

Project Development Phase

Delivery of Sprint-4

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Team ID	PNT2022TMID26875
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY

General Query Action

Procedure to know the Mail Id and Helpline Number of the Bank:

The images illustrate the development of an AI chatbot interface for a banking application, specifically for handling queries about helpline numbers and email IDs.

Top Left Screenshot: Shows the 'Conversation steps' panel. Step 1 is 'Security Actions' with a sub-step 'Prevention of Unauthorized Access: 1. 128 Bit SSL or Higher Encrypted Communication 2....'. Step 2 is 'Understood' with a sub-step 'Any other Qu...'. The interface includes buttons for 'Continue to next step', 'Edit response', and 'Edit validation'.

Top Right Screenshot: Shows the chatbot's response to a query. The response is 'What do you want to know? We are pleased to help you out....'. The chatbot lists several options: 'Security Actions', 'Procedure to shift Bank Branches', 'Procedure to change ownership', and 'Helpline Numbers and Customer Executive Email Id'. The user has selected 'Helpline Numbers and Customer Executive Email Id'.

Bottom Left Screenshot: Shows the chatbot's response to a query. The response is 'I can get you that information right away! Where are you based?'. The chatbot lists several options: 'Tamil Nadu', 'Kerala', and '+1'. The user has selected 'Tamil Nadu'. The chatbot then provides the helpline number '1199223388' and the email ID 'helpline@bank.com'.

Bottom Right Screenshot: Shows the chatbot's response to a query. The response is 'What do you want to know? We are pleased to help you out....'. The chatbot lists several options: 'Security Actions', 'Procedure to shift Bank Branches', 'Procedure to change ownership', and 'Helpline Numbers and Customer Executive Email Id'. The user has selected 'Helpline Numbers and Customer Executive Email Id'.

request contact information

Customer starts with:
Who can I call?

Conversation steps

1

I can get you that information right away!
Where are you based?

Tamil Nadu

Kerala

+1

Continue to next step

2

1 is **Tamil Nadu**

The best way to contact us in **Step 1** is by calling our helpline number 1199223388. <...

Understood

Other Queries

Continue to next step

2

is **Understood**

New condition group +

Assistant says

B

I

The best way to contact us in **1. I can get you that information right away** by calling our helpline number **1199223388**.

Alternate numbers:

1. 1144223388

2. 1199555388

3. 1199223448

Or Email us at **bankeastTN@gmail.com**.

Understood

Other Queries

Edit response Edit validation

Preview

Tamil Nadu

The best way to contact us in Tamil Nadu is by calling our helpline number **1199223388**.

Alternate numbers:

1. 1144223388

2. 1199555388

3. 1199223448

Or Email us at **bankeastTN@gmail.com**.

Understood

Other Queries

1 is **Bangalore**

The best way to contact us in **Step 1** is by calling our helpline number 1166677788.

Understood

Other Queries

Continue to next step

5

is **Understood**

6

This step has no content

Go to action: **End**

B

I

The best way to contact us in **1. I can get you that information right away** by calling our helpline number **1166677788**.

Alternate numbers:

1. 1144223388

2. 1199565388

3. 1199343448

Or Email us at **banknorthBLR@gmail.com**.

Understood

Other Queries

Edit response Edit validation

Preview

Bangalore

The best way to contact us in Bangalore is by calling our helpline number **1166677788**.

Alternate numbers:

1. 1144223388

2. 1199565388

3. 1199343448

Or Email us at **banknorthBLR@gmail.com**.

Understood

Other Queries

5 is **Other Queries**

This step has no content

Go to action: **General Queries**

1 is **Kerala**

The best way to contact us in **Step 1** is by calling our helpline number 116655788.

Other Queries

Understood

Continue to next step

8

is **Understood**

9

This step has no content

Go to action: **End**

Assistant says

B

I

The best way to contact us in **1. I can get you that information right away** by calling our helpline number **116655788**.

