

Project Development Phase

Delivery of Sprint-4

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| Date | 12 November 2022 |
| 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 a chatbot interface for a banking application, specifically for the procedure to know the Mail Id and Helpline Number of the Bank.

Top Left Screenshot: Shows the 'Conversation steps' configuration. Step 1 is 'What do you want to know? We are pleased to help you out....' with a '+2' button. Step 2 is 'Security Actions' with a '+1' button. The 'Continue to next step' button is visible.

Top Right Screenshot: Shows the chatbot interface. The user input is 'What do you want to know? We are pleased to help you out....'. The chatbot response is 'What do you want to know? We are pleased to help you out....'. The chatbot has suggested actions: 'Security Actions', 'Procedure to shift Bank Branches', 'Procedure to change ownership', and 'Helpline Numbers and Customer Executive Email Id'. The 'Continue to next step' button is visible.

Bottom Left Screenshot: Shows the chatbot interface. The user input is 'I can get you that information right away! Where are you based?'. The chatbot response is 'I can get you that information right away! Where are you based?'. The chatbot has suggested actions: 'Tamil Nadu', 'Kerala', and '+1'. The 'Continue to next step' button is visible.

Bottom Right Screenshot: Shows the chatbot interface. The user input is 'about a specific topic. These phrases determine the task, problem question your customer has. The more phrases you enter, the better your assistant can recognize what the customer wants. Enter phrases your customer might use to start this action'. The chatbot response is 'about a specific topic. These phrases determine the task, problem question your customer has. The more phrases you enter, the better your assistant can recognize what the customer wants. Enter phrases your customer might use to start this action'. The chatbot has suggested actions: 'Procedure to shift Bank Branches', 'Procedure to change ownership', 'Helpline Numbers and Customer Executive Email Id', and 'Helpline Numbers and Customer Executive Email Id'. The 'Continue to next step' button is visible.

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**

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 **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**

7

1 is **Kerala**

The best way to contact us in **Step 1** is by calling our helpline number 1166655788. <...

Other Queries

Understood

Continue to next step

8

is **Understood**

This step has no content

Go to action: **End**

New step +

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 **1166655788**.

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 **1166655788**.

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 sidebar shows a list of steps: Step 1 is 'Procedure to change ownership', Step 8 is 'Understood', and Step 9 is 'This step has no content'. The main chat area shows the assistant's response to Step 1, which explains that generally, no, in most cases, either state law or the terms of the account provide that you usually cannot remove a person from a joint checking account without that person's consent. It also mentions that in case of any emergencies, a letter to the General Manager of the Bank, with the consent of the previous owner, is required. The assistant asks for certain documents for address and name proof (Aadhar, PAN card etc.). The user responds with 'Understood'. Below the chat area, there are buttons for 'Edit response' and 'Edit validation'. On the right, a preview window shows the chatbot's response to the user's 'Understood' message, which includes the same information about the procedure and a prompt to use the up arrow for prior messages.

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 sidebar shows a list of steps: Step 11 is 'Re-ask previous step(s)', Step 12 is 'Procedure to check t...', and Step 13 is 'Understood'. The main chat area shows the assistant's response to Step 12, which lists several ways to check the balance: SMS 'IBAL' to 9215676766 or 5676766 to get the balance, Give a missed call to the Balance Enquiry Number of the Bank i.e. 9594612612, from the registered mobile number, and Use the BankBal App for status of bank balance. The user responds with 'Understood'. Below the chat area, there are buttons for 'Edit response' and 'Edit validation'. On the right, a preview window shows the chatbot's response to the user's 'Understood' message, which includes the same information about the procedure and a prompt to use the up arrow for prior messages.

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

12 is Other Queries

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