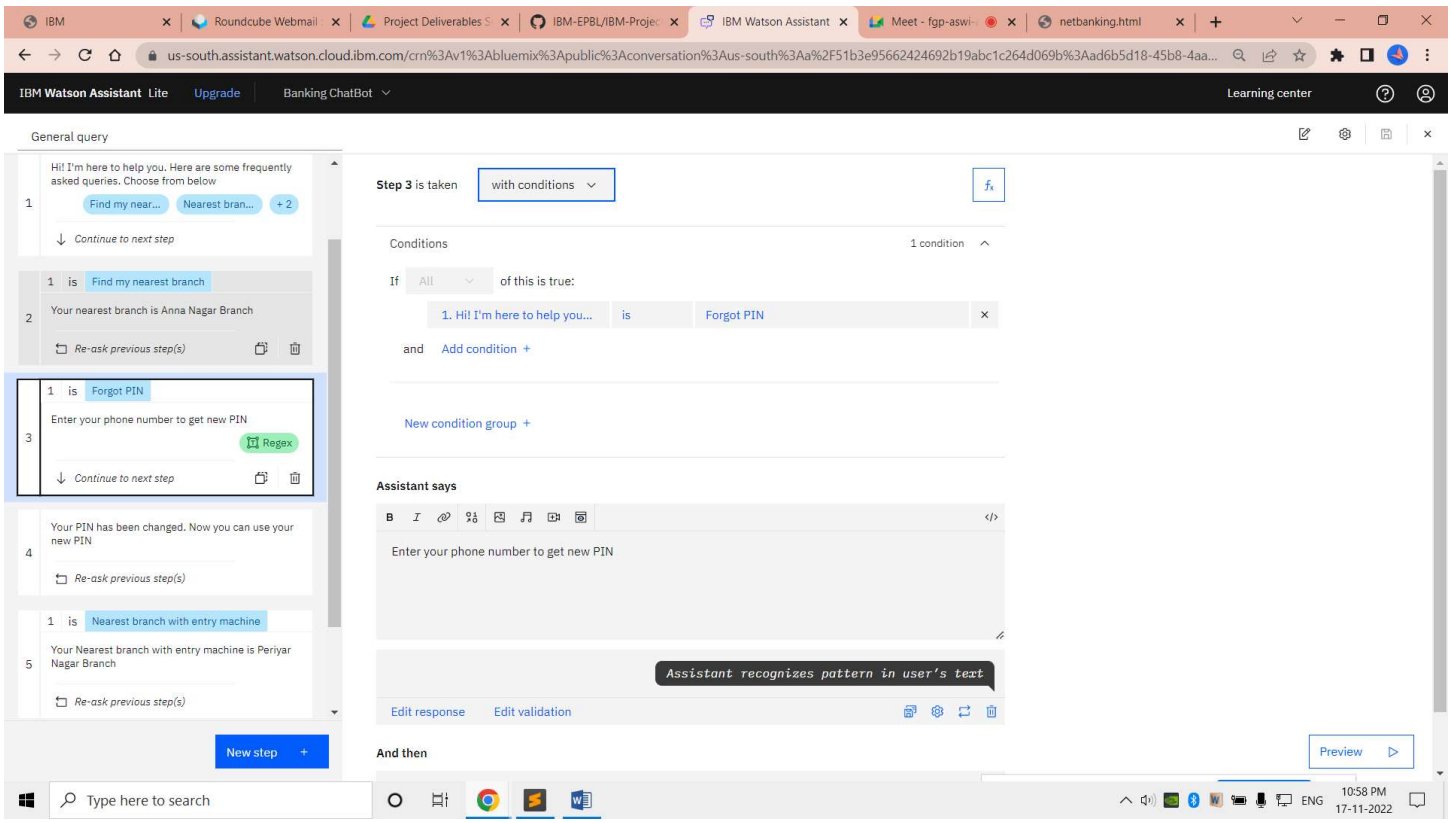
CREATING SKILLS AND ASSISTANT FOR CHATBOT