Alternate numbers:

1. 1144223448

2. 1199565558

3. 1199343668

Or Email us at **bankwestKL@gmail.com**.

Understood

Other Queries

Edit response Edit validation

And then

Continue to next step

Preview

Kerala

The best way to contact us in Kerala is by calling our helpline number **116655788**.

Alternate numbers:

1. 1144223448

2. 1199565558

3. 1199343668

Or Email us at **bankwestKL@gmail.com**.

Understood

Other Queries

Use the up arrow for prior messages

Procedure to Change Ownership:

The screenshot displays a chatbot interface for the 'Procedure to Change Ownership'. On the left, a vertical list of steps is shown: Step 1 is 'Procedure to change ownership', Step 8 is 'Understood', and Step 9 is 'This step has no content'. A 'New step +' button is at the bottom. The main chat area shows the assistant's response to Step 1, which explains that generally, one cannot remove a person from a joint checking account without their consent. It also mentions that in emergencies, a letter to the General Manager of the Bank is required. The assistant asks for certain documents like Aadhar and PAN card. On the right, a preview of the chatbot's output is shown, including the assistant's response and a user's 'Understood' reply. The interface includes a 'Re-ask previous step(s)' button and a 'Continue to next step' button.

Net banking Action

Procedure to check the balance from the bank:

The screenshot displays a chatbot interface for the 'Procedure to check the balance from the bank'. On the left, a vertical list of steps is shown: Step 1 is 'Procedure to check t...', Step 12 is 'Understood', and Step 13 is 'This step has no content'. A 'New step +' button is at the bottom. The main chat area shows the assistant's response to Step 1, which lists three ways to check the balance: via SMS, by calling the Bank Enquiry Number (9594612612), or by using the BankBal App. On the right, a preview of the chatbot's output is shown, including the assistant's response and a user's 'Understood' reply. The interface includes a 'Re-ask previous step(s)' button and a 'Continue to next step' button.

12

balance,
 - SMS 'IBAL' to 921567676...

Other Queries Understood

Continue to next step

12 is Understood

This step has no content

Go to action: End

13

This step has no content

Go to action: End

14

This step has no content

Re-ask previous step(s)

New step +

Define customer response

And then

Go to another action

Goes to action End

Pass values

Upon return Continue

Edit settings Edit passed values

Use our BankBal App for status of bank balance.

Understood Other Queries

Understood

go to End

Do you want to know about some other services?

Yes No

Use the up arrow for prior messages

Current Account Action

Customer starts with: Current Account

Conversation steps

1

A current account, also known as financial account is a type of deposit account...

Will I be able... Types of Curr... + 2

Continue to next step

1 is Types of Current Accounts

These are the following types of account available: • Premium Current Account
...

Other Queries Understood

Continue to next step

2

2 is Understood

New step +

Step 1 is taken without conditions

Assistant says

A current account, also known as financial account is a type of deprec account maintained by individuals who carry out significantly high number of transactions with banks on a regular basis. It is created by the bank on request of the applicant and is made available for frequent or immediate access.

What do you need to know?

Types of Current Accounts Who can apply for a Current Account?

What documentation do I need to open a Current Account?

Will I be able to view my Current Account online?

Edit response Edit validation

Preview

Current Account

go to Current

A current account, also known as financial account is a type of deposit account maintained by individuals who carry out significantly higher number of transactions with banks on a regular basis. It is created by the bank on request of the applicant and is made available for frequent or immediate access.

What do you need to know?

Types of Current Accounts Who can apply for a Current Account?

Type something...

1

Will I be able... Types of Curr... + 2

Continue to next step

1 is Types of Current Accounts

These are the following types of account available: • Premium Current Account
...

Other Queries Understood

Continue to next step

2

2 is Understood

3

This step has no content

Go to action: End

New step +

These are the following types of account available:

• Premium Current Account

The premium Current Account as the name suggests provides a multitude of customized and exclusive features for the account holder. This account is customized to suit a selection of transactions as per the requirement of the customer. This account is suitable for those individuals who intend to perform a high level of financial transactions.

