

Project Development Phase

AI-based discourse for Banking Industry

TEAM ID: PNT2022TMID32077

TEAM MEMBERS

| ROLE | TEAM MEMBERS NAME | ROLL NO |
|---------------|-------------------|----------------|
| TEAM LEADER | JAMES SALOMAN.J | (731619205018) |
| TEAM MEMBER 1 | KEERDHANA.K | (731619205025) |
| TEAM MEMBER 2 | PRATHAB.J | (731619205037) |
| TEAM MEMBER 3 | SWATHI.K | (731619205054) |

Project Development - Delivery Of Sprint-1

| Sprint | Functional Requirement (Epic) | User Story Number | User Story / Task | Story Points | Priority | Team Members |
|----------|-------------------------------|-------------------|---|--------------|----------|-----------------|
| Sprint-1 | Dashboard | USN- 1 | As a user, I need to access the chatbot very quickly without registration / Create IBM Watson Assistant Service | 10 | Medium | KEERDHANA.K |
| Sprint-1 | Chatbot Skills | USN- 2 | As a user, I want a chatbot to be able to greet, suggest relevant queries and end the conversation properly / Create greetings, query suggestions, and end-of-conversation skills | 10 | Medium | JAMES SALOMAN.J |

Delivery

| Sprint | Total Story Points | Duration | Sprint Start Date | Sprint End Date (Planned) | Story Points Completed (as on Planned End Date) | Sprint Release Date (Actual) |
|----------|--------------------|----------|-------------------|---------------------------|---|------------------------------|
| Sprint-1 | 20 | 6 Days | 4 Nov 2022 | 06 Nov 2022 | 20 | 06 Nov 2022 |

Hardware / Software requirements

Hardware:

Processor: Intel Pentium

Ram: 512 MB

Storage: 256 MB

Software:

IBM Watson Assistant, Browser

Create IBM Watson Assistant Service

Task assigned: KEERDHANA.K

Task started on: 04- 11 - 2022

Task completion date: 06 - 11 - 2022

Progress 1: Registered for an IBM cloud account and set up the IBM Watson Assistant Service.

IBM Watson Assistant Trial 30 days left [Extend trial](#) [Learning center](#)

Welcome to the new Watson Assistant [Next](#)

☒ Create ☐ Personalize ☐ Customize ☐ Preview

Create your first assistant

Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.