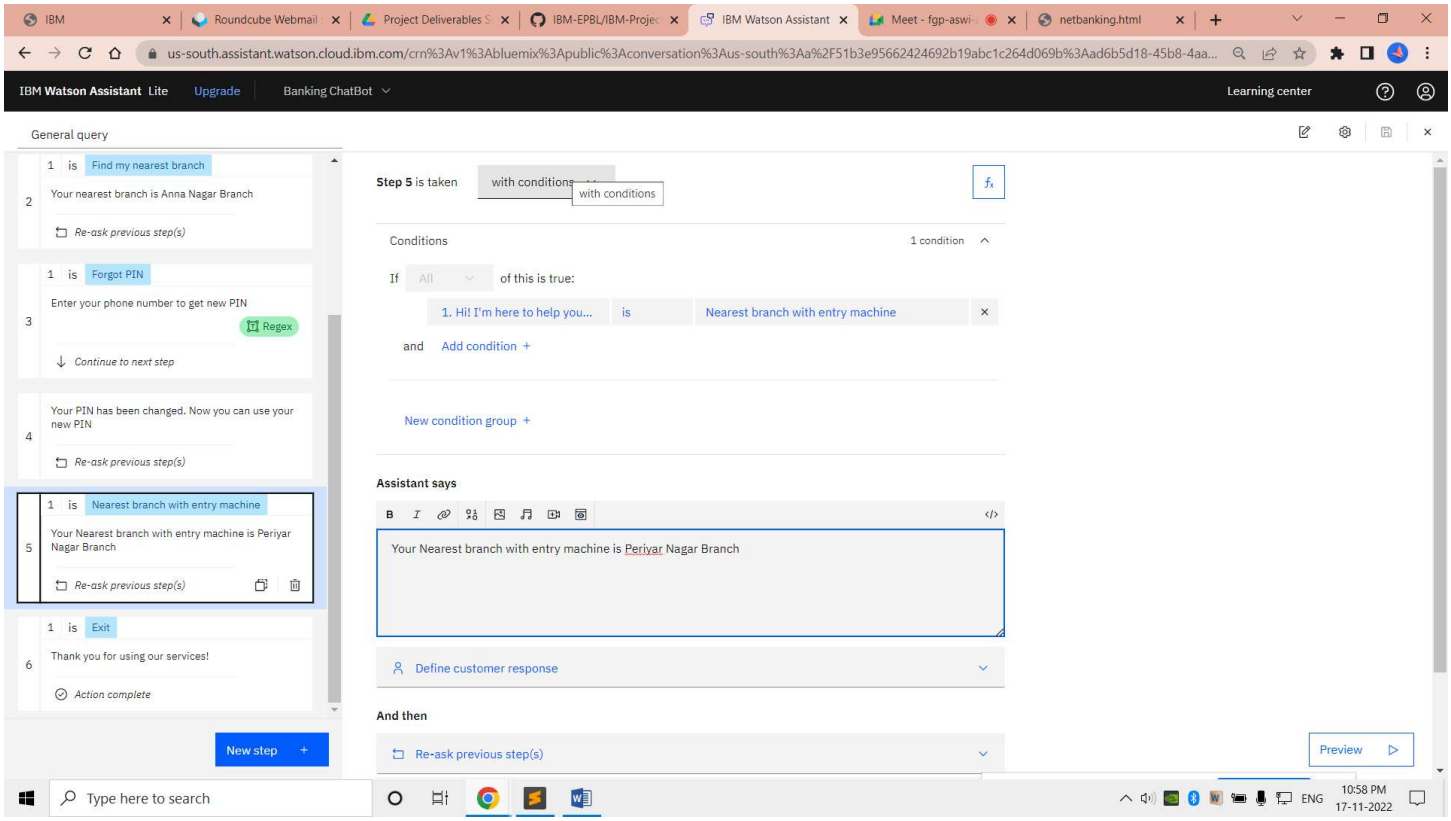
TEAM ID	PNT2022TMID05100
PROJECT NAME	AI Based Discourse for Banking Industry
DATE	27TH October,2022