• Standard Current Account:

One of the vital types of Current Account is the Standard Current Account, also known as the basic deposit account. It is a non-interest bearing account that has a few specifics. A minimum average amount needs to be maintained in this account every month. Additionally, this account offers standard services like NetBanking, SMSBanking, cheque book facility with a bulk of cheque leaves, debit card, overdraft facility for a stipulated amount on the discretion of the bank manager together with a no-cost NEFT and RTGS transactional service.

• Packaged Current Account:

for outward or inward remittances in foreign currencies daily. The basics of the account functionality remain the same.

• Single Column Cash Book :

If you are running a business without maintaining a bank account, the Single Column Cash Book Account or Simple Cash Account is the best deal for you. This account does not provide any feature such as an overdraft facility but enables you to monitor and maintain your daily transactions via two separate columns of debit and credit of finances

Understood Other Queries

Type something...

Current

2 is Other Queries

4 This step has no content

Re-ask previous step(s)

1 is Who can apply for a C...

Once you are a member of a participating credit union* and are over 12 years of age, y...

Understood Other Queries

Continue to next step

5 is Understood

6 This step has no content

Go to action: End

New step +

New condition group +

Assistant says

B I [icons]

Once you are a member of a participating credit union* and are over years of age, you are eligible to apply for a current account.

Credit unions all around the country are introducing the current account service for their members.

Understood Other Queries

Edit response Edit validation

And then

Preview

Who can apply for a Current Account?

Once you are a member of a participating credit union* and are over 12 years of age, you are eligible to apply for a current account.

Credit unions all around the country are introducing the current account service for their members.

Understood Other Queries

Type something...

Current

5 is Other Queries

7 This step has no content

Re-ask previous step(s)

1 is What documentation ...

To open your Current Account either online or in your credit union office, you will require o...

Other Queries Understood

Continue to next step

8 is Understood

9 This step has no content

Go to action: End

New step +

Assistant says

B I [icons]

To open your Current Account either online or in your credit union of you will require one proof of identity and one proof of address.

Acceptable Proof of Identity:

Current valid signed passport/passport card

National EU Identity Card

Driving Licence – Full licence or learners permit

Acceptable Proof of Address*:

Bank, building society or credit card statement (paper/e-format)

Household utility bill (paper/ e format)

Revenue Commissioners current balancing statement or Notification of Determination of Tax Credit/Tax Notification

*Note: These documents must have been issued in the previous six months

Understood Other Queries

Edit response Edit validation

And then

Preview

What documentation do I need to open a Current Account?

To open your Current Account either online or in your credit union office, you will require one proof of identity and one proof of address.

Acceptable Proof of Identity:

Current valid signed passport/passport card

National EU Identity Card

Driving Licence – Full licence or learners permit

Acceptable Proof of Address*:

Bank, building society or credit card statement (paper/e-format)

Use the up arrow for prior messages

Current

8 is Other Queries

10 This step has no content

Re-ask previous step(s)

1 is Will I be able to view ...

Yes, once you are registered online you can:

View your balance & account transactions...

Other Queries Understood

Continue to next step

11 is Understood

12 This step has no content

Go to action: End

New step +

New condition group +

Assistant says

B I [icons]

Yes, once you are registered online you can:

View your balance & account transactions

Transfer money within your CU or externally (SEPA)

Manage Standing Orders & Direct Debits

Download e-Statements and recent transaction reports

You will also be able to view and make quick account transfers using the Mobile App.

Understood Other Queries

Edit response Edit validation

And then

Preview

Will I be able to view my Current Account online?

Yes, once you are registered online you can:

View your balance & account transactions

Transfer money within your CU or externally (SEPA)

Manage Standing Orders & Direct Debits

Download e-Statements and recent transaction reports

You will also be able to view and make quick

Use the up arrow for prior messages