Assistant name

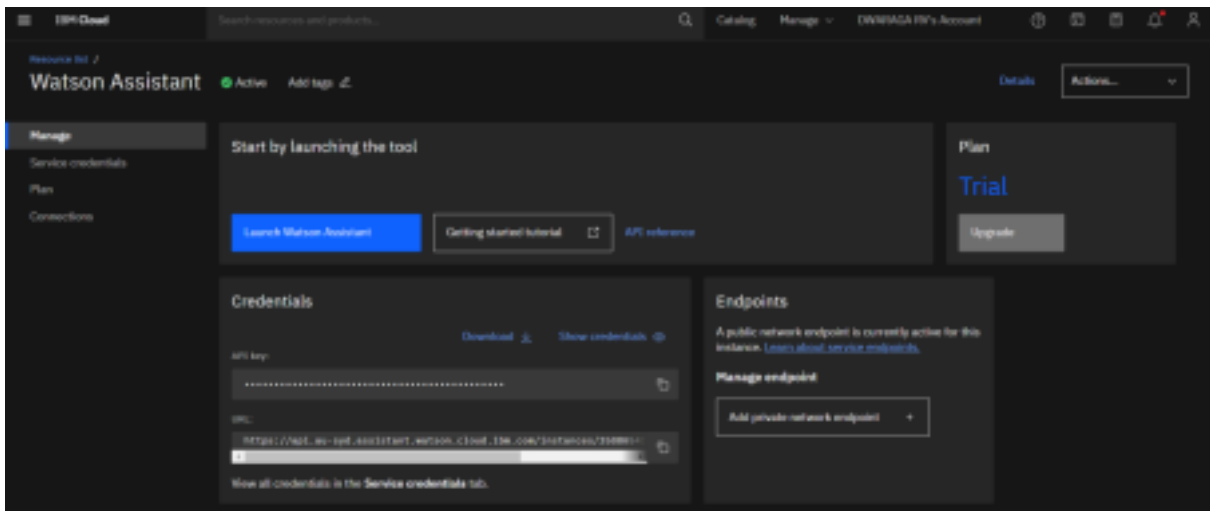
Example: Banking Bot

Your assistant name will be kept internally and not visible to your customers

Description (optional) 0/128

Add a description for this assistant

Progress 2: Successfully created Watson's assistant chatbot



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CREATE GREETINGS, QUERY SUGGESTIONS, AND END OF-CONVERSATION SKILLS

Task assigned: James saloman.J

Task started on: 05 - 11 - 2022

Task completion date: 06- 11- 2022

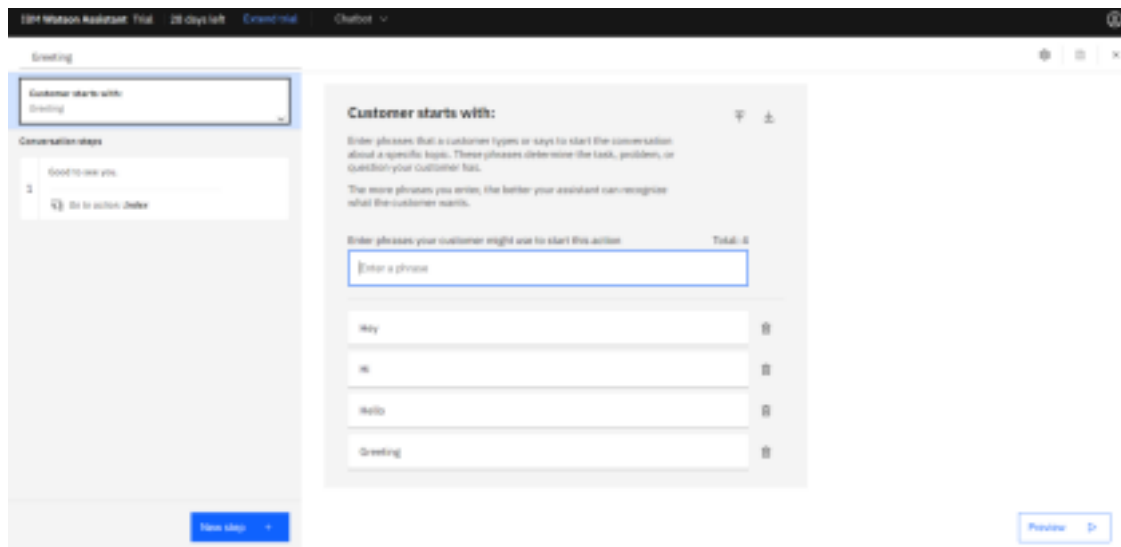
Progress 1:

To create a new action in Watson Assistant Chatbot, click on the new action button in the top right corner.