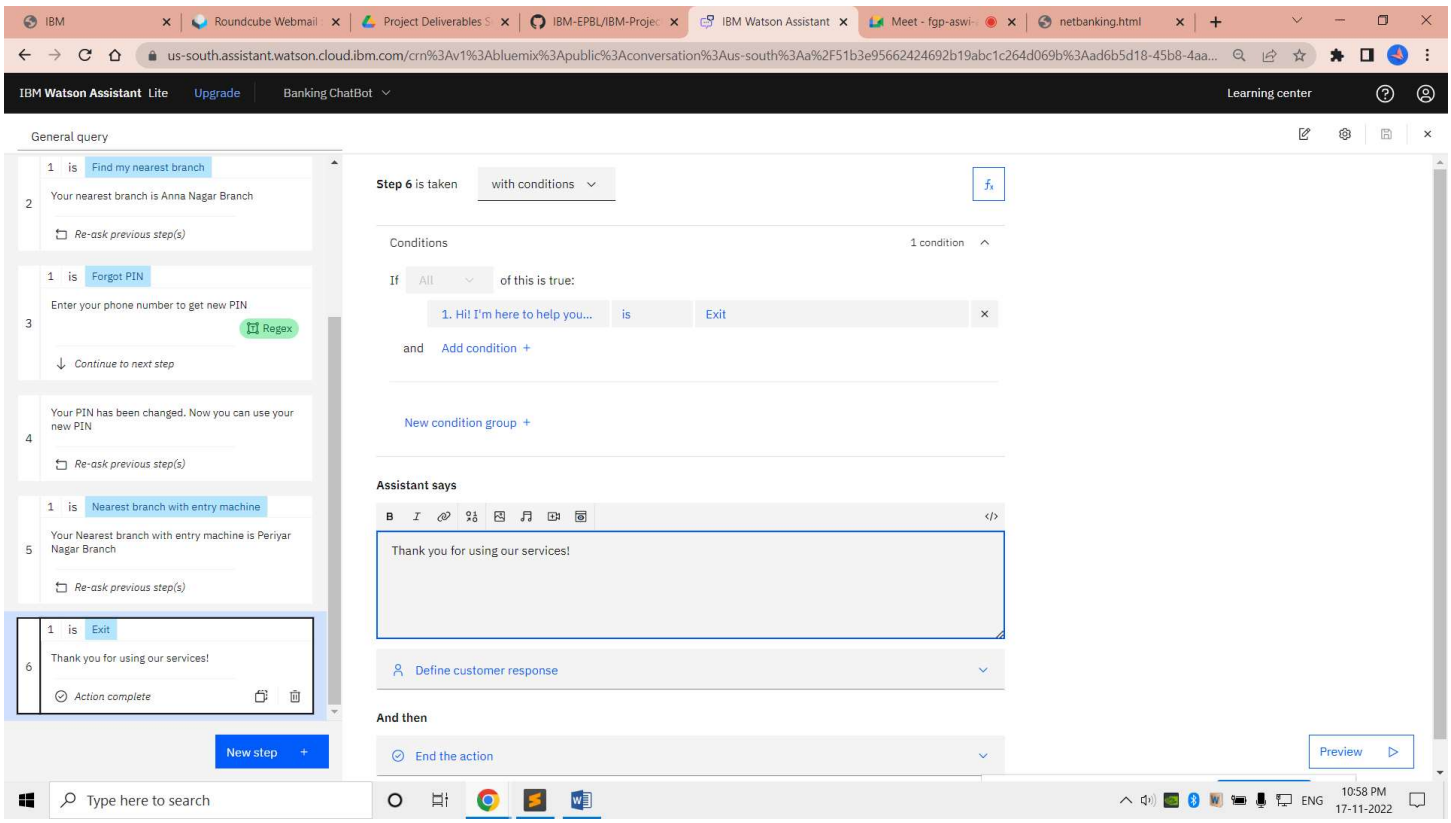
1.Creating General Query Action:



