



## Addressing problem statements

Possible responses to User's questions are saved as dialogs in Watson IBM workspace.

Each user message is first compared to possible conditions that are possible solutions to it, which are saved as intents and required information is fetched and processed from Database.

## Example

A user asks their account balance and enters account number.

This is detected as #Balance\_enquiry by Watson . We take the user's bank account number and search Database for account information regarding that number and present that result to user.

Also on questions that are irrelevant to our moto , user is prompted to ask other question.