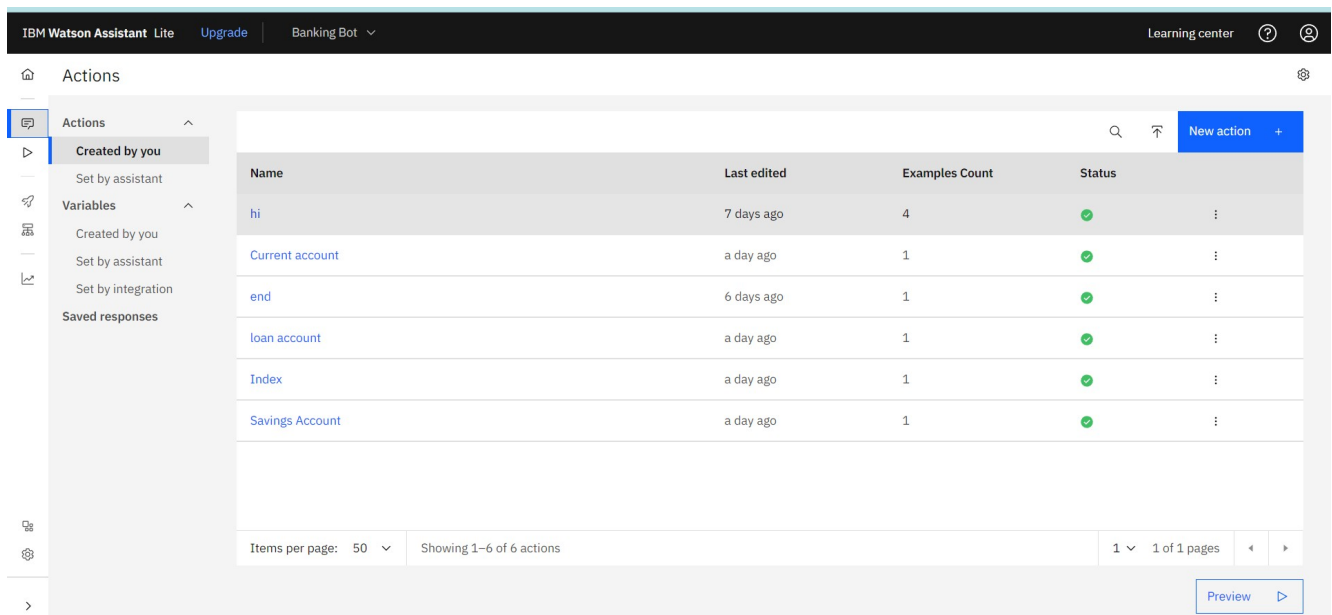


AI BASED DISCOURSE FOR BANKING INDUSTRY

Team ID: PNT2022TMID32077

Creating Skills And Assistant For Chatbot:

Chatbot Skills Creation:

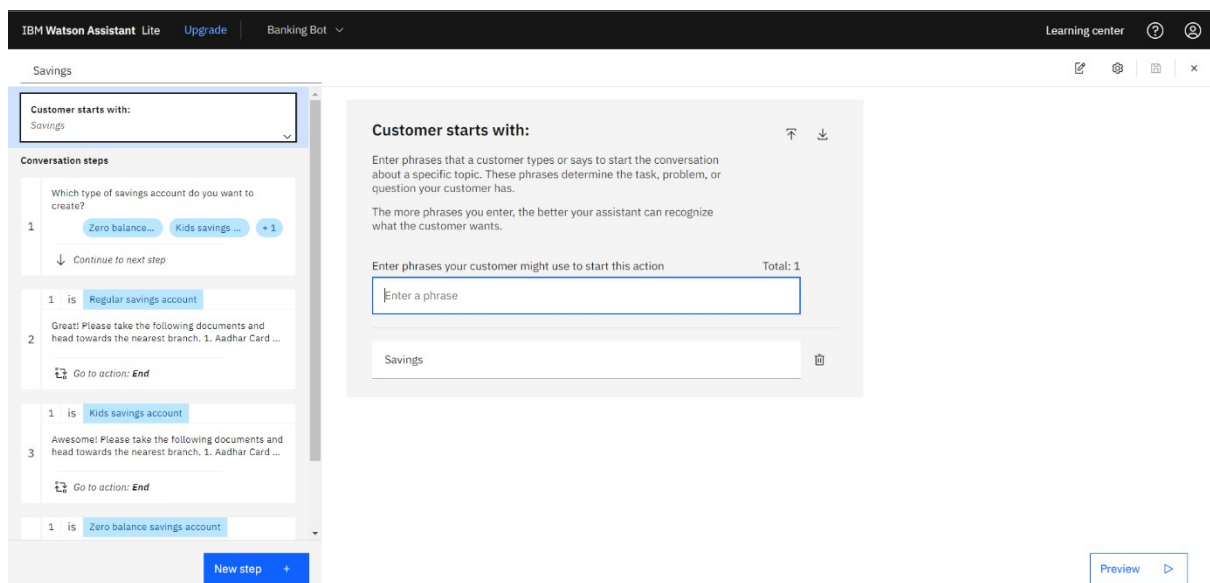


The screenshot shows the IBM Watson Assistant interface for managing actions. The left sidebar contains navigation options: Actions, Variables, and Saved responses. The main area displays a table of actions created by the user.

Name	Last edited	Examples Count	Status
hi	7 days ago	4	✓
Current account	a day ago	1	✓
end	6 days ago	1	✓
loan account	a day ago	1	✓
Index	a day ago	1	✓
Savings Account	a day ago	1	✓

At the bottom, there is a pagination control showing 'Items per page: 50' and 'Showing 1-6 of 6 actions'. A 'New action' button is located in the top right corner of the table area.

Creating Saving Account Action:



The screenshot shows the configuration for a 'Savings' action in IBM Watson Assistant. The left sidebar displays the 'Conversation steps' for the action, which include a sequence of prompts and responses for creating different types of savings accounts (Zero balance, Kids savings, Regular savings).

The main area shows the 'Customer starts with:' section, where phrases that trigger the action are defined. A text input field is provided for entering these phrases, and a 'Total: 1' indicator shows the current count of phrases.

At the bottom, there is a 'Preview' button to test the action configuration.

Creating Current Account Action:

IBM Watson Assistant Lite Upgrade Banking Bot

Learning center ?

Current

Customer starts with:
Current account

Conversation steps

1

What's your company type?

Partnership Proprietorship

Continue to next step

1

is Proprietorship

Please take the following Documents and approach the closest branch 1.Income Tax Returns of the proprie...

Go to action: End

1

is Partnership

Please take the following Documents and approach the closest branch 1.Income Tax Returns of the all the...

Go to action: End

New step +

Customer starts with:

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.

Enter phrases your customer might use to start this action Total: 2

Enter a phrase

Current

Current account

Preview ▶

Creating Loan Account Action:

IBM Watson Assistant Lite Upgrade Banking Bot

Learning center ?

loan

Customer starts with:
loan

Conversation steps

1

What type of loan are you looking at?

Top-up loan Student loan + 3

Continue to next step

1

is House loan

To be eligible for a house loan please contact our bank service providers with all existing loan detail...

Go to action: End

1

is Gold loan

Please approach the bank with following documents: 1. Pan Card 2. Aadhar Card 3. Passpor...

Go to action: End

1

is Top-up loan

To be eligible for a top-up loan please contact ou...

New step +

Customer starts with:

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.

Enter phrases your customer might use to start this action Total: 1

Enter a phrase

loan

Preview ▶

Creating General Query Action:

The screenshot shows the IBM Watson Assistant interface for creating a General Query Action. The top navigation bar includes "IBM Watson Assistant Lite", "Upgrade", "Banking Bot", "Learning center", and help icons. The main window is titled "Query". On the left, a sidebar shows "Conversation steps" with a list of queries: "Find a nearest...", "Bank Workin...", and "List of Branches". The main area is titled "Customer starts with:" and contains 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." Below this, there is a text input field labeled "Enter a phrase" and a "Query" input field. A "Preview" button is located at the bottom right.

Creating Net Banking Action:

The screenshot shows the IBM Watson Assistant interface for creating a Net Banking Action. The top navigation bar includes "IBM Watson Assistant Lite", "Upgrade", "Banking Bot", "Learning center", and help icons. The main window is titled "Net Banking". On the left, a sidebar shows "Conversation steps" with a list of queries: "What is Net B...", "How do I regi...", and "What are the features of Net Banking?". The main area is titled "Customer starts with:" and contains 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." Below this, there is a text input field labeled "Enter a phrase" and a "Net Banking" input field. A "Preview" button is located at the bottom right.