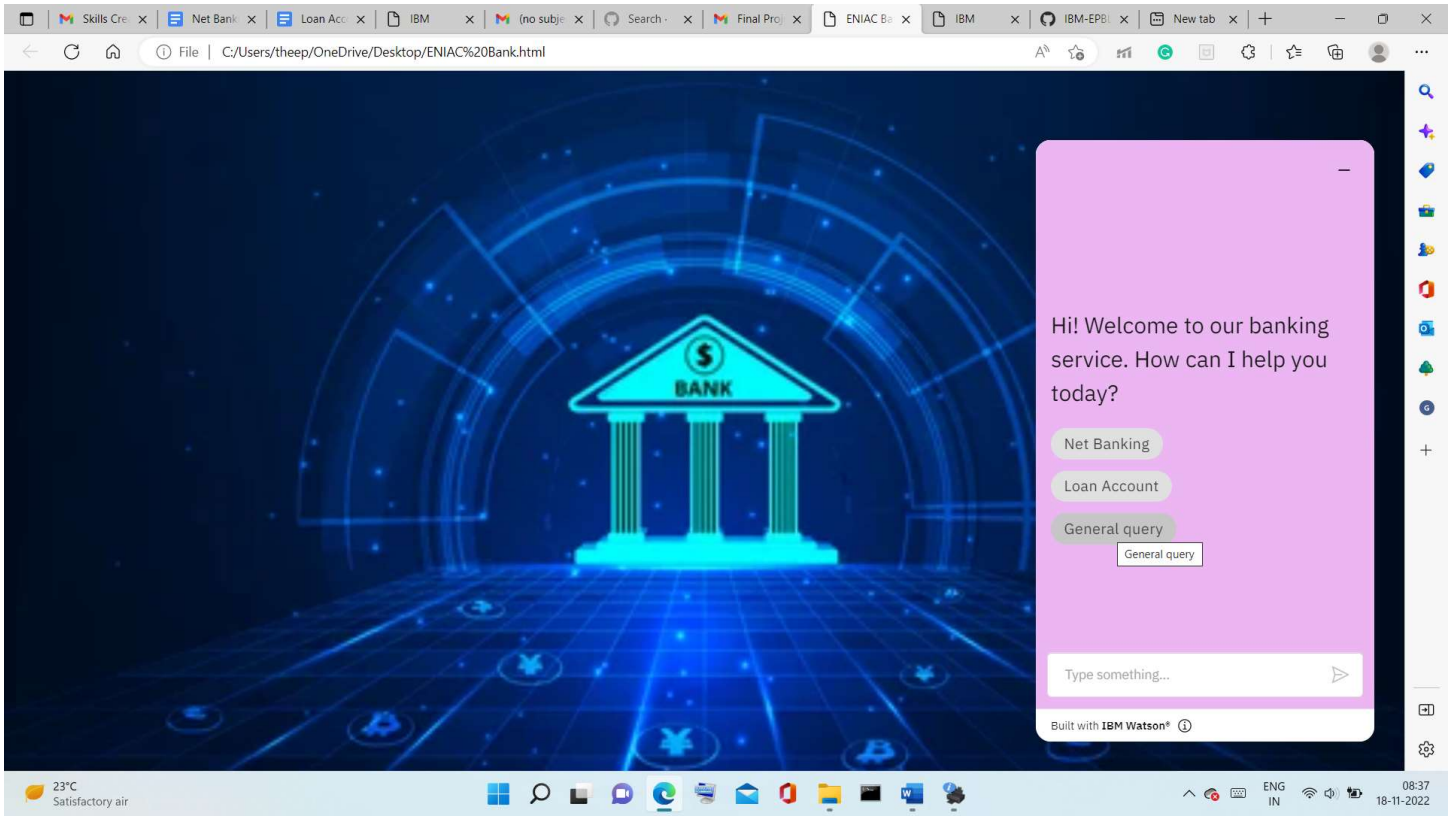

IBM Watson Assistant Lite
Upgrade
Banking ChatBot
Learning center
General query
Customer starts with:
Query
Conversation steps
1
Hi! I'm here to help you. Here are some frequently asked queries. Choose from below
Find my near...
Nearest bran...
+ 2
Continue to next step
2
1 is Find my nearest branch
Your nearest branch is Anna Nagar Branch
Re-ask previous step(s)
3
1 is Forgot PIN
Enter your phone number to get new PIN
Regex
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
Type here to search
ENG
10:58 PM
17-11-2022