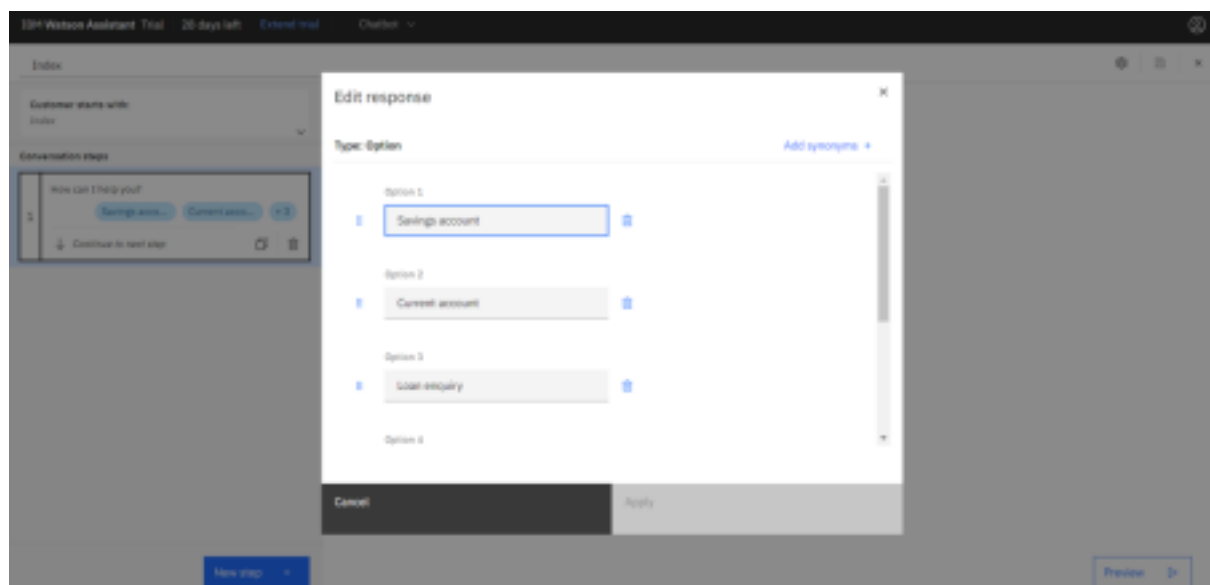
Progress 2:

If the customer starts a greeting with Hey, Hello, or Hi, then the Watson Assistant Chatbot responds with "Good to see you."



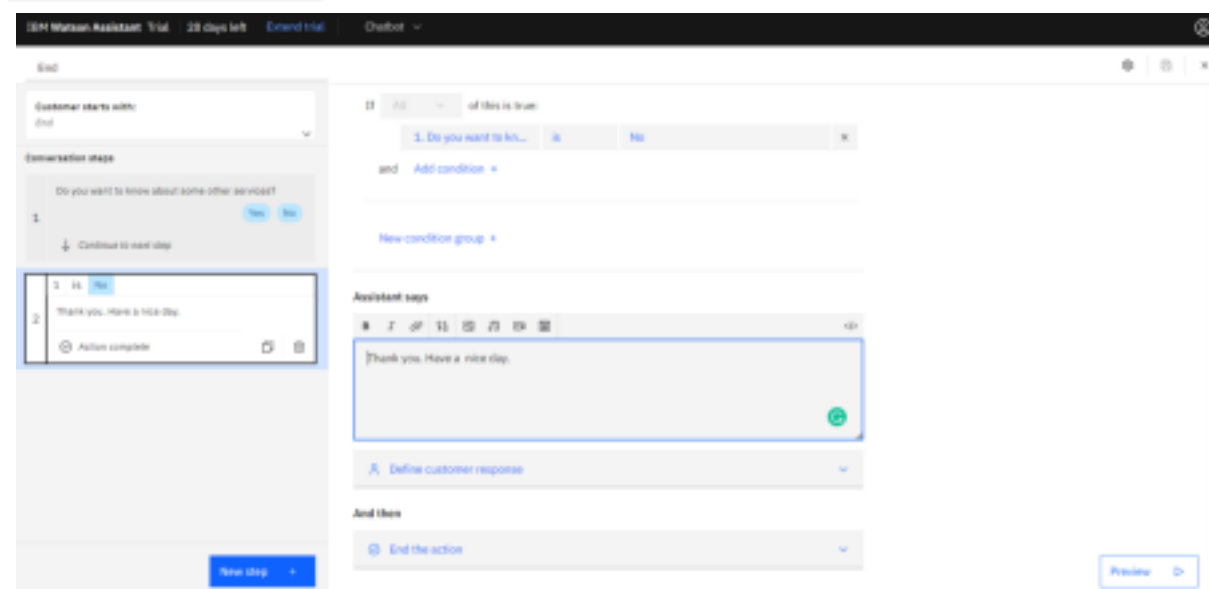
Progress 3:

Following that, the Index Action Watson Assistant Chatbot will ask the customer "How can I help you?" and provide a list of options serving as savings account, current account, loan account, general query, and net banking.



