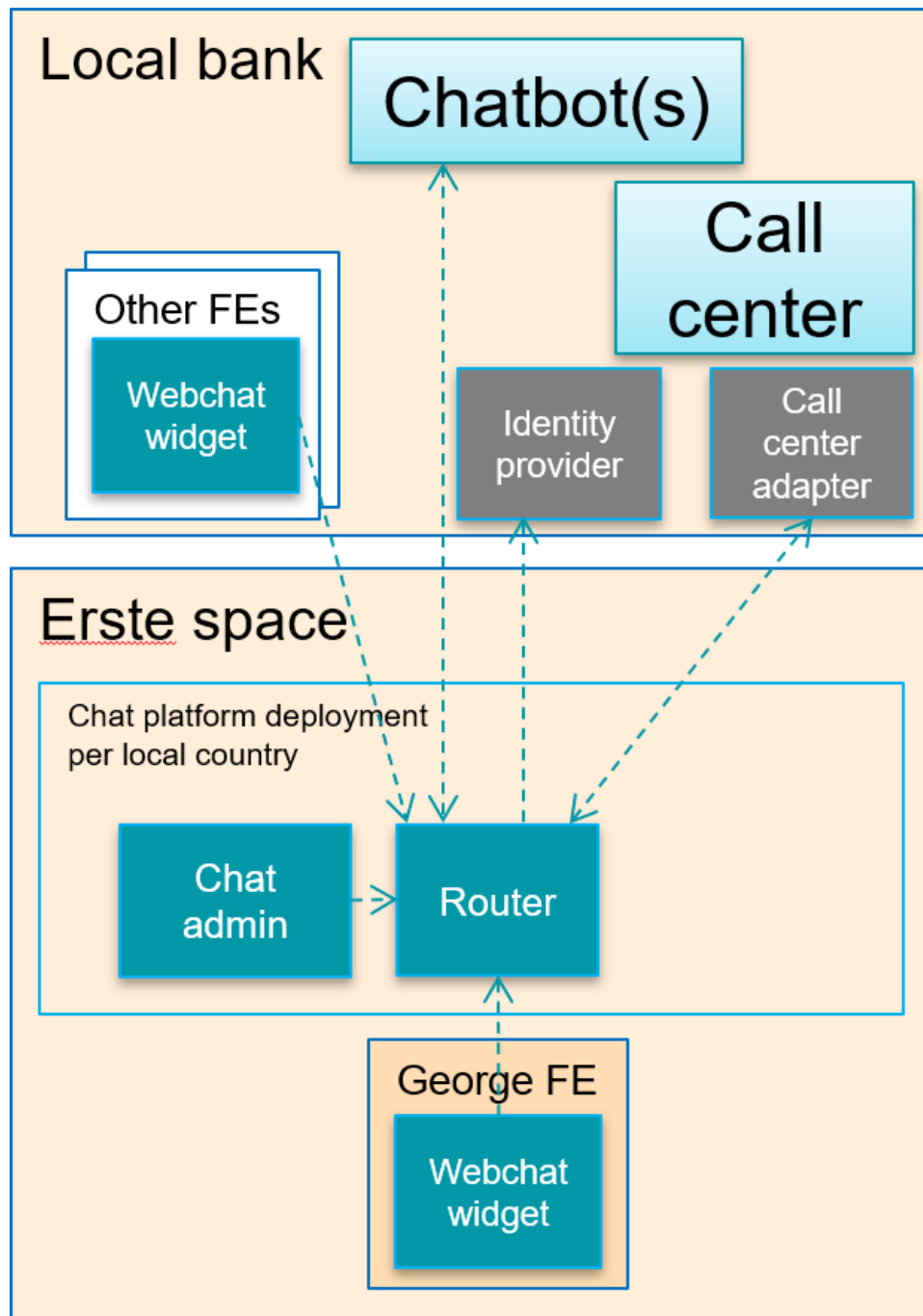


Integration with country chat back-end

HL Architecture overview



Responsibilities overview

Local bank

- Local bank Client center system used by the tellers to be provided
- Client Center Integration with Erste messaging platform API
- Identity provider available

Erste

- Common FE / GUI provided for George
- Provide and maintain Erste messaging platform API
- Integrate with the local bank Identity provider
- Common reporting facility provided
- Chat orchestration facility
 - Session management
 - Authentication mechanisms
- Conversation logs available in the Erste Messaging platform for 3 months
- Reporting
- Chat/Chatbot Governance

Other topics

There are topics where the responsibility need to be agreed between Local bank and Erste team

- Chatbot(s) implementation
 - George skill must be implemented based on the George requirements
- Chatbot integration with Erste messaging platform API
- Chatbots orchestration facility
 - Utterance anonymization
 - Chatbot handover between skills
 - Conversation available across the hosting platforms in the chat Widget
- Common business data API to be provided
- Chatbot testing

Responsibilities are described in detail here: [Chat platform integration responsibilities](#)

Business scenarios

[Business scenarios for CC flow](#)

[Chatbot business rules](#)

Implementation

[Chat API Implementation, Simple UC](#)