**Filtered List of Actions**

**Account Information**

* Check Account Balance
* View Transaction History
* View Account Details

**Transactions**

* Transfer Funds Between Accounts
* Send Money to External Account
* Deposit Funds
* Withdraw Funds

**Account Management**

* Set Up Direct Deposit
* Set Up Automatic Transfers
* Create or Manage Sub-accounts

**Alerts and Notifications**

* Set Up Balance Alerts
* Set Up Transaction Alerts

**Analytics and Insights**

* View Spending Analysis
* View Savings Goals
* Calculate Interest Earned

**Customer Service**

* Chat with Customer Support
* Report a Lost or Stolen Card

**Security**

* Set Up Two-Factor Authentication
* Update Account Password
* Lock or Unlock Account

**Statements and Documentation**

* Download Account Statement
* Request Tax Documents

**Credit/Debit Card**

* Check Card Balance
* Transfer Money from Savings to Chequing
* Block Card
* Unblock Card
* Request Card Replacement
* Activate New Card
* Set/Change PIN
* Report Lost/Stolen Card
* Check Credit Limit
* Request Credit Limit Increase
* View Card Statements
* Make Credit Card Payment
* Set Up Automatic Payments
* Check Credit/Debit Card Expiry Date
* Check Credit Card Rewards Balance
* Redeem Rewards
* Enable/Disable International Usage
* View Interest Rates and Fees

**Loan Management**

* Loan Interest Rate Calculation
* EMI Calculation
* Loan Repayment Schedule
* Setup Auto Debit
* Loan Account Statement
* Loan Balance Enquiry
* Loan Extension
* Loan Penalty Calculation
* Loan Closure
* Loan Status Tracking
* Loan Cancellation

**Cheque and Bank Statements**

* Order New Cheque Book
* View Cheque Status
* Stop Payment on a Cheque
* View Cleared Cheques
* View Outstanding Cheques
* Download Bank Statements
* Email Bank Statements
* View Statement History
* Generate Custom Statements
* Request Mini Statement
* Filter Statements by Date
* Filter Statements by Type
* Search for Specific Transactions within Statements

**Universal Terminology**

**User Actions (action)**

1. Check\_Account\_Balance
2. View\_Transaction\_History
3. View\_Account\_Details
4. Transfer\_Funds\_Internally
5. Transfer\_Funds\_Externally
6. Deposit\_Funds
7. Withdraw\_Funds
8. Set\_Up\_Direct\_Deposit
9. Set\_Up\_Automatic\_Transfers
10. Manage\_Sub\_Accounts
11. Set\_Up\_Balance\_Alerts
12. Set\_Up\_Transaction\_Alerts
13. View\_Spending\_Analysis
14. View\_Savings\_Goals
15. Calculate\_Interest\_Earned
16. Chat\_With\_Customer\_Support
17. Report\_Lost\_Stolen\_Card
18. Set\_Up\_Two\_Factor\_Authentication
19. Update\_Account\_Password
20. Lock\_Unlock\_Account
21. Download\_Account\_Statement
22. Request\_Tax\_Documents
23. Check\_Card\_Balance
24. Block\_Card
25. Unblock\_Card
26. Request\_Card\_Replacement
27. Activate\_New\_Card
28. Set\_Change\_PIN
29. Check\_Credit\_Limit
30. Request\_Credit\_Limit\_Increase
31. View\_Card\_Statements
32. Make\_Credit\_Card\_Payment
33. Set\_Up\_Automatic\_Payments
34. Check\_Card\_Expiry\_Date
35. Check\_Credit\_Card\_Rewards\_Balance
36. Redeem\_Rewards
37. Enable\_Disable\_International\_Usage
38. View\_Interest\_Rates\_Fees
39. Calculate\_Loan\_Interest\_Rate
40. Calculate\_EMI
41. View\_Loan\_Repayment\_Schedule
42. Setup\_Auto\_Debit\_For\_Loan
43. View\_Loan\_Account\_Statement
44. Loan\_Balance\_Enquiry
45. Request\_Loan\_Extension
46. Calculate\_Loan\_Penalty
47. Initiate\_Loan\_Closure
48. Track\_Loan\_Status
49. Cancel\_Loan
50. Order\_New\_Cheque\_Book
51. View\_Cheque\_Status
52. Stop\_Payment\_On\_Cheque
53. View\_Cleared\_Cheques
54. View\_Outstanding\_Cheques
55. Download\_Bank\_Statements
56. Email\_Bank\_Statements
57. View\_Statement\_History
58. Generate\_Custom\_Statements
59. Request\_Mini\_Statement
60. Filter\_Statements\_By\_Date
61. Filter\_Statements\_By\_Type
62. Search\_Specific\_Transactions\_In\_Statements

**Bot Actions (model\_action)**

1. Provide\_Account\_Balance
2. Provide\_Transaction\_History
3. Provide\_Account\_Details
4. Transfer\_Funds\_Internally
5. Transfer\_Funds\_Externally
6. Record\_Deposit
7. Record\_Withdrawal
8. Set\_Up\_Direct\_Deposit\_Instructions
9. Schedule\_Automatic\_Transfers
10. Manage\_Sub\_Accounts
11. Set\_Balance\_Alerts
12. Set\_Transaction\_Alerts
13. Provide\_Spending\_Analysis
14. Track\_Savings\_Goals
15. Calculate\_Interest\_Earned
16. Connect\_To\_Customer\_Support
17. Assist\_Report\_Lost\_Stolen\_Card
18. Guide\_Two\_Factor\_Authentication\_Setup
19. Update\_Account\_Password
20. Lock\_Unlock\_Account
21. Provide\_Account\_Statement
22. Request\_Tax\_Documents
23. Provide\_Card\_Balance
24. Block\_Card
25. Unblock\_Card
26. Process\_Card\_Replacement\_Request
27. Activate\_New\_Card
28. Set\_Change\_PIN
29. Provide\_Credit\_Limit\_Info
30. Process\_Credit\_Limit\_Increase
31. Provide\_Card\_Statements
32. Process\_Credit\_Card\_Payment
33. Set\_Automatic\_Payments
34. Provide\_Card\_Expiry\_Date
35. Provide\_Credit\_Card\_Rewards\_Balance
36. Process\_Rewards\_Redemption
37. Enable\_Disable\_International\_Usage
38. Provide\_Interest\_Rates\_Fees
39. Calculate\_Loan\_Interest\_Rate
40. Calculate\_EMI
41. Provide\_Loan\_Repayment\_Schedule
42. Setup\_Auto\_Debit\_For\_Loan
43. Provide\_Loan\_Account\_Statement
44. Provide\_Loan\_Balance
45. Process\_Loan\_Extension\_Request
46. Calculate\_Loan\_Penalty
47. Process\_Loan\_Closure
48. Track\_Loan\_Status
49. Process\_Loan\_Cancellation
50. Order\_New\_Cheque\_Book
51. Provide\_Cheque\_Status
52. Stop\_Payment\_On\_Cheque
53. Provide\_Cleared\_Cheques
54. Provide\_Outstanding\_Cheques
55. Provide\_Bank\_Statements
56. Email\_Bank\_Statements
57. Provide\_Statement\_History
58. Generate\_Custom\_Statements
59. Provide\_Mini\_Statement
60. Filter\_Statements\_By\_Date
61. Filter\_Statements\_By\_Type
62. Search\_Specific\_Transactions\_In\_Statements