Progress 4:

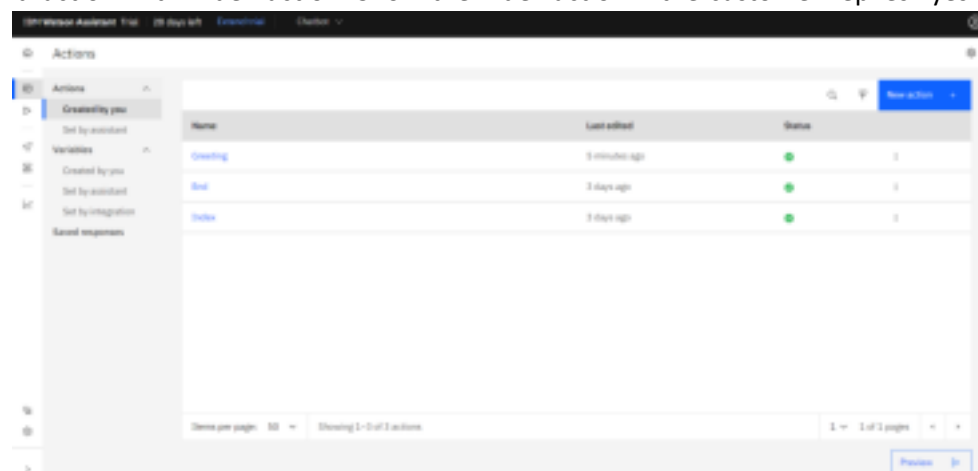
created an end action for properly ending the conversation with customers and asking them, "Do you want to know about some other services?" If the customer's response is "yes," then show the index action; else display "Thank you. Have a nice day. "

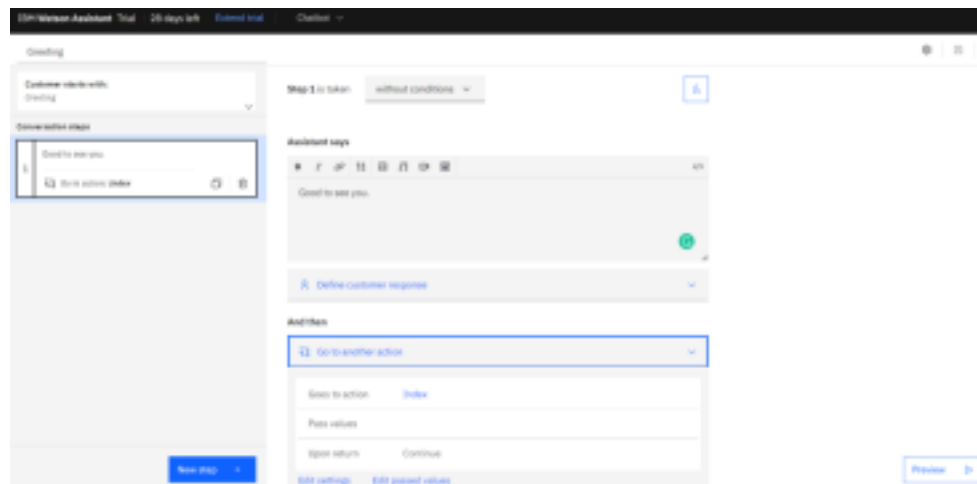


Progress 5:

Linked greeting action with index action: After responding to customer greetings, Watson Assistant Chatbot will go to another action index

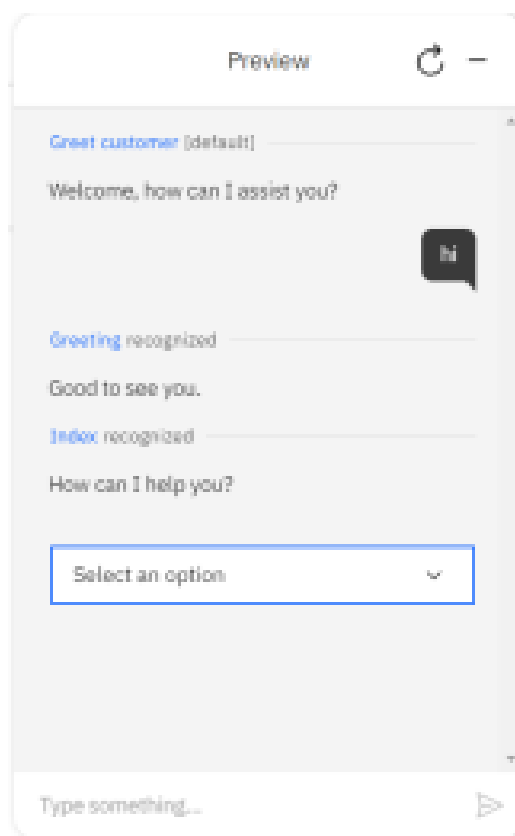
Linked end action with index action: Show the index action if the customer replies "yes."