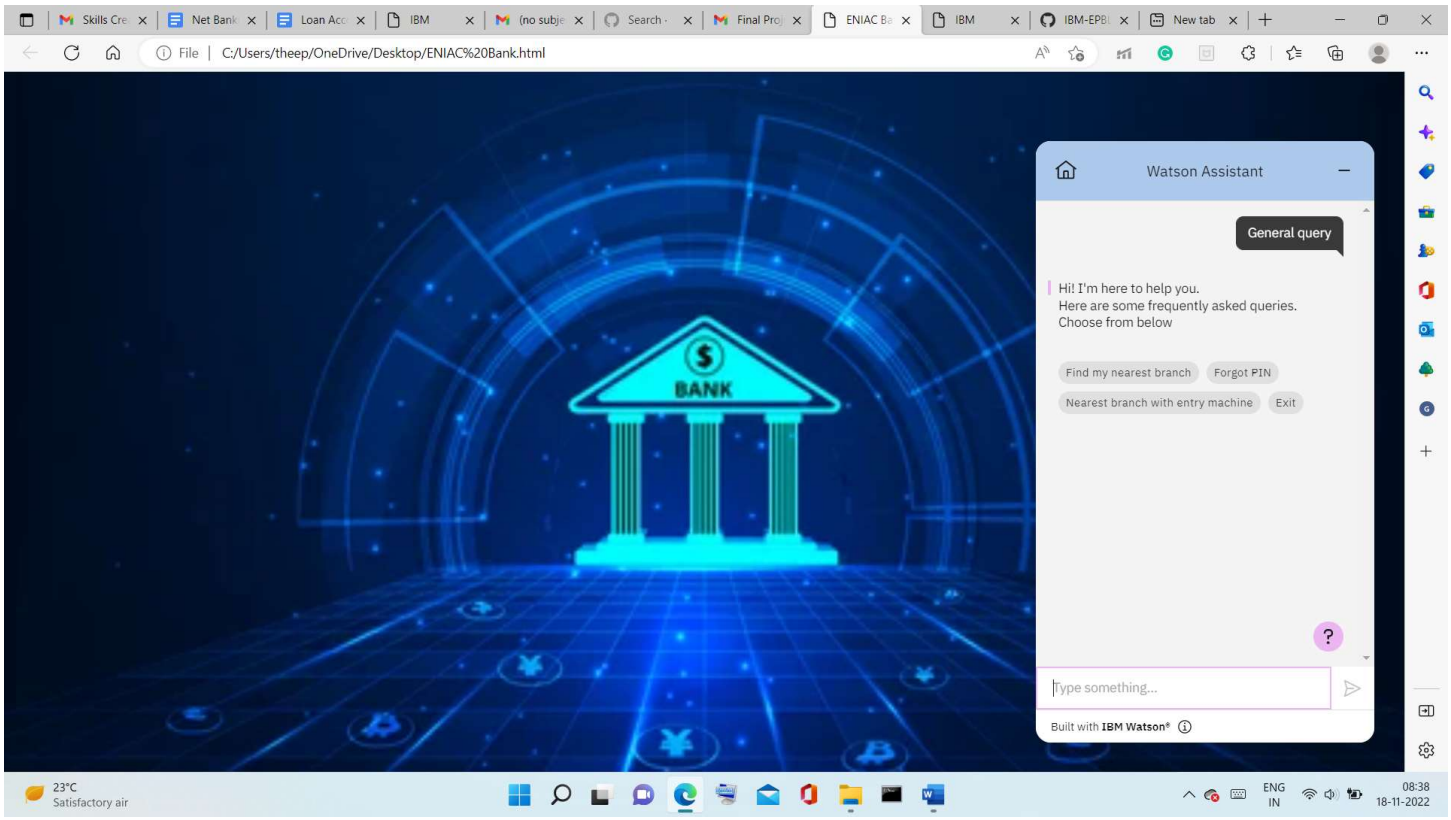

IBM Watson Assistant Lite
Upgrade
Banking ChatBot
Learning center
General query
1
Hi! I'm here to help you. Here are some frequently asked queries. Choose from below
Find my near...
Nearest bran...
+ 2
Continue to next step
2
1 is Find my nearest branch
Your nearest branch is Anna Nagar Branch
Re-ask previous step(s)
3
1 is Forgot PIN
Enter your phone number to get new PIN
Regex
Continue to next step
4
Your PIN has been changed. Now you can use your new PIN
Re-ask previous step(s)
5
1 is Nearest branch with entry machine
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
Type here to search
ENG
10:58 PM
17-11-2022

