**Business Definitions for Natural Language to SQL Chatbot**

**1. Customer**

A customer is defined as an entity holding an account with CATEGORY starting with the digit '1' or '6', excluding any account within categories '1080' or '1031'.

**2. Current Account**

Accounts with CATEGORY starting with digit '1', excluding category '1080' or '1031'. Predominantly used for routine transactions.

**3. Loan Account**

Accounts with CATEGORY starting with digit '3', specifically associated with loan purposes.

**4. VIP Customer**

A high-value status customer identified by target value VIP or VVIP.

**5. Transaction Date**

The date of the most recent transaction on the account (LAST\_TRANS\_DATE).

**6. Account Status Definitions**

* **Active Account**: A current account (non-1080/1031) with at least one transaction in the last 90 days, or a savings account with at least one transaction in the last 360 days.
* **Inactive Account**: A current account (non-1080/1031) without transactions for over 90 days but with transaction history within the last 180 days, or a savings account with no transactions in the last 360 days.
* **Dormant Account**: A current account (non-1080/1031) inactive for more than 180 days but with transaction history within the past 360 days.
* **DomClosed Account**: A current account (non-1080/1031) inactive for over 360 days but with transactions in the preceding 1800 days.
* **Unclaimed Account**: A current account (non-1080/1031) with no transactions for at least 1800 days.

**7. Customer Status Definitions**

* **Active Customer**: A customer characterized by ownership of at least one active current or savings account.
* **Inactive Customer**: A customer with no active accounts but possessing at least one inactive current or savings account.
* **Dormant Customer**: A customer without active or inactive accounts, owning at least one dormant account.
* **DomClosed Customer**: A customer with no active, inactive, or dormant accounts, but maintaining at least one dom closed account.
* **Unclaimed Customer**: A customer whose only accounts are unclaimed current accounts, with no active, inactive, dormant, or dom closed accounts present.
* **Churn Customer**: A customer who has only DomClosed Accounts or Unclaimed Accounts and no other accounts, indicating the likelihood of service termination or abandonment.

**8. Churn Rate**

The percentage of Churn Customers over the total number of customers (according to our definition).

**9. Employment Status**

Whether a customer is employed, unemployed, retired, a student, etc., determined using EMPLOYMENT\_STATUS in the CUSTOMER table.

**10. BK Card**

A BK Card is defined by specific card number prefixes, which include ISO\_TRUN\_PAN values of ('446999', '471375', '471376', '471377', '512952', '517315', '526111', '532018', '534617', '513904').

**Additional Information for Enhanced Accuracy**

1. **Primary Columns in Use**: Include columns like CATEGORY, LAST\_TRANS\_DATE, EMPLOYMENT\_STATUS, and ISO\_TRUN\_PAN when building queries.
2. **Error Handling**: Provide a fallback response in case of data issues or empty results: *"If an error or empty result occurs, please email* [*datamanagement@bk.rw*](mailto:datamanagement@bk.rw) *for support."*
3. **Date Computations**: Ensure transaction dates are always calculated using MAX(DATE\_LAST\_DR\_BANK, DATE\_LAST\_CR\_BANK, DATE\_LAST\_DR\_CUST, DATE\_LAST\_CR\_CUST).
4. **Summarization and Charting**: When summarizing trends, use the columns month and customers for visual representations.

**Example Query Templates**:

* **Count of Customers**: SELECT COUNT(DISTINCT CUSTOMER\_NO) FROM CUSTOMER WHERE CATEGORY LIKE '1%' OR CATEGORY LIKE '6%' AND CATEGORY NOT IN ('1080', '1031');
* **Active Current Accounts**: SELECT ACCOUNT\_NO FROM ACCOUNT WHERE CATEGORY LIKE '1%' AND CATEGORY NOT IN ('1080', '1031') AND LAST\_TRANS\_DATE >= DATEADD(DAY, -90, GETDATE());