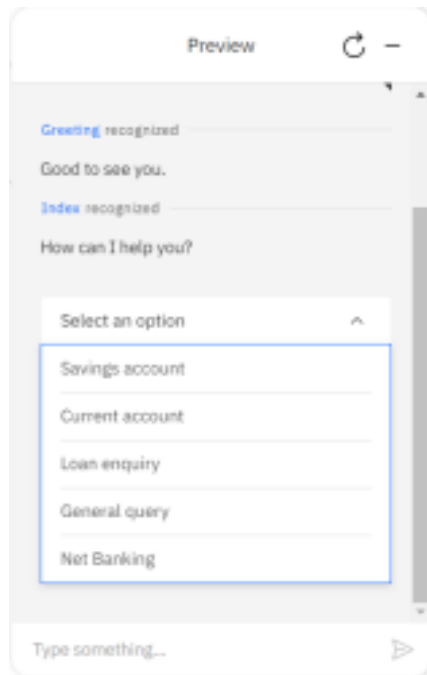
Testing the chat

Testing 1: Greetings conversation



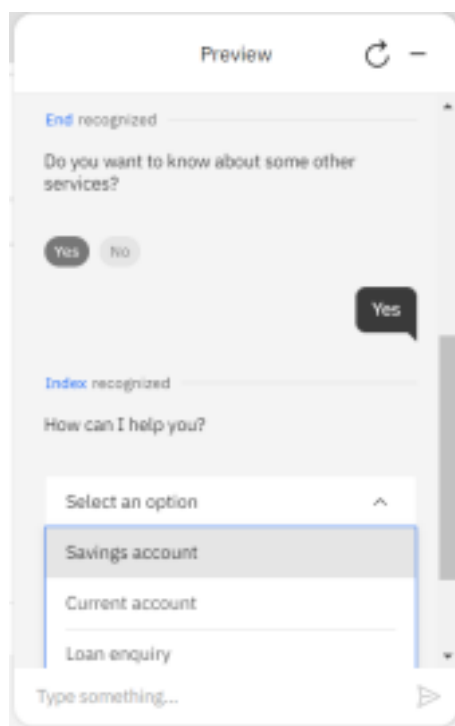
Test result: passed

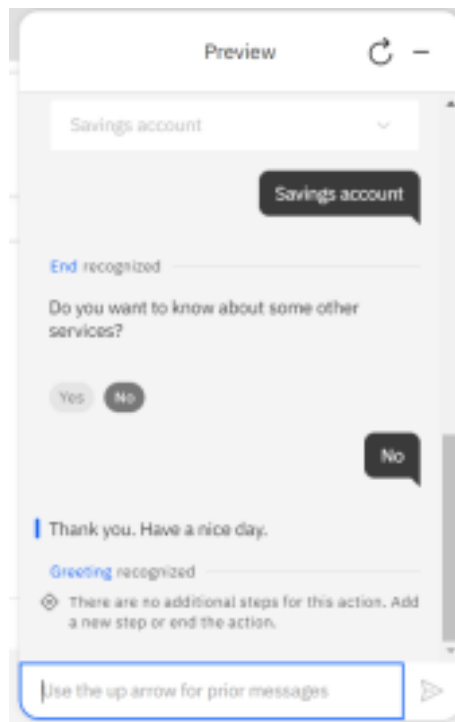
Testing 2: Index



Test result: passed

Testing 3: Ending conversation





Test result: passed