

Project Development Phase

Delivery of Sprint - 3

Date	07 November 2022
Team ID	PNT2022TMID42533
Project Name	AI-based discourse for Banking Industry

Creating Loan Account Action

Loan action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a 'Loan' action. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'BANKING BOT', and 'Learning center'. The left sidebar shows 'Loan' as the selected action. The main workspace is divided into two panels. The left panel, 'Conversation steps', shows a sequence of steps: Step 1 is 'What type of loan are you looking at?' with options 'Gold loan' and 'House loan', and a 'Continue to next step' button. Step 2 is 'To be eligible for a house loan please contact our bank service providers with all existing loan...' with a 'Try Free text' button. The right panel, 'Assistant says', shows the assistant's response 'What type of loan are you looking at?' with a 'Choose an option' button. The bottom right corner has a 'Preview' button.

Creating General Query Action

General query action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a 'Query' action. The top bar includes 'IBM Watson Assistant Lite', 'Upgrade', 'BANKING BOT', and 'Learning center'. The left sidebar shows 'Query' as the selected action. The main workspace is divided into two panels. The left panel, 'Conversation steps', shows a sequence of steps: Step 1 is 'Select the general queries listed below' with options 'CIBIL' and 'Find a nearest...', and a 'Continue to next step' button. Step 2 is 'Kindly reach out to our customer care executive.' with a 'Go to action: End' button. The right panel, 'Assistant says', shows the assistant's response 'Select the general queries listed below' with a 'Choose an option' button. The bottom right corner has a 'Preview' button.

Creating Net Banking Action

Net banking action is created with the necessary steps.

IBM Watson Assistant LiteUpgradeBANKING BOT

Learning center

Net Banking

Customer starts with:
Net Banking

Conversation steps

1

what queries do you have regarding Netbanking?

Facing errors...What is Net B...+ 2

Continue to next step

1

is What is Net Banking?

The facility offered by the bank allows customers to use banking services over the...

Go to action: End

2

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 actionTotal: 1

Enter a phrase

Net Banking

Preview

In addition to this greeting, end greeting ,index and end actions are also created.

				Search	Sort	New action +
Name	Last edited	Examples Count	Status			
Greeting	3 days ago	4	✓	⋮		
Index	23 minutes ago	1	✓	⋮		
Current	3 days ago	2	✓	⋮		
Loan	3 days ago	1	✓	⋮		
Net Banking	3 days ago	1	✓	⋮		
Items per page: 50				Showing 1–8 of 8 actions		1 1 of 1 pages
				Preview		

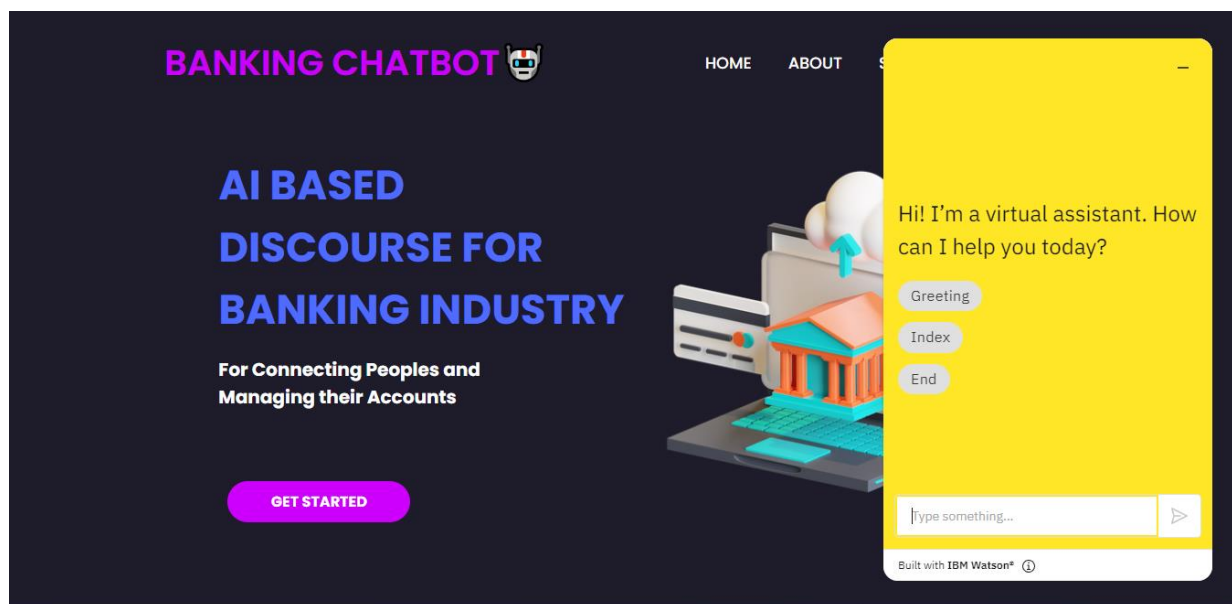
Name	Last edited	Examples Count	Status	
Net Banking	3 days ago	1	✓	⋮
Query	31 minutes ago	1	✓	⋮
Savings	3 days ago	1	✓	⋮
End	3 days ago	1	✓	⋮

Items per page: 50 ▾
Showing 1–8 of 8 actions
1 ▾
1 of 1 pages
◀ ▶

Preview ▶

PREVIEW OF CHATBOT:

<https://web-chat.global.assistant.watson.appdomain.cloud/preview.html?backgroundImageURL=https%3A%2F%2Fus-south.assistant.watson.cloud.ibm.com%2Fpublic%2Fimages%2Fupx-35339789-38d5-451f-8f05-3ddb5dbbe57e%3A%3A49d7f8d1-0500-4610-9518-068ec885f252&integrationID=fc789460-2e93-472d-b324-c85bef5219f5®ion=us-south&serviceInstanceID=35339789-38d5-451f-8f05-3ddb5dbbe57e>



Note: No code for this project. So, I attached the screenshot and step to build it.