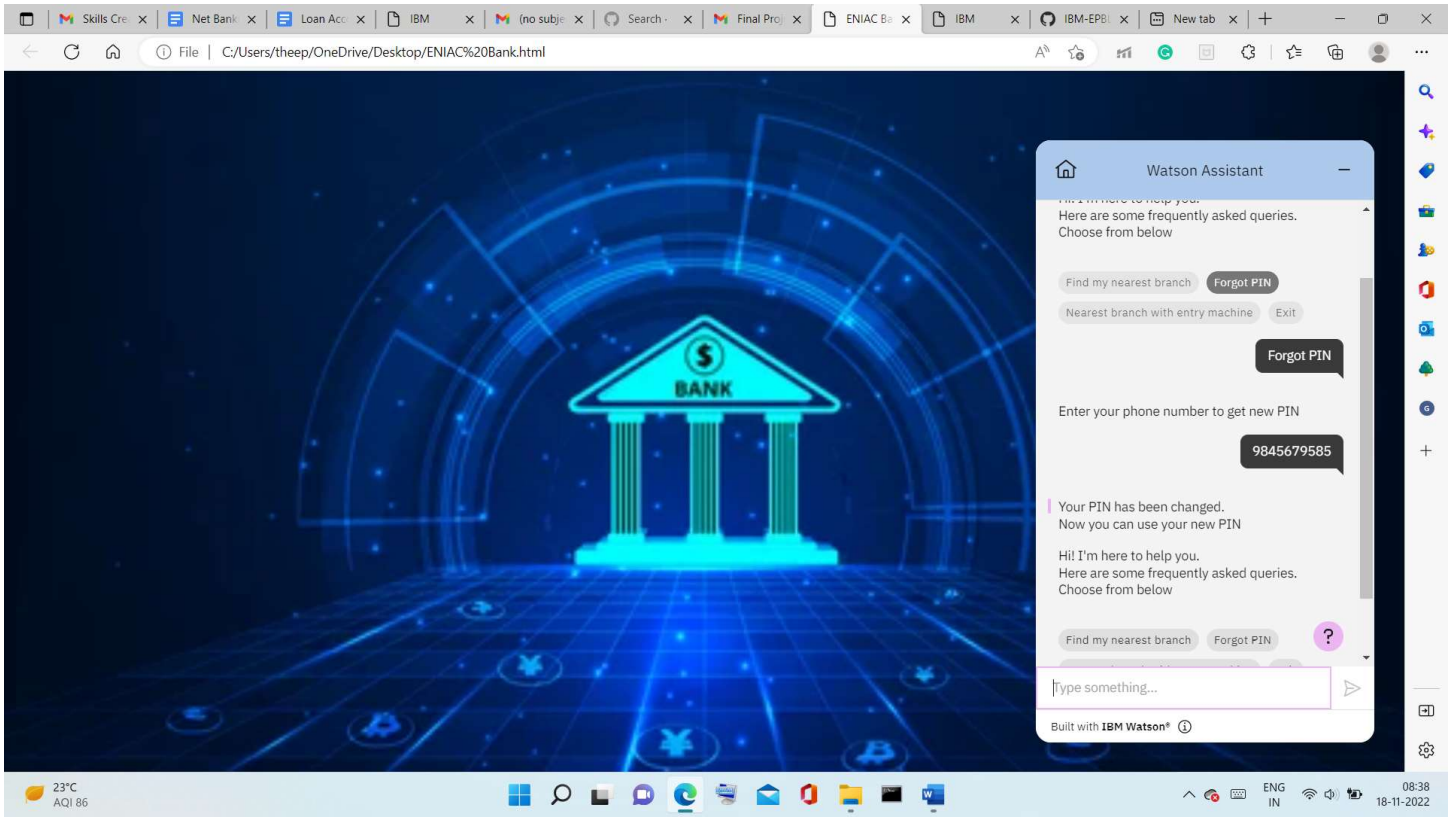

IBM Watson Assistant Lite
Upgrade
Banking ChatBot
Learning center
General query
1 is Find my nearest branch
Your nearest branch is Anna Nagar Branch
Re-ask previous step(s)
1 is Forgot PIN
Enter your phone number to get new PIN
Regex
Continue to next step
Your PIN has been changed. Now you can use your 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
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
Type here to search
ENG
10:58 PM
17-11-2022


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
Regex
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
Type here to search
ENG
10:58 PM
17-11-2022

General Query Output:






Skills Cre
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IBM
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Search -
Final Proj
ENIAC Ba
IBM
IBM-EPB
New tab
File | C:/Users/theep/OneDrive/Desktop/ENIAC%20Bank.html
BANK
Watson Assistant
Here are some frequently asked queries.
Choose from below
Find my nearest branch
Forgot PIN
Nearest branch with entry machine
Exit
Forgot PIN
Enter your phone number to get new PIN
9845679585
Your PIN has been changed.
Now you can use your new PIN
Hi! I'm here to help you.
Here are some frequently asked queries.
Choose from below
Find my nearest branch
Forgot PIN
Type something...
Built with IBM Watson®
23°C
AQI 86
ENG
IN
08:38
18-11-2022